

GM's Message 總經理心聲

Greetings, fellow SATS HK colleagues

This first issue of SATS Connect gives me a great opportunity to reach out to all of you. Having only recently taken over as General Manager, I've had the pleasure of meeting some of you in person, and I've yet to meet every single one.

I'd like to start by telling you how much I appreciate each member of the SATS HK team and that I recognize we wouldn't be where we are without the contributions made by each and every one of our employees. My initial impression of great teamwork and hardworking individuals has proven to be the constant in this company, and I've seen many who go out of their way to improve not only themselves, but also to help others. Many of you take great pride in your work, while still having to work in difficult conditions. Thank you.

Having only arrived in Hong Kong in December last year, I wanted to share some background on myself. I joined the aviation industry in 1985, starting out as a trainee engineer in Singapore Airlines. Nine years later, I decided to branch out and became a Station Manager and served in several cities in Europe, India and USA. I then moved into a commercial role as a General Manager in India and Australia. I finally left SIA in 2015 and returned to an operational role when I joined Qatar Airways.

Looking ahead, there are many challenges facing SATS HK, but I'm happy to say that there are several working groups generating new ideas to address them. The first to roll out is this newsletter, to enhance communications to our valued employees. The team is exploring ways to deliver future versions electronically. Another development in the pipeline is a staff ideas suggestion scheme, as many of you are very creative and passionate about your job. The other developments will be progressively rolled out over the next few months.

In closing, I'd like to take this opportunity to thank the editorial team, who has put in a lot of effort to put together this first issue despite their heavy work schedule.

Thank you once again, to all of you.



Mr. Richard TanBH

各位新翔香港的同事，大家好，

剛接任總經理一職，雖然我還沒有好好去認識每一位同事，但是我很高興能親自見到部分同事。

第一期「新語翔談」給了我一個很好的平台去聯絡大家。首先我想對新翔香港團隊每位成員表示感激，如果沒有我們每一位員工的辛勞貢獻，我

們就不會屹立在香港航空業的一席。

充分展現團隊合作的精神和努力工作是這家公司的常態。許多人通過自己的方式不僅提升自己，而且向其他同事提供協助，這是我對公司的第一印象。雖然許多同事要在艱難的條件下工作，但對自己的工作仍感到自豪，我要在此向大家道謝。

由於我在剛過去的十二月才到香港履任，所以首先想向大家介紹一下自己。我於1985年加入航空業，起初在新加坡航空公司擔任實習工程師。九年後，我成為了一名分站經理，在歐洲、印度和美國的幾個城市服務。後來，我又分別在印度和澳大利亞擔任總經理一職。我最終於2015年離開新加坡航空，加入卡塔爾航空公司，回到了營運角色。

展望未來，雖然我們將會面對許多挑戰，但我很高興地向大家宣佈，我們有幾個工作小組正埋頭苦幹尋求新的想法來迎接這些新挑戰。推出這份通訊是加強與我們寶貴員工之間溝通的第一步。此外我們的團隊正在探索以電子化方法去更新現有的工作。我知道許多同事對工作都非常有創意和熱誠，所以另一個發展方向是嘗試引入員工的想法及建議到工作計劃中。其他發展計劃將在未來幾個月逐步推出。

最後，我想藉此機會感謝「新語翔談」的編輯團隊。儘管他們的工作繁重，但仍然付出了極大的努力來踏出這個第一步，我在此再次感謝大家。

Richard TanBH



Team Building Initiatives for SATS HK 團隊精神訓練計劃

We have over 600 staff working very hard every day for the Company. Every staff member has his / her own roles in various departments to play an important part in delivering our services to customers. We are sometimes too focused on our own tasks and may not have time to understand and care those equally working hard to achieve our common goal.

There are about 300 staff in Passenger Services Department (PSD) and Ramp Services Department (RSD) respectively. How to effectively manage and communicate with all staff is very important to the Company. The Management team has identified it as one of the key priority issues that we would like to strengthen and work harder coming financial year.

As such, we are going to form different teams in both PSD and RSD under the leadership of duty managers to effectively manage and communicate with next levels staff. Each manager will be responsible for certain number of teams while the Company's latest policies, flight handling procedures, circulars, etc. will be disseminated to all staff through the team structure. We trust this shall structure an effective communication mode.

In addition, we are going to organize different kinds of team-building events upcoming. Staff will be encouraged to leave out from routine workplace and participate in interesting team-building activities. This will foster better communication and interpersonal network amongst all staff members to create synergy and uplift team morale.

We target to kick off this initiative from April 2017 onwards. Stay tuned.



新翔香港現時員工人數超過600人，每位員工在各部門均擁有自己的角色，以為客戶提供服務方面發揮極重要的作用。有時候，我們過於專注自己個別的工作而可能忽略了去理解及關心那些同樣為共同目標而努力的同事。

客運服務部（PSD）和地勤服務部（RSD）分別約有300名員工，如何有效地管理和與所有員工溝通對公司可說非常重要。管理團隊已將其確定為優先處理事宜之一，並將於一屆財政年度繼續加倍努力。

因此，我們將在當值經理的領導下，於客運服務部和地勤服務部組成不同的團隊，以有效地管理及與不同崗位的同事溝通。每位經理將負責一團隊量的同事，而公司的最新政策，飛行處理程序，通告等將透過團隊傳遞給其他同事。我們相信這將會成為一種有效的溝通模式。

此外，我們將組織不同類型的團隊合作活動，並鼓勵員工在工餘時間多參加這些有趣的活動以加強同事間的溝通及建立人際網絡，達致創造協同作用及提高團隊士氣。

我們的目標是從2017年4月起開始這項計劃。希望大家密切留意。



New members to the SATS HK Family – VietJet Air (VJ) & T'way Air (TW)

新翔香港的新加盟航空公司 – 越捷航空及德威航空

We are delighted to announce VietJet Air (VJ) and T'way Air (TW) joined SATS HK and started operations on 9th December 2016 and 13th December 2016 respectively.

越捷航空及德威航空分別於2016年12月9日及13日起加盟新翔香港並在香港國際機場展開營運。

VietJet Air has launched HKG destination as a new international service to link its base in Ho Chi Minh City with Hong Kong which operates 7 flights per week using Airbus A320.

越捷航空現使用空中巴士A320客機執行每周七班來往香港至胡志明市的客運服務。



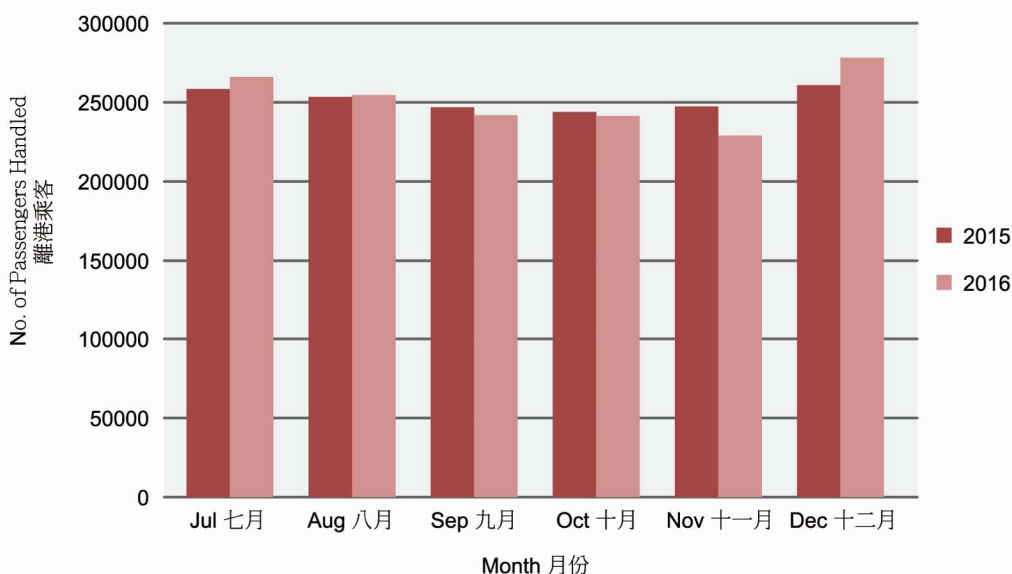
T'way Air, a Korean low-cost carrier, introduces its new route from Daegu to Hong Kong with Boeing 737 aircraft which operates 3 times a week.

德威航空為韓國的一間低成本航空公司，現使用波音737客機提供每周三班來往香港至大邱的客運服務。

Avery Leung
梁慧欣

Slight increase achieved for passengers handled in the second half of 2016

2016下半年處理的離港乘客人數錄得輕微增長



SATS HK has achieved a slight increase in the number of passenger handled with a total of 1,511,198 passengers during the second half of 2016, which is similar to the same period last year. SATS HK has further expanded its network with two new airline customers VietJet Air (VJ) and T'way Air (TW) in December 2016.

新翔香港於2016下半年處理的離港乘客人數為1,511,198人，與去年同期的數字相若，並錄得輕微增長。隨著越捷航空及德威航空於12月加盟，新翔香港於來年處理的離港乘客人數將會持續上升。



Elderly Visit 護老院探訪

#Po Leung Kuk Tung Chung Home for the Elderly #保良局東涌護老院

On 26 January 2017, a number of staff of the company made a goodwill visit to Po Leung Kuk Tung Chung Home for the Elderly and brought joy of Lunar New Year to all the elderly. There were three sessions including singing, gaming and chatting of the afternoon visit. The visit ended with warm gifts (CNY ornament, spring couplets and gloves) and both our staff and the elderly had a fantastic time together!

二零一七年一月二十六日，公司多名職員一同前往保良局東涌護老院作探訪，並為長者添上農曆新年的喜慶和歡欣。是次探訪有三個環節，包括唱新年歌，有關新年的問答遊戲及聊天時間，最後我們送上窩心的小禮物（新年吊飾、揮春、保暖手襪）作圓滿的結束。當天同事們和院友們均共渡快樂的時間！

Josephine Ku / 古淑君



WWF Run for Change跑出未來-世界自然基金

WWF-Hong Kong's third Run for Change event was held on 19 February 2017 morning at the Hong Kong Science Park in Tai Po and the theme was "For a Solar Powered City". Our company representatives (Richard TanBH, Joanne Cheung, Martin Chung and Alvin Suen) belonged to corporate run with 3.5 km. Finally, they all finished with a great result which got the fourth place out of 18 teams.

二零一七年二月十九日上午，世界自然基金會香港分會 (WWF) 舉辦第三屆「跑出未來」假香港科學園順利舉行，主題為「共建太陽能城市」。當天我們共派出四位同事 (Richard TanBH, Joanne Cheung, Martin Chung 及 Alvin Suen) 代表公司參加企業組3.5公里賽，他們均順利完成賽事並取得優異的成績，在十八組之中取得殿軍。

Karen Yeung / 楊穎兒



Winners of Manual Handling Operations Quiz 2017

體力處理操作問答遊戲2017得獎名單

To enhance the awareness of our staff on manual handling operation, Safety Team has arranged the "Manual Handling Operations Quiz 2017" in Jan 2017. There were more than hundreds of staffs participating the competition.

The result had been announced and posted in every department office, please collect the price from Safety Department during office hour. Safety Team would like to congratulate to all winners, and encourage all staffs to use the correct manual handling posture and technique at work.

為提高同事們在體力處理操作時的安全意識，安全部於一月份舉辦了「體力處理操作問答遊戲2017」，是次比賽超過一百名員工參與，安全部在此感謝各位員工的踴躍支持。

是次比賽的獎項包括大獎、二獎、三獎各一名及安慰獎四十名。而得獎名單亦已張貼於各部門辦公室，得獎員工可於辦公時間內到安全部領取獎品。安全部在此恭賀各位得獎者，並希望各員工日後能緊記使用正確的搬運姿勢，減低受傷的風險。

Kason Lo / 盧家傑



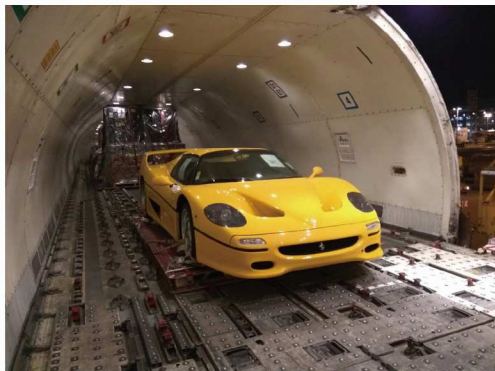
得獎名單如下：

Congratulations to the following staff:

大獎	R00577	CHOI WAI SANG 蔡偉生	\$300超市現金券
二獎	PF0409	LAU YUEN SHAN NATALIE 劉婉珊	\$200超市現金券
三獎	PF0394	KWAN TSZ SHAN PRISCILLA 關芷珊	\$100超市現金券

另設四十份安慰獎（飲品現金券）。

Another 40 sets of drink coupons were distributed to participants by lucky drawing



Handling of "Car" go Flight 特別貨物處理



In addition to the passenger flights, Ramp Services Department is also handling cargo flights. While the main deck of passenger flight consists of seats and facilities for customer services, cargo aircraft's main deck consists of conveying, power drive and locking systems which enable the loading and unloading of cargo. Special handling of cargo flight also includes perishable (flowers, vegetable, seafood), live animals (cats, dogs, horses), dangerous goods (lithium batteries, dry ice) etc. From the pictures above, we can see that the car is tied down on a pallet by straps and restrained by the locking system.

除了大家日常工作會接觸的客機外，停機坪服務部亦有提供貨機裝卸的服務。客機的上半部分主要由座位和服務乘客的設備組成，而貨機的上半部分則有一組由不同類型滾軸和鎖扣組成的輸送系統，以方便貨物的裝卸。較常見的特別貨物有鮮花，海鮮，貓狗隻，馬匹及危險品像乾冰、鋰電池等。從上圖所見，在裝載汽車時我們會使用軍帶將車輛綁在貨板上，並扣上鎖扣以確保飛行過程中的安全。

Fiona Chan / 陳曉嵐

Lost & Found (LL) News 行李服務部快訊



A tag off baggage can NEVER be able to load onboard a flight due to aircraft security. This may create a lot of inconvenience to both passengers and responsible airlines. In order to HELP reduce the occurrence, you MAY...

因為航班保安理由、沒有正確行李牌或沒有行李牌之的行李、是不能送上飛機的、這樣對旅客及航空公司或其代理公司職員造成很大之不便..

WHY is it there without a baggage tag?
點解冇行李牌既?

David Shum / 岑福榮

Three ways solution 我們都可以盡一分力幫忙的



Put the baggage tag properly
正確地張貼行李牌



Ask pax to put a name tag
提醒客人放上名牌



OR a mini tag can HELP
(If appropriate)
也可放上行李牌尾聯(如適用)

Management Trainee Programme 2016/17 見習管理人員培訓計劃 2016/17

Last summer, 3 energetic young people enrolled on our Management Trainee Programme and started their career in our family. Ever since, they had attached to various business units in SATS HK, and all of them had gained useful insights into daily operations through working with our frontline colleagues together. We have invited them to share their journey in SATS HK and somethings about themselves.

在上一個暑假，我們有三位年輕人加入今年的見習管理人員計劃，成為我們新翔香港家庭的一分子。他們在不同部門輪流實習，甚至跟我們的同事一起在前線並肩作戰。我們這次邀請他們分享他們在新翔香港的經歷，還有他們生活的點滴。

Fiona Chan 陳曉嵐



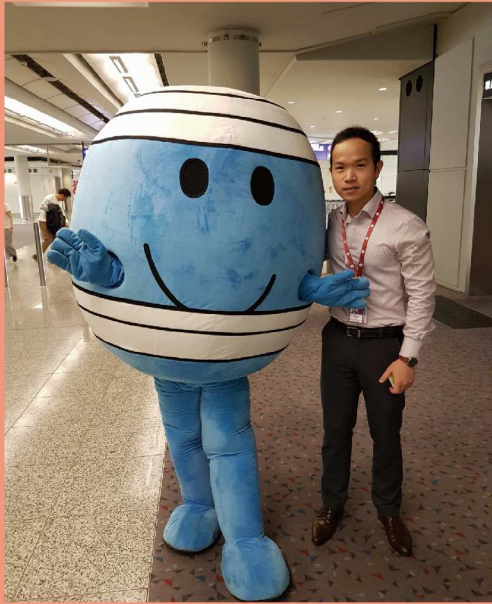
Nice to meet you all! This is Fiona, it is my pleasure to join this company. I am grateful to have learnt a lots during job attachments to various business units. One of the most unforgettable moment is when the flight we were handling had engine problem and had to stay on ground. Our team worked till 2 a.m. to arrange hotel accommodation for approximately 400 passengers, which requires excellent cooperation. Nevertheless, colleagues at ramp and base-ment are always competing with time and it is great to see how they solve unexpected situation in an effective and safe manner.

大家好,我是 Fiona。在這大半年間,很感恩能跟不同部門的同事學習和工作。當中最難忘的經歷,是負責的航班因技術故障而被逼滯留。要同一時間處理約四百位乘客的交通及住宿等善後工作並不容易,全靠同事們緊守崗位,發揮團隊精神,才能完成整個工作。此外機底和地牢的工作亦是分秒必爭,很榮幸能參與其中,親身感受同事們如何在突發事件下仍能處變不驚,迅速及安全地解決遇到的問題。



Management Trainee Programme 2016/17 見習管理人員培訓計劃 2016/17

Matthew Ng 吳寶傑



Life is very much like trekking, we never stop exploring. I took the chance to enroll in the management trainee programme and it allows me to widen my exposure in ground handling industry. Throughout the journey, I have met insightful colleagues from various departments and I realized the importance of on time performance. It is inspiring to see the interrelation between departments and how they coordinate for smooth handling. Ramp Department familiarization is a remarkable one. It is not only about loading and unloading, but also about accuracy, punctuality and safety. I am grateful to my colleagues for their support and I am excited about the challenges ahead.

人生就像遠足一樣，是無間斷的探索。見習生計劃增加了我對地勤服務業的認識。計劃給予我到各個部門實習的機會，讓我認識到不同崗位的同事，體會準點完成工作的重要性。最有啟發性的是看到各個部門如何緊密連繫，令航務處理得以順利進行。在停機坪部門實習是很特別的體驗。裝卸部的工作不單是裝載貨物和行李，而是準確、準時及安全並重。在實習期間我很榮幸得到同事們的支持，並熱切期待往後的挑戰。



Michael Cheng 鄭之燁

Hello everyone, this is Michael Cheng. It is a great honour to be a member of the newsletter committee and SATS HK as well. This is my first job after obtaining a Bachelor Degree in Aviation Management. The beauty of airplane has inspired me to join this industry since I was 13.

Aviation is a dynamic industry which requires "PASSION" to encounter tremendous stress. I feel grateful to work with our excellent colleagues during my job attachment in RSD, PSD, and Flight Operations. I can still remember the experience of carrying baggage under the aircraft in the 35 centigrade in summer time and reloading passengers as a gate agent when the aircraft had returned due to technical issue. Apart from Aviation, I enjoy the training with badminton. I believe physical fitness is a good tool to develop your health, mental as well as endurance in the face of difficulties. especially how you treat failure and how you prepare yourself to become a professional, which is beneficial to my duties in the company.

大家好，我是MICHAEL，很榮幸可以成為「新語翔談」編輯委員會和SATS HK的一分子。這是我大學畢業後的第一份工作，一個發生在我13歲時候特別經歷激發了我加入這個行業的決心。航空業是一個充滿活力的行業，只有「熱誠」才可以令你忍受工作中所遇到的各種巨大壓力。我十分感謝我在停機坪服務部，客運服務部和航務操作部所認識的同事，他們對我的提點和指導令我獲益良多。另外，夏天時在氣溫35度的停機坪搬運行李的經驗，以及當飛機由於技術問題需要折返時協助疏導乘客直至凌晨的情況，我仍歷歷在目。這些都是很難得的體驗，令我何以從前線第一身角度去了解公司甚至整個行業。

除了航空，我還喜歡打羽毛球。運動是一個很好的工具去保持一個健康的體魄，令你可以有精神去面對壓力，尤其是如何看待失敗，並調整好自己再出發。



It is a Fluke 你有“符碌”命嗎？

Have you ever dreamed of winning lottery? Do you believe in the idiom “No Pain, No Gain”? Do you have a capability which everybody will covet - Turning back luck into good fortune? Please open your palm and look for the “Fluke Line”. The secret of leading to success without enduring much pain lies at this important line.

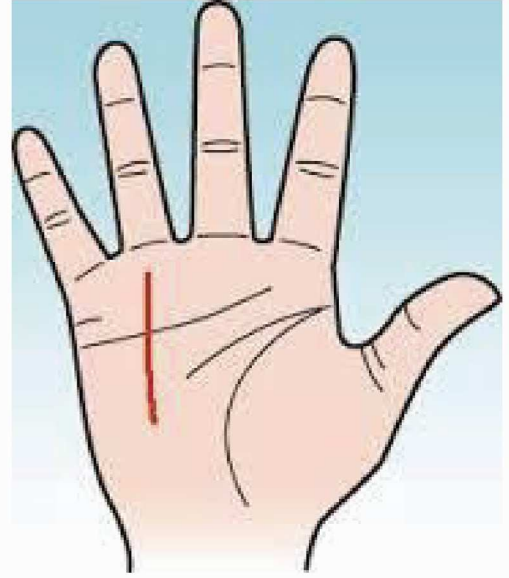
In palmistry, “Fluke Line”, which is also known as “Apollo Line”, when present, indicates that most of the bad things you encounter will turn out to be a blessing in disguise eventually. Also, this line can indicate that you are a people person who enjoys lots of fame. Most importantly, your chance of having windfall lucks is significantly higher. “Fluke Line” can start anywhere on your palm but it shall end at the area which is under the ring finger. Generally, a long and straight line is better than a short and twisted one.

Congratulations to those who have this “Fluke Line”. If you do not have this line, don't worry, you can still achieve success through the existence of “Fate Line”. We will talk about “Fate Line” in the next issue. See you.

想知道自己有機會中六合彩嗎？想知道自己有機會勞少而多獲嗎？想知道自己有逢凶化吉的本領嗎？請立即張開你的手，看看自己的手掌上有没有“符碌線”吧。

“符碌線”在手相學裏被稱為“太陽線”，這是一條主宰一個人的名聲、人緣、貴人運、異性緣、異路財、偏財運的線。這條線的起點位置有很多處，但是終點必須在無名指下，而且一定要很直，寧願是短又直，而不要長而彎曲，這樣才能有“符碌”的本領。

有這條“符碌線”的朋友，恭喜你了，你已經在起跑線上有優勢了。沒有這條“符碌線”的朋友也不需介懷，只要你有“事業線”，你也可以有一番作為。下次有機會再為大家再講講“事業線”。再會。



Chris Yeung / 楊德威

WANTED!!!

Are you interested in sharing your travel experiences or personal interesting stories to your colleagues? You are cordially invited to send us your article to Satshk_newsletter@sats.com.sg

A chance is waiting for you to win HK\$200 cash coupon once your article is selected for “SATS CONNECT”.

Article author must be employee of SATS HK and NO article should be written under pseudonymno.

尋人啟事

你有興趣與同事分享你的旅遊經驗或一些生活逸事嗎？

如有興趣的請將文章及聯絡方法發電郵致 Satshk_newsletter@sats.com.sg 文章一經取錄並刊載於「新語翔談」，作者可獲二佰元現金禮券乙張以作感謝。

作者須為新翔香港之員工並須用真實本名刊登。



Committee Member of “SATS CONNECT”

「新語翔談」編輯委員會

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