

「展翅高飛 – 青年升學及職業博覽」暨「青雲有志優質企業招聘嘉許計劃2018嘉許典禮」

“Higher Education and Youth Career Expo 2018” & “Best Graduate Employers 2018 Recognition Ceremony”

提供航空業就業機會 積極招聘人才

Provide aviation related job opportunity
Recruit talents proactively



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General Manager's Message

總經理的話

Dear Colleagues,

It is my pleasure to welcome you to the SATS HK CONNECT. SATS HK Limited has strived to maintain high standards, provide services that create value to our customers and employees, and become the leading airport solutions provider in Hong Kong International Airport.

The company is currently focusing on leveraging our strengths in expanding our business and investing more resources to support the operations. It is our desire to provide the best care and development to our employees, while employees can enjoy the most fulfilling career in SATS HK.

We also committed to develop and deliver best practices in daily operations that uphold the safety and security of our customers and staff, and we will continue making strides toward even greater workplace efficiency and safety. We incorporate our all-rounded expertise to constantly innovate and enhance our solutions, and will not stop stepping up to challenges and innovating for continuous growth of the Company and happiness of our customers and employees.

Through dedication and hard work, we continue to believe that our efforts and the values remain the fundamental elements of our success. Your continued support is greatly appreciated.

親愛的同事：



歡迎大家來到新語翔談。新翔(香港)有限公司致力維持優秀服務，為客戶創造良好商機，更為員工提供良好個人增值及晉升機會，並以成為香港國際機場領先的地勤服務公司為目標。

新翔(香港)目前正集中善用優勢拓展業務，並投入更多資源配合營運。我們重視關懷員工，同時幫助他們發揮所長，讓員工可以在新翔(香港)建立一個充實又滿足的職業生涯。

我們更致力發展和提供最佳業務典範以確保客戶和員工的安全，並將繼續朝著更高的工作效率和安全指標邁進。我們吸納全方位的專業知識，不斷改進，並積極面對挑戰和敢於創新，以實踐公司的持續發展和滿足客戶及員工的期望。

藉著大家的付出和努力，我深信熱誠和創造力是我們成功的基本要素。衷心感謝你們的持續支持。

Benny Chan 陳炳科

Our Mission

我們的使命

Service Excellence – We strive to provide excellent services, creating a good traveling experience for customers
以服務打造客戶優質旅行體驗

Employee Care – We value, care and develop our staff to enjoy the most fulfilling career
重視關懷員工並同時發展其潛能

Corporate Citizenship – We are committed to social, legal, ethical, environmental and economic responsibilities
打造合規體系建設完整

Safety & Security – We develop and deliver best practices that uphold the safety and security of our customers and staff
安全保安為首保障客戶和員工

Efficient Management – We manage our process and work with no waste of time and resources but to maximize the productivity
以高效全面提升管理及工作效益

Innovative Solutions – We incorporate our all-rounded expertise to constantly innovate and enhance our solutions
融匯各方專業知識創新優化服務方案

Recognized Partner – We work to our best to become a recognized business partners by our customers and the industry alike.
致力成為被受客戶及同行認可的業務夥伴

Sustainable Development – We endeavor to achieve sustainability, to build an excellent organization
全面努力成為可持續發展的優秀企業

SATS HK 資訊 (Facts & Figures) May 2018





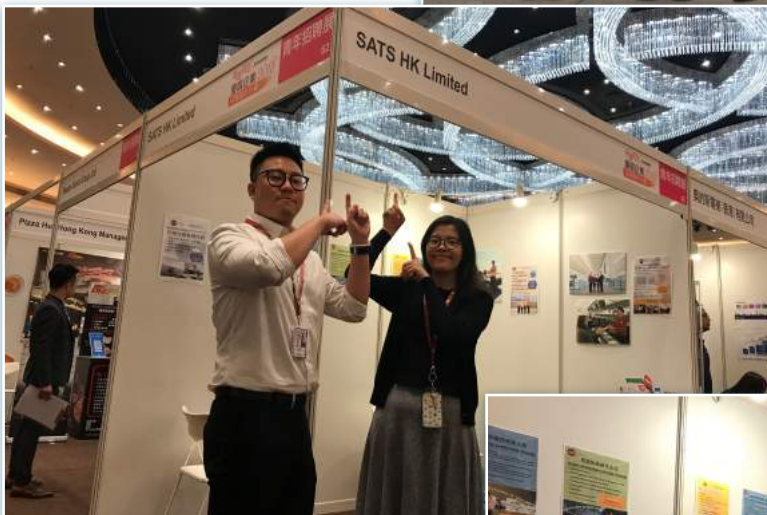
“Higher Education and Youth Career Expo 2018” and “Best Graduate Employers 2018 Recognition Ceremony” was held on 19 -20 May 2018 respectively at the Kowloon Bay International Trade & Exhibition Centre.

「展翅高飛 - 青年升學及職業博覽」暨「青雲有志優質企業招聘嘉許計劃2018嘉許典禮」於2018年5月19至20日假九龍灣國際貿易展覽中心舉行。



The theme of the Expo is Higher Education and Youth Career, with over 80 educational institutes and job enterprises participated. SATS HK was one of the exhibitors with walk-in interview to recruit talents and to provide job opportunities for visitors in the aviation industry.

是次博覽以「展翅高飛 - 青年升學及職業博覽」作主題，有超過八十家教育機構、招聘企業參與。新翔（香港）作為其中一位參展商，設有即場面試，招募人才，為參觀者提供航空業的就業機會。





Elaine Chau (Head of Human Capital and Corporate Services) receives the accolade on behalf of SATS HK Ltd., from Siu Sai-wo (CEO, Sing Tao News Corp Ltd.) at the recognition ceremony.

周綺玲（人力資源及企業服務總監）在嘉許典禮上代表新翔（香港），從蕭世和（星島新聞集團行政總裁）手中接受獎項。

求職廣場連續3年舉辦「青雲有志企業招聘及嘉許計劃2018」，旨在推動及表揚公、私營機構，為有志及近年之大學至高中畢業生提供投身職場之優質選擇。新翔（香港）榮幸獲得嘉許，並承諾繼續推動這計劃，協助年青人展翅高飛。

“Best Graduate Employers 2018” is organised by JobMarket for the third consecutive year to advocate and promote public and private organisations of providing quality choices of job opportunities at workplace to aspiring and recent graduates from high school and colleges. SATS HK is honoured to receive the recognition and we will continue to support this scheme to enable more career opportunities for young people.





企業參觀 Corporate Visit

新翔(香港)於五月二十九日為「賽馬會鼓掌•創你程計劃」五個非牟利生涯規劃服務團隊、浸會大學及中文大學的代表，舉辦了企業參觀活動。

透過參觀各部門的辦公室，讓他們深入了解公司不同崗位的工作及機場日常的運作，從而讓他們為有興趣向航空業發展的年青人提供合適的工作配對。

SATS HK organized a corporate visit on 29 May for the representatives of “CLAP for Youth @ JC” (CLAP), including 5 Non-governmental Organizations of Career & Life Planning Services Team, Hong Kong Baptist University and The Chinese University of Hong Kong.

Through visiting departmental offices, it enabled visitors to know more about the job

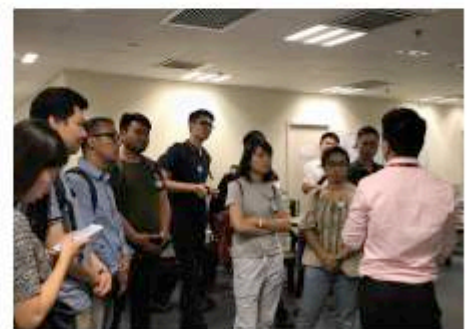
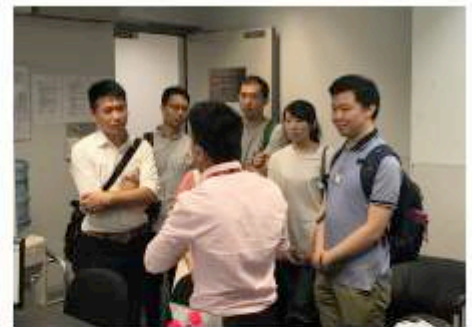
「賽馬會鼓掌•創你程計劃」全面協助15至21歲在學及待業待學青年規劃前路。透過為期五年的生涯規劃，為青年締造有利環境，鼓勵青年人從興趣中發掘專長，並找到事業和人生的目標。

當天，人力資源部經理林子鈞擔任導賞員，帶領一行十九人，展開這次機場的探索之旅。走過一、二號客運大樓，穿梭了辦理登機手續櫃檯、登機閘口、行李部、客戶服務部，停機坪服務部等不同地方參觀，他們亦大開眼界，獲益良多。

duties of different positions and daily operations of the Airport in order to facilitate job-matching for teenagers who are eager to start a career in aviation industry.

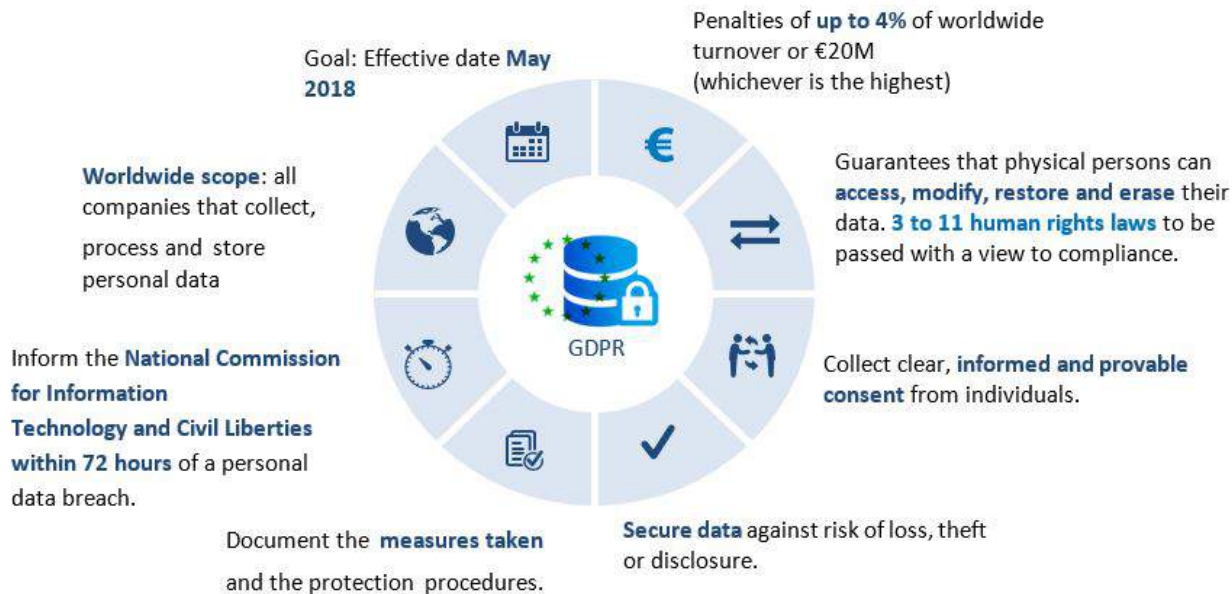
“CLAP for Youth @ JC” (CLAP) comprehensively helps students and non-engaged youth aged 15 to 21 navigate their futures. This five-year programme fosters an enabling environment to encourage young people to identify personal strengths and explore career and life goals through interest development.

Thomas Lam, Human Capital Executive, with a group of 19 people to embark on an adventurous Airport Tour on that day. They travelled to Terminal 1 & 2, hovered over check-in counters, boarding gates, Lost & Found Section, Passenger Services Department, Ramp Services Department, which they greatly benefited and opened new vista.



資料私隱保障你要知

Data Protection – We All Need to Know



General Data Protection Regulation (GDPR) (EU)



6 保障資料原則 PCPD.org.hk
Data Protection Principles

- 1 收集目的及方式 Collection Purpose & Means**

資料使用者須以合法和公平的方式，收集他人的個人資料。其目的應與收集該資料有關。
資料使用者須以合法和公平的方式，收集他人的個人資料。其目的應與收集該資料有關。
收集資料應以必要為限，不可過量收集。

Personal data must be collected in a lawful and fair way, for a purpose directly related to a functional activity of the data user.
All practicable steps shall be taken to notify the data subjects of the purpose of data collection, and the classes of persons to whom the data may be transferred.
Data collected should be necessary but not excessive.
- 2 準確性、儲存及保留 Accuracy & Retention**

資料使用者須採取切實可行的步驟以確保其個人資料準確無誤。資料的保留時間不應超過達成其目的所需時間。

Practicable steps shall be taken to ensure personal data is accurate and not kept longer than is necessary to fulfil the purpose for which it is used.
- 3 使用 Use**

個人資料只限用於收集時確定的目的或直接或間接的目的，除非得到資料當事人自願和明確的同意。

Personal data is used for the purpose for which the data is collected or for a directly related purpose, unless voluntary and explicit consent is obtained from the data subject.
- 4 保安措施 Security**

資料使用者須採取切實可行的步驟，保障個人資料不會未經授權或意外被存取、處理、刪除、喪失或 misuse。

A data user needs to take practicable steps to safeguard personal data from unauthorised or accidental access, processing, erasure, loss or use.
- 5 透明度 Openness**

資料使用者須採取切實可行的步驟來公開其有關個人資料的政策和行事方式，並交代其持有的個人資料類別和用途。

A data user must take practicable steps to make personal data policies and practices known to the public regarding the types of personal data it holds and how the data is used.
- 6 查閱及更正 Data Access & Correction**

資料當事人有權要求查閱其個人資料，若發現有關個人資料不準確，有權要求更正。

A data subject must be given access to his personal data and to make corrections where the data is inaccurate.

香港個人資料私隱專員公署
Privacy Commissioner for Personal Data, Hong Kong



員工醫療計劃升級 Upgraded Staff Medical Plan



增加至合乎資格的員工家屬*：配偶及子女

Inclusion of Dependents*: Spouse, Sons & Daughters of Eligible Staff

新翔(香港)一向致力為員工及其家人提供更好的福利。除了可享有機票折扣優惠，我們更成功爭取升級醫療保險計劃，讓合乎資格的員工家屬同時受惠，並於2018年6月1日正式生效。我們承諾會繼續在不同範疇上，為員工提供更多福利。

SATS HK strives to provide better benefits for our staff and their family. Besides staff travel ticket benefits, we have successfully renewed our medical insurance scheme on 1 June 2018 and extended to family members. This was well-received by all staff and we will continue to work on other areas for better staff benefits.

*「家屬」指員工的配偶年齡在六十五歲以下及 年齡在十五日以上至未滿十九歲之未婚子女及其二十五歲以下的全日制學生

* "Dependent" shall mean either the spouse aged below 65 or the unmarried child(ren) from 15 days to age less than 19 years or under 25 years who is a full-time student



Let's Talk 人物專訪

黃芷茵「阿花」，擔任航務操作主任一職已經有一年的時間，今期她跟我們分享她在新翔(香港)工作的點滴。

Jennifer Wong “Ah Fa”, a Senior Flight Operations Officer (SFOO), who has been working with us for a year, shares her work and life moments with us at SATS HK.

你的日常工作是什麼？

航務操作主任主要負責航務處理，例如：停機坪協調角色，包括檢查機艙清潔，監察燃油添加，裝卸貨物等工作。除此之外，我也要負責飛機裝載監控，以及向機長簡報制訂航班機行路線。

What is your daily work schedule like?

As a SFOO, I am responsible for flights handling such as ramp coordinator duties including cabin cleaning observation, monitor refuelling/loading/unloading tasks. Besides ramp coordinator duties, I have also picked up the task of load controller for the flight plan coordination and conduct briefing with pilots for flight plan packages.





你起初為什麼申請見習航務操作主任計劃？

我是一個飛行愛好者。我熱愛飛機及機場工作，在近距離接觸到飛機的工作環境下，我便感到開心。我有幸能加入新翔(香港)這個大家庭，因為這裡給予我良好的事業發展機會，這計劃讓我認知不同範疇的航務操作。相比其他地勤公司，這裡的體驗更全面。

Why did you apply for Flight Operation Officer Trainee Program at the beginning?

I considered myself as an “aerophile”. I love airplane and working at the airport. I get to be around airplanes all day while at work and it always makes me smile. The reason why I wanted to be a part of SATS HK family is that the Company offers great opportunities for my career development. The Flight Operations Officer Trainee (“FOOT”) Program allows me to explore various aspects in flight operations. As far as I know some other companies are more focused on one part instead of all-rounded work

你能否分享一下在工作上遇到的挑戰？

最大的挑戰是工作環境，航務操作主任經常在停機坪工作，由於需要確保航班準時起飛，日曬雨淋是不能避免的，自然地防曬產品亦成為我工作的「最佳拍檔」。因為安全理由，雨傘不能於停機坪使用，所以公司也有為我們提供雨衣。工作一年後，我亦逐漸突破這個挑戰，因為每當完成任務，我會得到更大的成就感。

Can you share with us the challenges you have encountered while at work?

I believe the working environment is the major challenge that I have come across. As a SFOO, I usually work at the apron which exposed to the sun and rain. Due to the time constraint and to achieve on-time-performance, we are not able to escape from the adverse weather conditions. Therefore, sunblock lotion becomes my “best-friend” while at work. Although umbrella is not allowed in the apron areas due to safety reasons, we can wear raincoats supplied by the Company. I found the weather has become a less challenging factor after a year as high job satisfaction is achieved after all tasks has been accomplished.



一次有趣/值得的分享工作經驗？

入職一個月時，我被指派與印度航空的機長簡報。簡報後，一名女機長稱讚我「你做得很好，清晰的簡報，你的名字是什麼？」，副機師亦回應「對，做得非常好！還記得你不久之前還是見習，現在已經做得這麼好。」我當時感到非常高興，沒有想過會得到讚賞。我深信盡自己最大的努力工作，從中不但獲得成功感，更可以與身邊的人建立及維繫友好關係。

An interesting/rewarding work experience to share?

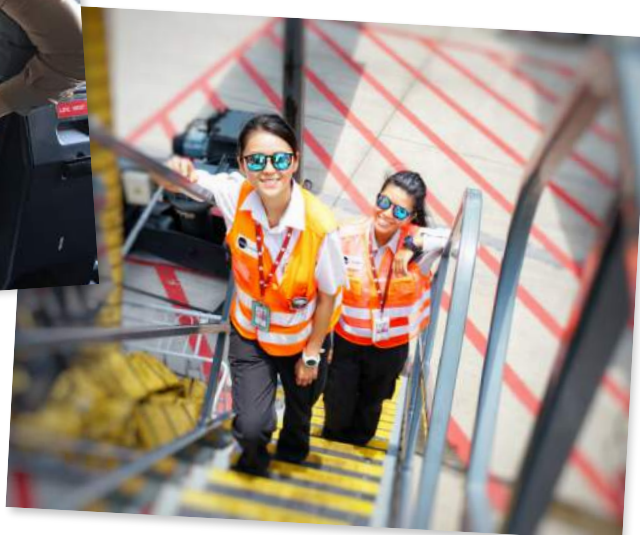
During my first month here, I was asked to conduct briefing with Air India's pilots. After the briefing, a female captain praised me by saying "You are so good. Excellent briefing! What's your name?" And the First Officer echoed "Yes! Very good job! I remember you were under training last time and now you can do very well!" I was thrilled and enjoyed that moment as I never expected. I believe trying our best to perform at work not only achieve job satisfaction, but also allows us to build and maintain a good relationship with the people around you.

你有什麼嗜好？

我喜愛游泳、唱歌和做瑜伽。我最喜愛是唱歌。週末，跟朋友唱卡拉OK是我用作舒緩壓力的活動。有時，我更會在駕駛中放聲高唱，讓我更精神迎接新的工作挑戰。

What are your hobbies?

My hobbies are swimming, singing and doing yoga. Out of these, I enjoy singing the most. Karaoke singing is definitely my weekend activities and allows us to release stress with bunch of friends. Sometimes I sing out loud when I was driving to work, I think this is good for my morning session to stay awake and cheer my day!



員工讚賞區 Compliment Corner



From: Mr. Bahari Youssef
Taking SK964 on 25 May 2018

I really like the fact they took care of me!

Really nice service, thanks a lot for SATS team HK for excellent super service indeed Winnie, Zoe and Natalie. You guys are the best for rendering super unforgettable service.

Thank you!! Thank you!!



From: Mr. Yu Wing Pong
Taking QF118 on 24 May 2018

服務非常滿意，有禮待人，對客的照顧讓我兩老非常感動！



From: Mr. Lau and his travel companions
Taking QF118 on 25 May 2018

服務周到，十分熱情，一切都為旅客着想，在此僅表示衷心感謝！望繼續發揚光大，為國人爭光。



From: Mr. Lau Chun Yee
Taking BX392 on 11 May 2018

職員 nice，非常欣賞 Yuki Shao 的笑容，效率高，樂於協助。謝謝她細心幫忙。



Let's Travel 帶你去旅行



四月底，我終於成功踏足大阪這個地方。

日本四月天氣很好，沒有下雨。雖然櫻花季已經完結，但風景仍然吸引。大阪人都十分友善，當我需要幫忙的時候，他們也樂意協助我。

逗留在大阪的時間雖然不多，但我也在黑門市場和心齋橋品嚐了不少美食。除此之外，我也去了京都享受日本和服體驗，實在是難忘的回憶，值得一試。

大阪的旅程十分愉快和難忘，我非常期待下次的大阪之旅。

In the late April, it was the first time that I traveled to Osaka.

Fortunately, the weather was nice. Although the cherry blossom season ended, the view was still stunning. People in Osaka are kind and willing to help tourists.

Despite of the short stay there, I tried a lot of delicious food in Kuromon Market and Shinsaibashi. I also went to Kyoto and tried the Kimono for a day. It was a really nice and worthwhile experience.

It was a pleasant and unforgettable time in Osaka and I am looking forward to visiting Osaka again.



Sophia Chow / Finance Department



員工來信

STAFF LETTER

問：如公司有意更換員工制服，希望公司可以設立渠道讓前線同事提出意見。在設計，布料及顏色上能更透氣及舒適，更適合香港的天氣及切合同事實際需要。

答：公司已設立員工制服意見小組，以收集及交換各同事意見和想法，公司對此持開放態度，歡迎大家提出意見。

Q: If the company plans to change the staff uniforms, I hope a channel can be set up for front-line staff to voice out their opinions regarding the design, material and colour of staff uniforms. The material is preferred to be dry and comfortable for the weather in Hong Kong and to suit functional needs of employees.

A: Our company has already formed a staff uniforms focus group to collect and exchange opinions and thoughts from colleagues. We are welcome and open for any suggestions and comments.








熱帶氣旋 TYPHOON






SAFETY

安全知識

當懸掛三號或以上強風訊號時，要注意以下幾點：

-  所有停機坪同事在戶外工作時，必須佩帶**安全帽**以保安全。
-  **清理車輛垃圾**，如車頭椅背、電帶等位置。
-  如**大雨或能見度低**時，請**減慢車速**，與前車保持安全距離。
-  將**所有吉箱或吉籠**，拖回貨倉或地牢保存，防止被吹走。
-  **載有貨板或集裝箱的多利**，如在停機位內為航班提供服務，都必須將**拖把頭升起鎖上**。

When **typhoon signal no.3 or above is hoisted**, you must pay extreme attention to the following points:

-  **Safety helmet** must be worn when working at outdoor
-  **Debris must be remove from our GSE**, for example, tractor, conveyor belt and loader etc.
-  During heavy rain or low visibility conditions, a wider berth must be kept from other vehicles and maximum driving speed must be reduced.
-  Empty container and baggage cart must be moved to **warehouse or baggage hall for storage**.
-  **The tow bar of occupied dollies must be raised within parking stand** when performing loading and unloading activities of aircraft.

WELCOME ON BOARD 歡迎加入

Department	Name	Position
Human Capital and Corporate Services	CHAN CHUN YIN JONATHAN 陳駿賢	Senior Human Capital Officer
Administration and Support Services	CHAN TSZ WAI TRACY 陳芷惠	Senior Administrative Officer
Passenger Services	TANG KA YU JIM 鄧嘉雨	Customer Services Officer 1
Passenger Services	CHAN KA PUI SUSAN 陳嘉珮	Customer Services Officer 1
Passenger Services	LAI HOI YIU YOYO 黎凱瑤	Customer Services Officer 1
Ramp Services	SUEN SIU WAI ALAN 孫兆偉	Ramp Services Supervisor Trainee
Ramp Services	KWAN CHUN YIU TIMOTHY 關俊耀	Ramp Services Supervisor Trainee
Ramp Services	TSANG TSZ CHUN EDWIN 曾子進	Ramp Services Supervisor Trainee
Ramp Services	CHAN CHUN KIT DANNY 陳進杰	Ramp Services Supervisor Trainee
Ramp Services	TSE KA YIN 謝家賢	Senior Ramp Services Officer
Ramp Services	NG NGA MAN AMY 吳雅雯	Flight Operations Officer Trainee
Ramp Services	TANG WING CHI WINNIE 鄧泳芝	Flight Operations Officer Trainee
Ramp Services	POON WAI HONG HOWARD 潘偉匡	Flight Operations Officer Trainee
Ramp Services	HUI SUN WAH 許新華	Ramp Services Officer 2
Ramp Services	CHEUNG MAN TAT SIMON 張文達	Ramp Services Officer 3
Ramp Services	LEUNG WAH YAU 梁華有	Ramp Services Officer 3



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