

# HKAirport NEWS

翱翔天地

2018 March 三月 Issue 118 第118期



FLYING HIGHER  
FOR A BRIGHTER FUTURE  
展翅飛翔二十載 邁向更璀璨未來

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## HKAirport NEWS 翱翔天地

The newsletter of Hong Kong International Airport  
香港國際機場刊物

2018 Mar 三月 Issue 118 第118期

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## SUPPORTING DCM RECLAMATION WORKS

### 視察深層水泥拌合填海工程

With the three-runway system (3RS) reclamation works in full swing, Airport Authority (AA) Chairman Jack So and CEO Fred Lam showed their continued support of the project team and contractors during a visit to construction vessels at

the 3RS work sites on 13 March.

The group visited on board the Low Headroom Deep Cement Mixing (DCM) barge and Prefabricated Vertical Drains (PVD) barge to inspect the latest developments of the project. They were briefed on the current



progress of DCM on the reclamation site. This encompassed aspects such as the deployment of special DCM equipment, solutions to overcome site constraints, and the implementation of environmental and safety measures.



三跑道系統項目的填海工程現正如火如荼地進行。於3月13日，機場管理局主席蘇澤光及行政總裁林天福到項目施工地點的工程船上考察，為參與項目的團隊及承建商打氣。

他們登上低淨空高度深層水泥拌合作業躉船及預製疏水豎管作業躉船，視察工程最新進展，並聽取了在填海工地應用深層水泥拌合法的現況，包括特殊深層水泥拌合設備的調度工作、應對工地限制的方案，以及採取環保及安全措施等方面的情況。

## EXPANDING OUR AIRPORT PEER NETWORK

### 加強機場同業聯繫

Hong Kong International Airport (HKIA) has been forging stronger ties with other major hub airports through the Airport Benchmarking Group, which held a meeting in February in Los Angeles. Initiated by the AA, the Airport Benchmarking Group enables member airports to share experiences and identify best practices with each other. It also facilitates sharing of Key Performance Indicators information on airport and aviation issues with designated analyst Imperial College London.

During the meeting, the Group welcomed two new members - Los Angeles World Airports and Munich Airport.

香港國際機場過去一直透過Airport Benchmarking Group (機場基準組織)，與其他主要樞紐機場增強彼此聯繫。基準組織由機管局倡議，其成員與指定分析



機構英國倫敦帝國學院分享在機場及航空方面的關鍵績效指標資料。

於2月在美國洛杉磯舉行的會議上，基準組織歡迎新成員洛杉磯世界機場及慕尼黑機場加入，與其他成員機場互相分享經驗，確立最佳實務。

AA Chairman Jack So (third from left, back row) and Deputy Director, Aviation Development Vivian Cheung (second from right, back row) join representatives of the Airport Benchmarking Group's existing members to witness the signing of the benchmarking agreements of the new members.

機管局主席蘇澤光（後排左三）和機場運作副總監－策劃及發展張李佳蕙（後排右二），以及機場基準組織現有成員的代表一同見證新成員簽署基準協議。





# DOUBLE DECADE

## 飛揚廿載

**This year marks 20 years of operation for Hong Kong International Airport (HKIA),** which has flown a long distance since it first spread its wings after relocating to Chek Lap Kok on 6 July 1998. After two decades of providing world-class facilities and services, the airport has established itself as a leading international and regional aviation hub.

### 20 Fruitful Years

Today, HKIA is home to more than 100 airlines that fly to over 220 destinations across the world, double the number during the Kai Tak days.

Passenger and cargo volumes have also registered remarkable growth over the past 20 years. In 2017, HKIA handled 72.9 million passengers and 420,630 flight movements, representing a stunning increase of about 155% and 158% respectively compared to 20 years ago.

Cementing HKIA as one of the busiest and finest airports in the world is a string of awards and distinctions across various categories ranging from operational efficiency to shopping and dining to adoption of new technology.

### Towards the Future

As it soars above and beyond in creating a welcoming airport experience for global travellers, HKIA remains steadfast on its path towards a brighter future underscored by a series of development projects, including the revamp and expansion of Terminal 1, the development of a new logistics centre in Kwo Lo Wan, the construction of the SKYCITY and the three-runway system.

Meanwhile, HKIA incessantly

explores more smart technologies to ensure passengers have a pleasant journey from home to gate. All these developments will pave the way for HKIA to continue excelling in the years to come.

### Celebration kicks off

HKIA's 20th birthday celebrations will get into high gear in the coming months, which will welcome the participation of passengers, airport community, airport business partners and other stakeholders. Starting from this issue of *HK Airport News*, there will be a series of stories commemorating the 20th anniversary of HKIA.

**香港國際機場在今年邁向20周年。**機場自1998年7月6日遷往赤鱗角展開新一頁，多年來翱翔天地，提供世界級設施及服務，奠定國際和區域航空樞紐的領導地位。

### 豐盛20年

目前，香港國際機場共有超過100家航空公司營運，提供航班往來世界各地逾220個航點，較啟德機場時期多出一倍。





# OF SOARING GROWTH



20<sup>TH</sup> ANNIVERSARY  
FEATURE STORY  
20周年專題故事

機場的客、貨運量在過去20年來錄得顯著增幅。於2017年，機場共接待旅客7 290萬人次，飛機起降量達420 630架次，20年間分別激增約155%及158%。

機場從營運效率、購物餐飲，以至新科技應用層面均屢獲殊榮，在全球建立最繁忙及最佳機場的美譽。

## 邁向未來

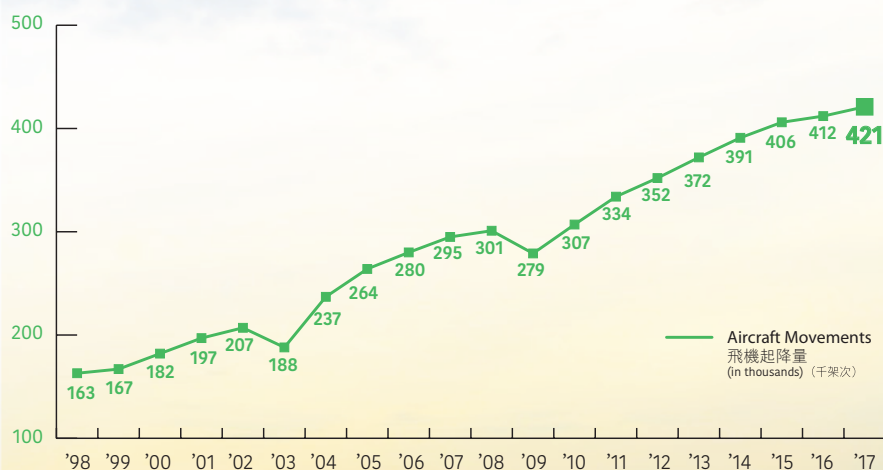
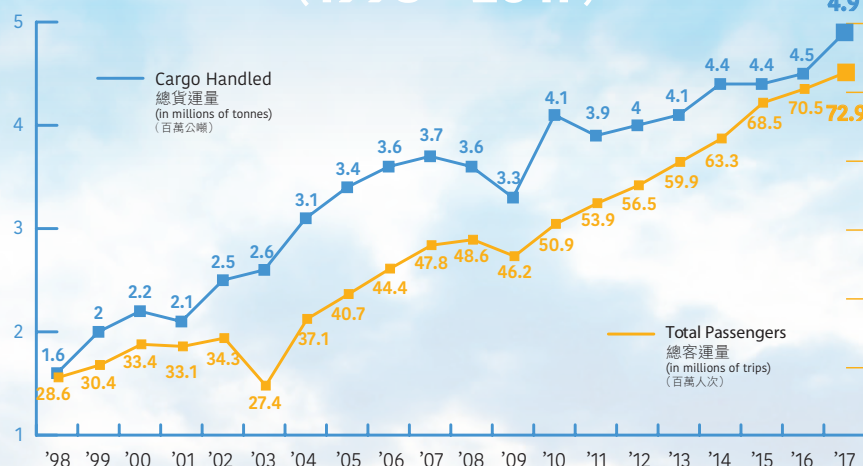
機場管理局致力為世界各地旅客締造賓至如歸的機場體驗，積極推展多個發展項目，迎接更光明的未來，當中包括一號客運大樓的改建及擴建工程、過路灣新物流中心發展計劃、SKYCITY航天城及三跑道系統工程項目。

機場亦繼續研究採用更多智能科技，讓旅客從出門一刻到抵達登機閘口都享有輕鬆愉快的體驗。種種措施為機場未來順利發展奠下穩健基礎。

## 掀起誌慶序幕

香港國際機場20周年慶祝活動將於未來數月登場，我們熱切歡迎旅客、機場社區、機場業務夥伴以至其他持份者一同參與。由今期起《翱翔天地》將刊出一系列機場20周年的故事，與讀者回顧過往的點滴。

## Air Traffic at HKIA 香港國際機場航空交通流量 (1998 - 2017)





# 20 YEARS OF HKIA MEMORIES

## 廿載機場回憶

As a leading international aviation hub, Hong Kong International Airport (HKIA) owes its world-renowned reputation to a team of dedicated staff who, over the past 20 years, have committed to making our airport the best in the world. Having weathered scores of ups and downs, sunshine and thunderstorms, they are still here, witnessing the airport growing from a simple transportation facility to a mainstay of the city.

Starting from this issue, *HK Airport News* will publish a series of stories on airport community staff who are the unsung heroes of HKIA.

Though a lifetime airport staff who has enough fond memories to cherish for many years to come, H S Yuen, Sing feels most honoured and proud to be involved in the planning stage of the new airport project and witnessed its historic opening 20 years ago.

When HKIA first opened its doors to the world, he was the one who faced the challenges of maintaining a normal airfield operation after the mammoth overnight relocation from Kai Tak Airport. Sing vividly remembered that he stayed at the Apron Control Centre for a whole week. "There were many things to fix at the initial stage," Sing recalled. "But surprisingly, none of us felt tired. Instead we were rather relieved when we saw that our collaborative efforts contributed to the gradual resumption of normal ramp operations."

In 2005, Sing was seconded to Zhuhai (ZHA) Airport to assist in its development. "We had to overcome many constraints and hurdles in establishing a more advanced and systematic ramp operations system, and the starkly different workplace culture," Sing explained. Their dedication paid off as aircraft throughput at ZHA reached record levels during the joint venture's inaugural year.



### H S Yuen 袁漢昇

Manager, Infrastructure Management and Coordination, Airfield  
Airport Authority  
(Joined Civil Aviation Department in 1982 and the AA in 1997)  
飛行區運作部基建管理及統籌經理  
機場管理局  
(1982年入職民航處，於1997年加入機管局)

In all these years, Sing has never for a fleeting moment felt bored of his work. "Although I have been working at the airport for my entire life, I find that there are still so many things awaiting me to learn," he said. "Trust me, the airport is an amazing place."

大半生在機場工作，袁漢昇固然有很多難忘回憶，足以讓他日後慢慢細味，但教他感到最自豪的，則是能夠參與新機場項目規劃工作，見證20年機場啟用的歷史性時刻。

當年，香港國際機場一夜間從啟德遷往赤鱗角，袁漢昇肩負維持飛行區暢順運作的艱巨任務。袁漢昇想起當時整整一個星期沒有離開過停機坪控制中心，那情

況依然歷歷在目：「（機場啟用）初期有很多問題要處理。雖然工作辛苦，但奇怪地我們都不覺得疲倦，相反大家眾志成城，看到機場運作逐漸回復暢順，都放下心頭大石。」

2005年，袁漢昇獲調派往珠海機場以協助其發展。他憶述：「兩地的工作方式及文化截然不同，要建立一個更先進及有系統的停機坪運作系統，面對不少困難和阻滯。」然而，他們的努力和付出換來理想成績，珠海機場與香港機場管理局成立合資公司首年，珠海機場的飛機起降量便打破紀錄。

這些年來，袁漢昇並沒有一刻感到厭倦：「雖然我多年來都是在機場工作，但仍然有許多新的東西學習。相信我，機場確是一個非常神奇的地方！」







20<sup>TH</sup> ANNIVERSARY  
FEATURE STORY  
20周年專題故事

作為領先的國際航空樞紐，香港國際機場享譽全球，背後有賴專業的團隊廿多年努力不懈，成就我們成為世界一流機場。過往無論遇上任何挑戰，員工依然無懼風雨、堅守崗位，見證機場從航運設施發展成為整個社會的重要支柱。

從今期開始，《翱翔天地》將會走訪機場內不同崗位的員工，與大家分享每位無名英雄的故事。



【1】

Sing works in the airfield with his colleagues (photo taken at Kai Tak Airport in the 1980s). Do you know which staff in the photo is him? 袁漢昇與同事們在飛行區工作，合照攝於80年代的啟德機場。你知道相中哪位是他嗎？

【2】

Joe (second from left) has worked at HKIA since November 1997. 韋祖蔭（左二）於1997年11月加入香港國際機場至今。

照片右二為袁漢昇。  
Sing in the photo: second from right.

The lights on the ceiling brighten up the entire passenger terminal, the water supply operates smoothly and air-conditioning gives out cool air to create a comfortable environment.

We can take all these things for granted because of a team of reticent, hardworking staff like Joe. For 20 years, he has dedicated himself to the daily preventive and emergency maintenance of buildings, facilities, runways, electrical and mechanical systems, water and sewage systems, and virtually anything that needs to keep the airport humming like a well-oiled machine.

As the traffic volume has more than doubled over the past 20 years, the maintenance work has become much more complex than before.

“Airport maintenance is more than just changing light bulbs, but even that could be a daunting,” Joe said jokingly. For example, the airport has upgraded more than 100,000 traditional lights to LED lights since 2009, taking six years to complete.

Joe said making good use of technology is the only way forward for future maintenance work. For

example, the airport has piloted a system that uses high-speed, vehicle-mounted cameras to inspect, record and analyse the operation of airfield ground lighting, he said.

當大家走進機場，或許沒有留意天花的燈照亮客運大樓、水流順暢、空調系統送出陣陣涼風，締造舒適的環境。

這一切看似理所當然，事實上要歸功於默默耕耘的同事。20年來，韋祖蔭負責管理機場大大小小的日常保養及緊急維修服務，從樓宇、設施、跑道、電機系統，以至水管和排污系統等等，務求令

機場這部龐大機器平穩運作。

過去20年，機場的航空交通量上升逾倍，維修保養工作亦較從前複雜。

韋祖蔭笑道：「其實維修工作不只是換燈泡這麼簡單。即使是更換燈泡，在機場內進行亦絕非易事。」事實上，香港國際機場自2009年起將超過10萬枚傳統照明裝置更換為發光二極管燈，整項工程用了六年時間才完成。

韋祖蔭亦指出機場引入了一套可安裝在車上的高速攝影機，用作檢查、記錄及分析飛行區地面燈號的運作。他認為未來的維修工程，必須善用科技幫助，方可維持機場的世界級服務。



## Joe Wai 韋祖蔭

Manager, Fault Response Team,  
Technical Services  
Airport Authority  
(Joined the AA in November 1997)  
工程及維修部故障應變小組經理  
機場管理局  
(1997年11月加入機管局)



# CHIEF SECRETARY SUPPORTS THE EXTRA MILE

## 政務司司長支持「EXTRA MILE 里•想高飛」



**HKSAR Chief Secretary for Administration Matthew Cheung paid a visit to Hong Kong International Airport (HKIA) on 15 March**, meeting with five participants of EXTRA MILE, the community investment project launched by the Airport Authority (AA) earlier this year.

Chief Secretary Cheung, accompanied by the Islands

District Council Chairman and Executive Director of the Plaza Premium Group (PPG), met with the participants to understand their work at the airport and encouraged them to develop their future career in the airport. PPG is one of the business partners of the project which provides work placement opportunities at the airport to the youth and non-Chinese speaking

participants of the “Working Holiday@Lantau” and “The Pioneer” programmes respectively.

Spearheaded by the AA in collaboration with its business partners, NGOs and neighbouring communities, the EXTRA MILE initiative aims to develop local talents, improve social mobility and drive the airport’s development.

**3月15日，香港特別行政區政務司司長張建宗到訪香港國際機場，與機場管理局今年初推出社區投資項目「EXTRA MILE 里•想高飛」的五名參加者見面。**

張建宗在離島區議會主席及環亞機場服務管理集團執行董事陪同下與參加者會面，了解他們在機場工作的情況，並鼓勵他們日後在機場開展事業。環亞機場服務管理集團為該項目的業務夥伴之一，為分別參加「工作x假期@大嶼山」計劃及「先鋒」計劃的青年人及非華語人士安排在機場實習的機會。

「EXTRA MILE 里•想高飛」由機管局牽頭，透過與機場的業務夥伴、非政府機構及鄰近社區合作，旨在發展及培育本地人才、促進社會流動，並推動機場發展。

# RAMPING UP OPERATIONAL EFFICIENCY

## 提升營運效率

**As part of the AA's efforts to enhance ramp operation efficiency and baggage delivery services** at HKIA, two new contracts have been awarded to Dah Chong Hong - Dragonair Airport GSE Service Ltd. to assist the AA to implement the Ground Services Equipment (GSE) Pooling Scheme.

Under the scheme, newly delivered GSE will be stationed in the Midfield and Remaining Midfield Area, enabling ramp operators to use them for serving aircraft immediately upon arrival on a parking stand. Such arrangement will also help reduce apron traffic and boost ramp operators’ work efficiency.

**大昌—港龍機場地勤設備服務有限公司**獲機管局授予兩份有關實施地勤設備共用計劃 (Ground Services Equipment (GSE) Pooling Scheme) 的新合約，藉以協助機管局提升機場停機坪的運作效率及行李運送服務。

根據計劃，新交付的地勤設備將設置在中場範圍及餘下用地，讓停機坪服務商在飛機抵達停機位時即時使用。有關安排亦有助紓緩停機坪的交通量，並提高停機坪服務商的工作效率。



During a ceremony on 1 March, AA CEO Fred Lam (seventh from left) and Dah Chong Hong Holdings Limited CEO Frank Lai (sixth from right) signed contracts for the supply and delivery of GSE, as well as the provision of GSE management services at HKIA.

於3月1日舉行的簽署儀式上，機管局行政總裁林天福（左七）與大昌行集團有限公司行政總裁黎汝雄（右六）簽署有關供應及交付地勤設備，以及在香港國際機場提供地勤設備管理服務的合約。



# HKIA NAMED IATA CEIV PHARMA PARTNER AIRPORT

## 獲認可為 IATA CEIV Pharma 合作夥伴機場



**HKIA was recently recognised as a Partner Airport of the International Air Transport Association's (IATA) Center of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma).** The recognition confirms the airport's competency and preparedness in handling airside pharmaceuticals that require a stringent temperature control process at the globally assured standard.

The process also involves HKIA's three cargo terminals (Asia Airfreight Terminal Limited, Cathay Pacific Services Limited, and Hong Kong Air Cargo Terminals Limited), three ramp handling operators (Hong Kong Airport Services Limited, Jardine Aviation Services Limited and SATS HK Limited) as well as local base carrier Cathay Pacific Group. These business partners also achieved the IATA CEIV

Pharma Certification in mid-2017.

On 5 March, a ceremony was held during the FlyPharma Conference Asia 2018 wherein AA CEO Fred Lam received the accreditation from the IATA. The conference was co-hosted by the AA for the first time to promote the pharmaceutical handling capability at HKIA.

To support the growth, the AA will continue to invest in its cold chain facilities, for instance, by investing HK\$16 million to purchase an additional 21 cool dollies. The AA is dedicated to further promote the cool pharma air logistics at HKIA.

**香港國際機場最近成為國際航空運輸協會醫藥品冷鏈運輸認證 (IATA CEIV Pharma) 的認可合作夥伴機場**，肯定了機場在處理須嚴格控制溫度空運藥品方面達到國際認可標準的水平。

認證亦涵蓋機場的三間航空貨運站（亞洲空運中心有限公司、國泰航空服務有限公司及香港空運貨站有限公司）、三間停機坪飛機服務商（香港機場地勤服務有限公司、怡中航空服務有限公司及新翔（香港）有限公司）及以香港為基地的航空公司國泰航空集團。這些業務夥伴亦在2017年年中取得醫藥品冷鏈運輸認證。

於3月5日FlyPharma Conference Asia 2018舉行的認證頒授典禮上，機管局行政總裁林天福接受國際航空運輸協會頒發的證書。機管局首次成為這個會議的合辦機構，藉此推廣機場處理醫藥品的卓越能力。

為應付不斷增長的需求，機管局將繼續投資於冷鏈設施，例如將投資1 600萬港元額外增添21個冷凍拖卡，並會進一步推動機場冷凍藥品的空運物流業務發展。



## 1 TOURING THE AIRPORT'S TECHNOLOGY

### 參觀機場智能科技設施

The Airport Authority (AA) continuously communicates with its stakeholders to keep them up to speed on the latest developments at Hong Kong International Airport (HKIA). To this end, the airport hosted a visit for Legislative Councillor Lo Wai-kwok along with representatives of the Business and Professionals Alliance for Hong Kong (BPA) on 13 February. AA CEO Fred Lam and Executive Director, Engineering & Technology Alex Kwan briefed the delegation on the different uses of innovative technology at the airport that have enhanced its operational efficiency and passengers' travelling experience.

One such use is the HKG MyFlight app featuring an augmented reality way-finding function and multi-language signage display which the group put to the test. Afterwards, the visitors tried out the cloud-based iCUSS moveable self check-in kiosks as well as self bag drop services that provide greater convenience to travellers.

機場管理局一向致力與持份者保持溝通，讓他們了解香港國際機場發展項目的最新情況。為此，機管局於2月13日安排立法會議員盧偉國以及香港經濟民生聯盟的代表參觀機場。機管局行政總裁林天福與工程及科技執行總監關景輝向他們介紹機場如何應用各種創新科技，以提升營運效率及旅客體驗。



參觀團亦試用了流動應用程式「我的航班」的擴增實境方向指示和多國語言標誌功能，以及雲端式流動自助登記櫃檯「iCUSS」及自助行李託運服務，體驗各種更便利旅客的設施與服務。

## 2 UP TO SPEED ON THE 3RS

### 了解三跑道系統項目 最新發展

On 14 March, members of the Logistics and Transport Industry Committee of the Hong Kong Federation of Trade Unions (HKFTU) visited HKIA to gain a deeper understanding of the three-runway system (3RS) project. AA CEO Fred Lam and Executive Director, Airport Operations C K Ng were on hand to update the group on its progress during a tour of the Marine Traffic Control Centre and various work sites of the 3RS project.

3月14日，香港工會聯合會物流及交通行業委員會成員參觀香港國際機場，以進一步了解三跑道系統項目。機管局行政總裁林天福及機場運行執行總監吳自淇陪同一眾成員參觀海上交通控制中心及項目的多個工地，講解工程最新進度。

## 3 SHARING JOY WITH THE COMMUNITY

### 與社區分享快樂

With a big heart in giving back to its neighbouring communities, the AA continued its partnership with the Salvation Army Hong Kong and Macau Command and the Hong Kong Air Cargo Terminals Limited (Hactl) to run its HKIA Gift Donation Campaign.

From 5 to 28 February, gift collection boxes were placed at key locations at the airport and the concourse of SuperTerminal 1, for the members of the airport community and travellers to donate



[1a]



[1b]

[1a]

AA Chairman Jack So (first from left) attends the Spring Reception of the Business and Professionals Alliance for Hong Kong. 機管局主席蘇澤光(左一)出席香港經濟民生聯盟舉辦的春茗。

[1b]

AA CEO Fred Lam (first from right) provides an overview of the latest developments at HKIA to Lo Wai-kwok (second from right) and BPA representatives. 機管局行政總裁林天福(右一)向盧偉國(右二)及經民聯代表簡介香港國際機場的最新發展。





apparel, food, stationery and toys for a meaningful cause. A total of 12,783 gifts were collected at the airport and will be donated to underprivileged children and their families in Hong Kong.

To mark a successful conclusion to the campaign, a gift handover ceremony officiated by AA General Manager, Terminal 1 Chapman Fong and representatives from Hactl and The Salvation Army Hong Kong and Macau Command was held at HKIA Tower.

機管局再次與救世軍港澳軍區合作，並得到香港空運貨站有限公司支持，攜手合辦「香港國際機場禮物捐贈活動」，藉此表達對鄰近社區的關懷。

於2月5日至28日期間，機管局在香港國際機場及超級一號貨站大堂內各主要地點設置多個收集箱，收集機場同業及旅客捐出的衣物、食物、文具及玩具等。是次活動將在機場範圍成功收集的合共12 783件禮物，轉贈給本地有需要的家庭及兒童，饒富意義。

機管局一號客運大樓運作總經理方瑞文，以及香港空運貨站與救世軍港澳軍區的代表在機場行政大樓主持禮物移交儀式，為活動畫上圓滿句號。

## 4 STRENGTHENING OUR CULTURE OF SAFETY

### 加強機場安全文化

HKIA has thrived with a good safety culture over the years, encompassing airport community staff and contractors. To help

maintain a high standard in this area, the AA once again rolled out the Technical Services Department (TSD) Contractors Safety Campaign for the seventeenth consecutive year.

The campaign involved a series of activities geared towards enhancing safety awareness, reinforcing safety knowledge and creating a safe work environment for all. It drew solid support from 26 contractors and over 400 participants who took part, double the number of the previous year.

An award presentation ceremony was held on 13 March to mark a successful conclusion to the campaign, as outstanding contractors and staff were recognised for their contributions in promoting occupational health and a safe environment at HKIA.

機管局一直積極為機場同業員工和承辦商建立良好的安全文化。為維持機場卓越的安全水平，機管局連續第17年舉行「工程承包商安全運動」。

機管局透過舉行連串活動，增強參加者的安全意識和知識，以營造安全的工作環境。活動獲得26家承包商及逾400名參加者踴躍支持，較去年增加一倍。



頒獎典禮於3月13日舉行，表現傑出的承辦商及員工憑藉推動機場職安健文化的貢獻獲得嘉許，標誌運動圓滿結束。



## 5 MAKING A DELICIOUS DEBUT

### 美味登場

King Bakery, recognised as a Hong Kong Top Brand by the Hong Kong Brand Development Council, recently set up its new shop adjacent to gate 28 at HKIA. Travellers on the go can now relish its renowned freshly baked supreme crispy egg tarts, a traditional local treat, prior to boarding their flight. The egg tart is the first of its kind in Hong Kong to receive a Q-Mark certification for its product quality.

獲香港品牌發展局認證為「香港名牌」的蛋撻王，所出品的傳統本地蛋撻是全港首個獲「Q嘜」優質產品計劃認證的同類食品。這個品牌最近在香港國際機場28號閘口附近開設新店，旅客在登機前可品嚐其著名的新鮮烘焙蛋撻及多種小食。





# SMARTER MAINTENANCE IN THE BAG

## 行李處理智能維護方案

**The bustling nature of a modern airport demands the continuous harnessing of ideas and incorporating innovative technology** to bolster the efficiency of its operations and maintain world-class standards.

A prime example of how Hong Kong International Airport (HKIA) achieves this is the inception of the Work Improvement Team (WIT) Programme, which has been empowering Airport Authority (AA) staff to strive for continuous improvement through identifying operational challenges at the workplace and implementing corresponding measures.

Recently, the Baggaholic Team comprising five members from the Technical Services Department brainstormed a smart solution that earned them the AA Work Improvement Team Grand Award from among 55 other Work Improvement Projects in November 2017. With the current rapid passenger growth and future demand at HKIA in mind, Charles Li, Roy Yip, Tony Chan, Vincent

Lai and Yumi Tung sought to enhance the Baggage Handling System (BHS).

The idea for their award-winning project was sparked as they went about performing their daily work of monitoring the current maintenance procedure and equipment of the BHS, as well as from feedback from contractors and workers. The Baggaholic Team determined to explore new solutions to enhance the preventive maintenance tasks on the BHS that would create a more effective and worker-friendly maintenance process.

“The sortation system is one of the most critical components of baggage handling which sorts around 90,000 bags per day to correct designated laterals to ensure that the bags can be loaded onto the aircraft on time,” noted Baggaholic Team leader Charles Li.

The existing preventive maintenance procedure for the sortation system involves the utilisation of the original equipment manufacturer (OEM) cart supervision tool to ensure the sorters operate

in a safe and standard manner. The tool requires a manual linear motor alignment check prior to its use which takes some time. In addition, any human error in the alignment check would affect the performance of the tool.

“Drawing on our observation and feedback received, the linear motor alignment checking procedure can be more effective if performed in a smarter manner. Therefore, we took steps for over half a year to develop the “Smart Sorter Checker”, a convenient attachable chassis equipped with a high definition camera and laser displacement sensors,” Tony explained.

To start, the team had to formulate the sorter measurement standards for the “Smart Sorter Checker” and its design with the careful selection of equipment and materials which has to be fully compatible to the approach of the existing inspection method. “Every tiny discrepancy on the measurement may lead to incompatibility of the checker with the system. Therefore, it took

From left: Roy Yip, Tony Chan, Charles Li, Vincent Lai and Yumi Tung work in the Technical Services Department Maintenance Team responsible for maintaining an effective baggage handling system (BHS).

左起：葉超頌、陳舜揚、李卓鴻、黎卓輝及董鈺雯均來自工程及維修部的維護工作團隊，負責維持行李處理系統高效運作。





# 2017 AAHK WIT CONVENTION 機管局創益先鋒發佈大會



[1]

us additional time to overcome the inevitable on-site trials and errors of our drafts,” Roy added.

The smart solution enables the alignment of the linear motor to be recorded in just a few minutes. In addition, the camera records the working condition of each part of the sorter section, allowing workers to readily address any anomalies.

What started as a simple idea has come to fruition as the “Smart Sorter Checker” which has been in use for the BHS since the end of 2017 has reduced the time spent on the biyearly preventive maintenance process by 70%.

“We are enthused that our efforts have made a real difference in baggage handling. It is inspiring to receive feedback from maintenance contractors who now have an enhanced system in place that significantly streamlines the work process and mitigates human error,” Charles concluded.

**一個繁忙的現代化機場，須持續地採納新方法，並配合創新科技應用，方能提升營運效率，維持世界級水平。**

香港國際機場的「創益先鋒計劃」正是最佳例證。這計劃鼓勵機場管理局員工透過找出日常營運遇到的難題，提出相應方案，不斷作出改善。

最近，由五名工程及維修部同事組成的「袋袋相傳」隊伍，有鑑於現時機場客運量的快速增長和未來需要，構思出提升行李處理系統的智能方案，並擊敗其餘55支隊伍，贏得機管局的「創益先鋒卓越大獎」。

「袋袋相傳」這個得獎項目的隊員包括李卓鴻、葉超頌、陳舜揚、黎卓輝及董鈺雯，他們從監察行李處理系統現有維修保養程序及設備的日常工作，結合了承包商及員工的意見後，便萌生這項目的意念。他們其後決定開發一個新方案，以提升行李處理系統的預防性維修保養工作，令維護程序更有效率及易於操作。

隊長李卓鴻表示：「行李分揀系統每天處理約9萬件行李，確保行李正確分送並準時送達各航班，所以是整個行李處理系統其中一個最關鍵部分。」

行李分揀系統現有的預防性維修保養程序須使用原廠設備製造商的卡車測量工具，以確保行李分揀器按標準安全地運作。但是在使用有關工具前，員工必須花上一定時間先以人手檢查直線電動機的位置是否校準。此外，在檢查過程中任何人為誤差更會影響測量工具的表現。

「從我們的觀察及收集到的意見所得，以更聰明的智能方法為直線電動機進行校準檢查可使工作變得更有效率。」隊員陳舜揚解釋道：「於是我們花上逾半年時間研發出一個裝有高解像度攝影機及雷射測距感應器的可插入式底座，並將之命名為『智能分揀檢查工具』(Smart Sorter Checker)。』

## [1]

The Baggaholic Team receives the WIT Grand Award from AA CEO Fred Lam (right).

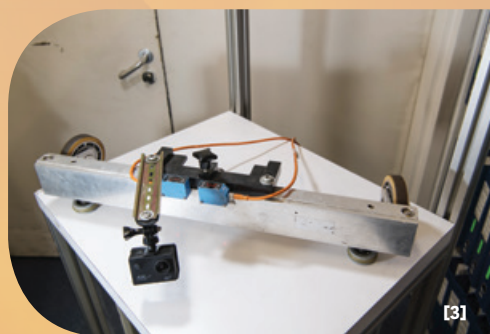
「袋袋相傳」隊伍從機管局行政總裁林天福(右)手中接過「創益先鋒卓越大獎」的獎杯。

## [2-3]

Using the “Smart Sorter Checker” significantly reduces the duration of the BHS preventive maintenance process. 「智能分揀檢查工具」大幅縮短行李處理系統預防性維修保養工作的時間。



[2]



[3]

團隊在開始時須制訂「智能分揀檢查工具」的分揀器量度標準，以及就其設計細心挑選儀器和物料，務求能完全對應現時檢測的方法。葉超頌說：「即使量度上有微小偏差，也可能會導致『智能分揀檢查工具』未能與現有系統接軌。因此，我們必須投放額外時間進行實地測試，從錯誤中學習並改良設計。」

這個智能方案令直線電動機的校準檢查及記錄工作能在幾分鐘內完成。此外，工具上的攝影機能記錄行李分揀系統裏各個組件的運作情況，方便員工處理任何異常狀況。

「智能分揀檢查工具」已從簡單的構思化成實物，於2017年年底開始在行李處理系統上應用，並大幅縮短了每年兩次預防性維修保養工作的時間達70%。

「新方案能夠為行李處理系統作出實質的改變，令我們十分鼓舞！維修承包商所提出的意見也極具啟發性，他們現在可使用更好的系統，大大簡化工作流程，同時減低人為錯誤的風險。」隊長李卓鴻總結道。





## NEW LIFE FOR USED RED PACKETS

### 新生利是封

To help reduce wastage of the ubiquitous red packets following the recent Chinese New Year celebrations, the Airport Authority (AA) extended its support of the Lai See Packets Reuse and Recycling Programme for the seventh consecutive year.

In line with the programme initiated by Greeners Action, the AA set up 18 designated collection points throughout Hong Kong International Airport (HKIA) for the airport community and public to drop their used red packets between 20

February and 19 March. At the end of the programme, the AA collected around 140,000 lai see packets, which were subsequently donated to Greeners Action for recycling and to be reused in next year's festival.

農曆新年後常見大量利是封被棄置，為減少浪費，機場管理局連續第七年響應由綠領行動主辦的「利是封回收重用大行動」，為環保出一分力。

機管局於2月20日至3月19日期間在香港國際機場多處指定地點設置18個收集箱，讓機場同業及公眾投放使用過的利是封。機管局將活動完結後所收集的約14萬個利是封捐贈給綠領行動，以供來年春節重用。

## EXCHANGING BEST SUSTAINABILITY PRACTICES

### 分享可持續發展最佳實踐

As a recipient of the inaugural Hong Kong Sustainability Award 2016/17, the AA took part in a sharing seminar alongside fellow winners at the Hong Kong Management Association on 26 January.

During the seminar, a representative from the AA's Sustainability Department outlined HKIA's approach to sustainability and key initiatives covering the four pillars of "Our People", "World-class Gateway", "Our Future Airport" and "Hong Kong People's Airport". He concluded the presentation by highlighting the indispensable value of sustainability and how it contributes to the social and economic development of our community.

1月26日，機管局以「香港可持續發展獎2016/17」得獎機構身分參加香港管理專業協會舉辦的分享研討會，與這個首次舉辦獎項的其他得獎機構互相交流。

研討會上，機管局可持續發展部代表以「人力資源」、「世界級門戶」、「建設未來機場」及「香港人的機場」這四大範疇介紹香港國際機場的可持續發展方針及主要相關措施，並在總結時特別指出可持續發展的重要，以及如何對香港社會及經濟的發展作出巨大貢獻。







## A GOLDEN SPRING CELEBRATION 與長者同賀新春

The Airport Authority (AA) Staff Club brought joy and showed appreciation to the elderly residing in the neighbouring Tung Chung community when it invited them for a spring

reception at the Asia-World Expo on 16 March. The event was sponsored by the AA Charity Fund and co-organised with the Hong Kong Sheng Kung Hui Tung Chung Integrated Services and the Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre.

Some 440 senior residents of Tung Chung were delighted with the savoury dinner, which also featured stage performances and amusing

games throughout the evening. Over 80 AA volunteers were happy to spend time and share stories with the elderly as all attendees ushered in a prosperous Year of the Dog.

機場管理局職員康樂會於3月16日在亞洲國際博覽館舉行敬老春節晚宴，邀請居於鄰近社區東涌的長者出席，歡度佳節。機管局除了參與贊助，更聯同香港聖公會東涌綜合服務及鄰舍輔導會東涌綜合服務中心攜手舉辦是次活動。

當晚約有440名東涌區長者參加，他們一邊享用豐富晚宴，一邊欣賞精采表演及參與遊戲，場面溫馨熱鬧。超過80名機管局義工與長者們歡聚一堂，閒話家常，分享踏入狗年的喜悅。



## RUNNING DOWN AIRPORT MEMORY LANE 黑白回憶·機場足跡

On 25 February, an enthusiastic team of 30 AA running team members displayed their team spirit and crossed the finish line together at the Hong Kong Streetathon 2018. The team's creativity earned them fourth runner-up honours in the "Funniest Outfit Award" as voted by the public through Facebook.

Highlighting the event's fun-filled atmosphere, five AA runners sported black and white patterned outfits complete with colourful balloons to represent the airport's connectivity with the world towards a brighter future. This year marks Hong Kong International Airport (HKIA)'s 20th anniversary since its relocation to Chek Lap Kok, and the dress-up idea represented flashbacks of the airport's time at Kai Tak when the participants ran along the fun-filled streets of Kowloon.

2月25日，30名機管局跑步隊健兒參加「2018香港街馬」，一同衝過終點，充分體現團隊精神，更有成員憑藉創意打扮，在比賽的Facebook公眾投票活動中獲選為「最玩嘢扮相大獎」第五名。

當天比賽現場一遍歡欣，其中五名

機管局跑手穿上黑白圖案服飾，拿着七彩繽紛的氣球，寓意機場聯繫世界，邁向更美好未來。今年正值香港國際機場遷往赤鱘角20周年，跑手穿上這身造型在熱鬧的九龍街道上奔跑，猶如回顧機場的啟德年代。





## AIRPORT STAFF SAVE THE DAY

### 機場員工竭誠服務

Hong Kong International Airport (HKIA) is home to unsung heroes who are always ready to help passengers in need, attested by regular compliments for their excellent service.

香港國際機場員工以客為本，時刻準備就緒為有需要的旅客提供協助。這群無名英雄更憑藉卓越服務，備受旅客讚賞。

#### Appreciation of Ground Staff 地勤員工獲表揚

"We are a group of passengers transferring in Hong Kong from Los Angeles on our way back to our home city of Hangzhou. We encountered some unexpected difficulties during the baggage check-in process during the flight transfer. Mr Wong Ka-ho, a staff member from Hong Kong Airport Services Limited, showed utmost patience in explaining the situation and assisted us in fulfilling the baggage check-in requirements. We really appreciate that Mr Wong put himself in our shoes and provided professional service to us."

「我們從洛杉磯飛返杭州途中在香港轉機，然而我們在辦理轉機行李託運手續時遇上意料之外的難題。當時香港機場地勤服務有限公司的職員黃家豪先生耐心地向我們解釋情況，並盡力協助我們達到行李託運的要求。我們十分欣賞黃先生設身處地為我們提供專業服務。」

- A group of four Chinese passengers

- 四名中國旅客

#### Appreciation of Cleaning Staff 清潔員工獲嘉許

"I discovered that I lost my mobile phone at the airport. When I tried to search for it at a toilet that I recently visited, Ms Yau Kam-kuk, a cleaning staff from Nixon Cleaning on duty at the time, noticed that I was panicking. With a reassuring smile, she sincerely asked me to verify the mobile phone model after I reported the lost item. I felt very fortunate and delighted that I was able to retrieve my phone so that I could happily continue my journey. And most importantly, the sincerity and patience of Ms Yau helped comfort me a lot. Thank you Ms Yau!"

「我發現在機場遺失流動電話後，便折返剛才使用的洗手間尋找。當值的力量清潔員工邱金菊女士留意到我非常彷徨，當我向她查詢時，她報以微笑，與我核實該電話的資料。我最終能找回電話並繼續旅程，我感到非常幸運和高興。最重要的是，邱女士耐心和親切態度安撫了我當時的心情。謝謝你，邱女士！」

- Ms Li, a Chinese passenger

- 中國旅客李女士

## OUR GROWING HKIA FAMILY

### 機場大家庭



**Klay Lee 李旻曦**

3 months 3個月

Father: Kenneth Lee

父親：李梓灝

Corporate  
Communications

Department

企業傳訊部



**Lau Lok To 劉樂陶**

2 months 2個月

Father: Ricky Lau

父親：劉軒佑

Third Runway Division  
三跑道項目處

Airport Authority colleagues can submit their wedding or new born baby photos and stand a chance to receive an HKIA cash coupon valued at HK\$200. The selected images will be published in the next issue of *HK Airport News*.

機場管理局同事提交他們的結婚或新生嬰兒照片，即有機會獲得200港元的香港國際機場現金券。

獲選照片將於下期的《翱翔天地》刊登。