



SATS PCEO Award
Safety Excellence (Platinum)



HKIA Customer Service
Excellence Programme
Award Presentation 2016/17



Airport Recognition
Award 2016/17
Safety Excellence (Platinum)



American Airlines
Champion Cup

2017 優質安全獎項 (PCEO) 2017 PCEO Group Award for Safety Excellence

In the PCEO Award Competition organized by SATS Singapore, SATSHK won this Award in the "Safety Excellence" for the safety innovation on Lower Deck Loaders.

The criteria for this Award required teams to innovate the most effective ways to inspire employees to take an active role and be a strong advocate on "Safety" and "Health" in their workplaces. The PCEO Award panel therefore needed to select the best team among all SATS associate companies to be the winner of this Award.

Our HKG station had carried out a study during a rainy season and found that there might be possibilities of a switch short-circuiting of the control panel of the platform loader. The short circuit could cause the loader cab to move un-commanded and potentially damage the aircraft. Thus, our team took initiative to design an effective way that could mitigate the risk of un-commanded movement of driving cab.

After several trials, our team designed a proximity kill switch which un-commanded works on all aircraft type. It served as the last line of defence in protecting the aircraft from any damages. It was our great honour that SATSHK received this Award. Many thanks to the hard work by our Safety and GSE team. With this enhancement on lower deck loaders, operations are now a lot safer.



新加坡新翔集團(下稱“集團”)於4月21日舉辦PCEO頒獎典禮。集團會在各地區挑選優異團隊，以表揚員工。換言之，獲獎的隊伍均具有主導及創新的方法提倡安全工作環境的重要性。公司憑藉加設升降台安全裝置這項停機坪設施獲得PCEO 優質安全獎項。

雨季期間，同事發現升降台裝載機面板有可能因排水不當而出現短路問題，故此，新翔香港的安全部以及工程部經過一番研究，決定加設適用於各機型的引擎停歇裝置。如該觸鬚型裝置觸及物件，升降台會立即停止運作，以避免升降台接觸飛機的可能性。

公司十分榮幸獲得這獎項，並感謝安全部以及工程部門全體同事的努力，令公司運作得以更加安全。

Carmen Ng / 吳家敏

American Airlines Champion Cup 2016 美國航空冠軍杯 2016

Congratulations to American Airlines! American Airlines Hong Kong Station won the most honorable award - Champion Cup of Year 2016. Champion Cup is an annual award for the best international station among all (more than one hundred stations in AA network) which performs the best in terms of on-time performance, baggage mishandling rate and customer satisfaction.

恭喜美國航空！美國航空香港站獲得美國航空2016年“冠軍盃”(譯名)。此殊榮是美國航空一年一度的大獎，由超過一百個外站共同評分，從而選出最優秀的外站獲得此獎項。評分標準是由各項表現計算，例如按時起飛的比率，行李處理失誤的比率及顧客對各外站的滿意程度。

Angela Lo / 盧燕翔



Customer Service Excellence Programme (CSEP) Award 優質顧客服務計劃

To recognize the efforts and dedication of airport staff in delivering outstanding customer services, Airport Authority Hong Kong held a Customer Service Excellence Programme (CSEP) award presentation ceremony on 14th June 2017. Nearly 1,000 airport staff were commended for their excellence performance in customer service.

SATS HK received awards in both individual and corporate categories. 18 staff received the Individual Excellence Award – Certificate of Appreciation and 53 staff received the Corporate Excellence Award – Certificate of Appreciation.

Congratulations to all!

為表揚提供超卓顧客服務的機場前線員工，香港機場管理局致力推行「優質顧客服務計劃」。於本年六月十四日舉行的「優質顧客服務計劃」頒獎典禮中，近1,000名機場員工因傑出顧客服務而獲得嘉許。

新翔香港分別於個人及企業類別獲得佳績。當中十八位員工獲得個人卓越獎 - 嘉許獎，五十四位員工獲得企業團隊獎 - 嘉許獎。

恭喜各位得獎者！



Avery Leung / 梁慧欣

SATS HK Won "Corporate Safety Performance Award" 2016/17 新翔香港榮獲「企業安全表現獎」2016/17



On 23rd March 2017 at the Airport Safety Recognition Award Presentation Ceremony, we were proud to share that SATS HK won the "Corporate Safety Performance Award".

The Airport Safety Recognition Scheme is held by Airport Authority Hong Kong annually to recognize the contribution of airport staff members who display outstanding performance in maintaining airport safety for the year 2016.

SATS HK won the "Corporate Safety Performance Award" in the corporate category. In the individual award category, our colleague Mr. Pang Sze Chung won the "Role Model Safety Behavior Award". This award was to recognize his efforts in promoting positive safety culture, supporting safety training and developing positive attitudes towards health and safety. Leading by example, Mr Pang's strong commitment in being vigilance at work has shaped a high safety standard for his colleagues to follow, ensuring a safer environment for ground staff to work at, which in turn makes travelling safer for all passengers.

由香港機場管理局舉辦的2016/17機場安全嘉許計劃，鼓勵機場同業推廣職業安全文化，並透過公司舉辦不同形色的宣傳活動，提高員工對職業安全的意識。同時表揚機場員工對安全所付出的貢獻。

公司榮獲香港機場管理局授予「企業安全表現獎」，肯定公司推廣職業安全文化及減低工傷事故所付出的努力。同時，同事彭思聰在個人組別榮獲「模範安全行為獎」，表揚同事在過去一年確保工作環境安全，並積極報告工作環境內的潛在安全隱患。

Kason Lo / 盧家傑



Scoot (TZ) Resumes Hong Kong Service from May 2017 酷航自本年5月起恢復來往香港至新加坡的航班

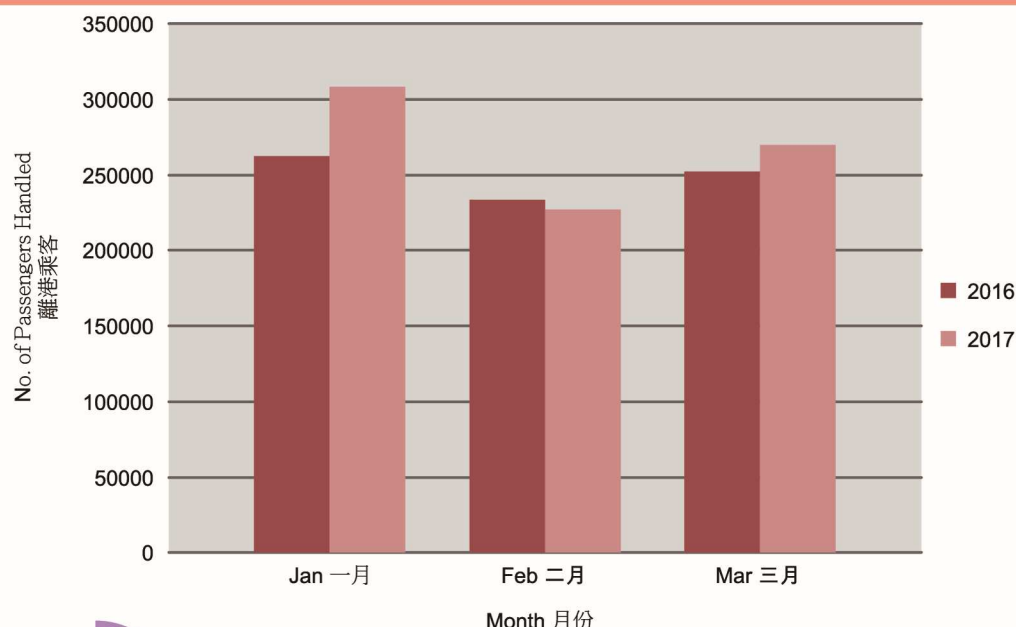
Scoot, a Singaporean low-cost carrier, resumed Singapore – Hong Kong route from 15th May 2017 with Boeing 787 aircraft which operates 3 times a week (Mondays, Thursdays and Saturdays).

酷航為新加坡的一間低成本航空公司，自本年5月15日起使用波音787客機提供每周三班（星期一、四及六）來往香港至新加坡的客運服務。

Avery Leung / 梁慧欣



SATS HK Registers a Slight Growth in Passengers Handled During Q1 2017 新翔香港於2017年第一季度處理的離港乘客人數錄得輕微增長



SATS HK registered an increase of 7% (over 5500 passengers) in the number of passenger handled which was largely due to the Chinese New Year holidays. In the first quarter of 2017, SATS HK handled a total of 805,177 passengers in comparison to the same period in 2016.

新翔香港於2017年第一季度處理的離港乘客人數為805,177人，較去年同期增加逾5500人，錄得7個百分比的輕微增長，而升幅主要受農曆新年假期帶動。

Avery Leung / 梁慧欣

Congratulations on the Arrival of Newborn Babies 新生兒出世啦！



Passenger Services Department
客運服務部

Chloe Man
文芷琪



Passenger Services Department
客運服務部

Christy Fong
方沅婷



Flight Operation - Update for Ramp Coordinator Training 航務操作 - 航務操作員課程更新

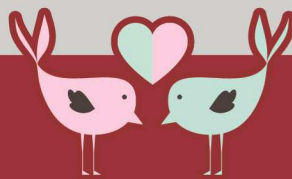
We have recently updated the training syllabus for the newly recruited Ramp Coordinators. The new training syllabus includes the familiarisation of duties as a Ramp Coordinator and introduction on Aircraft Weight and Balance. Besides, tasks of a full turnaround operations are also included in the syllabus. It is expected that such familiarisation is able to provide new joiners the insights of job duties. Moreover, we hope that Aircraft Weight and Balance knowledge can enhance staff awareness on aircraft loading process in turnaround operations.

航務操作員課程最近新加入航務操作員的培訓大綱，包括航務操作員的職責。所有新員工將在課堂培訓中參加在職培訓，目的是讓新入職的航務操作員能先了解工作環境及流程。我們還加入飛機重量和平衡的培訓以提高大家對飛機裝載過程運作中的意識。

Michael Cheng / 鄭之燁



Congratulations to Mr. & Mrs. Yau!
恭賀丘生丘太踏入人生新階段!



Passenger Services Department
客運服務部

Mr. Evan Yau
丘飛龍



Summer Blow 2017 颱風應變演習2017



On 17th March 2017, Summer Blow Exercise was held at Hong Kong International Airport to simulate contingency plans for severe weather. The exercise simulated a typhoon hitting Hong Kong and causing flight disruptions. As a result, numerous passengers and baggage stranded at the airport.

There were many participants from aviation industry and government departments joining the Exercise. Besides, there were participants from other organizations role played as affected passengers. That made the exercise more realistic and gave us a sense of what the real situation would be like. As one of the participants, we took part in rehearsing for flight rescheduling, crowd control and baggage handling. During the exercise, we closely coordinated with different parties and made the most of the contingency plans to assist the affected passengers. The experience has definitely strengthened our capability of coping with the chaotic situation under severe weather.



香港國際機場於3月17日舉行本年度的颱風應變演習，測試機場應對極端天氣的措施。演習模擬颱風襲港，航班運作大受影響，導致大量旅客及行李滯留機場。

參加者除了航空業界及政府部門外，更有組織參與角色扮演，令演習的環境更為真實。作為參加者，我們於演習當日參與航班重新編配、人流管理以及行李處理的演練。演習過程中，我們與各部門緊密聯繫，並致力協助受影響的旅客。這次的經驗加強了我們應對極端天氣的應變能力。

Matthew Ng / 吳寶傑



Lost & Found (LL) News 行李服務部快訊



When we travel, we may put our personal belongings inside check in luggage. Do you know what are covered and what are not covered in terms of compensation according to the airlines policies when the luggage is found lost?

The following will give you some hints.

我們每次出門旅行都會有機會把行李寄倉。大家知不知道、當行李發現遺失，在什麼情況下航空公司不會作出賠償？

希望以下幾幅圖片、可以解答大家的疑問。

David Shum / 岑福榮



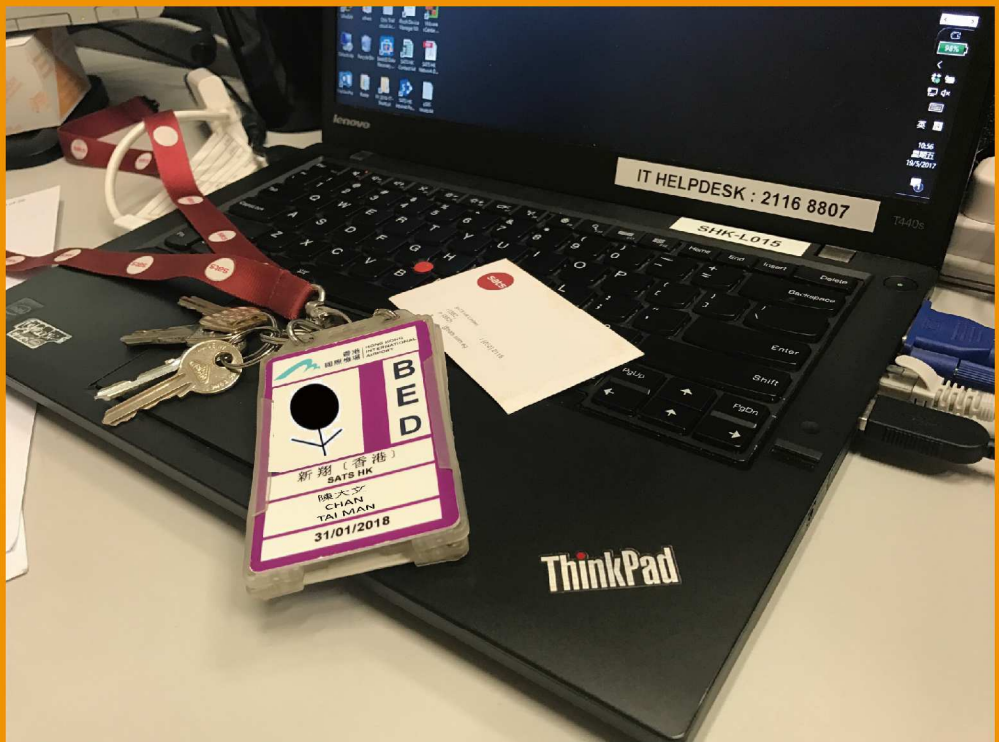
Prize Game - "Find the Hidden Error" 「找錯處」有獎遊戲

Please find out 5 hidden errors
請找出5個隱藏錯處

Prizes will be presented to 20 winners by Lucky Draw, and the answers will be posted on 1st Sept. Please copy the answer sheet and circle your answers, then drop the answer sheet into the collection boxes which are located at RSD Office (4X501), PSD Office (6T028), Baggage Office (2E547) and Admin Office (AAT 608)

我們將會抽出20位得獎者，並於9月1日張貼答案。請複印答案紙並圈出答案，然後將答案紙投入收集箱。

收集箱設於停機坪服務部 (4X501)、客運服務部 (6T028)、行李服務部 (2E547) 及行政辦公室 (AAT 608)



Name 姓名 : _____ Staff No. 員工編號 : _____ Department 部門 : _____

Are you in control of your career?

你的事業掌握在你手裏嗎？

In palmistry, "Fate Line", is one of the major palmistry lines on hands. It is a vertical line running up the palm towards the base of the middle finger. The starting point can be anywhere from the base of the palm.

In China, people would like to call this line as the "Career line" as it mainly reflects the fortune of one's career or job. From the line, you can find out the changes of your career during your life as well as your ability in work. If your fate line is clear, deep and straight without too much crosses, you are regarded to be bestowed with a good fortune in career.

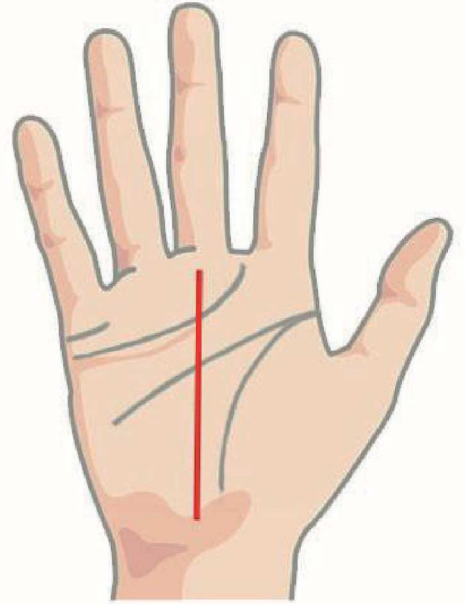
Congratulations to those who have this "Career Line" (or "Fate Line"). If you do not have this line, don't worry, it only means that you may change your job more frequently as compared to those who have so, which is a norm in this contemporary world.

我想信大家都會經常聽到親朋好友們談論著「事業線」的重要性，今期就讓我們來看看事業線是否決定了一個人的成敗得失。

「事業線」在手相學裏又被稱為「玉柱紋」、「命運線」，這是一條由掌心下方朝上延伸至中指下端的線紋，象徵工作能力與發展運勢。深刻，紅潤，筆直的「事業線」才算是一條良好的「事情線」。

沒有這條「事業線」不是代表沒有事業，而是象徵着在一生中未必能找到合適的職業，會在不同的行業之間變來變去。這種現象，在現代社會已是變得很普遍了。

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」，作者可獲二百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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