



THIS MONTH'S CONTENTS

本月內容



COVER STORY 封面故事

Cheers to an evening of country glamour 機場田園狂想夜

4

AIRPORT PARTNERS 機場夥伴

The Lion King roars at AWE 亞博館上演《獅子王》

6

FOCUS 焦點

2019: A year of continuous development 回顧機場2019年發展

8

AROUND THE AIRPORT 機場要聞

Supporting airlines' Terminal Charge concession on export air cargo 支持航空公司提供出口貨物貨運站處理費優惠

10

FEATURES 飛常事

Innovative measures to enhance baggage handling performance 創益提案 有效提升行李處理表現

12



GOING GREEN 環保天地

Concerted collaboration on carbon reduction 攜手致力減碳

14

TIME OUT 忙裏偷閒

Walk in the wild 野外漫步

15



HKIA Tower, 1 Sky Plaza Road
Hong Kong International Airport
Lantau, HONG KONG
香港大嶼山香港國際機場
翔天路一號機場行政大樓
www.hongkongairport.com



Have a great idea for *HK Airport News*?
Contact us via
hkianews@hkairport.com
and tell us what you're thinking.
若你對《翱翔天地》有任何意見，
歡迎隨時與我們聯絡，電郵地址為
hkianews@hkairport.com。

HKAirport NEWS 翱翔天地

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

2020 JAN 一月 Issue 140 第140期

HK Airport News is published by Airport Authority Hong Kong. All rights reserved. This publication may not be sold. No part of this publication may be otherwise reproduced, adapted, performed in public or transmitted in any form by any process without the prior authorisation of Airport Authority Hong Kong.
© Airport Authority Hong Kong 2020
《翱翔天地》由香港機場管理局印製並保留一切版權。本刊物為非賣品。未經香港機場管理局授權不得複製、使用、向公眾以任何方式展示或傳播刊物內任何內容。
©香港機場管理局2020

FSC
LOGO
HERE

Printed on environmentally-friendly paper

SKY BRIDGE SET TO MAKE WORLD RECORD 天際走廊創世界紀錄

Airport Authority (AA) Chairman Jack So visited Hong Kong International Airport (HKIA) on 14 January to inspect the main structure of the Sky Bridge, which has been delivered to its final position upon completion of the prefabrication phase.

It is anticipated that the Sky Bridge will be the world's longest airside bridge. The 200m-long Sky Bridge will connect Terminal 1 and the North Satellite Concourse. When it is completed, passengers going between the two buildings no longer need to travel by shuttle bus.



Weighing more than 5,000 tonnes, it was transported more than 3km on HKIA's apron from the assembly yard to the bridge's final position before being erected on the bridge towers.

Facilities installation and renovation works will now begin on the Sky Bridge, which is expected to commence operation in summer 2020.

1月14日，機場管理局主席蘇澤光到香港國際機場視察天際走廊的主結構。有關

主結構已成功運抵最終位置，並已完成預製施工階段。

天際走廊預期將成為全球最長的機場禁區行人天橋。天際走廊全長200米，連接一號客運大樓與北衛星客運廊，啟用後旅客無須再乘坐接駁巴士來往兩座大樓。項目團隊將重逾5 000噸的主橋結構在停機坪上運送至距離工場逾三公里的最終位置，然後將主橋結構與橋塔連接。

天際走廊即將開始設施安裝及裝修工程，預期於2020年夏季啟用。

HIGHLIGHTING STAFF ACHIEVEMENTS 讚揚員工服務專業

On 17 January, AA Chairman Jack So and Board Members joined staff at the AA Annual Dinner 2020, commending them for their continued camaraderie throughout another banner year for HKIA.

In his welcome speech, Chairman So highlighted AA staff's unrivalled dedication and concerted efforts in the face of challenges over the

past year, enabling HKIA to maintain normal operations and deliver the highest standard of service. A video was then shown highlighting HKIA's major ongoing and completed projects such as the three-runway system, the Terminal 1 extension and enhancement projects, and the Sky Bridge, among others.

Chairman So concluded by

encouraging the staff to keep up the good work and navigate challenges together, and expressed his gratitude to the support of airport partners and different stakeholders.

1月17日，機管局主席蘇澤光及董事會成員出席2020年周年晚宴，與員工一起慶祝香港國際機場在過去一年取得非凡成就，並讚揚機場同業齊心協力，盡忠職守。

蘇主席在致歡迎辭時，表揚機管局員工縱使在去年面對種種挑戰，仍憑藉眾志成城的精神，迎難而上，使機場繼續保持正常運作及高水準服務。期間亦播放一段短片，介紹機場正進行及已完成的多個主要發展項目，包括三跑道系統項目、一號客運大樓擴建及提升工程，以及天際走廊等。

蘇主席更鼓勵機管局員工繼續精益求精，攜手應對挑戰，他更感謝機場各業務夥伴和不同持份者一直以來對機場和機管局的全力支持。



AA Chairman Jack So (centre), CEO Fred Lam (left) and Secretary for Transport and Housing Frank Chan (right) officiate at the AA Annual Dinner 2020.
機管局主席蘇澤光(中)、行政總裁林天福(左)與運輸及房屋局局長陳帆(右)主持機管局2020年周年晚宴。



Cheers to an evening of Country Glamour 機場田園狂想夜

In an urban metropolis such as Hong Kong, one does not often conjure images of rolling meadows and grazing cows. But that is just what happened on 17 January as AsiaWorld-Expo was transformed into a serene, beautiful countryside for the Airport Authority (AA) Annual Dinner 2020. With the theme “Country Rhapsody”, some 2,300 AA staff joined and looked forward to another exciting year ahead.

They arrived in their finest countryside garb, representing a variety of nations from around the world, and entered a decorative countryside landscape for the initial cocktail reception. Later in the evening, accolades for the Best Dressed

Department Award were handed out to Third Runway Division who dressed and performed to impress.

Attendees also jumped at the chance to play some nostalgic booth games. These included “Farmer Shooter”, “Fishing Baron”, a milk bottle-pushing challenge and a “Cactus Gotcha” ring-toss.

Eventually, everyone took their seats but the fun continued throughout the dinner with musical and dance performances by talented AA staff. A table prize giving game as well as a number of lucky draws for some truly fantastic prizes were also held to fill the hall with a joyous atmosphere.

During the event, dedicated

AA staff members were honoured with Outstanding Team Awards, Outstanding Employee Awards and Long Service Awards for their contributions over the years. In addition, Jack So Scholarships were presented to four staff members to support their children’s tertiary education.

The dinner underscored Hong Kong International Airport’s commitment to operating a green airport. All seafood in the menu was sustainably sourced in accordance with the AA’s sustainable dining policy, while surplus food was donated to people in need through charity Food Angel. For the menu, the AA has purchased Gold Standard carbon credits which support various carbon-friendly projects.



在香港這個城市大都會，實在難以令人聯想到在草原放牧牛羊的情景。然而，於1月17日晚上，亞洲國際博覽館化身為優美的田園，並舉行機場管理局2020年周年晚宴。晚宴以「田園狂想曲」為主題，共有約2 300名機管局員工參加，與大家一同展望精采新一年。

部分參加者全情投入，穿上世界各地的田園風格服飾。接待處亦經過悉心布置，營造出濃濃的田園氣息。當晚三跑道項目處憑着別出心裁的打扮及表演，奪得「部門最佳服裝大獎」。

會場亦設有多個經典攤位遊戲，讓參加者盡興而回，其中包括「Farmer Shooter」射擊遊戲、「Fishing Baron」釣魚遊戲、推牛奶瓶挑戰，以及「Cactus Gotcha」拋圈遊戲。

入席後，才藝出眾的機管局員工登上舞台，為觀眾呈獻精采的歌舞表演。大家一邊享受美食，一邊進行互動遊戲，並舉行幸運抽獎，送出多份豐富禮品，現場氣氛熾熱。

當晚機管局亦向員工頒發「傑出團隊獎」、「傑出員工獎」及「長期服務獎」，藉此表揚他們多年來的努力貢獻。此外，四名員工的子女亦獲頒發「蘇澤光

AA staff showcase their talent during spectacular performances that draw cheers from the audience.

機管局員工盡展才藝，獻上精采表演，並贏得觀眾熱烈掌聲。

獎學金」，以資助他們就讀大學課程。

為配合香港國際機場成為環保機場的承諾，晚宴所有海鮮菜式均遵照機管局的環保用膳政策，以環保海鮮入饌，晚宴的剩餘食物亦透過慈善機構惜食堂轉贈予有需要人士。機管局更為晚宴購買符合Gold Standard的碳補償額，以支持不同減碳項目。

AA staff dress in "Country Rhapsody"-themed costumes for performance.

機管局員工換上「田園狂想曲」主題裝扮獻上表演。

Third Runway Division takes home the Best Dressed Department Award.

來自三跑道項目處的員工奪得「部門最佳服裝大獎」。

Outstanding Employee Award Recipients 傑出員工獎得獎者

Joe Wai 韋祖蔭	Manager, Fault Response, Technical Services Department 工程及維修部經理 — 故障應變
Sunny Wong 黃善暘	Senior Operation Officer, Airfield Department 飛行區運作部高級營運主任
Audrey Yiu 姚歡群	Operation Officer, Terminal, Terminal 1 Department 一號客運大樓運作部客運大樓營運主任
Fung Ho Man 馮皓文	Landside Duty Manager, Market and Connectivity Development Department 市場及交通網絡拓展部公眾區值勤經理

Outstanding Team Award Recipients 傑出團隊獎得獎者

AGLSIS 速拍
Augmented Airfield Services System ("AS2") 物聯網強化飛行區管理系統
Fire Fighters 滅火雄心
SaveLife Angels 救人天使
Autonomous Baggage Mover 行李運送自動化
ACI WAGA 2019 2019 國際機場協會全球周年大會籌委會
Measles Response Team 麻疹應變組



THE LION KING ROARS AT AWE

亞博館上演《獅子王》

AsiaWorld-Expo (AWE) set the stage for the Hong Kong premiere of *The Lion King* musical which made the latest stop of its international tour in the city. The spacious venue was specially set up in Theatre-Mode to showcase Disney's landmark musical which performed a total of 31 shows from 18 December 2019 to 12 January 2020.

The *Lion King* musical thrilled Hong Kong audiences with its awe-inspiring visual artistry of the stage, costumes and choreography evoking the vast savannahs of Africa and



memorable animal characters. Adding to the theatrical experience was its music which featured iconic songs from Disney's beloved animated film as well as the distinctive sounds and rhythms of Africa.

The award-winning musical has been a mainstay on Broadway for 21 years, and has been performed in eight different languages across the world.

亞洲國際博覽館成為著名音樂劇《獅子王》國際巡演首次踏足香港的舞台。表演場地經過特別設計，以「劇場模式」展現

這齣舉世聞名的迪士尼音樂劇。《獅子王》音樂劇由2019年12月18日至2020年1月12日在亞博館上演31場。

該齣音樂劇以壯麗且別出心裁的舞台視覺藝術、服裝及舞蹈編排，呈現非洲廣闊的大草原和獨特的動物角色，讓香港觀眾仿如置身於大自然。音樂劇輔以多首經典迪士尼動畫電影音樂，並融合獨一無二的非洲音樂節奏元素，為觀眾帶來嶄新的劇場體驗。

《獅子王》音樂劇榮獲多項獎項，21年來一直是百老匯音樂劇的中流砥柱，更翻譯成八種語言，在世界各地巡迴演出。



CATHAY PACIFIC'S BOEING 747-BCF FLIES INTO THE SUNSET

國泰貨運波音747-BCF退役

It was the end of an era as Cathay Pacific bid a fond farewell to B-HUS, the last remaining Boeing 747-BCF (Boeing Converted Freightier) in its fleet. The converted freighter departed Hong Kong full of cargo, stopping over to refuel in Anchorage, Alaska before unloading in Los Angeles – and finally to Pinal, Arizona.

B-HUS was originally delivered to South African Airways in 1991 as a B747-400 passenger aircraft until 2006, when it was purchased by Cathay Pacific for conversion into a freighter. Captains Martin Cullinane and John Graham, two of Cathay



Pacific's most experienced pilots, led the final flight on 30 September 2019.

The Boeing 747-400BCF was an upcycling solution for airlines retiring their passenger aircraft. Cargo operators benefited from its payload and fuel economy, without the additional expense and waiting time to order a brand-new B747-400F freighter.

國泰貨運為其最後一架波音747-BCF型改裝貨機B-HUS展開告別之旅。這架貨機在滿載貨物後從香港出發，貨機在美國阿拉斯加州安克雷奇停站加油，然後飛到洛杉磯卸貨，最後前往位於西南部的亞利

桑那州皮納爾機場，結束其歷史任務。

南非航空最初於1991年接收B-HUS，並以B747-400型客機營運，直至2006年退役。其後，國泰航空買下這架客機，並改裝為貨機。這架貨機於2019年9月30日展開最後的飛行旅程，由國泰航空兩名資深機師Martin Cullinane與John Graham執飛。

波音747-400BCF型貨機在當時是航空公司的一項升級再造的方案，將退役的早期747-400型客機改裝善用。對貨運商而言，改裝貨機更具成本效益，不但可盡用波音747-400型飛機的載重量，亦較第一代貨機省油，更無需額外斥資或費時等待波音生產全新的波音747-400F型貨機，可說是一舉三得。



GO CLEAN – GO GREEN FOR HAECO

港機採用環保洗飛機技術

HAECO now offers a dry wash service for aircraft at HKIA's maintenance and West Cargo aprons in addition to the traditional aircraft exterior "wet wash". The eco-friendly alternative is being offered after receiving the Airport Authority's approval in mid-2019. Dry wash involves applying a liquid cleaning product to the aircraft's external surface. The cleaning product is more effective at removing insects, oil stains and other dirt from the aircraft's exterior, and after washing, a fine protective film is formed on the aircraft which



enables it to retain a longer shine.

The dry wash technique uses 90% less water than conventional wet washing methods that use highly pressurised water, while the biodegradable, non-toxic cleaning product produces less chemical effluents. For airlines, other positives of dry wash are less grounding time as the aircraft can request a partial wash.

除了以傳統「水洗」技術清潔飛機表面外，香港飛機工程有限公司現時亦在香港國際機場的維修停機坪及西貨運機坪提供飛機乾洗服務。港機於2019年

年中獲機場管理局批准後，推出這項較環保的飛機清洗方法。

飛機乾洗工序包括將清潔劑塗抹在機身表面，而這種清潔產品能更有效去除機身表面的昆蟲、油污及其他灰塵。清洗完成後，清潔劑會在機身表面形成一層保護薄膜，可保持機身光亮一段較長時間。

相比傳統的高壓水噴洗方法，乾洗技術可減少用水量90%，所使用的可生物分解無毒清潔產品亦產生較少化學廢水。對航空公司來說，乾洗的其他好處包括飛機可進行局部清洗，從而縮短飛機停留地面的時間。



THE FIVE S'S FOR A BETTER WORKPLACE AT CPSL

國泰航空服務實踐五常法改善工作環境

Cathay Pacific Services Limited (CPSL) recently became the first air cargo terminal in Hong Kong to receive the 5S Certification from the Hong Kong Quality Assurance Agency. A methodology to establish and maintain a quality workplace culture in organisations, the 5S practice encompasses five principles: "sort", "straighten" and "shine" denote the activities to achieve a clean, safe work environment for efficient workflow; "standardise" defines the overall



system; and "sustain" represents the commitment to effective implementation and continual enhancement of the system.

CPSL's 5S initiatives have included tidying up cargo terminal spaces, reorganising and labelling the storage area, reviewing the standard work routine to make improvements and setting up a 5S board to monitor the application and exchange ideas. The successful implementation of 5S helps CPSL maintain workplace safety, enhance productivity and provide quality customer service every day.

國泰航空服務有限公司通過香港品質保證局審核，成為首個在香港獲得五常法認證的航空貨運站。五常法是在機構內部建立及維持優質工作間文化的方法，當中包括五大原則：「清理」、「整頓」及「清潔」是指為達至高效工作流程所必需的潔淨安全工作環境而進行的活動，「規範」是要訂明整個體系的範圍，「持續」則指有效實行及持續改善體系的承諾。

國泰航空服務推行的五常法措施，涵蓋清理貨運站空間、整理儲存區並以標籤分類、檢討標準工作程序以作改善，並成立五常法小組以監督五常法的應用及交流意見。國泰航空服務透過有效實踐五常法，有助每天維持安全的工作環境、提高生產力及提供優質客戶服務。

2019: A YEAR OF CONTINUOUS DEVELOPMENT

回顧機場2019年發展



2019 saw Hong Kong International Airport (HKIA) reach milestones in its development projects and garner multiple awards. 於2019年，香港國際機場多個發展項目邁進新里程，並屢獲殊榮。

JANUARY | 1月

- HKIA launches an airport-to-airport pharma corridor with Brussels Airport, offering secure service for shipments of temperature-sensitive pharmaceuticals. 香港國際機場與布魯塞爾機場建立「機場間藥品貨運通道」，為運送溫控藥品提供安全穩妥的服務。
- Hong Kong International Aviation Academy attains full membership in the TRAINAIR PLUS Programme of the International Civil Aviation Organisation (ICAO). 香港國際航空學院獲得國際民用航空組織的航空培訓升級版方案 (TRAINAIR PLUS) 正式成員資格。

FEBRUARY | 2月

- The Airport Authority (AA) signs a memorandum of understanding with the Hainan Provincial Development and Reform Commission, facilitating closer cooperation with airports in Hainan. 機場管理局與海南省發展和改革委員會簽署諒解備忘錄，加強與海南各個機場的合作。

MARCH | 3月

- HKIA is recognised by the International Air Transport Association as a Partner Airport of its Centre of Excellence for Perishable Logistics (CEIV Fresh). 香港國際機場成為國際航空運輸協會鮮活貨物運輸 (CEIV Fresh) 認證的認可合作夥伴機場。
- HKIA is applauded by Skytrax for having the “World’s Best Airport Dining Experience”. 香港國際機場獲Skytrax頒發「全球最佳餐飲機場」殊榮。



JULY | 7月

- HKIA receives the “Top Asian Airport Efficiency Excellence Award” from the Air Transport Research Society for the ninth time. 香港國際機場第九次獲航空運輸學會頒發「亞洲機場效率顯著獎」。

AUGUST | 8月

- The Airport Preschool organises its first official graduation ceremony for children aged two to three whose parents work at HKIA. 機場幼兒園為兩至三歲的學童舉辦首屆畢業典禮，學童的父母均在香港國際機場工作。



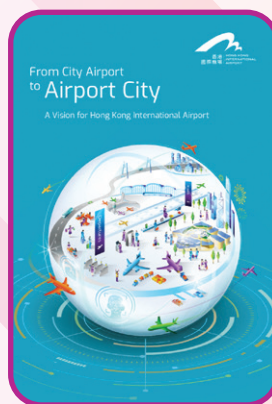
SEPTEMBER | 9月

- The revamped East Hall Food Court is unveiled, serving a wider variety of cuisines around the clock. 東大堂美食廣場以全新面貌迎接旅客，全日24小時提供各式餐飲選擇。



APRIL | 4月

- HKIA hosts the 2019 Airports Council International (ACI) Asia-Pacific/World Annual General Assembly, Conference & Exhibition, welcoming over 800 global aviation industry leaders and professionals.
香港國際機場主辦2019國際機場協會全球周年大會暨亞太區周年會議與展覽，超過800名來自世界各地的航空業領袖及專業人士參加。
- HKIA is named “Freighter Hub of the Year 2019” by Air Cargo News.
香港國際機場獲《Air Cargo News》頒發「2019年貨機樞紐」殊榮。



MAY | 5月

- The AA publishes a report titled “From City Airport to Airport City”, outlining its vision and strategy to transform HKIA into an Airport City.
機管局發表題為《從「城市機場」到「機場城市」》的報告，闡述發展香港國際機場成為機場城市的願景及策略。

JUNE | 6月

- HKIA is crowned “Best Global Airport” by Asia Cargo News for the fourth time.
香港國際機場第四度獲《Asia Cargo News》頒發「全球最佳機場」大獎。
- The AA hands over the second of two sites in SKYCITY designated for development of retail, dining and entertainment facilities to the awarded developer, a wholly owned subsidiary of New World Development Company Limited.
機管局將SKYCITY航天城兩幅地段中的第二幅地段交付予中標發展商——新世界發展有限公司全資擁有的附屬公司。兩幅地段均用於零售、餐飲及娛樂設施發展。

OCTOBER | 10月

- The AA claims the “Airport Operator of the Year” at the DFNI Frontier Awards for delivering a hassle-free retail experience at HKIA.
機管局憑藉提供輕鬆愉快的購物體驗，在「DFNI Frontier Awards」中贏得「年度機場營運商」殊榮。
- A commencement ceremony is held to officially kick start the assembly of prefabricated steel segments of the Sky Bridge, which will connect Terminal 1 with the North Satellite Concourse upon completion.
機管局舉行天際走廊組裝工程啟動儀式，正式開始組裝橋身的預製鋼結構。



NOVEMBER | 11月

- Terminal 1 extension commences operations, adding the new Aisle L with 48 check-in counters.
一號客運大樓擴建部分啟用，新增旅客登記行段L，設有48個旅客登記櫃檯。
- HKIA clinches the “Best Airport in China” award from Business Traveller China and “Asia Pacific Large Airport of the Year” award from CAPA - Centre for Aviation.
香港國際機場在《商旅》評選中勇奪「中國最佳機場」獎項，並獲CAPA - Centre for Aviation頒發「年度最佳大型機場」殊榮。

DECEMBER | 12月

- The AA receives the “Public Sector/Not-for-profit (Large) Category – Gold Award” from the Hong Kong Institute of Certified Public Accountants’ Best Corporate Governance Awards.
機管局在香港會計師公會主辦的「最佳企業管治大獎」中，獲得公營/非牟利機構（大型機構）組別金獎。



1 SUPPORTING AIRLINES' TERMINAL CHARGE CONCESSION ON EXPORT AIR CARGO

支持航空公司提供出口貨物貨運站處理費優惠

To reinforce Hong Kong International Airport's (HKIA) global status as a leading air cargo hub, the Airport Authority (AA) announced its support for airlines to introduce the Terminal Charge Concession Scheme (the Scheme) effective on 1 April 2020. Under the Scheme, the AA will contribute 20% of the Terminal Charge (TC) concession amount offered by an airline to freight forwarders for export cargo, subject to agreement between the AA and the individual airline. It will also benefit shippers based on their commercial agreements with freight forwarders.

The AA was first approached by Cathay Pacific to discuss the Scheme. Other airlines are welcome to join the Scheme to offer their TC concession on a voluntary basis.

The TC concession will mitigate the cost impact arising from the gradual increase in air cargo screening requirement in preparation for the implementation of the International Civil Aviation Organisation's (ICAO) new security regulation, which will help maintain cost efficiency of the industry and boost cargo

volume to ultimately strengthen HKIA's competitiveness.

機場管理局宣佈支持航空公司推出「貨運站處理費優惠計劃」，藉此進一步鞏固香港國際機場作為全球領先航空貨運樞紐的地位，計劃由2020年4月1日起實施。按照這項計劃，機管局將根據與個別航空公司的協議，就航空公司向貨運代理提供的出口貨物貨運站處理費優惠，承擔當中的20%優惠額，而付貨人亦會按其各自與貨運代理的商業協議而受惠於優惠計劃。

機管局首先獲國泰航空接觸，以就計劃進行討論。而機管局亦歡迎其他航空公司自願參與計劃，以提供出口貨物的貨運站處理費優惠。

為配合國際民用航空組織即將實施的新保安規定，空運貨物進行安檢的比例將逐步提升。「貨運站處理費優惠計劃」將有助紓緩新規定對業界造成的成本影響，有利業界維持成本效益，並刺激貨運量增長，長遠將有助提升香港國際機場的競爭力。

2 DOUBLE DISTINCTIONS FOR GOVERNANCE AND SUSTAINABILITY

連奪企業管治及可持續發展獎項

The AA's effective corporate governance and sustainability disclosures and practices were

recently recognised when it took home two accolades at the 2019 Best Corporate Governance Awards organised by the Hong Kong Institute of Certified Public Accountants. The AA Annual Report 2018/19 claimed the Gold Award in the Public Sector/Not-for-profit (Large) Category, while its Sustainability Report 2017/18 scooped up the Special Mention of Sustainability and Social Responsibility Reporting Award in the same category.

The double distinctions attest to the effective performance of the different parties overseeing the AA's internal controls as well as the clear elaboration on the roles and reporting lines throughout the annual report. The awards also lauded the AA's collaboration with its business partners in improving HKIA's overall sustainability performance.

機管局憑藉有效的企業管治及可持續發展披露與實踐，在香港會計師公會主辦的「最佳企業管治大獎2019」中連奪兩個獎項。機管局的2018/19年報在公營/非牟利機構（大型機構）組別奪得金獎，而2017/18可持續發展報告亦在同一組別獲得「評判嘉許」殊榮。

上述兩個獎項分別讚揚機管局在年報中，有效展示不同團隊的內部監控管理工作，並清晰說明各團隊的職責及匯報架構，同時亦表揚機管局在可持續發展報告闡述與業務夥伴緊密合作，以增進香港國際機場的整體可持續發展表現。



3 AN ENRICHING AIRPORT EXPERIENCE

參觀機場 充實體驗

In its efforts to enrich the younger generation's understanding of the aviation industry, the AA regularly arranges educational visits to HKIA for secondary school students. During one such visit, students paired up and expressed their most remarkable impressions of the airport through photos and artworks which were submitted as entries in a competition.

Twenty winning pairs were selected and earned a return trip to HKIA on 23 December 2019 where they embarked on an airside tour of the Integrated Airport Centre and apron area. On their second go-around, they got an up-close look at the behind-the-scenes operations of the airport to expand their aviation knowledge beyond the classroom.

機管局定期為中學生舉辦充滿教育意義的機場參觀活動，藉此提高年輕一代對航空業的了解。在此次活動中，學生們二人一組，透過鏡頭捕捉或以藝術形式展現機場最令他們留下深刻印象的情景，然後提交作品參賽。

我們從中選出了20份優勝作品，優勝者獲邀於2019年12月23日再次參觀機場，前往機場禁區參觀機場中央控制中心及停機坪。是次參觀讓他們有機會走出課堂擴闊眼界，近距離觀察機場運作，並加深對航空業的認識。

4 TESTING THE FIRST LINE OF DEFENSE

測試第一道防線

An infectious disease field exercise code-named *WuDang-19* got underway during the early hours of 26 November 2019. The drill simulated a passenger with a confirmed case of Avian Influenza A (H10N8) arriving on an inbound flight to HKIA.

Taking swift action to prevent the outbreak of a serious infectious

[3]



disease, the AA, Port Health Division of the Department of Health and Hong Kong Airlines (HX) coordinated with various government departments, airport community partners and contractors to smoothly execute corresponding procedures set out in the Emergency Procedures Manual. These include in-flight precautionary action, Public Health Incident Assessment Group communication and coordination, Port Health on-board assessment, and disinfection of aircraft and vehicles.

HX arranged for an A320 aircraft and four crew members for the exercise, while 60 people played the role of on-board passengers.

機管局於2019年11月26日凌晨進行代號為「武當19」的傳染病實地演習。是次演習模擬在前往香港國際機場的抵港航班上，證實一名乘客感染甲型禽流感（H10N8）。

為防範嚴重傳染病爆發，機管局、衛生署港口衛生科及香港航空迅速採取行動，與政府各部門、機場業務夥伴及服務承包商協調合作，順利執行《緊急事故程序手冊》所載的相應措施。這些措施包括在機上採取預防行動、公共衛生事故評估小組進行溝通與協調、港口衛生科人員進入機艙作評估，以及為飛機及車輛消毒。

香港航空安排了一架A320型客機及四名機組人員參與演習，並有60人扮演機上乘客。



[4]

5 TRIPADVISOR LAUNCHES NEW BRANCH AT HKIA

TripAdvisor新店進駐機場



Online travel platform TripAdvisor recently unveiled a new branch of its first-ever concept stores in Asia, opting to spread its wings at HKIA. Located near Gate 28 of the Departures Hall, the new TripAdvisor Experiences Store branch offers a wide range of travel items such as phone accessories, in-flight essentials, pouches and backpacks to enhance the hassle-free travel experience of passengers.

Find airport exclusives at the new branch, delightfully patterned socks with parrots, aircraft and paper airplanes motifs that will ensure a comfortable flight for passengers. For greater convenience, a selection of TripAdvisor products have been made available at HKIA's online store HKairportShop.com.

旅遊網站TripAdvisor最近在香港國際機場開設亞洲區首家概念店。這家全新的TripAdvisor體驗店位於離港大堂近28號閘口附近，提供多種旅行用品，例如流動電話配件、機上必需品、小袋及背包，讓旅客出門更輕鬆無憂。

新店亦售賣機場限定商品，例如印有鸚鵡、飛機及紙飛機等繽紛圖案的襪子，讓旅客享受舒適自在的空中旅程。香港國際機場網上商店HKairportShop.com亦提供多款TripAdvisor精選產品，方便旅客選購。



INNOVATIVE MEASURES TO ENHANCE BAGGAGE HANDLING PERFORMANCE

創益提案 有效提升行李處理表現

Hong Kong International Airport (HKIA) is a complex system – and Airport Authority (AA) staff are key in identifying operational challenges and areas for continuous improvement. The Work Improvement Team (WIT) programme empowers AA staff to identify operational challenges and implement corresponding measures. In December 2019, “Bag to the Future”, a team composed of five members from the Technical Services Department, came up with an innovative solution that claimed as one of the two winners of the AA Work Improvement Team Grand Award – Gold.

Handling an average of about 90,000 bags daily, HKIA's Baggage Handling System is equipped with 4,136 motors which drive the conveyor belts. Some brake-equipped motors can get overheated if the

brakes fail, which will increase system downtime or lead to worse problems which require repair or replacement, escalating equipment maintenance cost.

The team observed that these motors relied on monthly visual inspections of vibration and noise levels for preventative maintenance. To address this, the team decided to install an overheat protection device, using thermal fuses which will automatically open when the temperature of a motor rises to a point that may lead to overheating, and close again when the temperature drops.

Wired to 61 brake-equipped motor cases in the initial project phase in the third quarter of 2019, the fuses would open and automatically stop any motor with signs of overheating (pre-set at 75°C). When it occurs,

the Management and Information Control System will inform operators of the fault status, and maintenance staff will be deployed to check. Once the motor cools down or is replaced, the thermal fuse closes so the motor can operate normally again.

The project is expected to undergo full implementations in the future gradually. This innovative solution is estimated to save up to HK\$3.3M of maintenance costs per year with about 2,000 fused brake motors to be installed in the Baggage Hall in the future.

More importantly, it improves system reliability and saves maintenance time by making the root cause of the problem easily identifiable, reducing the time for fault diagnosis and eliminating human error.

Well done, Bag to the Future!

HKIA's Baggage Handling System is equipped with 4,136 motors which drive the conveyor belts.
香港國際機場行李處理系統的輸送帶由4,136個馬達驅動。





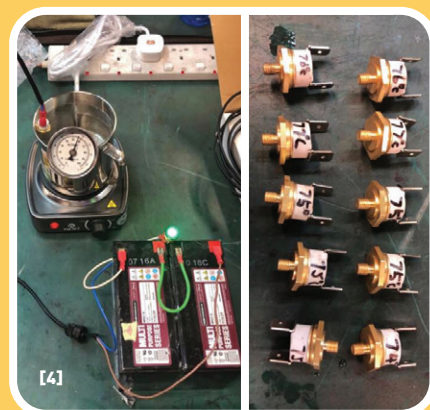
香港國際機場好比一套精密複雜的系統，而機場管理局員工正是識別當中運作挑戰及找出持續改善方法的關鍵人物。為此機管局推出「創益先鋒計劃」，讓機管局員工有機會識別在日常運作中遇到的種種挑戰，並實行相應改善措施。於2019年12月，由工程及維修部五名員工組成的「袋袋平安」隊伍想出一項創新提案，與另一隊伍雙雙勇奪「創益先鋒卓越大獎 — 金獎」。

香港國際機場行李處理系統的輸送帶由4 136個馬達驅動，每日平均處理約90 000件行李。部分馬達裝有制動器，一旦制動器失靈，馬達便會過熱，系統暫停運作時間便會增加，並

可能會產生更嚴重的問題，導致需要進行維修或更換零件，令設備維修成本上升。

「袋袋平安」隊伍觀察到當時只能靠員工每月目視檢查馬達的振動及聲響狀況，以進行預防性維護工作。為應對有關問題，該隊伍決定安裝一個利用熱熔絲的防止過熱裝置。當馬達的溫度上升至過熱水平，熱熔絲會自動斷開，當溫度下降便會閉合。

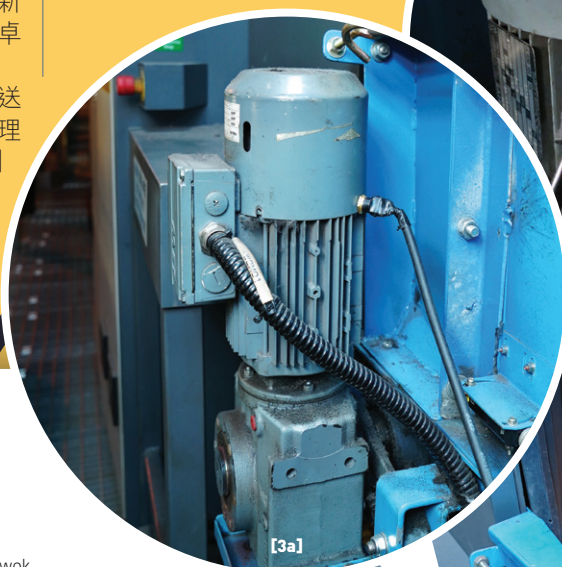
在項目初步階段，機管局於2019年第三季為61個裝有制動器的馬達連接熱熔絲，當馬達有過熱跡象（預設為攝氏75度），熱熔絲便會斷開，令馬達自動停止運作。在此情況下，管理及資訊控制系統會通知操作員發生故障，並調派維修人員



進行檢查。當馬達冷卻或更換後，熱熔絲便會閉合，馬達即可回復正常運作。

預期這項創新方案將會逐步全面實行，為行李處理大堂約2 000個馬達裝設熔斷裝置，預計每年將可節省維修成本最多達330萬港元。

此外，熔斷裝置可讓人員較容易識別問題根源、縮短故障檢查分析所需時間，並可避免人為錯誤，從而有助提升系統穩定性及節省維修時間。恭喜「袋袋平安」隊伍！



[1]

(From left) Colin Chung, Philip Wong, Moti Ng, Jeff Kwok and Brian Shiu from the Technical Services Department are responsible for the maintenance of the Baggage Handling System.
(左起) 來自工程及維修部的鍾子林、黃恩力、伍穎、郭冠基及蕭亦浚負責行李處理系統的維修工作。

[2]

Motor in the Baggage Hall equipped with thermal fuse.
行李處理大堂的馬達配備熔斷裝置。

[3a-b]

Terminal fuse is responsible for direct-contact temperature measurement of the motors.
終端熱熔絲直接連接馬達的高溫感應器。

[4]

The team conducts a functional test of the thermal switches by placing the fuses on the surface of a container filled with boiler water.

該隊伍將熱熔絲放在盛有沸水的容器表面，進行熔斷裝置功能測試。

[2]

CONCERTED COLLABORATION ON CARBON REDUCTION 攜手致力減碳

The 4th Hong Kong International Airport (HKIA) Carbon Management Senior Executive Roundtable Luncheon got underway on 15 January, bringing together the Airport Authority (AA) and 48 airport community business partners to share their latest carbon reduction strategies and initiatives.

During his welcome remarks, AA CEO Fred Lam pointed out that HKIA, through the concerted efforts of the AA and airport business partners, achieved an 8.7% reduction in airport-wide carbon intensity in 2018 relative to 2015 levels. The Guest of Honour, Business Environment Council Chairman Richard Lancaster, delivered a keynote speech that emphasised the importance of setting long-term targets that sets organisations on a path towards a low-carbon future.

Lam and Lancaster then presented awards to nine business partners with outstanding performances under the HKIA Carbon Reduction Award Scheme. At the luncheon, the AA also released the *HKIA Carbon Reduction Award Scheme: Best Practice Sharing publication*, which summarises the 24 winning projects in the HKIA Carbon Reduction Award Scheme 2018.

第四屆香港國際機場碳管理高級行政人員圓桌午宴會議於1月15日舉行，機場管理局與48家機場業務夥伴聚首一堂，分享最近推行的減碳策略與措施。

機管局行政總裁林天福致歡迎辭時表示，在機管局與機場業務夥伴齊心協力下，香港國際機場2018年的整體碳強度較2015年水平降低8.7%。商界環保協會主席Richard Lancaster擔任主講嘉賓，闡釋制定長期減碳目標的重要性，有助各機構邁向低碳未來。

隨後，林天福與Richard Lancaster向九家業務夥伴頒發獎項，表揚他們在香港國際機場減碳獎勵計劃取得卓越表現。在午宴上，機管局亦發表《香港國際機場減碳獎勵計劃：最佳實務分享》，該刊物簡介2018年香港國際機場減碳獎勵計劃的24個得獎項目。

SCAN
掃描

QR code to read the "HKIA Carbon Reduction Award Scheme: Best Practice Sharing 2018" publication
QR碼瀏覽《2018香港國際機場減碳獎勵計劃最佳實務分享》



CLAMPING DOWN ON WILDLIFE TRAFFICKING 打擊非法販運野生動植物

Wildlife trafficking remains a pressing global concern. HKIA recently strengthened its commitment to tackling wildlife trafficking by signing the Buckingham Palace Declaration and becoming a member of the United for Wildlife Transport Taskforce of the UK.

The AA leverages its convening power to collaborate with relevant government authorities and NGOs

to provide training to airport business partners and enforcement agencies in order to raise the awareness of this issue. The AA will also continue its efforts to raise public awareness through public displays and other publicity.

非法販運野生動植物一直是全球迫切關注的問題，而香港國際機場近期簽署了《白金漢宮宣言》，成為英國野生動物

保護聯盟運輸專責小組的成員，進一步實踐遏止非法運輸野生動植物的承諾。

機管局承諾致力提高機場同業對非法販運的認識，並利用其號召力，加強與相關政府部門及非政府機構合作，以向機場業務夥伴及執法機構提供培訓，加深對這方面的了解。機管局亦會繼續透過不同公眾宣傳方式，提高公眾對有關問題的關注。



WALK IN THE WILD

野外漫步

The annual Night Walk for local environmental charity The Green Earth took participants on a leisurely 11km journey by starlight on 11 January. Starting and ending at Pak Tam Chung in Sai Kung with the route running along the High Island Reservoir, this year's event was again supported by the Airport Authority (AA) Staff Club, with 16 staff members taking part.

During the trek, participants learned about Hong Kong's history of plastic use, locked in fond memories with light-painting photographers and gazed at the stars through telescopes. Funds raised will help the charity promote zero-waste culture and work on policy advocacy and community engagement on Hong Kong's environmental issues.

於1月11日，本地環保慈善團體「綠惜地球」舉辦一年一度的「撐綠惜慈善夜行」，讓參加者一同在星空下漫步。慈善夜行從西貢北潭涌出發，途經萬宜



水庫，再折返北潭涌，全程11公里。今年機場管理局職員康樂會再次支持這項活動，共有16名員工參與。

參加者沿途不但認識到香港的塑膠歷史，並有光繪攝影師為大家拍下獨特

的光繪照，留下美好的回憶，現場更架設天文望遠鏡，讓大家欣賞美麗星空。活動籌得款項將用於支持該環保團體推動零浪費文化、環境政策倡議及本港社區環保教育工作。



TEAM EFFORT AT THE TABLES 乒乓球友誼賽

On 14 December 2019, the AA Table Tennis Team took their skills to Zhuhai Airport, where they played a friendly match with staff of Zhuhai Airport. In a heated day on the tables, the AA team emerged as champion in the Men's Singles, champion in the Men's Silver Plate Singles and second runner-up in the Women's Singles.

Following the sporting action, the team embarked on a tour of the latest upgrades and developments at Zhuhai Airport, which is set to play a key role for travel in China after the opening of the Hong Kong-Zhuhai-Macao Bridge and with the Jinhai Bridge soon to follow.

於2019年12月14日，機管局乒乓球隊前往珠海機場，與珠海機場的員工代表隊切磋球技。經過一輪激烈比賽，機管局隊伍勇奪男子單打金盃組冠軍、男子單打銀碟組冠軍及女子單打季軍。

於比賽結束後，機管局隊伍參觀了珠海機場的最新設施提升及發展項目。繼港珠澳大橋通車，加上金海大橋即將啟用，珠海機場在中國旅遊方面扮演重要角色。

THE OMBUDSMAN'S AWARD 2019 FEATURE

2019申訴專員嘉許獎專題

Organised by the Office of The Ombudsman, the Ombudsman's Awards recognise professionalism in handling complaints and aim to foster a positive culture of service in the public sector. Chloe Cheng of the Airport Authority's Terminal 1 Department was honoured with the Awards for being exceptionally meritorious in the course of conducting enquiries or investigations. 申訴專員嘉許獎由申訴專員公署舉辦，旨在表揚在處理投訴方面達到專業水平的政府部門／公營機構及人員，並在公共服務範疇推動正面的投訴文化。來自機場管理局一號客運大樓運作部的鄭可盈獲頒發申訴專員嘉許獎，嘉許她在處理查詢或調查時的卓越表現。

In July 2018, Chloe saw a distraught old lady wandering around the terminal when she approached her. Trying to offer help, the lady was very emotional and yelled at her. Nevertheless, Chloe patiently listened to the lady and learnt that she missed her flight to Shanghai the previous evening. She also lost contact with her companions and stayed overnight at the terminal.

Chloe accompanied the lady to rebook her flight with the airlines without delay, but she was discontent with the time required to process her ticket. Chloe empathised with the lady and assured her that they would bring her home as soon as possible, while leaving only when she knew that the ticket was confirmed.

Two weeks later, Chloe was

surprised to receive an email from the lady's daughter in Shanghai who appreciated Chloe's timely assistance and patience in solving the problem. Chloe was happy to see that a complaint was turned into a compliment thanks to the additional steps she took that made a difference.

於2018年7月，鄭可盈看見有一位心煩意燥的老太太在客運大樓徘徊，便走上前了解老太太是否需要協助。一問之下，老太太情緒十分激動，並向她大吼。然而，鄭可盈仍然很耐心地聆聽，原來老太太錯過了前一天晚上飛往上海的航班，亦與同伴失去聯繫，因而在客運大樓滯留一晚。

鄭可盈馬上陪同那位女士聯絡航空公司重新預訂航班，但由於需時辦理機票，老太太顯得十分不滿。鄭可盈很同情這位女士的遭遇，便加以安慰及



➤ **Chloe Cheng (right) 鄭可盈 (右)**

Senior Operation Officer, Customer Service
Terminal 1 Department
高級顧客服務營運主任
一號客運大樓運作部

保證會協助她盡快回家，並在得知已確認機票後才離開櫃位。

兩星期後，鄭可盈收到這位女士在上海的女兒發來的電郵，感謝鄭可盈迅速並耐心地解決問題。原本是一宗投訴，但由於鄭可盈多走一步，讓整件事情大為不同，變成來自顧客的嘉許。

THE WORLD THROUGH YOUR EYES

放眼看世界

Airport Authority colleagues can submit their most thrilling adventures throughout the world with photo captions to hkianews@hkaairport.com and stand a chance to receive an HKIA cash coupon valued at HK\$100.

The selected images will be published in *HK Airport News*.

機場管理局同事提交在旅途拍攝的精采照片至 hkianews@hkaairport.com，並附上說明，即有機會獲得100港元的香港國際機場現金券。獲選照片將於《翱翔天地》刊登。



Karen Chia
謝穎兒

Corporate Communications
Department
企業傳訊部

Shibuya Sky
Observatory,
Tokyo, Japan
Walking on the sky
日本東京 澀谷
「Shibuya Sky」展望台
漫步天際