



NIGHT IN THE SPOTLIGHT

鎂光燈下之夜





CFO's Message 財務總監的話

Dear Colleagues,

Time has gone by so quickly. It has been eight months since the day I joined the SATS HK. On my first day, I wondered to myself what is the culture of our Company. During this time, I have been working closely with colleagues from different departments. I remembered there was an accident last year and one of our colleagues was injured. I was impressed that each department had a strong sense of prompt reaction. Our management team showed their sincere care and visited the injured colleague regularly. A task force was set up to investigate the cause of the accident and to handle the corresponding claims in order to protect the interest of the Company. I believe our team spirit in SATS HK is a powerful element which shapes a collaborative culture.

At the same time, I was inspired by our colleagues' passion to our Company. The most unforgettable event was our annual dinner on 2nd March. Each staff was cooperated well and showed their talent, vibrant and dynamic characteristics. It was a successful night full of joy and recognition to our colleagues.

I believe collaboration and passion are the main components which shape SATS HK's culture. Let's keep these good ethos and bring SATS HK up to a new level.

Thank you!

親愛的同事，

轉眼間今天已經是我加入新翔香港的第八個月。還記得加入新翔香港的第一天，我對公司的環境、文化等都感到好奇。在這幾個月間，通過和各部門同事緊密合作，從中我也有所得著。記得去年我們有一位同事在工作期間不幸受傷。事件發生後，我們的管理層立即進行全面跟進，除了立刻調查意外原因，還定期探訪受傷同事。公司更成立了一個專案組去跟進責任及相關索償。這樣有系統及高效率的處理流程突顯出公司上下團結一致，能夠各司其職。這種相互相承的團隊精神正正是建立共融文化的有力元素。

同時，我亦深深被同事們對公司的熱情所感染。讓我最難忘的是在三月二日舉行的周年晚宴，當晚的工作人員們及表演嘉賓都花盡心思。令我發掘到同事們都是勇於嘗試，亦充滿活力和天份。當天晚宴非常成功，除了歡欣之外，也有對同事們的嘉許及肯定。

我深信同事間的互相關切、熱情和團隊精神是公司文化的重要元素。這些良好的文化，必定令新翔香港更上一層樓。

謝謝。

Ivan LEI

Chief Financial Officer of SATS HK Limited

新翔香港財務總監

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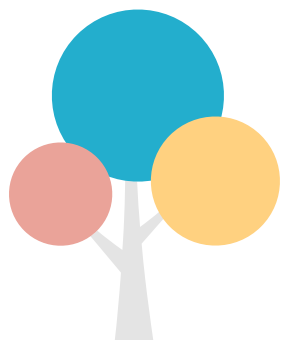
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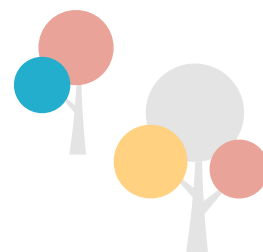
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Annual Dinner 2018

SATS HK Limited's Annual Dinner was held on 02 March 2018 at the Regal Airport Hotel with over three hundred members and guests in attendance. It was a time for the SATS HK family to celebrate the good works in past year and to look forward to the year ahead.

周年晚宴 2018

新翔香港的周年晚宴於二零一八年三月二日在富豪機場酒店順利舉行，有超過三百位員工及嘉賓出席。當天晚上新翔香港大家庭一起慶祝過去一年的成果，並展望未來。





Cheers and Say Cheers!

乾杯歡呼!

Chairman Mr. Stanley Kan and our senior management gathered around with the staff and celebrated the big night. The performances and lucky draw prizes were captivating and packed with excitement. Congratulations to all the prize winners and for those who could not join the annual dinner this year, we look forward to seeing you next year!

主席簡浩賢先生和我們的管理層與員工，一同慶祝這個具有意義的晚上。當晚的表演和抽獎活動令人十分雀躍，並帶來緊張刺激的氣氛。

祝賀當晚所有得獎者！而今年無法參加晚宴的同事，希望明年能夠與你們在周年晚會見面！







Recognition to "Employee of the Month" with excellent performance during the year from various departments.



公司向不同部門之“每月之星”員工作出嘉許。



Heartfelt appreciation to employees who have worked with the company for 15+ years for their dedication and expertise.



衷心的感謝為公司服務了15年或以上的員工。
你們的專業及堅持，很值得敬重。



We are so grateful for the friends old and new who joined us, for the sponsors who supported us and for the many volunteers who helped make it a wonderful event.

非常感謝當晚參與的朋友，支持我們的贊助單位以及令這晚宴完滿舉行的所有工作人員。

A PRAYER CEREMONY

頭禡拜神

8/3/2018

Traditionally, company first pays tribute to the god of land with three kinds of meats and fruits, then use this sumptuous dishes to thank all employees for their efforts in the past year!

傳統上,僱主會先以三牲水果等物品拜祭土地公,再以這頓豐盛的菜餚,答謝員工過去一年的努力!



DEEPENED PARTNERSHIP WITH THAI AIRWAYS - CONTRACT RENEWAL

慶祝與泰國航空的合作關係及簽約儀式



The contract signing ceremony was held in Bangkok in February 2018. Souvenirs were exchanged and a celebration lunch was arranged followed the ceremony. SATS HK has the great pleasure of the presence of Executive Vice President Aviation Business Unit, Khun Phakkara Ruangsiradecho, and her team for the ceremony event while SATS HK is represented by Acting General Manager Mr. Stewart Chun. SATS HK would like to express our heartfelt gratitude for the support from Thai Airways over the years. Our partnership is extended for a closer partnership. We will continue to strive our best to provide our best possible services to Thai Airways.

泰國航空（“泰航”）與新翔香港（“新翔”）簽約儀式今年2月於泰航曼谷總公司舉行。完成後，雙方交換了紀念品並舉行慶祝午餐會。新翔香港非常榮幸得到泰航執行副總裁（航空業務部）Khun Phakkara Ruangsiradecho出席是次簽約儀式，而新翔則由時任署理總經理秦建明先生代表。我們衷心感謝泰國航空多年來的支持。簽訂新合作協議後，新翔香港與泰國航空良好的合作關係將更加鞏固。我們會繼續努力，為泰國航空提供更完善的服務。



LET'S TALK

人物專訪



E L A I N E C H A U

周綺玲

Head of Human Capital and Corporate
Services

人力資源及企業服務總監



“How long have you been with SATS HK and what made you go into the aviation industry?”

“你在新翔香港工作了多長時間？是什麼讓你投身航空業？”

“After working in the audit and banking industry, I had then decided to move on into the aviation industry as I saw ample of career opportunities at the new Chek Lap Kok Airport. I started my job at one of the cargo terminals - AAT, as a supervisor in Finance department. During my years in AAT, I got the chance to rotate into different departments including marketing, planning, quality assurance and IT. After almost 11 years with AAT, I wished to broaden my knowledge and experiences into Passenger and Ramp handling services and joined SATS HK in 2009. This year July will be my 9th year working here!”

做過審計及銀行的工作後，當時我在新建的赤鱗角機場看到很多新的工作，因此決定在航空業發展。我剛開始在亞洲空運中心(AAT)擔任財務部門的主管。在AAT工作的時候，我有機會轉換到不同的部門學習，包括營銷，策劃，質量保證和資訊科技部門。在AAT工作接近11年後，我希望將我的知識和經驗擴展到客運和停機坪處理服務，於是在2009年加入新翔香港。今年7月將是我在這裡工作的第9年！



“What is your daily work schedule like?”

“你的日常工作是怎樣?”

“As my duties cover various areas including Human Capital, Purchasing, Administration, Legal and Compliance, most of my work days are very busy. A typical work day will start by reviewing and follow up on staff recruitment status and staff related issues, responding to emails, preparing approval documents for management and the Directors, review and approve employment contracts and purchase requisitions, internal/external meetings.”

由於我的職責涉及人力資源，採購，行政，法律和合規等多個領域，我的大部分工作日都非常繁忙。一個平常的工作日包括批核和跟進員工招聘狀況和其他與員工相關的問題，回覆電子郵件，準備管理層和董事會的文件，審批僱員合同和採購申請，並參與內部/外部會議。





“What are your hobbies and interests?”

We know you keep 2 beautiful golden retrievers, can you share your experience with us?”

“你有什麼愛好和興趣?”

“我們知道你有兩隻美麗的金毛尋回犬，你可以與我們分享你的養狗心得?”

“I like to make desserts. Not only cakes for friends but I also made birthday cakes for my dogs. I love to try out new restaurants with friends in town or when I was overseas. I love traveling and my favorite countries so far are Switzerland, France and Korea. If I have chance, I would like to learn to paint, fine arts was my favorite lesson when I was in school.”

“I love animals especially dogs. My first dog was a golden retriever and I bought him directly from the breeder in Australia. We spent 12 years of happy times together. It was hard to let him go when he was sick. Currently I have 2 golden retrievers, both were adopted. The advice is that, it's a life long commitment to take care of them no matter what happens. Treat them as your family and give them lots of love. Always adopt and don't buy.”

我喜歡製作甜品。除了我的朋友，我家的愛犬也品嚐過我做的生日蛋糕。我喜歡與朋友在香港或在海外嘗試新餐廳和美食。我喜歡旅行，到目前為止最喜歡的國家是瑞士，法國和韓國。如果我有機會，很想學畫畫，美術是我讀書時最喜歡的一課。

我喜歡動物，特別是狗。我第一隻金毛尋回犬是從澳洲直接買回來。我們一起度過了12年的快樂時光。他生病時我特別感到難過。現在我有兩隻金毛尋回犬，都是領養的。我給大家的建議是，無論發生什麼事情，都要承諾終身照顧他們。把他們當作你的家人，給他們很多愛。最重要的是，請領養不購買。





Let's Travel 員工旅遊分享

Vancouver 溫哥華

In early February of this year, I successfully used Hong Kong Airlines's free tickets to travel to Vancouver, Canada. And had a wonderful experience. As Vancouver is not considered a popular travel spot, we were struggling to pick the place at the beginning. However, we finally decided to start with courage.

The pace of life in Vancouver is slow. Travel is a good opportunity for me to explore their lifestyle. The relaxing environment allows me to travel with no rush. During my travel, I visited the British Columbia Parliament Buildings, Capilano Suspension Bridge, Stanley Park, Vancouver Art Gallery and etc.

As a team member of the Human Capital Department, I feel excited that we can enjoy Hong Kong Airlines flight ticket discounts and other benefits since last year. Therefore, this is an opportunity to let our colleagues to explore the world, broaden their horizons, and expand their knowledge.

今年二月初，我成功地使用香港航空的員工免費機票到加拿大溫哥華旅行，經歷一次長途的旅遊體驗。因為溫哥華未算為一個旅遊熱點，所以記得當初仍爭扎應否選擇此作為旅遊地點，但最後也勇敢地決定出發。

溫哥華生活節奏緩慢，旅行是一個好機會給我感受一下當地的生活模式，當中完全沒有急趕的行程。旅程中遊覽了維多利亞地標省議會大樓、卡皮拉諾吊橋、史丹利公園、溫哥華美術館等等。

而作為人力資源部的同事，欣喜公司自從去年九月開始，同事們都享有香港航空的員工機票優惠福利，使作為從事航空業界的同事們都有更多機會探索世界，擴闊眼界，增廣見聞。

CATHY LI / HC DEPARTMENT 人力資源部門





STAFF LETTER

員工來信

Dear SATS CONNECT,

I recently saw the Hong Kong International Aviation Academy (HKIAA) has launched some job related training and courses, I wonder if any chance company could support us in terms of time and cost if we are interested to attend?

Thanks !

最近我看到香港國際航空學院推出了一些與工作有關的培訓和課程，我想知道如果有興趣參加的話，公司會否在工作時間安排上及學費方面給予支持？

謝謝！

Dear Colleague,

Thank you very much for your letter. SATS HK promulgates professional development for employees to advance in their career. Last year, we have sponsored three staff from operational departments to attend the “Essential English for Airport Service Providers and Agents” course by HKIAA. Their feedback was good and we are going to continue in this year. Besides courses offered by HKIAA, the Company also provides sponsorship for staff who wishes to upgrade themselves academically or to obtain professional certificates / licenses that are beneficial to their job roles e.g. we sponsor staff to obtain vehicle license No. 1, 2, 4, 18 and 19. For details, please contact Human Capital Department to find out more on the “Training and Education Sponsorship Scheme”.

Thank you!

非常感謝你的來信。公司一向重視員工培訓及發展，並提供完善的培訓及教育資助計劃。去年，我們已資助三位前線同事參加由香港國際航空學院舉辦的機場服務人員基本英語課程。今年我們將繼續推行。除了香港國際航空學院提供的課程外，公司還希望為在學術上有所增值或獲得有利於他們工作崗位的專業資格之員工提供培訓津貼。例如為配合工作需要，我們能為有意考獲第1,2,4,18和19類車牌的員工提供考牌津貼。如需進一步查詢，請聯繫人力資源部。

謝謝！



WORK IN THE SUN

太陽下工作

If you work outside, do so safely and know your body's limits. Some tips to keep in mind include:

- Always wear sunscreen with an SPF of at least 15 no matter how long you plan on being outside.
- Take a water break every 15 minutes.
- Eat small, light meals before outdoor activities.

如果你需要在太陽下工作，請緊記以下的安全提示包括：

- 無論您需要外出多久，應搽上防曬指數不低於15的防曬霜。
- 盡量每15分鐘飲一次水。
- 在戶外工作之前，不宜吃得太飽。



Department 部門	Name 姓名	Position 職位
Human Capital	LAM TSZ KWAN THOMAS 林子鈞	Human Capital Executive - Staff Development & Talent Acquisition
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Passenger Services	LEE ALEXANDER BENEDICT CHARLES ALEX 李祥盛	Customer Services Supervisor
Passenger Services	WONG HO MAN WILSON 黃顯旻	Customer Services Agent
Passenger Services	LAM KEI MAN ALICE 林紀汶	Customer Services Agent
Passenger Services	SIN CHUI YIN 冼翠妍	Customer Services Agent
Passenger Services	HO KAM KEUNG WILSON 何錦強	Customer Services Agent
Passenger Services	CRUZ RIOMAE BUAN RIO	Customer Services Agent
Passenger Services	LEE NATALIE TING YAN 李庭欣	Customer Services Agent
Passenger Services	WONG KWOK CHIU CHURCHILL 黃國釗	Customer Services Agent
Passenger Services	CHAN TAK MING FELIX 陳德明	Customer Services Agent
Passenger Services	LUK KA LONG FRANK 陸家朗	Customer Services Agent
Passenger Services	LAU SHIN YING CYNTHIA 劉倩影	Customer Services Agent
Passenger Services	CHAN KA PO JANET 陳嘉寶	Customer Services Agent
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Passenger Services	CHEUNG YING SHARON 張瑩	Customer Services Agent
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Ramp Services	CHEUNG MAY MAY 張美美	Ramp Services Agent 1
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- ✓ 向我們發送您的短篇文字與照片分享您的旅行體驗。
- ✓ 向我們發送您的想法，我們將用心聆聽及向管理層轉達任何相關意見。

VOICE OUT! OR SHARE YOUR TRAVEL EXPERIENCE!

分享你的意見 / 旅遊經驗

SATS HK CONNECT

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