# HKAirportnews

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# HKAirp

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

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# CELEBRATING 23 YEARS YOUNG

# 慶祝機場23年誌慶

In celebration of Hong Kong International Airport's (HKIA) 23rd birthday, the Airport Authority (AA) Staff Club hosted a cake distribution event at HKIA Tower on 6 July. AA Chairman Jack So led senior management during a cake-cutting ceremony.

At the ceremony, Chairman So expressed his appreciation to AA staff for their resilience in ensuring the safe and smooth operation of HKIA, particularly during a year of unprecedented challenges. With the ongoing vaccination drive, Chairman So hopes to welcome passengers

back to the airport soon.

To maintain social distancing, individually packed cakes were later distributed to staff members.

為慶祝香港國際機場啟用23周年,機場管理局職員康樂會於7月6日在機場行政大樓舉行蛋糕分享活動,並由機管局主席蘇澤光帶領高級管理層進行切餅儀式。

在儀式上,蘇主席感謝機管局員工在充滿挑戰的一年仍然堅守崗位,確保機場安全及運作暢順。隨着疫苗接種計劃繼續推行,他期望在不久將來迎接旅客重臨機場。

為保持社交距離,各員工隨後 獲派發獨立包裝的蛋糕。



AIRPORT SECURITY AMBASSADORS

# 機場保安大使

Hong Kong International Airport (HKIA) recently welcomed some cute security members to its community. Set up by the Airport Authority (AA) and Aviation Security Company Limited (AVSECO), the AVSECO Canine Unit (ACU) helps make the airport environment safer for all.

The inaugural ACU consists of 10 sniffer detection canines that will assist in detecting explosives, firearms and ammunition at HKIA. Before they can perform their duties at the terminals, the dogs are required to undertake 12 weeks of training on obedience and sniffer detection, while their respective handlers will get to familiarise themselves with their partner's habits and build mutual understanding and trust. In addition, the handlers need to attend courses about animal

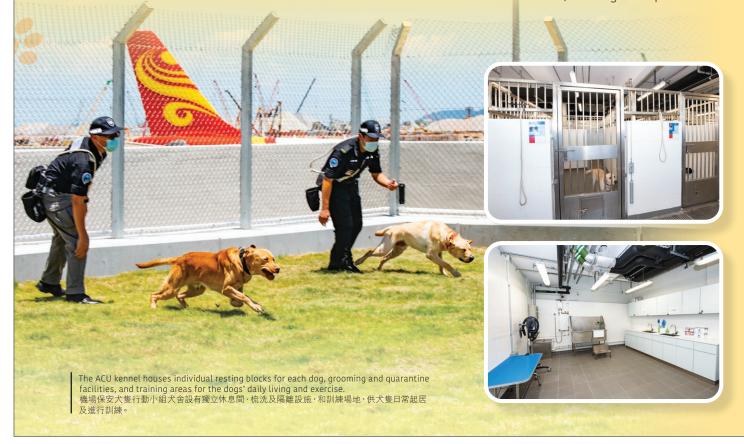
care, first aid, feeding and canine psychology provided by the Society for the Prevention of Cruelty to Animals.

At present, three dogs - Hugo, Kobe and Issac - and their handlers have completed training and are currently working at the terminals.

To support the ACU, AA constructed a two-storey kennel and an indoor training venue in the airport restricted area. The kennel has individual cubicles for the dogs to rest in, as well as different facilities for grooming, washing and undergoing quarantine purposes. It is modelled after the design of the local discipline services' working dog kennels and overseas best practices. Furthermore, a 2,400-squaremetre outdoor training site near Scenic Road is made available

for agility and physical training.

A ceremony was held on 13 July to mark the opening of the kennel. Representatives from AVSECO, the Hong Kong Police Force and the Hong Kong Customs and Excise Department also signed a co-operation protocol during the event. The protocol entails the sharing of canine facilities, establishing a joint canine breeding programme, and conducting joint exercises, training and operations.



香港國際機場近日迎來了幾位友善可愛的成員,負責執行保安重任。機場管理局及機場保安有限公司成立了「機場保安犬隻行動小組」,藉此進一步提高機場安全水平。

首次成立的機場保安犬隻行動小組 共有十隻搜索犬,牠們將在機場協助偵測 爆炸品、槍械及彈藥。在客運大樓正式 執勤前,犬隻須接受為期12周的訓練, 內容涵蓋服從性及嗅探等,犬隻各自的 領犬員亦要了解其拍檔的習性,培養彼此 間的默契及信任。此外,領犬員亦需參加 由愛護動物協會提供的課程,學習犬隻 護理、急救、餵飼及犬隻心理等知識。

現時Hugo、Kobe及Issac這三隻搜索犬及其領犬員已完成訓練、並獲派駐到客運大樓執勤。

為支持成立犬隻行動小組,機管局在機場禁區興建了樓高兩層的犬舍設施及室內訓練場地。犬舍內設有獨立犬隻休息間,以及犬隻梳洗、護理及隔離等不同設施。犬舍參照香港紀律部隊工作犬犬舍的設計及外國最佳實務標準



Representatives from AVSECO, the Hong Kong Police Force and the Hong Kong Customs and Excise Department sign a co-operation protocol on 13 July. 機場保安有限公司、香港警務處及香港海關的代表於7月13日簽署合作框架。

而建造。此外,機管局亦在觀景路附近 撥出2 400平方米的空間設立戶外訓練 場地,供犬隻進行敏捷度及體能訓練。

於7月13日舉行的犬舍開幕典禮上,

機場保安有限公司、香港警務處及香港 海關代表亦簽署了合作框架,內容包括 使用犬舍設施、合作成立犬隻繁殖計劃, 以及進行聯合演習、訓練及行動等。

#### Our charming ambassadors 友善可愛的大使



Category	Sex	Age
犬種	性別	年齡
Labrador	M	2 years old
立布拉多犬	男	2歲

Characteristics/ features 性格/特徵

Tame, highly obedient, and loves to interact with people <u>溫馴、服從性高、</u>喜愛與人相處

與Kobe為兩兄弟,嗅覺靈敏、活潑好動、服從性高

Category	Sex	Age	Characteristics/ features
犬種	性別	年齢	性格/特徴
English Springer Spaniel 英國史賓格犬	M 男	1 year old 1歲	Issac's brother, has a keen sense of smell, active, and highly obedient 與Issac為兩兄弟,嗅覺靈敏、活潑好動、服從性高

英國史賓格犬



nell,



Category	Sex	Age	Characteristics/ features
犬種	性別	年齢	性格/特徵
English	M	1 year old	Kobe's brother, has a keen sense of sm
oringer Spaniel		1歩	active, and highly obedient



#### HAECO AND CATHAY PACIFIC FORM THE CENTRE OF EXCELLENCE

港機與國泰航空成立 卓越中心

HAECO Hong Kong and Cathay Pacific recently established the Centre of Excellence (CoE), where specialists from the two companies collaborate to enhance the quality, efficiency and effectiveness of line maintenance operations at Hong Kong International Airport.

The formation of the CoE is part of the Line Maintenance Transformation project that aims to streamline processes for preparing and carrying out planned maintenance. It also



allows maintenance teams to respond more swiftly to inbound defects and Aircraft-on-Ground situations wherein a serious problem may prevent an aircraft from flying.

The CoE has employed different digital solutions to make the line maintenance processes more efficient and reliable. Real-time dashboards have been installed to increase transparency in the CoE's work performance, while digital tools are utilised to maintain situational awareness on the operations and assist with the planning process.

港機(香港)與國泰航空最近成立卓越中心,由兩間公司的專家攜手合作,藉此提高香港國際機場飛機外勤維修工作的水平、效率及效益。

設立卓越中心是外勤維修營運模式轉型計劃的其中一部份,旨在簡化準備及執行已安排維修工作的流程,一旦抵港飛機發生故障或因飛機出現嚴重問題而須停航待修,維修團隊亦可更迅速採取應對措施。

卓越中心採用不同數碼方案,令飛機外勤維修工作流程更高效可靠。卓越中心設置實時儀表板,以提高中心運作績效的透明度,並利用數碼工具監察運作實況及協助作出規劃。



#### HACTL BOLSTERS AIRCRAFT ENGINE HANDLING CAPABILITIES

香港空運貨站提升 航空發動機處理能力

**Hong Kong Air Cargo Terminals Limited (Hactl)** recently set up a new Aero Engine Handling Centre to complement its existing ability to process aircraft engines.

The centre is equipped with an outsize weight scale to facilitate the double-checking of shipment weights. Enhanced procedures and a new fast-track route have also been implemented to reduce the towing distance and to improve the safety and efficiency for transporting

aircraft engines between the apron and the centre. Meanwhile, Hactl has formed a dedicated team specially trained to handle the valuable and delicate aero engines.

The new initiative boosts Hong Kong's reputation in the global aero engine maintenance and repair network. The city is one of only two Asian hubs that have certified repair, modification and overhaul facilities for Rolls-Royce Trent engines that are used in a wide range of aircraft.

**香港空運貨站有限公司**近日開設全新的 「航空發動機處理中心」,以進一步提升 現時處理航空發動機的能力。

新中心設有大型貨物專用的電子秤,以配合貨物須磅重兩次的規定,同時亦改善工作程序及新設特快通道,藉此縮短運送發動機往返停機坪與中心的距離,並提高安全水平及效率。香港空運貨站亦組成專責團隊,在接受特別培訓後,負責處理精細昂貴的航空發動機。

新設施有助提升香港在全球航空發動機檢查及維修服務網絡的聲譽。



目前亞洲只有兩個航空樞紐擁有認可設施,為多款機種採用的羅爾斯•羅伊斯(Rolls-Royce) 遄達發動機提供維修、改裝和大修服務,而香港為其中之一。

#### CATHAY PACIFIC CARGO

#### CATHAY PACIFIC CARGO DELIVERS CRITICAL MEDICAL SUPPLIES TO INDIA

國泰貨運運送重要醫療物資前往印度

With India facing a deteriorated pandemic situation, Cathay Pacific Cargo swiftly delivered vital relief shipments to the country. The shipments included more than 100 tonnes of much needed humanitarian and medical supplies. While passenger flights have been suspended between Hong Kong and India, Cathay Pacific Cargo



has continued operating freighters as well as cargo-only passenger flights to meet the rising demand.

As the world pitches in with medical shipments, Cathay Pacific Cargo has been doing its best to accommodate the situation by adding more cargo-carrying passenger flights to maximise capacity.

印度疫情持續嚴峻,國泰貨運迅速協助 運送重要救援物資到當地,其中包括 超過100公噸的緊急人道救援及醫療 物資用品。儘管往來香港與印度的 客運航班已經暫停,但國泰貨運持續 調動貨機及只載貨客機航班,以應付 當地的殷切需求。

國泰貨運一直致力因應情況,安排 更多載貨客機航班,增加運力,以助運送 全球各地的醫療物資。



#### HKBAC SCORES TRIPLE DISTINCTIONS

香港商用航空中心 連奪三項殊榮

Hong Kong Business Aviation Centre (HKBAC) gained the distinction as one of Asia's Top Fixed-Base Operators (FBO) at the 2021 FBO Survey conducted by Aviation International News (AIN). In addition, HKBAC was voted by AIN's readers as one of the most improved FBOs in the past year.

AIN is one of the most well-regarded media organisations in the business aviation sector. It has been conducting the survey since 1981, which evaluates FBOs across five categories such as line service, passenger amenities, pilot amenities, facilities and customer service representatives.



In addition, HKBAC was recognised as "Asia's Best FBO" by another prestigious media organisation in the industry, *Professional Pilot Magazine*, for the 14th consecutive year since 2008. Being acknowledged by business aviation executives attests to HKBAC's dedication to safety, service and style.

香港商用航空中心在《Aviation International News (AIN)》舉辦的「2021年公務機營運基地調查」中,獲評為亞洲最佳公務機營運基地之一。此外,香港商用航空中心亦獲《AIN》

讀者投選為去年的最佳進步公務機營運 基地之一。

《AIN》為在公務航空領域享負盛名的傳媒機構。該機構自1981年起舉辦意見調查,評審公務機營運基地在五個範疇的表現,例如航線服務、旅客設施、飛行員設施、其他設施及顧客服務人員。

此外,香港商用航空中心自2008年起,連續14年獲另一家業內著名傳媒機構《Professional Pilot Magazine》評選為「亞洲最佳公務機營運基地」,備受商務行政人員讚譽,足證香港商用航空中心致力提供安全、非凡及妥貼的服務。

# REINFORCING AIRFIELD SAFETY WITH VR TRAINING

虚擬實境訓練加強飛行區安全



The Airport Authority has implemented a virtual reality (VR) driving training system starting this year to reinforce the awareness of airside safe driving.

Developed in collaboration with the Department of Industrial and Manufacturing Systems Engineering of the University of Hong Kong, the VR driving training system helps enhance the practical skills of drivers involved in ramp operations without having to disturb normal activities. The system uses imseCAVE, the innovative and interactive Cave Automatic Virtual Environment (CAVE), to provide stereoscopic views of the airfield in an immersive environment.

The training programme covers three modules, which simulate different environments and situations in the North Apron, South Apron and West Apron near Terminal 1. The system particularly emphasises the rules and regulations while driving at the apron roads of Hong Kong

International Airport. With this system, drivers who commit the offence of "failure to give way to aircraft" are now required to complete the VR driving training before they re-sit the Airside Driver Examination.

In addition to airside driving, VR technology has been applied to other training modules and is taking on an increasing role. It is now mandatory for new aircraft loading bridge operators to be trained with the VR facilities prior to taking the examination for a certificate. Another mandatory training policy has been developed for loaders and will soon be rolled out. In the future, more ground service equipment will be included to offer better training to operators.

機場管理局於今年起推出虛擬 實境駕駛訓練系統,藉此提高 員工對機場禁區安全駕駛的 認識。

培訓課程涵蓋三個單元,模擬一號客運大樓附近的北停機坪、 南停機坪及西停機坪的不同環境和情況。 系統着重教導駕駛員在香港國際機場停機坪

道路駕駛時的規則和規例。隨着該系統 推出,違反「沒有讓路予飛機」駕駛規例 的駕駛員現須完成虛擬實境駕駛訓練, 方可再參與機場禁區駕駛員考試。

除了機場禁區駕駛訓練外,虛擬實境技術亦已應用於其他培訓課程,其重要性亦日漸提高。目前,新入職的登機橋操作員必須在參加執照考試前接受虛擬實境訓練,機管局亦已就駕駛裝載平台車制定強制培訓政策,並將於稍後時間實行。日後將會有更多地勤設備被納入虛擬實境訓練課程,為操作員提供更有效的訓練。



VR training is being adopted for a wide range of ground service equipment, such as loaders and aircraft loading bridges.

現時虛擬實境訓練正廣泛用於裝載平台車及登機橋等地勤設備的

培訓工作。



#### 1 SMART ROBOTS RAISE CLEANING STANDARDS

#### 智能機械人提升 清潔水平

The Airport Authority (AA) uses autonomous cleaning and disinfection robots to safeguard the health and well-being of airport staff and passengers amidst the ongoing pandemic.

A pair of floor scrubbing and eight vacuum cleaning robots are running round-the-clock at the terminals to keep the carpets and floors of the Departures and Arrivals levels clean. The robots are equipped with sensors and advanced artificial intelligence navigation systems, which help them avoid hitting any persons or obstacles during their operation.

With the assistance of the efficient team of robots, the cleaners can focus on cleaning and disinfection tasks at other critical areas, such as check-in kiosks, e-Security Gates, lift panels, handrails

and more to achieve a higher standard of health and safety.

機場管理局採用自動化清潔及消毒機械人,於疫情期間保障機場員工及旅客健康,並提供舒適體驗。

現時在客運大樓採用兩部地板清潔機械人及八部吸塵機械人,以清潔離港層及抵港層的地毯及地板。這些機械人配備感應器及先進人工智能導航系統,避免在運作時撞到途人或障礙物。

在高效機械人團隊的協助下,清潔員 可專注在其他主要區域的清潔和消毒 工作,例如旅客登記櫃檯、自助保安 閘口、電梯按鈕面板及扶手等,以達到 更高的健康安全標準。

#### 2 NEW HIRINGS FOR THE 3RS PROJECT

#### 三跑道系統項目招聘人手

As the three-runway system (3RS) project advances, AA organised a job fair on 14 July to recruit news hirings for the next phase of development.

The job fair, which took place at the Hong Kong Construction Industry Employees General Union's venue, offered more than 250 job vacancies from companies working on the 3RS project, such as China State Construction Engineering (Hong Kong) Limited, China Road and Bridge Corporation, BUCG-CCCL Joint Venture, and SAPR Joint Venture.

隨着三跑道系統項目繼續推展,機管局於7月14日舉行招聘會,為配合工程發展招募人手。

招聘會在香港建造業總工會會址舉行,由參與三跑道系統項目的公司,包括中國建築工程(香港)有限公司、中國路橋工程有限責任公司、中國水電・電建航空港・保華・建信工程聯營及北京城建與其士聯營,提供超過250個職位空缺。





#### 3 SAFER AIRCRAFT ACCESS FOR PASSENGERS WITH REDUCED MOBILITY

協助行動不便旅客 更安全登機

AA has introduced Baumann
PaxLift XL – a new wheelchair
lift for passengers with reduced
mobility to access the aircraft cabin
with greater ease. The purposebuilt vehicle can accommodate
up to five wheelchair passengers
and transport them from the
apron to the aircraft door.

The Baumann PaxLift XL has more advanced safety features than traditional wheelchair lifts. The driver's seat of the lift is fully integrated into its passenger cabin to facilitate smooth co-ordination with passengers. Moreover, the front platform has an extendable operator safety gate to reduce the risk of operators falling from height.

AA is set to procure additional Baumann PaxLift XLs following its satisfactory performance.

機管局引入新型輪椅升降裝置 「Baumann PaxLift XL」,以助行動 不便的旅客進出機艙。這部特製裝置 可容納最多五名輪椅旅客,接載他們 從停機坪升至機艙門。 相比傳統輪椅升降裝置,「Baumann PaxLift XL」具備更先進的安全特點, 駕駛員座位與乘客艙連成一體,以便 駕駛員照顧乘客需要。此外,升降裝置 前端平台設有可延伸的操作員安全門, 可減低操作員從高處跌下的風險。

「Baumann PaxLift XL」表現理想, 機管局正計劃增購有關裝置。

#### 4 PROMOTING SUMMER SAFETY TIPS TO AIRPORT STAFF

向機場員工推廣 炎夏工作安全

Scorching temperatures in summer pose a potential health risk to

airport workers, particularly for those working outdoors.

To raise awareness on heatstroke prevention among the airport community during peak summer months, AA distributed water bottles, towels and leaflets containing safety tips to airport staff in July. The initiative was carried out in collaboration with the Labour Department, the Occupational Safety and Health Council, the Staffs and Workers Union of Hong Kong Civil Airlines, and the Hong Kong Federation of Trade Unions Occupational Safety and Health Association.

Meanwhile, a mobile drinking water supply truck is stationed at the apron during summer to provide ramp staff with greater access to refreshing drinking water.

夏季的酷熱天氣可能會影響機場員工,尤其是在戶外工作人員的健康。

機管局於7月與勞工處、職業安全健康局、香港民用航空事業職工總會及工聯職安健協會合辦活動,向機場員工派發水樽、毛巾及有關安全工作貼士的單張,以提高機場同業在炎夏預防中暑的意識。

此外,流動飲用水供應車於夏季 期間停靠在停機坪範圍,方便停機坪 員工補充水份。



#### 5 TRADEPORT HOSTS WORLD ENVIRONMENT DAY

商貿港舉辦 世界環境日活動

To support World Environment Day (WED) 2021, Tradeport organised and invited stakeholders to join the informative and amusing Tradeport Environmental Mini Game Day. The event highlighted this year's WED theme of "ecosystem restoration", which entails preventing, halting and reversing the damages to the natural environment caused by human activities. Participants of the event gained a deeper understanding of prominent environmental issues, such as waste recycling and carbon reduction, through fun and interactive mini games.

Since 1974, WED has engaged governments, businesses, and millions of people across the globe in addressing the most important environmental issues affecting our planet.

為響應2021年世界環境日,商貿港舉辦了「商貿港環保迷你遊戲日」,並邀請持份者參與這個充實有趣的活動。活動配合今年的世界環境防理上及扭轉人類活動對自然環境帶透的破壞。於活動當天,參與者透回的破壞。於活動當天,參與者透回收及減碳等重要環境議題的認識。

自1974年以來,世界環境日連繫各地政府、企業與數以百萬計的市民,應對現今影響全球的關鍵環境問題。



#### 6 HKIAA'S PROFESSIONAL DIPLOMA PROGRAMME OPENS FOR ENROLMENT

香港國際航空學院 專業文憑課程接受報名

The Professional Diploma in Aviation Management of the Hong Kong International Aviation Academy (HKIAA) is now accepting online enrolment. The 15-month part-time programme focuses on aviation management practices and integrates key concepts into work applications.

The programme provides a flexible schedule for students to attend classes at the airport after

work. Successful graduates will receive a recognised qualification equivalent to Level 4 of the Qualification Framework that leads to a Bachelor's degree.

Launched in 2020, the Professional Diploma in Aviation Management has been well received by industry practitioners who wish to take their career to the next level.

香港國際航空學院舉辦的航空管理 專業文憑課程現正接受報名。這個為期 15個月的兼讀制課程主要教授航空管理 實務,將重要管理概念融入工作應用。

課程時間表具靈活性,方便學員在機場下班後進修。成功修畢的學員將獲頒授相當於資歷架構第四級資歷水平的證書,並可銜接學位課程。

航空管理專業文憑課程於2020年 推出,一直深受有志在事業上更上一層 樓的業界人員歡迎。



# SUSTAINING THE SURROUNDING MARINE ENVIRONMENT

保護周邊海洋環境

#### As one of its latest environmental efforts, the Airport Authority (AA)

deployed 100 artificial reef (AR) units in the western waters of Hong Kong International Airport's south runway from mid-June to early July. The ARs, placed near the future North Lantau Marine Park, serve as a pilot scheme to provide micro-marine habitats for enhancing the marine ecology and fisheries resources.

The ARs are made of pH-balanced microsilica concrete which simulates the texture of natural coral reef. The rough surface is conducive to promoting the settlement of a variety of marine organisms. Hollow with holes of varying sizes, the ARs also provide shelters for marine fauna such as fishes and crabs.

At present, there are more than 600 ARs in Hong Kong waters which support an even greater diversity of fish species as compared to a natural habitat.

Meanwhile, AA is collaborating with The Nature Conservancy and the University of Hong Kong to carry out a pilot study on the deployment of oyster reefs at selected locations on the three-runway system's (3RS) newly formed seawall. By using a combination of limestone, recycled shells and live oysters to recreate a natural habitat, the reefs promote the proliferation of shellfish and other similar marine life. The initiative would be the first in Hong Kong to establish shellfish

With a rough surface and holes of various sizes, the ARs encourge settlement of and provide shelters for various marines species.

人工魚礁表面粗糙並有不同大小的洞·有利各種海洋 生物在此附着生長及棲息。

reefs on pre-constructed seawalls, paving the way for the future application of these ecosystems along the city's artificial seawalls.

AA is currently undertaking a one-year monitoring programme to track the effectiveness of the ARs and shellfish reefs.





# AN ENHANCED AIRPORT-WIDE SUSTAINABILITY **STRATEGY**

## 加強機場可持續發展策略

Sustainability underpins Hong Kong International Airport's developments. This commitment has been recently reinforced with the airportwide Green Airport Design and Construction (GADC) Strategy.

The new strategy offers a consistent approach for embedding green design and sustainable construction considerations in projects undertaken by the Airport Authority, as well as those developed via partnership agreement with franchisees and other business partners. As a result, sustainability performance will always be central to any construction project, particularly at the early design stage.

The two-year trial of the airport-wide GADC Strategy commenced in July. A Technical Advisory Group, comprising experienced project managers and green design professionals, has been formed to facilitate its implementation.

The airport-wide GADC Strategy was devised following the effective implementation of a similar strategy for the three-runway system (3RS), which identified green features to be incorporated into the design of the 3RS-associated developments. The development projects of the 3RS have been recognised with various distinctions. For example, the Terminal 2 Expansion Works attained a Provisional Platinum rating under the BEAM Plus New Buildings Version 1.2, while the Third Runway and associated works contract obtained an "Excellent" rating under the Interim Client and Design Award of the Civil Engineering **Environmental Quality** Assessment and Award Scheme.

可持續發展是香港國際機場發展的 基石。機場管理局最近透過制定涵蓋 整個機場的環保機場設計及建築 策略, 進一步實踐承諾。

新策略為機管局推行的項目,以及

合作協議發展的項目,貫徹加入環保 設計及可持續建築的考慮因素。 因此,可持續發展表現將成為所有 建造項目的核心,特別是在初期設計 階段。

涵蓋整個機場的環保機場設計及 建築策略於7月開始試行,為期兩年。 機管局成立了由資深項目經理及環保 設計專家組成的技術諮詢小組,以助 推行有關策略。

在制定環保機場設計及建築策略 前,機管局就三跑道系統項目推行 類似策略,為其相關發展項目設計 制定及採納環保措施,而且成效 卓著。三跑道系統發展項目獲得 多項認證,例如二號客運大樓擴建 工程獲評為「綠建環評新建建築 1.2版暫定鉑金級」,第三條跑道及 相關工程合約亦在Civil Engineering Environmental Quality Assessment and Award Scheme的Interim Client and Design Award中獲得 「傑出」評級。





## VOTE for the 請即投選

Asia's Leading Airport 亞洲最佳機場





China's Leading Airport 中國最佳機場





www.worldtravelawards.com





### CHEERS TO ORIGINAL GINS

品味氈酒

The Airport Authority (AA) staff got to chill out and experience brewing their own gin from scratch during two original gin making workshops on 26 June and 3 July. Organised by AA Staff Club, the workshops kicked off with a tasting session wherein participants had a great time sampling various types of gin and picking their favourites.



Through the hands-on experience, AA staff learned more about the different base ingredients of gin such as cumin seeds and dried limes that comprise the different flavours. Staff were then guided on crafting their unique blend of gin based on their preferences which they got to bring home to enjoy.

機場管理局職員康樂會於6月26日及7月3日舉辦氈酒製作坊,讓機管局員工由零開始,親手調製屬於自己的氈酒,度過愉快淺酌時光。在製作坊上,參加者首先品嘗多款氈酒,並從中挑選喜愛的口味。

機管局員工透過親身體驗,認識 到製作氈酒的多種基本材料,例如 各具香味特色的茴香及青檸乾等。 在導師指導下,參加者按個人喜好, 製作獨一無二的氈酒,最後更可將 美酒帶回家細意品嘗。

#### 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 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 Customer Service Staff 表揚顧客服務員



Senior Operation Officer, Customer Service, Airport Authority 機場管理局 顧客服務高級營運主任

#### >>> Cato Leung 梁夏凝

Operation Officer, Customer Service, Airport Authority 機場管理局 顧客服務營運主任

#### >>> Natalie Tang 鄧惠芬

Terminals & Landside Duty Manager, Terminal Operations, Airport Authority 機場管理局 機場運作客運大樓 及公眾區值勤經理

"I returned to Hong Kong from Shanghai to attend an urgent family matter. It was a challenging time to travel as all inbound passengers were subject to compulsory quarantine requirements. After completing the quarantine procedures, I missed the last train heading to the city. It was quite hectic as I was carrying a few pieces of luggage. Fortunately, three HKIA Customer Service staff were happy to assist me to carry the luggage and board a taxi. I am very grateful for their kind assistance."

「我從上海緊急返港處理家事,由於所有入境旅客必須遵守,在這個時候出稅 實在充滿挑戰。在完成檢別 程序後,我錯過了前往市區 程序後,我錯過了前往市區 是班車。當天我拿着數件行麥的 尾班車。當天我拿着數件行香 關際機場顧客服務員主動協助 我,幫我拿行李和登上計程車, 我非常感謝他們的幫忙。」

- Mrs Chow, an elderly Hong Kong passenger 年長香港旅客周太

#### OUR GROWING HKIA FAMILY 機場大家庭

Airport Authority colleagues can submit their wedding or newborn baby photos to hkianews@hkairport.com and stand a chance to receive an HKIA cash coupon valued at HK\$200. The selected images will be published in HK Airport News. 機場管理局同事提交他們的結婚或新生嬰兒照片至hkianews@hkairport.com,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《翺翔天地》刊登。



#### Arnold Wong 黃諾圖

5 months 5個月

Father: Vincent Wong 父親: 黃禹勤 Information Technology Department 資訊科技部

#### >>> Hevin Hu 胡皓煒

24 months 24個月

Father: Bruce Hu 父親: 胡炳旭 Third Runway Division 三跑道項目處

