

The Wonderful 2017 精彩的2017



New Year Message from Acting General Manager

署理總經理心聲

Dear Colleagues,

I hope you celebrated the start of 2018 in good spirits with family and friends. As we are now a couple of weeks into the New Year, it is good to look ahead and think about what this year may bring us. Let us first review 2017 which is a remarkable year for SATS HK. It has been filled with incredible business growth and positive challenges. We continue to increase our customer base by acquiring 9 new customers. Hong Kong Airlines and Hong Kong Air Cargo are among those with cut over took place in November last year. The smooth and successful transition was attributed by the concerted efforts of our team. Apart from the hub-based carriers, our customer portfolio has extended to Cambodia, a Belt and Road country saw strong travel demand recently.



Our efforts in continuous service improvement have paid off, with a number of achievements to celebrate:-

- HKIA - Carbon Reduction Award 2017 – 1st Runner-Up in the "Below 2000 tonnes CO2-e" Category
- HKIA - Airport Safety Recognition Scheme – "Role Model Safety Behaviour"
- HKIA - Airport Safety Recognition Scheme – "Corporate Safety Performance Award 2016/2017"
- HKIA - Safety Message on Foldable Fan Competition – 2nd Runner Up
- HKIA - Customer Service Excellence Programme – Corporate Excellence Award & Individual Excellence Award

All of the above have set a solid foundation for SATS HK in the New Year. We cannot achieve these without your hard work and efforts. My heartfelt thanks to you all for your dedication and contribution!

I would also like to take this opportunity to thank our airline customers for their relentless support in helping us to achieve awards and recognition. This will make our partnership even stronger in the coming year.

Moving forward, in 2018 we will expect larger operating scale, higher targets to fulfil including greater customer satisfaction and better safety performance. While our Company will keep growing rapidly, we have to remain vigilant and consistently maintaining our highest possible service level. We cannot rest on our laurels, so let me assure you that we will continue to make the necessary investments such as leveraging on more technology applications as to improve efficiency then in turn productivity and finer quality.

The year ahead will bring its own challenges but I am sure by working together, keeping focussed on our priorities and putting our customers first we can realise our ambitions.

I wish you a New Year filled with happiness and good health, also a successful Year 2018.

Stewart Chun

各位同事你好,

我希望你們與家人及朋友已開心暢懷地慶祝了2018年的蒞臨。踏入了新年已好幾個星期，正是一個良好時機去展望將來，同時去考量新的一年可能給我們帶來甚麼。就先讓我們回顧一下2017，對於新翔香港是成績傑出的一年。在業務上，我們繼續不斷地增大客戶基礎，共獲取了九間新航空公司客戶，其中包括香港航空及香港貨運航空。我們在去年11月初為這兩間航空公司提供停機坪服務。這次順利成功的交接，實在有賴我們團隊竭盡全力和互相合作。除了兩間香港樞紐航空公司之外，我們客戶網絡亦伸展到柬埔寨，這個“一帶一路”的國家近期有著顯著的旅遊需求增長。



另外，我們付出的努力亦有所回報，以下是由香港國際機場管理局頒發的獎項：

- 香港國際機場減碳獎勵計劃 – 低於2000噸二氧化碳當量類別亞軍
- 機場安全認可計劃 – 模範安全行為獎模範安全行為獎
- 機場安全認可計劃 – 企業安全表現獎2016/2017
- 飛行區及行李處理大堂安全運動 "摺扇"安全信息設計比賽季軍
- 香港國際機場優質顧客服務獎項 – 企業團隊卓越獎及個人卓越獎

以上所獲得的獎項於今年為新翔香港奠定了紮實基礎。若然沒有你們的勤奮努力和堅持，一切所有的成績是不可能達到。在此，我衷心感激每一位同事的認真付出和貢獻。我亦藉著這機會向每一位支持我們的航空公司客戶表示感謝，亦會令到我們的夥伴關係更加牢固。

2018年我們會有更大的營運規模及更高的績效指標需要達到，當中包括提高客戶滿意度及提升安全表現等等。在新翔香港快速發展的同時，我們更加需要謹慎，時刻保持警覺及維持高效服務水平。在今日競爭激烈的社會中，我們不能只限於滿足現時的狀況，公司將投入更多資源在科技應用上以增加效率，達致更高生產力及更佳質量。

這一年儘管面對很多不同的挑戰，我肯定透過團隊合作，專注我們今年的重點事項並把顧客需求放在首位，定能兌現目標。在此，我祝福大家在新一年裡健康，快樂和成功。

秦建明



2017

Charity Events and Social Services
慈善活動和社會服務

Besides our daily hard works, community services are our concerns as well and we will continue our tradition to care our society...

新翔香港的員工除了專注日常工作之外，社區服務也是我們關心的課題，我們將繼續傳統關心社會，達致社區共融。



There were two elderly centre visits in Tung Chung during CNY and Mid-Autumn Festival
新翔香港同事們於新春及中秋佳節探訪東涌護老院



Four representatives participated into WWF's third Run for Change event and won the fourth place
四位同事代表參與世界自然基金會舉辦的「跑出未來」企業組3.5公里賽，並取得殿軍

Award Achievements 獎項成就



Corporate Safety Performance Award
企業安全表現獎



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



Partner Employer Award
「友商有良」嘉許計劃



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



HKIA Airfield and Baggage Hall Safety Campaign
Safety Movie Competition - 1st Runner-up
飛行區及行李處理大堂安全運動
安全影片比賽 - 亞軍

With the great efforts we made, there was a number of achievements we obtained in year 2017...We would like to congratulate all of you for your dedications as well as achievements.

經過過去一年的努力，我們在2017年獲得了一些獎項成就...在此祝賀大家屢獲殊榮。



Staff Activities
員工活動

Management team shared joyfulness and blessing with staff during festive seasons

管理層於節日期間與員工分享快樂及祝福



Worship of God Ceremony
頭禡及尾禡酬神儀式



Mooncake Walkabout
與各同事慶中秋團圓



Christmas Cookies Walkabout
送贈聖誕曲奇



Christmas Party
聖誕派對

Employee Recognition 員工認可

To extend our appreciation towards our staff for their outstanding performance in year 2017, a series of staff events were organized as a token of appreciations...

為表揚大家在二零一七年的卓越表現，我們舉辦了一系列員工活動，以表彰大家的努力及貢獻。



Staff Appreciation Engagement Party
員工嘉許派對



Total Customer Services Satisfaction Campaign
卓越顧客服務計劃



Staff who kept hard working during typhoons hoisted
在颱風期間不辭勞苦的員工



Staff of the Month
每月之星



New Year Luncheon for Senior Management 管理層共聚新年午餐



Our Chairman Mr Stanley Kan invited our director Mr Andrew Lim and the senior management team for luncheon on 2 Jan 2018 to welcome the new year. While expecting many more business opportunities and challenges in year 2018, the senior management team is confident to lead all SATS HK staff to achieve even better efficiency through various operational and innovative projects as well as continue servicing our airline customers with good quality and expertise with aim to further increase our market share.

於二零一八年一月二日我們的管理層和董事很榮幸得到簡浩賢主席的邀請一起共聚午餐來迎接新一年的開始。在這年我們將迎接更多的商業機遇及挑戰，管理層有信心於二零一八年帶領一眾新翔(香港)的同事以各項創新的計畫向目標前進，令營運更有效率。此外，我們亦會繼續為客戶提供最優質的服務，以達致增加市場佔有率。

New Members to the SATS HK Family 新翔(香港)的新加盟航空公司

SATS HK is pleased to welcome Lanmei Airlines and Small Planet Airlines in December 2017. In appreciation of the support by our customers, we commit to provide excellent services to meet with their requirements and expectations.

新翔香港歡迎2間新客戶 - 瀾湄航空及小行星航空於2017年12月加入我們的大家庭。隨著更多新客戶的加入及支持，新翔香港承諾會提供最好的服務以達到客戶的要求。



Small Planet Airlines
小行星航空公司 (RD)

Small Planet Airlines (RD) has four AOCs in Europe, Middle East, North African and Asia regions respectively. RD has started its operations since 2009 and recently saw its expansion in South Korea, mainland China and Hong Kong. The first flight operated from Palau to Hong Kong with effect from 23 December. SATS HK is appointed by the carrier to provide above and below wing services.

小行星航空公司於2009年開始投入服務，其服務範圍包括歐洲，中東，北美及亞洲地區航線。近年亦正式發展南韓、中國及香港市場。小行星航空公司於2017年12月23日正式開始提供由帛琉機場來往香港的航班。新翔香港十分榮幸為小行星航空公司提供一站式優質卓越的旅客地勤及停機坪服務。

Lanmei Airlines(LQ) is a low cost airline registered in Cambodia which started its maiden flight in September 2017. The operating base is at Phnom Penh International Airport. From 20 December, LQ has commenced a new route from Sihanoukville to Hong Kong. SATS HK is proud to provide station management and also full ground services to the airline at Hong Kong International Airport.

瀾湄航空是一間柬埔寨的低成本航空公司。總部設於金邊國際機場並於2017年9月正式運作。由12月20日起，瀾湄航空開始提供由西哈努港到香港的航線。新翔香港為瀾湄航空於香港國際機場提供全面的地勤及停機坪服務。



Lanmei Airlines 瀾湄航空 (LQ)



To welcome the wonderful Christmas Day, the management team led colleagues of different departments for a Christmas Walkabout on 21 and 22 December 2017. They gave Christmas cookies to staff to celebrate the festive season. The Christmas cookies were all hand-made by the students of "Caritas LaVie Bakery". Through these delicious cookies, SATS HK supported charity association to provide employment opportunities for the disabled persons. At the same time, we hoped our hard-working colleagues can enjoy a relaxing moment. While enjoying the cookies, we believed that our colleagues must feel the sweetness and meaningfulness.

為迎接繽紛聖誕的來臨，管理層於十二月二十一日至二十二日帶領各部門的同事們化身「聖誕先生小姐」，向員工送贈聖誕曲奇，齊齊感受節日暖意。聖誕愛心曲奇均由「明愛天糧」的學員親手製作。公司希望透過這些美味的曲奇，支持慈善機構為殘疾人士提供就業機會之餘，亦希望為平日拼搏工作的同事「鬆一鬆」。在聖誕佳節品嚐一口別具意義的曲奇，可以令同事們甜在心頭之餘也別具意義。



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

Staff in Ramp Services Department suggested to have more staff benefit which could be able to boost staff morale and loyalty to the company. For example, larger size of lockers and providing medical benefit to staff's family member.

停機坪服務部的同事希望公司可增加更多員工福利以致提高員工士氣及歸屬感，例如：增大儲物櫃的容量及讓員工家屬也可享有醫療服務等

Response 公司回應

Regarding the locker size in Ramp office, we keep an eye on any new office and consider office restructuring so we can utilize sufficient locker space for staff. For staff medical scheme, we will explore inclusion of staff family members in next medical year.

對於增大儲物櫃容量的問題，我們正尋找一個新的辦公室或考慮重新規劃現有的地方來放置更大的儲物櫃。而員工醫療計劃方面，我們亦正在研究可否在下一年度讓家屬成員享有本公司的醫療福利。

Staff Comments 員工建議

There is no female changing room in MFC office which caused inconvenience to female staff.

中場辦公室現時沒有女更衣室，對於在中場工作的女同事會做成不便

Response 公司回應

We understand that it caused inconvenience to female staff who are working in MFC office. In view of this, we are working with AAHK to lease suitable area in MFC as staff changing room.

我們明白沒有更衣室對於在中場辦公室工作的女同事會造成很多不便。有見及此，我們現正向機管局商討租用多一個單位來作員工更衣室。

Staff Comments 員工建議

OPS staff mentioned that current roster is prepared manually. Sometimes, they only receive roster just one day before duty which causes inconvenience in arranging their personal life.

航務部同事表示現時用人手編制更表，有時週末才收到明天或下星期的更表，令他們難以安排私人時間

Response 公司回應

Under current rostering procedure, staff will be notified of the coming 4-week roster. There will be revised roster due to change of flight schedule and it will be sent to staff a week before. We understand that it will cause inconvenience to staff to plan their own schedule. We hope that our staff could understand rostering team is working hard on roster planning. We are now exploring an automated rostering system that will enhance accuracy and efficiency of roster pattern.

現時的更表編制是一個月前便會知會員工接下來四星期的上班時間，但仍會在前一星期就著航班時間以作調整下一星期的更表。我們明白對於需要在前一星期才能落實實際上班時間會為員工帶來不便，但亦希望員工能體諒編更同事的辛勞。對於人手編制更表，我們亦正在尋找適合我們的自動化更表編制系統來編制更表，務求提高準確性及效率。

i-Fresh 鮮資

Our email services are upgraded and new domain @satshk.com are online on 2nd January.

More mailbox space, improvement in security and stability of services, let us raising and delivering our services excellence.

在一月二日，我們電子郵件服務已經全面升級，新的域名@satshk.com已經上線。

更大的郵件空間、更安全及更穩定的服務，讓我們可以提供更優質的服務。



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@satshk.com

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 pseudonym.

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@satshk.com 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"

「新語翔談」編輯委員會

盧燕翔 Angela Lo

楊愷欣 Bennie Yeung

吳家敏 Carmen Ng

楊德威 Chris Yeung

岑福榮 David Shum

周詩惠 Tammy Chau

陳曉嵐 Fiona Chan

王美玲 Flora Wong

楊穎兒 Karen Yeung

盧家傑 Kason Lo

吳寶傑 Matthew Ng

施雯雯 Michelle Sze

洪樂凌 Natalie Hung

任威銘 Paul Yam

林文偉 Raymond Lam

李志杰 Tony Li