

New Chapter of SATS HK 新翔(香港)新一頁



Message from Acting General Manager

署理總經理心聲

First and foremost, I am honoured to have been appointed as Acting General Manager. Today, SATS HK is transformed into an even more dynamic company with a new Board and two latest additions to our management team.

What was an acceptable mode of operations will not be sufficient and good enough for tomorrow. The management team has redeveloped "Vision and Mission" to navigate leadership and operational behaviour to prepare for a new future. I like to take this opportunity to share with you our new "Vision and Mission".

Our vision is "SATS HK is the leading airport solutions provider". To fulfil this direction, we need to take some elements into our service delivery.

Mission Statements:

1. Service Excellence – We strive to provide excellent services, creating a good traveling experience for customers
2. Employee Care – We value, care and develop our staff to enjoy the most fulfilling career
3. Corporate Citizenship – We are committed to social, legal, ethical, environmental and economic responsibilities
4. Safety & Security – We develop and deliver best practices that uphold the safety and security of our customers and staff
5. Efficient Management – We manage our process and work with no waste of time and resources but to maximize the productivity
6. Innovative Solutions – We incorporate our all-rounded expertise to constantly innovate and enhance our solutions
7. Recognized Partner – We work to our best to become a recognized business partners by our customers and the industry alike.
8. Sustainable Development – We endeavor to achieve sustainability, to build an excellent organization

SATS HK will provide ramp services to our new customers, Hong Kong Airlines and Hong Kong Air Cargo from 8th November. I hope all of us will collaborate well with each other and build on a new spirit to give our best to our airline customers. With this new spirit, I have full confidence that more customers will select us as their business partners in Hong Kong International Airport.

Lastly, our team is working extremely hard and I know that the momentum will be kept going, for which I would like to convey my sincere thanks to every one of you. We, at SATS HK, are determined to fly to new heights!



首先，我深感榮幸被委任為署理總經理。今日的新翔(香港)已蛻變為更有活力動態的公司，我們有了新的董事局和兩位資深人員加入管理團隊。從前被認同接受的作業模式隨著時間巨輪轉動在今時今日已不足夠及不夠優化。因此，管理層再開展適合現時新翔(香港)的“願景及使命”，導航領導方向與及日常作業規律，為未來作更好準備。我亦希望藉此機會與大家分享我們願景：致力令新翔(香港)成為領導機場服務的承辦商。若要成功到達這個目的地，我們必需將一些原素放進服務提供裏。

新翔(香港)的使命：

1. 以服務打造客戶優質旅行體驗、
2. 重視關懷員工並同時發展其潛能、
3. 打造合規體系建設完整、
4. 安全保安為首保障客戶和員工、
5. 以高效全面提升管理及工作效益、
6. 融匯各方專門知識創新優化服務方案
7. 成為被受客戶及夥伴認可、
8. 全面達到企業可持續發展的優秀企業

我們即將由11月8日起為香港航空及香港航空貨運提供停機坪服務。我衷心希望各位同事能充分合作，建立起及發揮好“新翔(香港)精神”給客戶提供最優質服務。如是這樣，我有百份百信心更多客戶挑選我們成為香港合作伙伴。最後，我們團隊都是努力不懈地工作而我深信這動量會持續下去。為此，我真誠真意感激每一位對公司貢獻。我們

New Deputy General Manager On Board 副總經理的到來

陳炳科先生在今年8月加入新翔(香港)為副總經理。Benny在25年前已於啓德機場工作，他是一位具有資深機場經驗的專業人員，從客戶服務和停機坪處理、外站管理到商務市場推廣範圍。Benny上任之前是替香港航空子公司-“香港航空地面服務有限公司”成立及管理業務發展部。他的豐富經驗將能帶領新翔香港營運團隊進入一個新世代。訪談Benny的管理哲學，他非常認同這四個質素-“投入、勤奮、廉正、忠心”。Benny不單止鼓勵同事們把這些質素放進日常工作內，他還準備領導團隊專注新的使命從而創建效益給予客戶和員工，達到公司所定立的目標。Benny還說對於能夠成為新翔(香港)的一份子感到興奮，非常期待與各位同事緊密合作！



Benny Chan, a veteran of aviation industry, joined SATS HK as Deputy General Manager in August 2017. Benny worked at Kai Tak Airport 25 years ago, he has gained experience in passenger and ramp handling, station management and commercial since then. Benny joins us from Hong Kong Airlines Limited, his last assignment was to set up and organise a business development section in “Hong Kong Aviation Ground Services Limited (HAGSL)”. His extensive experience in ground services management has positioned him well to lead the operations team into a new era. Speaking about his management philosophy, Benny believes in dedication, hard work, integrity and loyalty. Not only he encourages all of us to put these qualities into our work, he also intends to supplement these values by providing leadership that will focus on our missions to create benefits to our customers and staff, and consequently achieve company goals.

“I feel so excited to be part of the team, and look forward to working closely with the team.” Benny said.

New Appointment - Chief Financial Officer 新任財務總監介紹

Ivan Lei is the new Chief Financial Officer and he joined SATS HK in August 2017. Ivan graduated from Edinburg Napier University and has a Master's degree in Corporate Governance from Hong Kong Polytechnic University. He has over 10 years of experience in Accounting profession and in an international audit company. Prior to joining SATS HK, Ivan worked for Hong Kong Aviation Ground Services Limited as a Finance Manager. He is a Certified Public Accountant (CPA) of Hong Kong Institute of CPA and an Associate member of The Hong Kong Institute of Chartered Secretaries. Ivan is dedicated to creating a supportive working environment through teamwork to meet external and internal challenges.

李明鋒先生是新翔香港新任命的財務總監，他亦於今年8月加入公司。Ivan畢業於英國愛丁堡Napier大學並擁有香港理工大學企業管治碩士學位。他從事會計專業超過10年，曾經在一間國際審計公司工作過。加入新翔(香港)之前，Ivan是香港航空地面服務有限公司財務經理。除此之外，Ivan是香港會計師公會的認可專業會計師及香港特許秘書公會會員。作為我們的財務總監，Ivan將會善用團隊之間合作，打造一個互相協作的工作環境來迎接內外的挑戰。



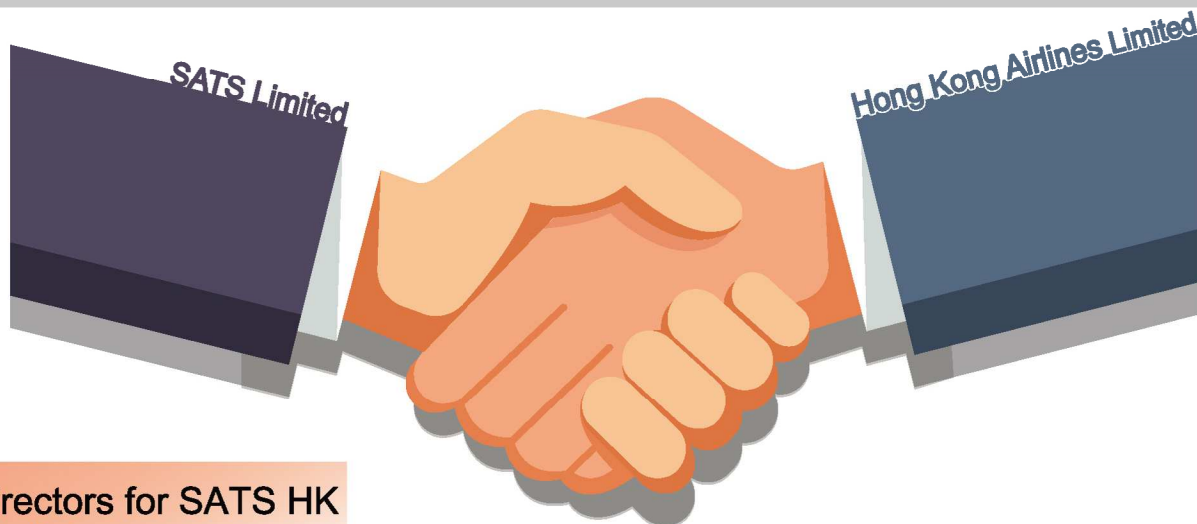
Let us “Fly” 讓我們『展翅飛翔』

Starting from 31st of July 2017, Hong Kong Airlines Limited (“HKA”) joined SATS Ltd. as strategic partners and became the shareholder of SATS HK Limited

(“SATS HK”). SATS HK's new Board of Directors was established on the same date. Hong Kong Airlines is a full-service airline and a significant base carrier established in 2006 in Hong Kong. Hong Kong Airlines has grown remarkably in the past 10 years with a wide destination network covering 36 major cities across the Asia Pacific region and the youngest fleets in the world with average age of 4.6 years. HKA has been awarded the highly-esteemed 4-star rating from Skytrax since 2011.

由2017年7月31日起，新翔(香港)展開了新一頁。香港航空與新翔集團建立了策略伙伴關係並共同持有新翔(香港)的股份。新翔(香港)的新一屆董事會亦隨即誕生。

香港航空於2006年成立，是一家以香港為基地及提供全面服務的航空公司。香港航空於近十年間發展迅速，航線網絡廣泛覆蓋亞太地區36個主要城市及擁有世界最年輕之一的空中機隊(平均機齡4.6年)。由2011年起，香港航空更榮獲備受業界尊崇的Skytrax 四星級評級。



New Board of Directors for SATS HK 新翔(香港)董事會成立

SATS HK's first Board meeting with new Board of Directors was held on 14th September 2017. During the meeting, the Board gave clear and positive directions on the Company's way to move forward. New vision and mission statements were approved as well as decisions on Company name, logo, uniform and website. More related information will be shared with you all in next “SATS Connect” issue.

新翔(香港)新成立的董事會於2017年9月14日首次舉行董事大會。當日，董事會成員明確地指示出公司方向，讓我們能攜手邁步向前。除了確立新的願景及使命外，對於公司名稱、商標、制服及網頁的方向亦有了新的決定。我們將會在下一期「新語詳談」分享更多有關消息。



(From left to right): Ms. Karrie Cheung, Mr. Andrew Lim, Dr. Stanley Kan, Mr. Yacoob Piperdi, Mr. Jacky Luo
(由左起) 張建芳女士, 林承岳先生, 簡浩賢博士, Yacoob Piperdi 先生, 羅嘉奇先生

Management Movement 管理團隊人事調動

With the partnership with Hong Kong Airlines, SATS HK's management team has been changed and a new chapter of SATS HK came.

There are two new additions to our management team on 1st August 2017 - Mr. Benny Chan and Mr. Ivan Lei joined SATS HK as Deputy General Manager and Chief Financial Officer respectively. Both of them have years of solid experience in aviation and financial industries and that will definitely strengthen our management bandwidth.

Mr. Richard Tan Boon How resigned from the position of the General Manager effective from 31st August 2017. We would like to take this opportunity to thank Mr Tan for his contributions and wish him all the best in his new endeavour. Mr. Stewart Chun, from the position of the General Manager, Operations, took up the position of Acting General Manager from 1st September 2017.

Please continue to give your fully support to our management team.

隨著與香港航空的合併，管理團隊亦有所變更，願我們與新的管理團隊一同開拓新翔(香港)的新一頁。

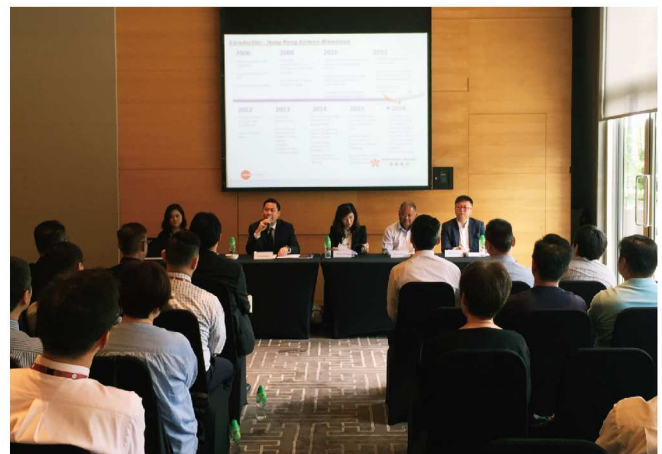
新翔(香港)的管理團隊於2017年8月31日起加入了兩位新成員 - 陳炳科先生出任為副總經理及李明鋒先生出任為財務總監。他們二人均有多年航空業及財務範疇的經驗，定能擴大管理團隊的視野。此外，陳文浩先生已於2017年8月31日離任總經理一職，我們在此感謝陳先生的貢獻及祝願他日後一切順利。另外，營運總經理秦建明先生於2017年9月1日履行署理總經理一職。

請各位繼續給予管理團隊全力支持。

Meeting with Staff Session 與同事會面

To stay connected with staff, SATS HK conducted a briefing session to all Executives and Managers to introduce the new Board of Directors on 9th August 2017. On the next day 10th August 2017, briefing sessions with operational staff of each department were arranged as well. In the staff meeting sessions, SATS HK Chairman, Dr. Stanley Kan explained to staff on the upcoming vision and mission as well as future key directions. Staff also shared their work plans for year 2018 and free to communicate directly with Dr. Kan on any of their concerns.

為了讓同事及航空公司客戶對新一屆董事會有更多認識，管理團隊特意於2017年8月9日舉辦了一次簡介會予各經理介紹新的董事會成員。翌日即2017年8月10日亦再次舉辦簡介會予前線同事參與。在會面中，董事會主席簡浩賢先生分享了對於新翔(香港)的願景及使命，並擬出五項服務宗旨。同事們亦藉此機會直接與主席對話，談及對於2018年的工作計劃及其他相關事項。



Meeting with Airline Customers 與航空公司客戶會面

To celebrate the new chapter of SATS HK, SATS HK Board & Management team invited all airline customers to a luncheon which was held on 29th August 2017 at the Regal Airport Hotel. Our Chairman, Dr Stanley Kan delivered a speech to thank for the supports from the customers. He also shared our new vision and mission from which we are committed to delivering the best service to our customers. We highly believe that SATS HK shall be accredited by customers, colleagues, aviation industry as well as the community in the near future.

為了與各界一同慶祝及分享新翔(香港)與香港航空合併的喜悅，董事會及管理團隊邀請各航空公司客戶於2017年8月29日於富豪機場酒店舉行午宴。董事會主席簡浩賢先生在會上致辭及感謝客戶一直以來的支持。他還分享了對於新翔(香港)的願景及使命，讓客戶更能清晰明白新翔(香港)能夠提供最優質的服務。相信在不久將來，新翔(香港)會獲得客戶、同事、航空業，甚至社會更肯定其優質地勤代理公司的地位。



Employment Benefits - Staff Leisure Travel 僱員福利 - 員工機票優惠

GOOD NEWS!!! Starting from 1st September 2017, all eligible SATS HK staff can enjoy staff travel benefits with 2 sets of free travel tickets and 6 sets of discount tickets provided by Hong Kong Airlines. Though we are so excited with this new employment benefit, we should not forget to make nomination before 15th December 2017. If you have any enquiry, please feel free to contact C&B Team of Human Capital Department.

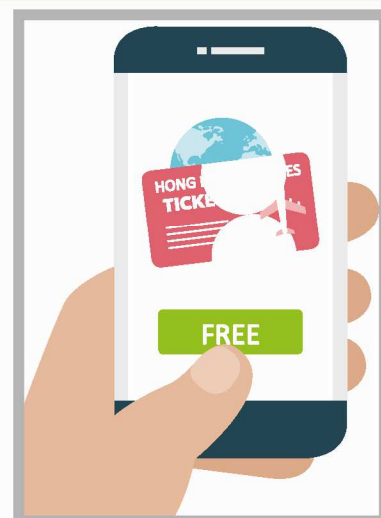
新翔(香港)的符合員工從2017年9月1日起可享受由香港航空提供的2張免費及6張優惠員工機票。獲悉此僱員福利後，大家感到興奮的同時亦要謹記於12月15日前完成提名手續啊！如有查詢，請聯絡員工福利小組。



SATSHK_StaffTravel@sats.com.sg



3468 2244



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

After the merger, the Tigerair brand will be replaced by the Scoot brand. Though Scoot flight schedules remain the same, the designator code kept Tigerair as TR instead of Scoot's TZ. Also, Tigerair fleet repainted into Scoot livery.

Apart from it, the enhanced Scoot brand also rolled out with new uniform and new destination.

The new uniform is highlighted with iconic yellow colour which represents the spirit of fun and spontaneity of the Scoot brand.

Beyond the new uniform, there are five more destinations scheduled including Honolulu in USA, Harbin in China, Kuching and Kuantan in Malaysia, and Palembang in Indonesia.

Coupled with the additions of the previous Tigerair network, the new five routings also bring Scoot's total destination count to 65 across 18 countries.

Congratulations for the successful merger!

合併後，欣豐虎航將以酷航的品牌運營航線。酷航航班將按計劃飛行，但航空公司代碼TZ將被TR代替。同時，欣豐虎航的機隊重新噴塗酷航的標誌。此外，新的酷航推出了新的制服及航點。

新的制服在黃色的襯托下更加顯出酷航品牌的活力與自發精神。除新制服外，酷航也推出了五個新航點。當中包括美國檀香山、中國哈爾濱、馬來西亞的古晉和關丹，以及印度尼西亞的巨港。

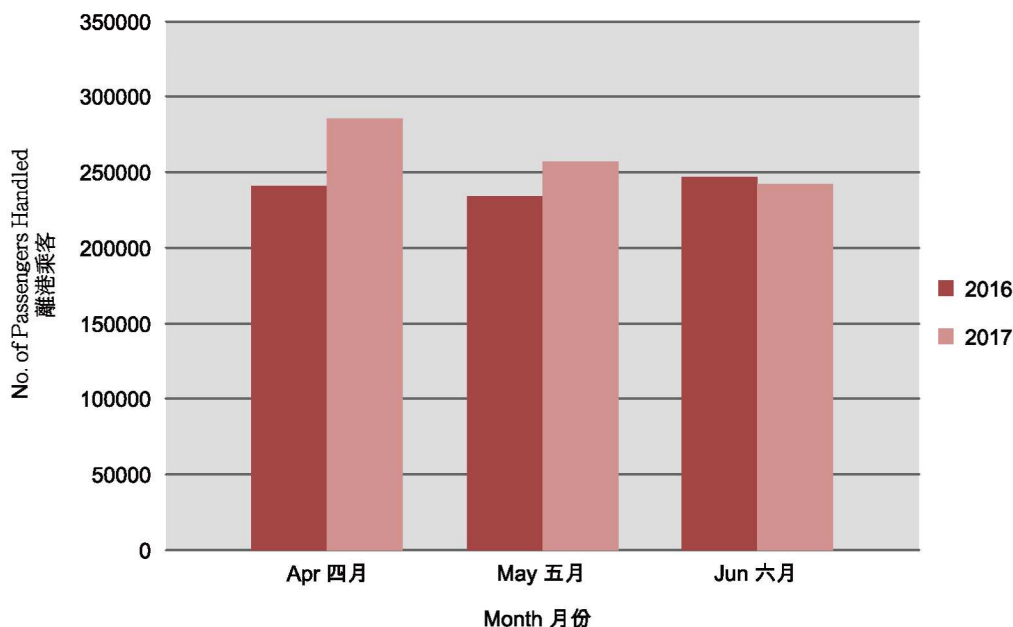
結合了欣豐虎航原本的航線後，酷航航點橫跨十八個國家，達六十五個城市。

祝賀欣豐虎航和酷航合併成功！



SATS HK Registers a Slight Growth in Passengers Handled During Q2 2017

新翔香港於2017年第二季度的離港乘客處理人數錄得輕微增長



In the second quarter of 2017, SATS HK handled 784,099 passengers in total. It registered an increase of 8.68% (over 6200 passengers) in comparison to the same period in 2016. Also, it recorded 1.68% rise compared to the first quarter.

Thank you for all colleagues' effort and cooperation!

新翔香港於2017年第二季度處理的離港乘客人數為784,099人次。與去年同期相比，第二季錄得8.68個百分比的輕微增長(增加逾6200人次)。而比較上一季度更是錄得1.68個百分比的增長。在此感謝各同事所付出的努力和作！

SATS HK STAR 颱風下的新翔之星



There were two strong tropical cyclone “HATO” and “PARKER” visited Hong Kong in August. Inevitably, the operations of Hong Kong International Airport were affected. Although flight operations were suspended or delayed while typhoon signal number 8 was being hoisted, all front line operations including passenger and ramp services were still ongoing. Staff from passenger and ramp services, basement and flight operations continued to make concerted efforts to speed up the flight recovery.

A large group of staff supported to the round the clock operations from pre-alert typhoon signal till post typhoon operations. Colleagues from Flight Operations and Ramp Department worked closely with airlines and Airport Authority Hong Kong to expedite the recovery of flight operations. Team members from Basement also fully showed their efficiency and accuracy in handling tons of baggage. The real challenge for our staff was the period of resuming flight operations. The aftermath of typhoon was the most challenging moment for all of us. Colleagues from Passenger Services Department have to pay great efforts to assist the stranded passengers to continue their journeys in a timely manner. We were so lucky that our back office colleagues rendered their assistance and remained their professionalism to assist the stranded passengers.

Appreciation letters have been presented to colleagues to recognise their efforts and professionalism as “SATS HK STAR”. Thank you again for all of your supports and hard works!



在剛過去的八月，香港在短時間內迎來兩個八級或以上強勁颱風「天鴿」及「帕卡」，整個機場運作及航班往來均受到影響。儘管航班受到惡劣天氣而需暫停或延誤，旅客服務及機場地面服務並未因此而暫停。各客運服務、航務部、停機坪及行李部同事緊守崗位，全力支援以確保乘客得到最妥善的安排及航班按時到離香港。

在颱風信號懸掛前的準備工作及風後的航班處理，均需大量同事的支援以加快颱風後的復完時間。

在颱風信號懸掛期間，航務部同事不間斷地與各航空公司及機管局溝通，重新編配航班進出時間，讓航班能有效地到港及離港。在大雨情況下，並無阻礙停機坪及行李部同事的「快」及「準」表現。颱風之後總是為我們的團隊造成艱難的時刻，客運服務部每位同事全力協助因受颱風影響而滯留的乘客繼續旅程。除了前綫同事的努力，後勤同事亦全力支援及協助旅客，同事們的專業精神及努力實在值得讚揚。航班服務能於颱風後快速復完，均有賴公司全體上下員工的緊密合作。因此，我們向每位出力的同事頒發感謝信以作答謝。在此再次感謝各同事的辛勞與支持！



Near Miss and Good Suggestion Scheme 安全隱患及建議系統

'Safety is everyone's responsibility' is a norm of SATS HK. Besides keeping ourselves in a safe working environment, actually we can do more to create a safer workplace for our colleagues.

"Near Miss and Good Suggestion Scheme" implemented in 2015. It is a program that encourages staff to report near misses, potential hazards and safety suggestions that they encounter or discover during their works in an efficiency way.

Once Safety Team receives and confirms the existence of reported near misses and potential hazards, the reporter will be rewarded with HK\$100 cash coupon as a token of appreciation. On the other hand, any SATS HK staff who provides feasible suggestions which can enhance the safety level of working environment will also be rewarded with HK\$300 cash coupon.

ACT NOW! A better and safe working environment counts on you!

Any queries and reports can be made through WhatsApp to Safety Hotline at 6933 8327.

經常宣傳安全是每位同事的責任。除了工作時確保自己及其他同事的安全，各位亦可出一分力令工作環境變得更加安全，工作得以更加安心。

安全隱患及建議系統於2015年實施，是一個鼓勵同事報告他們在工作中發現的安全隱患或建議的機制，旨在透過同事報告每日工作時所發現的安全隱患從而更有效地改善工作環境。

當我們收到有關隱患並確認後，同事可獲得一百元現金券以作感謝，另一方面如果同事對於工作環境有任何安全建議，經確認可行後該同事可獲得三百元現金券作為鼓勵。希望各位同事能踴躍報告，令大家得以在一個安全的環境下工作。

如有任何疑問或報告可WhatsApp安全部熱線 6933 8327。



Safety Hotline
安全部熱線
6933 8327

Fire Safety Photo Hunt 2017 防火安全捉錯處遊戲2017得獎名單

To enhance the awareness of our staff in fire safety, Safety Team has arranged the "Fire Safety Photo Hunt 2017" in August and September. There were more than hundreds of staff participating in the competition.

The result had been announced and posted in all department offices, winners please collect the prize from Safety Department during office hour. Safety Team would like to congratulate all winners, and encourage you all to enhance fire safety at workplace.

為提高同事們在消防安全的意識，安全部於八月至九月份舉辦了「防火安全捉錯處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保持辦公室的消防安全，減低發生火警的風險。



得獎名單如下：

Congratulations to the following staff:

大獎	PA0014	HO BIK CHUI KENNIS 何碧翠	\$500超市現金券
二獎	PX1550	MAN TSZ KEE CHLOE 文芷琪	\$300超市現金券
三獎	RX0031	LI PAK MING 李柏銘	\$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 will be distributed to participants by lucky drawing

Safety Campaign 2017 安全及健康活動週2017

Similar to previous years, Safety Campaign 2017 was scheduled from 18th Sep to 22nd Sep. The theme of this year's safety campaign is 'Think before Act' and 'Driving Safety', a series of events/promotions have been arranged in order to promote and enhance the safety mindset while driving and working with GSEs.

一如往年，“安全週2017”已於9月18日至9月22日順利舉行。安全週2017的主題為三思而後行及駕駛安全，安全部舉辦了一系列的活動以提高同事於駕駛及處理機坪設備時的安全意識。



※保護脊椎/體力抬舉講座
※Safety Talk on back bone care
by Chiropractor



The Safety Campaign 2017 – dolly handling competition was finished on 22nd Sep. Through this competition, staff are encouraged and reminded to fully complied with the procedures while working.

Safety Team is glad to announce two staff had scored full marks which means a full compliance to our procedures, their rankings are then determined by the completion time.

The final result had been announced and award presentation will be held soon.

Safety Team would like to congratulate all winners, and all participants in the Safety Campaign 2017 – Dolly Handling Competition.

2017年安全及健康週其中一個重要活動 - 拖架處理比賽，已於9月22日下午完結。藉此比賽希望鼓勵及提醒各同事於工作時遵守安全工作程序。

我們很高興在此宣佈有兩位參賽同事獲得滿分，即是完美地將本公司的安全工作程序展現出來，他們的排名再以完成時間決定。

安全部將於日內聯絡各得獎同事安排領獎事宜。

安全部希望藉此機會恭喜各位得獎同事並且感謝各位同事熱心參與是次拖架處理比賽。



※拖架處理比賽
※Dolly Handling Competition

得獎名單如下：

Congratulations to the following staff:

終極大獎	R00720	LEUNG KA KIN 梁家健	iPad min4 128GB 一部
大獎	R01346	PANG SZE CHUNG 彭思聰	\$500超市現金券
二獎	R00251	MARTIN CHUNG 鍾啟源	\$300超市現金券
三獎	R00471	HO KIN CHUNG 何建宗	\$100超市現金券

Meaning of Life Line 生命線的意義

Does it mean that a longer "Life Line" will bring you a longer life? The answer to this question lies on you palm, please open your palm now.

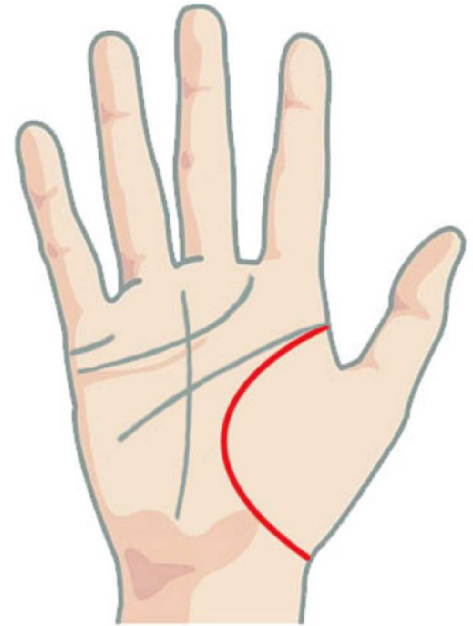
In palmistry, "Life Line", is one of the major palmistry lines on hands. It starts from the palm edge between the thumb and forefinger, and extends downwards along the palm. If your Life Line is clear, deep and straight without too much crosses, you are regarded to be bestowed with a good health.

Congratulations to those who have a good Life Line. However, you must not become complacent about this, and engage in activities that are known to be detrimental to one's health, such as eating unhealthy food as a practice. If you do not have a good Life Line, don't feel frustrated, get more exercises immediately for longevity.

擁有一條長生命線的朋友是否代表可擁有長壽? 生命線短是否壽命就短呢? 想知道的朋友請看看下面的文章吧!

"生命線"是一條由拇指與食指間的虎口位置向手掌下方延伸的線，象徵生命意志及活力。生命線細長，深刻，不中斷、且呈現淡紅色的人，主健康良好。

縱然你擁有一條漂亮的生命線，但憑著身體健康而暴飲暴食，不懂節制，你的健康也很容易毀於一旦，這點大家要注意啊。如果你的生命線較短，或較多雜紋的話，也不用太杞人憂天，只要勤加鍛鍊，你也可擁有健康和長壽。



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



ANSWER 答案:

1. "SATS" Logo is missing
欠缺SATS 公司標記
2. The word "Gateway" is missing
欠缺"Gateway"字樣
3. I.T. Helpdesk hotline number should be #2116 8307
資訊科技熱線號碼應為2116 8307
4. "Arrow" key should be upside down
「箭嘴」應為向下方
5. The entitlement codes of ARA Permit should be sorted in order "BDE" instead
三個機場禁區証代號次序應為 "BDE"

得獎名單已於九月十五日公佈，詳情請參閱各部門壁報板，多謝各同事參與。
Details of the Winner List please refer to the poster which was released on 15th September and posted in all departmental offices.

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。

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.

Committee Member of "SATS CONNECT" 「新語翔談」編輯委員會

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