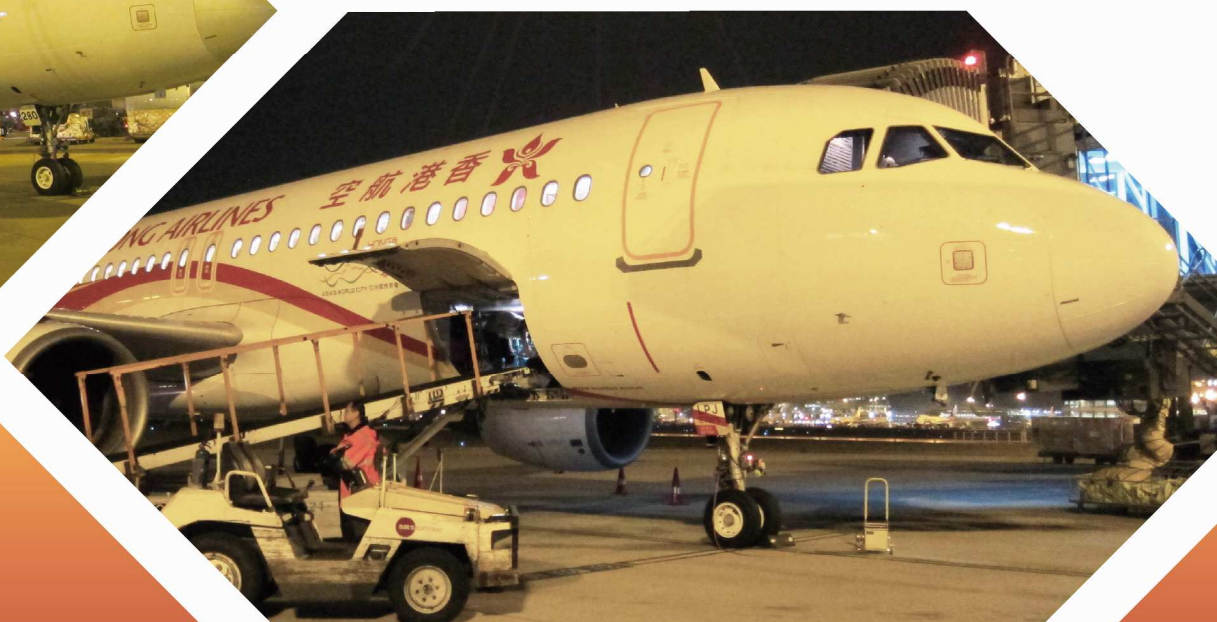


Welcome to
SATS HK
歡迎加入
新翔香港





Our New Customers 歡迎新客戶

Effective 8th November 2017, SATS HK has been appointed as the ground handling agent of Hong Kong Airlines (HX) and Hong Kong Air Cargo (RH). SATS HK handles the ramp services of narrow body passenger aircrafts and all cargo aircrafts.

Hong Kong Airlines is one of the local based airlines which was founded in 2006. It provides passenger and freighter service for over 10 years in Hong Kong. Hong Kong Air Cargo is a subsidiary of Hong Kong Airlines. In 2016, Hong Kong Air Cargo covers over 11 freight routes and 13 destinations.

SATS HK believes that the cooperation with Hong Kong Airlines and Hong Kong Air Cargo will make a better synergy effect.

新翔香港於2017年11月8日正式成為香港航空及香港貨運航空的停機坪服務代理。新翔香港會代理所有窄身客機及貨機的停機坪服務。

香港航空於2006年成立，是一間以香港作為總部的本地航空公司，並提供超過十年的客運及貨運服務。香港貨運航空是香港航空的子公司。在2016年，香港貨運航空的網絡覆蓋11條航線和13個地區。

新翔香港深信透過與香港航空和香港貨運航空的合作會獲得正面的協同效應。



SATS HK is pleased to welcome Air Seoul, Cambodia Angkor Air and JC (Cambodia) International Airlines joining us in October and November 2017 respectively.

新翔香港榮幸地宣佈有三間新客戶分別於今年十月及十一月加入新翔香港這個大家庭，分別是首爾航空、柬埔寨吳哥航空公司及景成柬埔寨國際航空。

Air Seoul (RS) is a South-Korean low-cost carrier which is a subsidiary of Asiana Airlines. It started business in 2016 with headquarter based in Seoul. It operates regular passenger flights to 11 international destinations such as Macau, Cambodia, Japan, Hong Kong etc. Starting from 1st November 2017, SATS HK was being appointed to provide ground handling and ramp handling services to RS.

首爾航空為南韓韓亞航空全資擁有的一間低成本航空公司。其總部設於首爾並於2016年開始運作，航線包括澳門、柬埔寨、日本、香港等。新翔香港於2017年11月1日起為首爾航空提供全面的地勤及停機坪服務。



Air Seoul 首爾航空(RS)



Cambodia Angkor Air
柬埔寨吳哥航空公司 (K6)

Cambodia Angkor Air (K6) is the national flag carrier of Cambodia with its corporate headquarter and main hub in Phnom Penh. K6 commenced operation in 2009, and was established as a joint venture by the Cambodia Government and Vietnam Airlines. K6 not only serves domestic points but also expands business in South East Asia. K6 operated its first flight in HKIA on 29th October 2017.

柬埔寨吳哥航空公司為柬埔寨的國家航空，是柬埔寨政府和越南航空總公司的合營公司。柬埔寨吳哥航空公司於2009年成立，主要服務國內航線服務，亦致力於開拓更多東南亞航線。柬埔寨吳哥航空公司於2017年10月29日正式開始於香港國際機場投入服務。

JC (Cambodia) International Airlines (QD) is an airline based at Phnom Penh International Airport in Cambodia. QD was found in 2014 and started its operation in March 2017 with flights to three domestic destinations. SATS HK is honored to provide above & below the wing services to QD started from 29th October 2017.

景成柬埔寨國際航空總部設於金邊國際機場。景成柬埔寨國際航空於2014年成立並於2017年3月開始營運，主要從金邊基地飛往暹粒市和施亞努市。新翔香港十分榮幸能為景成柬埔寨國際航空的地勤代理，並於2017年10月29日提供一站式優質卓越的停機坪及旅客地勤服務。



JC (Cambodia) International Airlines
景成柬埔寨國際航空(QD)

With more customers served, everyone at SATS HK will work extra miles to offer our best services to all of our valuable customers.

隨著更多新客戶的加入，新翔香港每位成員定會提供最好的服務給各尊貴的客戶。

Manager, Finance & Human Capital 經理 – 財務及人力資源

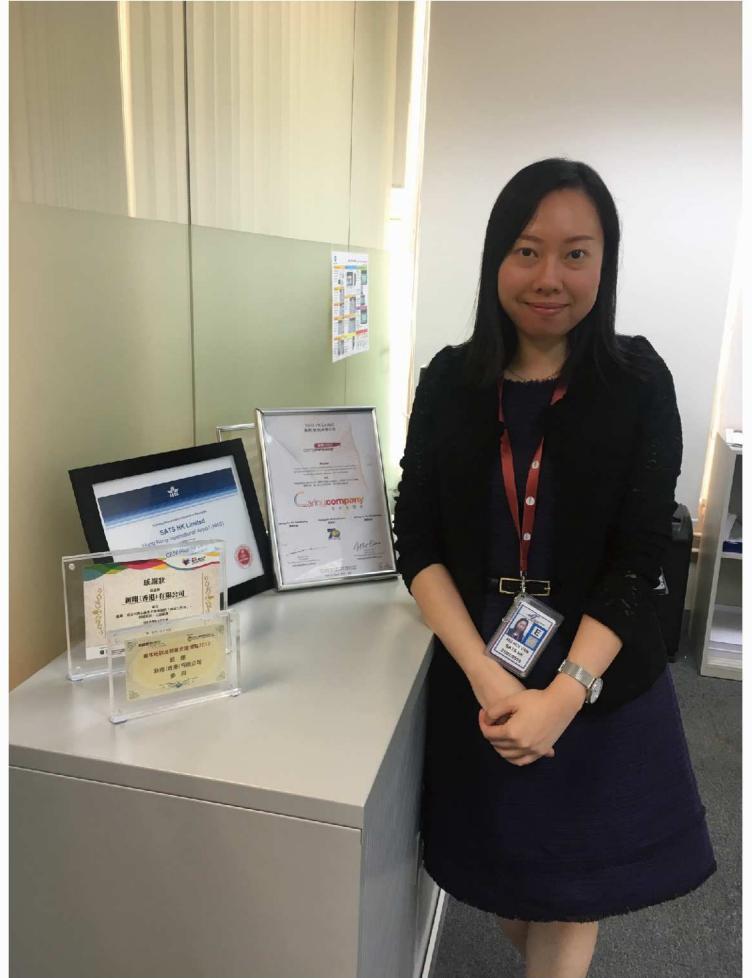
Hello everyone. This is Helen from Finance and Human Capital Department. I have joined SATSHK for almost six months. After my graduation, I started my career in Chek Lap Kok International Airport where my first working office was located in the Asia Airfreight Terminal I. I am excited to come back after several years in the same building and working with my team of Finance and Human Capital Department.

The aviation industry has grown rapidly. Our business scale is expanded since Hong Kong Airlines joining us. Each staff is a precious gem in our SATSHK family and we, as the employer, treasures and enables every one of them to become a SATSHK STAR and shines in his / her career path. While we are striving to cope with our business growth, Human Capital Department has been working closely and continuously with other departments on staff issue, recruitment and staff benefits.

I look forward to seeing you all in the airport.

各位新翔香港同事們，我是來自人力資源部的Helen吳凱欣！我加入了新翔香港差不多六個月了，我畢業後的第一份工作就是在赤鱗角新機場，亞洲空運中心第一期亦是我上班的地方，事隔多年，我們人力資源部的辦公室也在這裡，感覺親切！

航空業正在迅速發展，因香港航空的加入，新翔香港的營業規模會更強大而效益亦會提升，另外，每位員工都是新翔香港大家庭珍貴的寶石，作為僱主，希望我們可以一起成為SATSHK STAR，能夠在大家的職業生涯上發光發熱。在配合公司業務發展之餘，人力資源部和各部門在員工事宜，人手招聘及公司員工福利方面已緊密及持續合作！我期待與您們在機場見面！





『Reunion』

『團圓』

To celebrate Mid-Autumn Festival, the company gave mooncake gift packs to our staff for enjoyment. Traditionally, mooncake is a symbol of Reunion. We took this opportunity to send the blessings and spread happiness to all our staff and their family members.

在剛過去的中秋佳節，公司特為每位同事送贈美味的月餅。月餅在傳統上的意義象徵團圓。公司希望透過此機會，讓這份心意傳達給每一位同事及其身邊的家人。



CSR Activities - Elderly Centre Visit

企業社會責任活動 - 探訪老人院

Mid-Autumn Festival is a favorite holiday to celebrate with family and friends. As the old saying goes, "It's more blessed to give than to receive". An elderly centre visit was held at Po Leung Kuk Tung Chung Elderly Home on 21st September 2017. We sang and played with the energetic elderly. Lanterns with our best wishes were given to and we cherished the warm and joyful moments celebrating the Festival with them. Special thanks to all our

volunteers who devoted their efforts to this event. We look forward to having more colleagues joining our upcoming events.

今年的中秋節，公司眾同事與家人朋友慶祝佳節之餘，還不忘發揮『施比受更有福』的精神。在9月21日（星期四），我們將歡樂帶到東涌保良局護老院。我們和一班活潑精靈的公公婆婆唱歌、玩估歌仔及問答遊戲，其間我們亦將精美的燈籠送給他們，希望他們感受到節日的喜悅和溫暖。藉此機會，我們特別感謝各位積極參與、投入活動的義工同事，並希望有更多同事能夠參與日後的活動。



Staff Meet Up Session 與管理層對話



Staff Meet Up Session has been established as an official and face-to-face communication channel between staff and the management team. Apart from helping staff to understand Company development and operations, it also enables staff to express ideas and give comments on Company policies, staff issues and concerns to the management. The session is held regularly on monthly basis. We are pleased to invite all of you to join and share your precious views to our Company and create a better working environment together.

為了讓員工更清楚公司的發展和運作以及建立一個正式的渠道讓員工有機會對有關公司制度、員工事宜及其他關注事項表達建議及意見。我們特此每月定期舉行「與管理層對話」，讓員工與管理層有面對面的對話機會。我們誠邀各同事一同參與並表達你們寶貴的意見，讓我們建立一個更美好的工作環境。

Staff Comments 員工建議

The turnover rate of PSD new joiners is high even the take home pay compared with other airport competitors is competitive.

儘管薪金方面已作出調整，客運部的員工流失問題仍然嚴重

Response 公司回應

We devoted to provide a work-life balance environment to staff in order to retain staff.

我們承諾會致力提供一個工作生活平衡的環境來減輕流失率情況

Staff Comments 員工建議

Insufficient printers in OPS Office
沒有足夠影印機在航務部辦公室

Response 公司回應

Two units of printer for OPS Office already in use.

兩部新影印機已提供給航務部辦公室使用



Staff Comments 員工建議

The frequency of rubbish bin cleaning should be increased

望能增加垃圾桶清潔的次數

Response 公司回應

Currently, the frequency of rubbish bin cleaning is arranged three times a day, and now an additional rubbish bin is placed in the Ramp Office to facilitate large volume of wastage disposal need.

現時清潔垃圾桶次數已每天三次，為應付垃圾處理的問題現更增設多一個大垃圾桶於停機坪辦公室內，望問題得以緩解

Staff Comments 員工建議

Insufficient vehicles in OPS, should have three instead of two

沒有足夠車輛供航務部使用，建議能增添一部車輛(現時有2部車輛)

Response 公司回應

New vehicles are in use already.

新車輛已投入工作



Staff Comments 員工建議

Insufficient dollies and baggage carts for basement section

行李搬運部的多利及貨籠不足夠

Response 公司回應

We have ordered some dollies and baggage carts, which will be ready one after another.

已訂購多利及貨籠並已陸續到達。

Staff Comments 員工建議



Insufficient walkie talkie for basement section and some walkie talkie are malfunction.

行李搬運部的對講機不夠使用及部份對講機器材接收不良

Response 公司回應



60 units of walkie talkie already sent for operational usage. Damaged walkie talkie already sent out for repairing.

六十多部對講機已供給同事使用及舊機已送回廠商維修

Staff Comments 員工建議

Insufficient tractors

車頭數量不足

Response 公司回應

We have ordered 24 tractors for RSD, some tractors are in use.

已訂購24部車頭，部份已投入服務

Ethiopian Airlines 7th Frequency Flight Celebration

慶祝埃塞俄比亞航空新增第七班航班

Ethiopian Airlines(ET), the flag carrier of Ethiopia celebrates the newly established 7th flight services (Both passenger and freighter) in Hong Kong on 20th November 2017. Including this 7th flight operation, ET started its daily flight operation in Hong Kong. Asia Airfreight Terminal and SATS HK delivered a flower basket to Ethiopian Airlines and placed it at check-in counter and boarding gate of ET608 for celebration.

埃塞俄比亞的國家航空公司 - 埃塞俄比亞航空新設香港航線的第七班航班(客運及貨運)。由一星期六班航班加至每日一班。亞洲空運中心及新翔香港特意送上祝賀花籃擺放於航空公司登記櫃位及ET608登機閘口慶祝埃塞俄比亞航空踏入新的里程碑。



Congratulations to Qantas Airways(QF)! QF Hong Kong Station won the "Operational Excellence" of "2017 Global Offshore Airports Awards" in November 2017.

恭喜澳洲航空香港站於2017年度澳洲航空全球外站獎項中榮獲卓越營運獎！恭喜恭喜！



WANTED!!!!

Are you interested in sharing your travel experiences or personal interesting stories with 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 HK 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 HK CONNECT"

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