

Dawn is ahead Perseverance is the Key 復甦與曙光



目錄

CEO Interview 主席及行政總裁訪問	3
----------------------------	---

HR Department updates 人力資源部門快訊	8
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SQCC Department updates 安全品質及企業合規部資訊	15
---	----

PSD Excellent Customer Service Awards 客運服務部優秀服務獎	25
---	----

Compliment Corner 員工讚賞區	28
----------------------------	----

HKA Training Academy Visit 參觀香港航空培訓學院	29
--	----

Employee Group Medical Benefit 僱員團體醫療福利	33
--	----

Contact Info. 聯絡資訊	34
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Interview of our
行政總裁的採訪

Chief Executive Officer

Mr. Ben Wong
王證皓 先生



採訪內容 Interview details

01

您認為現在我們 新翔(香港)最大的優勢是什麼？

What is the biggest strength of SATSHK right now?

新翔(香港)已進駐香港機場二十八年，公司最大的優勢是擁有一班充滿奉獻精神，肯與公司共患難，用心服務，專業且經驗豐富的同事。同事們的專業精神，加上兩間股東公司，一間客機公司，一間貨機公司的支持，令我們在這段航空業艱難的時期，得到莫大的幫助。

SATS HK has been in Hong Kong for 28 years. Our biggest strength is that we have an experienced, professional, and fully devoted team to serve our customer airlines. In addition, we got the decisive support from the two shareholder airlines, one for passengers and one for freighters. With the advantages mentioned above, we are grateful to have support from our employees and shareholders during difficult times in the aviation industry.



02

您認為現在 新翔(香港)最大的挑戰是什麼？面對這麼多的挑戰，有沒有辦法去解決呢？

What is the biggest challenge SATS HK facing now?
How to overcome this challenge?

最近香港政府放寬防疫措施限制，令香港航空業出現曙光，航空公司陸續復飛並增加航班。隨著航班增加，我們正面對人手短缺的壓力，急需招聘及培訓人才，是目前的挑戰。

公司將積極透過各個渠道招聘全職及兼職員工。除了在公司網頁刊登招聘廣告外，亦於年輕人喜歡的社交媒體例如Facebook、LinkedIn、IG等宣傳。並與大學合作，舉辦各式各樣招聘活動。同時與航空業界保持緊密聯繫，積極解決人手短缺問題。

公司同時恢復新人加盟獎金及推薦加盟獎金，鼓勵現職員工推薦親友加入公司，為航空業復甦出一分力。我們希望在聖誕節航班高峰期前，聘請足夠人手，確保航班運作暢順。

此外，公司亦利用早前航班運作減少的時間，安排前線員工完成各種Cross Trade培訓，如安排PSD員工學習 Lost & Found及 Check in counter的運作，提供Multi-Skill set培訓，以達致人力資源多元化之效能。

另外，股東航空公司亦安排其地服及空乘人員，在航運人手短缺時期作出支援。

As the aviation market gradually recovers with the recent introduction of quarantine relaxation by the HKSAR, many airlines started to increase their flight frequency which is also a good signal that the effect of the pandemic will end soon. However, due to the shortage of manpower, it takes time to hire and train employees which is the challenge we are currently facing.

The company actively recruits people through various channels, for full-time and part-time staff. Apart from the company webpage, we have also recruited through Facebook, LinkedIn, Instagram, especially social media is a big part of young people's life. Indeed, we held some recruitment activities and maintained close relationship with the Universities and Aviation Industry.

The company has also resumed the referral bonus and the signing bonus. You all are welcome to recommend your friends to join our company and contribute to the recovery of the aviation industry. This is still in progress, we hope to recruit sufficient manpower to support our customer airlines before the Christmas rush.

During the time of reduction of flights, we have arranged our frontline staff to conduct cross-departmental training, such as Lost & Found, and Landside staff of the PSD department being trained for multi-skilled set-in order to enhance the work ability as well as alleviate the burden in recruitment.

The shareholder airlines have also arranged their staff to support during the manpower shortage.

03

最近政府公佈了0+3政策，您認為政策對我們新翔(香港)有什麼影響？

What is the impact and expectation to SATS HK after government has implemented 0+3 policy?

隨著香港政府公布0+3政策及日本政府取消旅遊限制，毫無疑問會增加港人外遊的意欲，為應付旅客需要，航空公司陸續增加航班供應。但由於地勤服務公司(GHA)人手短缺，未能及時處理突增的航班數量，公司將需在短期內大量招聘人手。

現時日本方面已要求航空公司必需取得GHA人手確認，方可復飛。相信香港機場將會有同樣措施。

The HKSAR travel's restriction "0+3" compatible with the cancellation of travel restriction from Japan which undoubtedly encouraged Hong Kong people to travel. It is the reason why the airlines are progressively adding back the flights. At the same time, the manpower shortage issue of Ground Handling Agent (GHA) is getting more intense.

Let's take Japan as an example the Government requested all the airlines operate the flight to Japan until they got the manpower confirmation from the GHA. I believe Hong Kong will soon issue similar requirements.



04

展望一下，未來5年內，您想新翔(香港)達到怎樣的增長水平？有什麼目標是您想新翔(香港)達成的。
What level of growth for SATSHK that you would like to achieve in the next 5 years?

目前共有68間航空公司與新翔(香港)合作，31間為客機，37間為貨機及包機。疫情下，儘管航空業影響嚴重，各地勤公司經營困難，在激烈的競爭下，我們仍獲得包括KargoExpress等多家航空公司的新合約，這都是全體員工努力的成果。感謝大家的付出！

未來5年內，我們將繼續積極與客戶溝通，並優化各項商務條款，從而提高公司營運收入，以進一步提升員工薪酬水平。

公司將定位於三大方向，第一：專注傳統旅客、行李處理、停機坪運作及貨運處理等服務；第二：成為客戶全方位總代理，為客戶提供全面地勤服務；第三：提供更多機場營運職能服務。我們將在傳統客服、行李處理、停機坪運作及貨運處理等服務上做精做強，並配合航空業因疫情而改變的新營運模式，為客戶打造 **Total Care**的全面代理服務。除目前為機場提供中央行李追蹤服務外，公司將致力提供更多機場營運職能服務項目，並加強與機場各部門協作。

Currently, SATS HK has 68 customer airlines, including 31 passenger and ramp services, and 37 for freighter and charter freighter. No matter how difficult during the pandemic and the increasingly fierce competition between the GHA, we have gained several new cargo airlines, including Kargo Xpress. This is the fruit of our labours and thank you for all our colleague's efforts.

In the next 5 years, we could make use of our strong bonding and communication with customers in addition to our effective market strategy to strengthen commercial terms and increase company revenue, thereby we could pay back the hard work of our staff.

We should implement the three pillars. First, focusing on the traditional Passenger, Baggage with Ramp and Cargo Service. Second, strive to be an all-rounded ground service provider. Third, providing more operational function services in airport. On the basis of striving for perfection on the passenger, Baggage with Ramp, Cargo service, we should create Total Care's Agency service for our customer to accommodate the business model changes of aviation industry after the pandemic. To become the best service provider of Hong Kong International Airport, SATS HK should enhance the cooperation with the Airport by adding other function services while providing central baggage tracing service for Airport.

Message from Chief Executive Officer 行政總裁的話



Since the epidemic, we have ridden out the hard times together. On behalf of the management team, thank you all! Everyone has worked hard, and our company is like a big family, I hope that mass culture can be established for public participation, achievement, and sharing. The last thing I want to say is "Dawn is ahead", hope everyone keeps standing shoulder to shoulder, "Perseverance is the Key". Thank you all again!

疫情以來，各位同事和公司共度時艱。我代表管理層，多謝大家，大家辛苦了！其實公司就像個大家庭，我希望可以建立一個大眾文化，做到大眾參與，大眾成就，大眾分享。

最後想同大家講的是，我們已經見到曙光在前面，希望大家繼續和公司並肩攜手，堅持到最後就一定有收穫，多謝大家！



線上觀看講話視頻
See it by online video

HRD Department updates 人力資源部快訊

06

Recruitment Event

Aug-2022 to Sep-2022

八至九月份的招聘活動



07

Staff Caring

Freezer, cold beverage and ice sleeves under hot weather

酷暑之下的送冷飲活動



08

Mid-Autumn Festival

Moon cake for all staff

中秋佳節派發月餅活動



09

OMT Programme

Trainee graduation

營運管理見習生計劃



員工推薦獎勵計劃 Referral Bonus

○ 貨運裝卸主任

Ramp Services Officer

○ 升降台駕駛操作主任

Ramp Services Officer
(Driver of Loader)

○ 機場工具駕駛主任

Ramp Services Officer
(Driver of Tractor)



**推薦人將獲得高達
港幣\$6,000元的推薦獎金**

推薦越多，獎金越多！

**Referrer can be rewarded
up to HK\$6,000**

Refer more, reward more!

*Join before 2022
年11月30 前加入*

*Please refer to the company memo for detail HRD-M0112/22/HRM
詳情請參閱公司通告HRD-M0117/22/HRM

○ 客戶服務主任 I

Customer Services Officer 1

○ 客戶服務主任 II

Customer Services Officer 2

○ 高級客戶服務主任

Senior Customer Services Officer



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HRD Recruitment Event Aug-Sep 2022



- 5-Aug 勞工處職場創新機招聘會
- 8-Aug 勞工處大埔就業中心招聘會
- 16-Aug 旺角麥花臣場館招聘會
- 17-Aug 旺角麥花臣場館招聘會
- 22-Aug 勞工處荃灣就業中心招聘會
- 1-Sep 勞工處東涌就業中心招聘會
- 6-Sep HKIA- Recruitment talk





We have visited the Ramp Services Department again today to thank our hardworking colleagues by cheering them on with the newly purchased ice sleeves. Together, we can beat the heat!

公司一連兩日親身前往停機坪繼續為同事們辛勤工作打氣，隨了派發凍飲給同事外，今日更為各停機坪同事添置冰袖，希望助他們於炎炎夏日消暑降溫！



Thank you to all colleagues for their hard work under this heatwave. The Company purchased a freezer for the colleagues and the management team has recently visited the ramp area with cold beverages and reminded the colleagues to take good care and stay hydrated to prevent heatstroke during this hot weather. We are rooting for all colleagues!

近日天氣十分炎熱，為答謝同事們辛勤工作，公司為停機坪同事添置了冰櫃，管理層亦親身前往停機坪為同事派發凍飲，為大家打打氣！希望同事們工作中亦注意身體，多飲水提防中暑！

21 Jul 2022



Mid-Autumn Festival!



May the full moon bring
reunion, love and blessings to
all! Happy Mid-Autumn
Festival!

中秋佳節派發月餅活動





時光荏苒 Time flies

我們的營運管理見習生計劃已經完滿結束。在3年的旅程中，他們在運營部門及企業部門中輪換實習，吸收了機場地勤代理行業的全方位經驗。我們期待他們接下來的職業旅途能在新翔（香港）大放異彩。

Our **Operations Management Trainee programme** has been completed. During these three years, they rotated in operational and corporate departments, and enriched their all-rounded experience in a ground handling agency industry. We look forward to their great success at SATS HK



Feelings about OMT Programme



SAM CHUI

The operational management trainee programme provides all-rounded exposure in operational and corporate departments, including Ramp services, Safety, Quality and Corporate Compliance and Commercial Department. The cross-departmental rotation has made my career more fruitful. In these 3 years, I am grateful to gain so many supports from the experienced seniors and inspiring mentors. I believe this programme is a great steppingstone for my career in aviation. I would say this is just a beginning and I am eagerly looking forward to gaining more experiences and opportunities in coming future.

營運管理生培訓計劃讓我在營運與企業部門中獲得全面的體驗，包括停機坪服務部，安全，品質及企業合規部和商務部。跨部門的崗位使我的職業生涯更加豐富。在這三年中，我非常感恩得到了很多有經驗的前輩和導師的支持。我相信這個計劃是我在航空事業上的一個很好的踏腳石。我相信這只是開始，我渴望在未來獲得更多的經驗和機會。



VICTOR LO

In the past three years as Operations Management Trainee, I went to different departments in the company to practice in different types of work and have learned from different senior colleagues, which allowed me to gain knowledge and experience in many fields.

I wish I could continue working closing with my colleagues and make SATS HK Limited a better future and success.

在過去的三年內，我在培訓過程中被委派去了公司多個部門，實習不同的工種並跟許多資深同事學習，令我累積了很多範疇或領域的知識和經驗。希望我們可以繼續携手令新翔可以更好的將來和成就。



KELVIN TANG

In the twinkling of an eye, 3 years have passed. I have acquired professional skills and solid experience in the aviation industry. More than that, I gained a valuable relationship with colleagues, airlines, and other stakeholders in the airport. I am glad to take part in the OMT program and can't wait to open a new page of my career.

轉眼間，3年過去了。我在機場地勤代理方面獲得了豐富的專業技能和紮實的經驗。不單如此，我還與公司同事、航空公司職員和其他機場持份者建立了珍貴的關係。我很榮幸參加了新翔（香港）營運管理見習生計劃，我已經準備好開啟職業生涯的新一頁。

SQCC Department updates 安全品質及企業合規部資訊

14

HKMA Seminar and Award

香港管理專業協會研討會及獎項



15

AAHK Video Competition

機管局短片製作比賽



18

Work & Frozen Shoulder

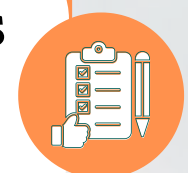
工作與肩周炎



21

Good People Good Deeds

好人好事



Excellence in Training and Development 2022 Seminar held by HKMA

SATS (HK) staff have joined a seminar for Excellence in Training and Development 2022 held by the Hong Kong Management Association (HKMA) aiming at exchanging the management skills between organizations. Staff have gained valuable insights from 10 excellent organizations that shared their innovative and effective management skills, as well as their diversified presentation skills.

香港管理專業協會舉辦的最佳管理培訓及發展研討會2022

新翔(香港) 12名員工參加了由香港管理專業協會舉辦的最佳管理培訓及發展研討會，研討會的主要目的是讓機構之間可以交流管理技能。當天有10間優秀機構分享了他們創新且有效的管理方法，以及多元化的演講技巧，參與研討會的員工從中獲得了寶貴的經驗及概念。



HKMA Award for Excellence in Training and Development 2022

SATS HK Limited is honoured to receive the Special Award “Excellence in Team Development” in the Hong Kong Management Association (HKMA) Award for Excellence in Training and Development 2022. This Special Award is given to “The Cross-Section Training Programme” of SATS HK Limited which has successfully created team dynamics and cultivated a high-performance team.

香港管理專業協會最佳管理培訓及發展獎2022

新翔(香港)有限公司十分榮幸獲 香港管理專業協會(HKMA)頒發「卓越團隊發展獎」。此特別獎頒予新翔(香港)有限公司的「跨部門訓練計劃」，表揚該計劃成功創造團隊動力，培育了高績效團隊。



Scan here for the details of the Award
掃描此處查閱獎項的詳細資料

機管局安全重溫短片製作比賽

Airport Authority Hong Kong Safety Refresher Video Competition

培訓及發展部（停機坪服務）和安全、品質及企業合規部參加了由機管局舉辦的安全短片製作比賽，比賽目的是為了提高員工在停機坪工作時的安全意識，兩隊參賽作品均獲得優異獎。安全是新翔（香港）的首要任務，我們發展良好的安全文化及時刻提醒各同事「安全至上」。得獎作品現於停機坪服務部及客運服務部的辦公室電視上播放。

Two entries from Training & Development Department (Ramp Services) and Safety, Quality & Corporate Compliance Department had granted Merit Awards in Safety Refresher Video Competition which was organized by Airport Authority Hong Kong. The videos aim at reinforcing the safety awareness of people who work at apron areas. SAFETY is first priority at SATS HK Limited, we develop a Safety Culture and remind our staff that safety is paramount at all times. The winning entries are broadcasting on the TV located at RSD & PSD office.

安全，品質及企業合規部參賽作品的主題是「個人防護裝備」及「體力處理操作」。

The video from Safety, Quality & Corporate Compliance Department is introducing “Personal Protective Equipment” & “Manual Handling Operations”.



恭喜得獎者：江亮濱、盧建宏、劉俊傑及葉浩賢

Congratulations to the winners: Baileys Kong, Victor Lo, Albert Lau & Alex Yip

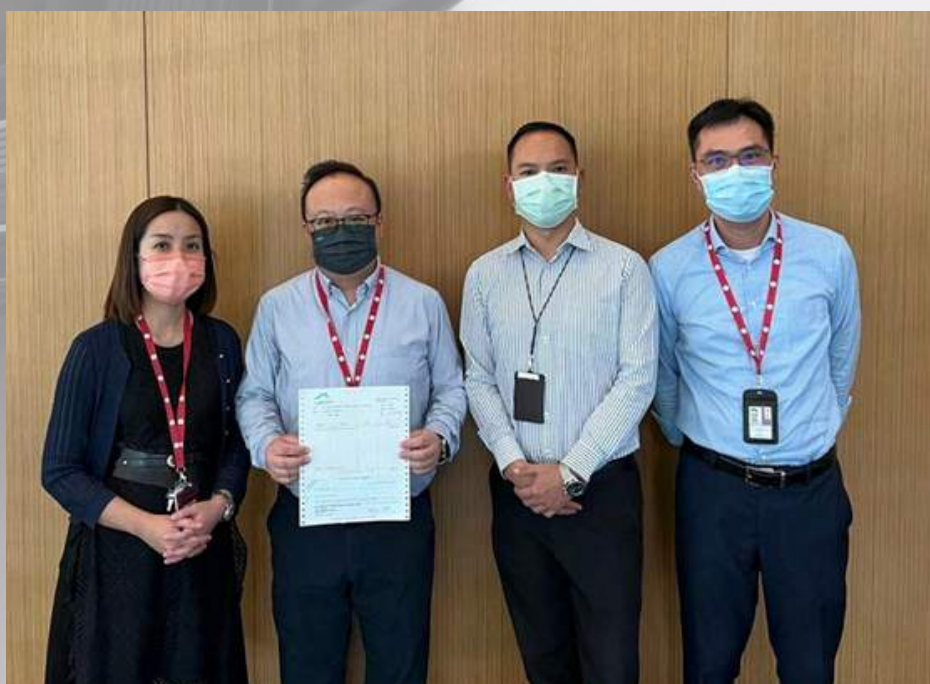


培訓及發展部（停機坪服務）參賽作品的主題是「人、機、物、法、環」。
The video from Training & Development Department (Ramp Services) is introducing "Man, Machine, Material, Method & Environment".



恭喜得獎者：章文龍

Congratulations to the winner: John Tjong



工作與肩周炎

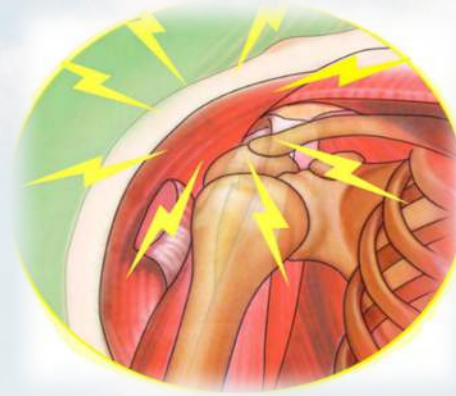
Work and Frozen Shoulder

何謂肩周炎？

What is Frozen Shoulder?

肩關節被多組肌肉、腱、韌帶及關節囊包圍，而肩周炎是指肩關節周圍的腱（包括轉動套及二頭肌腱）因創傷、勞損或其他因素而引發的炎症

The shoulder joint is encircled by muscles, tendons, ligaments and bursae. Shoulder tendonitis is an inflammation of the tendons around the shoulder joint (including the rotator cuff and biceps tendon) as result of injury, overuse or other factors



肩周炎的原因

Causes of Frozen Shoulder

肩周炎的真正成因尚未清楚，但某些因素可增加患上這個病的風險，包括：

Exact causes are not completely known, there are certain risk factors. Include

肌腱的磨損及退化

Wear and tear and degeneration of tendons

過度使用肩關節的腱，例如：反復向前/向外舉起手臂，將手臂保持在抬起的位置

Overuse of tendons around the shoulder joint; e.g., Raising arm forward/outward repeatedly; Holding the arm in a raised position

肩關節曾經創傷或接受手術

Previous trauma or surgical operation to shoulder

其他因素，例如慢性病

Other factors; e.g., Chronic disease

徵狀

Signs and Symptoms

肩關節疼痛，甚至不能側睡向患肩的一方

Shoulder pain, defer one from sleeping on the affected side

肩關節活動幅度減少，情況嚴重時更會影響日常生活和工作

Restricted shoulder movements, affect daily living and work performance





怎樣預防?

How to prevent it?

保持健康的生活方式

Maintain healthy lifestyle

避免手臂重複地向前或向外側提高

Avoid raising the arms forward or outward repeatedly

減輕提舉重物時所需的力度

Minimize the force exerted in manual lifting

伸展運動

Stretching exercises

伸展運動

Stretching exercises

第一式 First series -->

右手扶著穩固的傢俬，上身前傾，左手放鬆垂下，手臂打圈十次

Lean the body forward and hold onto a stable piece of furniture with the right arm. Hang the left arm freely and perform rotary movements 10 times

然後以相反方向再打圈十次

Repeat the rotary movements in opposite direction 10 times

換手再做以上動作

Repeat the above set of movements with the right arm



第二式 Second series -->

站於牆旁邊，離牆約三十厘米（約一尺），右手向外張開扶牆

Stand at a distance of 30 centimeters away from the wall with the right hand on the wall

手向上爬，同時將身體慢慢靠近牆，直至肩部或腋下感到拉緊感，維持十秒，然後返回原來姿勢。重複做十次

Move the right hand upward and simultaneously lean the body onto the wall gradually until a stretch in the shoulder or armpit is felt. Hold for 10 seconds and then return to the starting posture. Repeat the movements 10 times

換手再做以上動作

Perform similar movements on the left side



第三式 Third series -->

右手拿著毛巾一端，把毛巾放於身後，以左手拿著毛巾下端

Grasp one end of a bath towel with the right hand. Place the towel behind your back. Use the left hand to grasp the lower end

持毛巾上端的右手向上拉，將左手慢慢地拉高，直至左肩部有拉緊感覺，然後回復原來姿勢。重複做十次
Use the right hand to pull the towel up gradually to elevate the left arm until a stretch in left shoulder is felt, then return to the starting posture. Repeat the same movements 10 times

換手再做以上動作

Change hands and repeat the above set of movements



資料來源: 勞工處

Source by: Labour Department

Teamwork to Assist a Stranded Passenger in HKIA



客運服務部團隊協助滯留乘客



On 16 Sep 2022, a passenger holding Madagascar passport travelled from Fuzhou through Hong Kong to Bangkok with the final destination to Paris & Madagascar. She was unable to approach the check in counter for her next flight to Bangkok since she was not holding a visa to land in Hong Kong. In view of that, she stranded at arrival level in airport restricted area.

Passenger Services Team offered their best to assist the passenger all the way including offered food & beverage and assisted to contact her family in transferring money to purchase another ticket out from Hong Kong to Bangkok so that she won't miss her flight out from Bangkok to Paris and Madagascar.

Ultimately, with the great efforts from our team, the passenger managed to get onboard to Bangkok and she sincerely thanked our team for going the extra miles to assist her all the way since she was stranded in a foreign land, and she was traumatised and felt helpless at the initial stage. Kudos to following team members who had shown the passion to delight our customer and to show our empathies to her for her unpleasant encounters in HKIA.



2022年9月16日一名持有馬達加斯加護照的旅客從福州抵達香港，欲從香港轉機到曼谷再飛往巴黎及馬達加斯加。由於她沒有香港簽證，以致她不能前往登機櫃檯辦理下一程的登機手續，並滯留了在香港國際機場禁區抵港層。

客戶服務部團隊竭盡全力協助該乘客，包括提供膳食，並協助她聯繫家人以轉帳金錢來購買另一張從香港到曼谷的機票，以免她誤了從曼谷飛到到巴黎和馬達加斯的航班。

最終，在我們團隊的努力下，這位乘客成功乘搭了香港飛往曼谷的航班，她衷心感謝我們團隊在她滯留在異國他鄉和感到無助的時候，能為她伸出援手。我們向以下團隊成員們表示敬意，他們盡全力去照顧和協助該名旅客。

Senior Manager Passenger Operations **Soh Hung Cheung John**
Senior Manager Passenger Operations **Foo Loke Yong Bryan**
Customer Services Manager **Leung Kam Hung Raymond**
Customer Services Manager **Chan Ho Yan Norman**
Senior Customer Services Supervisor **Lo Wing To Andy**
Customer Services Supervisor **Tang Sui Yong Zoe**
Customer Services Supervisor **Lee Ka Po Katie**
Baggage Services Supervisor **Chan Chun Yan Karl**
Customer Services Supervisor **Lam Yuet Sau Rosita**
Customer Services Officer **Rasca Roselyn Jacosalem Rose**

高級客戶服務經理 **蘇鴻章**
高級客戶服務經理 **胡淥詠**
客戶服務經理 **梁錦雄**
客戶服務經理 **陳浩怡**
高級客戶服務主管 **羅穎濤**
客戶服務主管 **鄧萃容**
客戶服務主管 **李家寶**
高級行李服務主管 **陳駿賢**
客戶服務主管 **林邵月秀**
客戶服務主任 **Rasca Roselyn Jacosalem Rose**



Passenger Services Department Excellent Services Award Ceremony 2022Q2

客運服務部第二季度優秀服務獎

Passenger Service Department organized the 2nd quarter of the Excellent Customer Service Awards on 15-Jul-2022. The presenters were invited from some of our customer airlines and SATSHK management team.

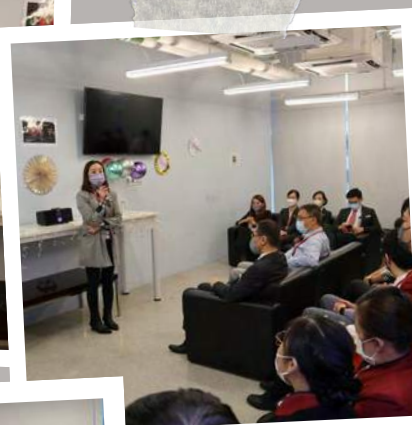
客運服務部門主辦了2022年第2季度優秀員工頒獎活動。頒獎人員除了公司管理層外，還有受邀來自新翔（香港）的客戶航空公司的管理人員。



Passenger Services Department Excellent Services Award Ceremony 2022Q3

客運服務部第三季度優秀服務獎

客運服務部門主辦了2022年第3季度優秀員工頒獎活動。期間頒發了多個獎項予十五位表現優異的員工。他們在七月至九月航班逐步恢復的高峰期間，表現優異。公司管理層非常感謝他們的付出。



Passenger Services Department organized the third quarter of Excellent Customer Services Awards for 15 winners on 18Oct22. Kudos to those Passenger Services staff who have persevered with us through the July till September peak period when flights are gradually resumed! The management team is truly appreciative for their efforts.

Congratulations!



10-YEARS LONG SERVICE AWARD

Winnie Tsang - Customer Services Supervisor

Leung Po Kwok - Airport Services Officer

John Soh - Senior Passenger Operations Manager

Keran Hayat - Customer Services Supervisor

You did a great job. Thank you for your dedication
and outstanding performance.

2022

Compliment Corner 員工讚賞區

TOMMY CHOI

From: MOHANA
CHANDPAKUMARAN Taking
MH73 on 30-Jul-2022

Tommy is quite helpful,
explained the process
clearing and was very
efficient too. He made
our checking in process
smooth and peaceful, we
really appreciate all the
help.

TINNIE LAI

From: Wang Zhi Han
Taking ET609 on 25-May-
2022

樂於幫助

有禮

服務態度十分好

謝謝你們幫助可以上到機

TONY LAM

From: Shah Mohmed
Amanvllah
Taking TG601 on 6-Jun-
2022

First Class.

Very Good

Excellent.

**SYED ABDULLAH
SHAH**

From: Wong Chun Chiu
Taking TK0071 on 1-Jan-2022

Abdullah Shah Great Service!
Thanks for taking great care
of our family. We appreciate
your kindness and patience.
Thank you for making sure
we got seated together and
taking care of all the details.
The arrangement of the
wheelchair went so
smoothly as well.

HKA Training Academy Visit 參觀香港航空培訓學院

2022年9月17日，人力資源部舉辦了香港航空培訓學院 (HKATA) 的專訪，共有來自 新翔(香港)各部門約 50 名員工及其家屬們參與。

這座11層高的培訓學院配備了先進的培訓設施，包括24間培訓教室、12個飛機模擬器艙、一個8米高的多功能培訓廳和一個25米長標準泳道的泳池，專門用於各種飛機機型的安全‘疏散和服務等培訓。這是赤鱗角機場島上的第三個此類設施，結合先進技術與特別設計的訓練課程，為行業樹立新的安全技術標準。我們有幸體驗目前正在使用最先進的培訓設施如下：

1. 經民航處 (CAD) 和中國民航局 (CAAC) 所認證的 CAE 7000XR 系列全動態飛行訓練模擬器，適用於A330和A350機型的培訓。
2. 具有煙霧室功能的聯合客艙應急疏散訓練器 (CEET) 並配備了不同的功能，以便使機組人員為處理正常和緊急情況做好準備。

此次的活動，不僅讓我們的員工和家人們大在景點上大開眼界，尤其是孩子們非常享受這溫馨的舒適氣氛。香港航空員工的熱情款待以及有趣的介紹更好的把所有參與之員工和他們的家庭成員緊密的聯繫在一起。



On 17th September 2022, Human Resource Department organized a special visit to Hong Kong Airlines Training Academy (HKATA) with 50 staff from all departments in SATS HK Limited and their families' members.

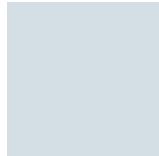
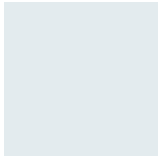
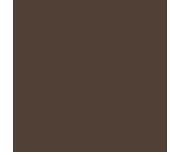
The 11-storey HKA Training Academy is equipped with advanced training facilities, including 24 training classrooms, 12 aircraft simulator bays, an 8-meter-high multi-function training hall, and a 25-meter-long swimming pool, which are specially used for evacuation, safety, and service training for various aircraft types. It is the third facility of its kind on the airport island which combines advanced technology with a specially designed training programme to set new safety technology benchmarks for the industry.

We were given the opportunity to take part in the state-of-the-art training facilities that are currently in use:

1. CAE 7000XR Series full-motion flight training simulators qualified by the Civil Aviation Department (CAD) and Civil Aviation Administration of China (CAAC) have been installed for A330 and A350 aircraft.
2. The Combined Cabin Emergency Evacuation Trainer (CEET) with smoke chamber function is equipped with different functions to prepare the crew for their readiness of handling normal and emergency.

It wasn't just the sights, though, that made this visit eye-opening for our staff and their family members, especially the children who are much enjoying the cozy atmosphere, warmth gestures by Hong Kong Airlines Staff, and the fun and closer bonding among staff and all their family members.









Full-motion flight
training simulator
體驗全動態
飛行訓練模擬器



EMPLOYEE GROUP MEDICAL BENEFIT

僱員團體醫療福利

- 
- Includes spouse and all children
 - Clinical and Hospital Benefit
 - Waive of referral letter for specialist
 - Includes Physiotherapist and Chiropractor
 - Includes Chinese herbalist and Chinese bonesetter
 - Dental treatment
 - Vaccination assist
 - No underwriting of Medical Scheme for Retired Staff

- 
- 配偶及所有子女可共同享有
 - 包括住院及門診
 - 免轉介信專科門診
 - 包括脊醫及物理治療師
 - 包括中醫及跌打
 - 牙醫治療
 - 疫苗資助
 - 退休員工免核保醫療保障計劃

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your family!**
加入我們，全家人也可享受
完善醫療福利！



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Send us a staff letter with your idea/thoughts.

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向我們傾訴您的心聲。我們會用心聆聽，並向管理層轉達任何相關意見。



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