

THE NEWSLETTER OF SATS HK LIMITED 新翔 (香港) 有限公司刊物



SATS HK 資訊 (Facts & Figures)

99.94%

On Time Performance
航班準點率

No. of Employees
員工人數

876

216,683

Passenger Volume
載客量

No. of Customer Airlines
客戶數目

40

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Deputy General Manager's Message

副總經理的話

In the days of festive celebration, this year added sadness. We lost a senior family member, Mr. Lau Kin Sing, who tragically passed away in a traffic accident on November 30, 2018. I would like to express my deepest condolences again to Mr. Lau's family, and we will always miss him.

In the blink of an eye, I have joined the Company for 9 months, and in this short period, I deeply appreciate the team spirit and resilience of our colleagues. With the concerted efforts from all of you, SATS HK achieved remarkable results in various areas and well recognized by the industry.

Please allow me to take this opportunity to thank you all for working so hard during this challenging year. This year we have several new customer airlines joined us, which is another milestone in the success of the company. With great opportunity comes great challenges, your hardship with long shift during this stage of transformation is acknowledged, the management team is also making every effort to improve the working environment. New common facilities will soon be launched in 2019, enhancing the comfort and convenience of the workplace. We have optimized our recruitment strategy and will continue recruiting to make up the shortage of manpower in order to improve work-life balance.

Looking ahead to the coming year, the company will strive to seek opportunities to provide a better working environment and prospects.

There will be more challenges in 2019 but I believe, together we could overcome obstacles and achieve sustainable excellence in services delivery.

On behalf of the management team, I wish you all a warm and peaceful Christmas, cherish every precious moment with your loved ones. Have a Happy and Healthy New Year!

在這本應普天同慶的日子裡，今年增添傷感。新翔(香港)這大家庭痛失一位資深成員－劉健昇先生，於2018年11月30日一宗交通事故中不幸離世。在此，我再次向劉先生的家人表示最深切的慰問，我們永遠懷念他。

轉眼間，我加入本公司已九個月，在這短短的日子裡，我深深體會到同事們的團隊精神和應變能力。在大家共同努力下，新翔(香港)在不同範疇取得了顯著的業績，並得到業界的認可。

借此機會，感謝大家在這充滿挑戰的一年裡非常努力地工作。今年我們有不少新的客戶航空公司加入，這亦是公司成功的另一個里程碑。隨著巨大的機遇，亦帶來重大的挑戰。在這轉型階段，你們的辛勞是感激的。管理團隊亦正全力改善工作環境，新的共用設施將於2019年初啟用，為工作場所增加了的舒適度和靈活性。我們亦優化了招聘策略，並會繼續進行大量招聘，以彌補人手短缺的情況，亦希望盡快改善同事工作與生活的平衡。

展望未來的一年，公司將繼續努力尋找機會，為同事提供更好的工作環境和前景。

2019年將迎來更多挑戰，但我相信，只要我們上下一心，我們一定可以共同跨過種種困難，持續及有效率地提供卓越服務。

我謹代表管理團隊，祝大家聖誕快樂並珍惜與親人的每一個寶貴時刻。新的一年開開心心上班，平平安安回家，祝大家新年快樂！



Sean Hui 許先恩



Partner Employer Award。 「友商友良」卓越企業嘉許狀



SATS HK Limited is honoured to receive the Partner Employer Award and has qualified as one of the most outstanding Corporate for six consecutive years. (2013–2019)

The award-giving ceremony of "2018/19 Partner Employment Award scheme" has been held on 12 October 2018. A testimony was presented by Dr Law Chi-kyong, Secretary for Labour and Welfare. The commendation acknowledges the contribution of SATS HK in employing local graduates and offering internship opportunities.

The Partner Employer Award was organised by the Hong Kong General Chamber of Small and Medium businesses. It aims at commending the efforts at promoting the corporate social responsibilities and building an inclusive and harmonious society of the award winners.

新翔(香港)有限公司十分榮幸連續六年獲頒發「友商有良 5+」標誌，並嘉許為卓越企業。(2013–2019)

2018/19「友商有良」嘉許計劃嘉許典禮已於今年10月12日圓滿舉行，並由勞工及福利局局長羅致光博士頒發嘉許狀，彰顯新翔(香港)在支援本地畢業生就業及提供實習機會方面所作出的貢獻。

由香港中小型企業總商會舉辦的2018/19年度「友商友良」嘉許計劃，旨在鼓勵僱主聘請更多社會上不同需要人士就業，從而傳達企業充分體現關懷弱勢社群，推動社會共融之精神。





◦The Best in International Station, 1st half
◦of year 2018 on Customer Satisfaction ◦
2018 上半年度國際站最佳客戶滿意度



Providing excellent services and creating a good travelling experience for customers have always been one of our missions. We are pleased to receive an award from American Airlines, The “Best in International Station, 1st half of year 2018” in Customer Satisfaction Survey. It highly appreciates colleagues of their outstanding check-in services for passengers.

為客戶提供優質的旅程體驗一向是我們公司的使命。我們很榮幸獲得美國航空頒發「2018上半年度國際站最佳客戶滿意度評審」。此獎項表揚同事在客戶服務，以及辦理登機手續方面都獲得乘客的高度認同及讚賞。



New Customer Airlines。 新客戶航空公司



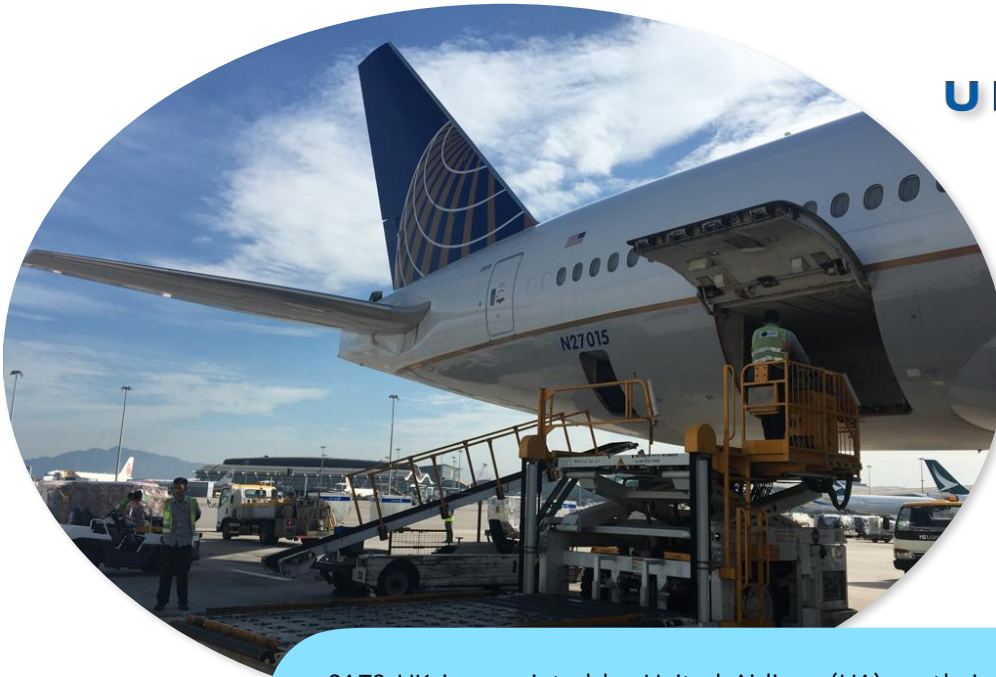
SATS HK is pleased to welcome Thai Smile Airways (WE) on 28 October 2018.

Thai Smile Airways is a 100% subsidiary of Thai Airways International Public Company Limited (THAI) and also a regional boutique airline. It operates two daily flights, each from Phuket and Bangkok to Hong Kong. SATS HK is proud to be appointed as a service partner to provide the Carrier both passenger and ramp handling services and we look forward to a close partnership with Thai Smile Airways.

新翔(香港)很高興宣佈新客戶 - 泰國微笑航空於2018年10月28日加盟。

泰國微笑航空是泰國國際航空公司全資擁有的精品服務航空公司。WE每日提供各一由布吉和曼谷到香港的航班。新翔(香港)十分榮幸為泰國微笑航空提供一站式的旅客地勤及停機坪服務，並期待與泰國微笑航空建立更密切的合作關係。





SATS HK is appointed by United Airlines (UA) as their ramp handling agent effective from 1 November 2018.

United Airlines is one of the largest US carriers headquartered in Chicago. UA is a founding member of Star Alliance, operating a large domestic and international route network. UA flies four routings include New York, Chicago, San Francisco and Guam, total 27 weekly flights to Hong Kong International Airport.

We look forward to a close partnership with United Airlines.

新翔(香港)十分榮幸於11月1日正式成為美國聯合航空公司的停機坪運作代理。

總部設於芝加哥的美國聯合航空公司是美國最大的航空公司之一。聯合航空公司是星空聯盟的創始成員，擁有龐大的國內和國際航線網絡。聯合航空設有四條航線，從紐約、芝加哥，舊金山和關島飛往香港國際機場。每週航班次數達二十七班。

新翔(香港)十分期待與美國聯合航空公司的合作。





India-based low-cost carrier SpiceJet (SG) has appointed SATS HK Limited as its ground handling agent of passenger services and ramp services, commenced on 23 November 2018.

SpiceJet provides a daily flight service with its B737 aircraft between Delhi and Hong Kong. Senior management of SG headquarter came to host a celebration ceremony. We look forward to a close partnership with SpiceJet.

以印度為樞紐的低成本航空公司 - SpiceJet，指定了新翔(香港)作為其地勤代理，並提供乘客及停機坪服務，服務由2018年11月23日開始。

SpiceJet每天以B737客機提供往返香港和新德里的航次。來自SpiceJet總部的管理團隊主持首航的慶祝會。新翔(香港)期待未來與SpiceJet緊密的合作。



HKexpress



Hong Kong Express Airways (UO) has appointed SATS HK Limited as its passenger service provider from 01 December 2018.

Hong Kong Express Airways is one of the local carriers and the only low-fare airlines in Hong Kong. By operating a fleet of modern Airbus A320, A320-neo and A321 aircraft, Hong Kong Express Airways flies to many Asian destinations.

SATS HK is delighted with this new partnership with UO.

香港快運航空已於2018年12月1日起任命新翔(香港)為其乘客服務代理。

香港快運航空是香港本地航空公司之一，也是唯一一家本地低成本航空公司。通過營運空中巴士A320，A320-neo和A321飛機，香港快運航空飛往不同亞洲航點。新翔(香港)將為新合作夥伴香港快運航空提供優質地勤服務。





SATS HK is appointed by IndiGo as its ground handling agent to provide both above and below wing services at Hong Kong International Airport. IndiGo (6E) is a low-cost carrier and founded as a private company in 2006. 6E operates 57 routes both domestic and international.

6E provides 7 flights weekly service between Bangalore and Hong Kong from 11 December 2018. The ribbon-cutting ceremony was held at the boarding gate, officiated by Mr. Grewal Gurpreet Singh, Director- Airport Operations & Customer Services (International Stations Start-ups) and guest of honour AAHK Executive Director, Airport Operations Mr C.K Ng, and SATS HK and AAT senior management.

SATS HK is delighted to be a partner with IndiGo.

IndiGo委任新翔(香港)為地勤服務代理在香港國際機場提供客運和貨運服務。IndiGo (6E) 成立於2006年，是一家低成本的私營航空公司。6E營運57條國內和國際航線。

由2018年12月11日起，6E提供每週7班來往班加羅爾和香港的航班。是次剪彩儀式在登機口舉行，由Mr. Grewal Gurpreet Singh, Director- Airport Operations & Customer Services (International Stations Start-ups)主禮。同時，特別邀請了機場管理局機場運行執行總監吳自淇先生，新翔(香港)及亞洲空運中心高級管理層參加此次儀式。

新翔(香港)很榮幸成為IndiGo的合作夥伴。





Let's Talk - Four Treasures。
人物專訪 - 「珍、寶、華、權」

珍

寶



中國有文房四寶，即紙、筆、墨、硯；而新翔(香港)亦有「珍、寶、華、權」。日常工作中，或許我們未有見過他們的蹤影，但他們是公司的重要橋樑，以及工作上的好幫手，他們默默的付出，實在是勞苦功高，功不可沒。是次專訪特意找來他們分享一下，讓大家了解他們更多。

There are “four treasures of the scholar’s studio” in Chinese culture. Yet, SATS HK also has its four treasures and they are “Chun, Po, Wah and Kuen”. Perhaps we have not seen them in our daily work, but they responsible for important roles in our company. Their hard work and contributions are highly appreciated. This interview specifically contributes to them and share their work experiences with us at SATS HK.



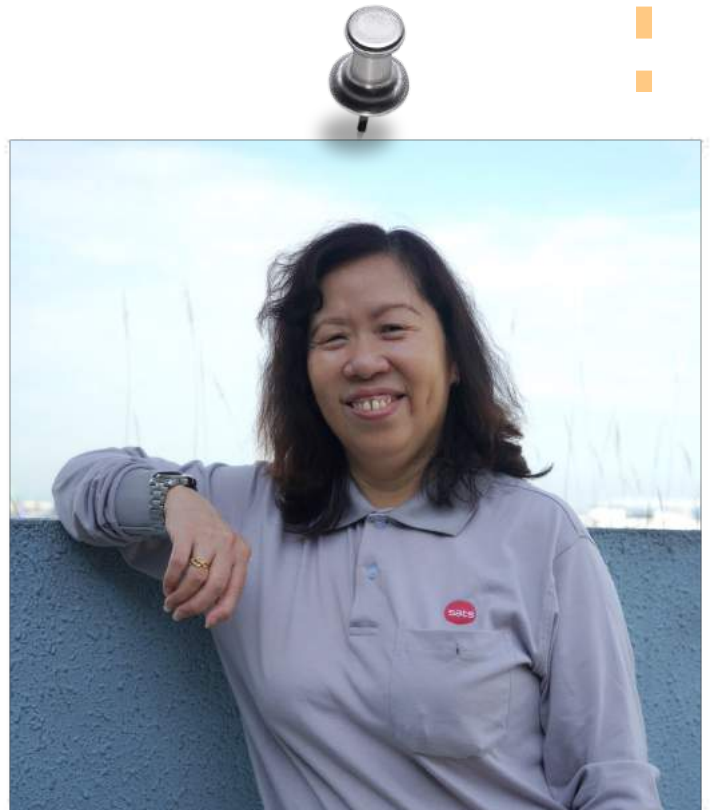
華

權

珍姐

珍姐為人爽直，臉上總帶着笑容成為了她的招牌。她加入新翔(香港)已經有五年的时间，為兼職行政助理。日常的主要職責包括處理辦公室的清潔工作，以及遞送重要文件到不同的客戶航空公司，俗稱「出街」。「遊走不同地方交收文件，成為公司對外的重要橋樑。」珍姐對自己的工作富有一份使命感，亦具責任心。下班後，喜愛買菜做飯。

Chun Jie is a straightforward person and she always has a smile on her face. She has worked as a Part-time Administrative Assistant at SATS HK for five years. Her duties include cleaning of offices and delivering important documentation to different customer airlines. "I deliver documents to different parties and it is an important bridge for the Company." She develops a strong sense of responsibility at her work. After work, she enjoys cooking.



寶哥

寶哥由外判公司到加入新翔(香港)已經有超過七年的時間，擔任客戶服務主任一職，是客戶服務部核心成員之一。他的主要職責是排列辦理登機手續櫃臺前的拉帶柱以及處理其他雜務工作。雖然航班繁忙密集，但他做事有效率及有條不紊，工作勤奮認真，成為同事的好榜樣。身為一位爸爸，他更視同事們如他的親生子女，深受同事們歡迎。

Po Gor has been working as a Customer Services Officer at SATS HK for more than seven years. His main duties are setting up barrier stands in front of check-in counters and other administrative work. Despite intensive flights schedule, with his diligence and efficiency at work, he is also a role model in the Company. As a father of two kids, he treats his colleagues as his own children.



華哥



華哥加入這支專業隊伍已經有七年以上的時間，雖然已經踏入退休年齡，但仍然堅持工作，暫時不捨退下火線。在機場一號客運大樓D行段大本型便可找到他的蹤影，他主要的職責與寶哥大致相同。在新翔(香港)工作多年，他體會到這個大家庭的溫暖，有一次他因病入院，公司經理及同事們特意到醫院探望他、颱風後的應變工作，同事們亦守望相助，讓他倍感溫馨。

Wah Gor has joined SATS HK for more than seven years. Although he has reached the retirement age, he still feels like working. He mainly works at Aisle D, Airport Terminal 1 and his duties are more or less same as Po Gor. He feels the warmth of this SATS HK family. For example, managers and colleagues visited him when he was in the hospital and colleagues were giving him a helping hand in the post-typhoon arrangement.




權哥為兼職客戶服務助理，已經工作有三年多的時間。「我為人比較低調，只希望背後默默耕耘，把自己的工作做好。」這種機智沉實的工作態度，讓他更仔細觀察工作崗位的需要，洞悉客戶的需求。一星期工作數天的他，亦是其他同事休假的替補員工，實在是功不可沒。


Kuen Gor is a Part-time Customer Services Assistant for more than three years at SATS HK. "I am a quiet person and I like to contribute silently and work hard for my job." With his subtle working attitude, he pays more attention to the needs of the job and understand the needs of customers. He works a few days weekly, also as a substitute for other teammates taking leaves.



機場中央控制中心 Integrated Airport Centre (IAC)。

 2183 9074 or 2183 9078

警察 Police

 3661 2000 or 999

如果你察覺任何可疑行為及活動，請**立即**向機場中央控制中心或警方**通報**。

If you see anything suspicious behaviours and activities, **report** to the IAC or Police

1

使用虛假文件，或與其他人交換證件

Using false documentation or switch documents

2

任何人士形跡可疑或四處遊蕩

Anyone acting suspiciously or loitering around any part of the airport

3

改變外觀的人士

People changing their appearance

4

無人看管獲授權違禁物品，如維修工人的工具

Unattended authorised restricted article

5

偽造護照及其他身分證明文件

Fraudulent passports and identification documents

6

報告無人看管行李

Unattended baggage

7

保安檢查站前棄置行李

People discard or abandon their baggage before a security control point

8

棄置車輛

Abandoned Vehicle





Compliment Corner ∞

員工讚賞區。



Cynthia Au-Yeung
Customer Services Officer 2

From: Mr. Razzak Memon
Taking AA126 on 15 Sep 2018

Before the hit of Super Typhoon Manghut, Ms. Cynthia Au-Yeung tried everything to let me catch the flight on 15 Sep. It took her for over two hours on the phone to take care of everything and keep my upgraded seat.

I simply could not thank her enough for all she did to help her elite customer to get home safe and sound, while everyone else at the airport was panicking to get out of HKG before the typhoon hit HK.



Rachel Lo
Customer Services Officer 1

From: Ms. Chan Kit Fung Elsa
Taking QF118 on 5 Aug 2018

Rachel is a very nice and helpful staff. Her service is very good and she is very helpful. I am very satisfied with her good service and thank her very very much.



Jervis Lam
Customer Services Officer 1

From: Mr. Ho
Taking OD606 on 6 Sep 2018

At the check-in counter, Jervis is helpful and polite when serving me. I'm totally impressed and appreciate his work.

Very Professional!



Wan Leung
Customer Services Officer 2

From: Mr. Huang Cheng Tang
Taking TG603 on 23 Sep 2018

櫃台服務員非常熱心協助升級事宜，並指引從曼谷轉機之各項辦法及注意事項！謝謝！



Let's Travel - Tokyo, Japan。 帶你去旅行 - 日本東京



四天的東京之旅眨眼便過去了。這次除了成功使用員工折扣機票，更初次體驗香港航空商務艙的「飛」一般享受。

第一天，放下行李，便立馬去了日本第一座巨型藝術體感遊樂園「teamLab Borderless」數位藝術美術館，大量的投影、互動科技及聲光效果，實在是目不暇給，充滿現代藝術感。

這趟旅程亦到訪了日本著名郊區觀光勝地——富士山。遠眺夢幻而帶點神祕的活火山，十分宏偉，讓我大開眼界。乘坐周遊巴士，更可遊走富士山的不同景點一整天，這裡絕對是打卡拍照好去處。

來到日本，購物當然是不可缺少的一環，澀谷激安雜貨應有盡有，以及100円店的小品已經讓我滿載而歸。當然亦不忘品嚐日本的地道美食，章魚燒、拉麵、壽司、刺身、吉列炸物等等……

我非常期待下一次的旅程。

In the blink of an eye, the four-day trip to Tokyo has passed. I issued staff ticket successfully and had my first business-class inflight experience flying with Hong Kong Airlines.

On the first day of my trip, I immediately went to “teamLab Borderless”, the first giant digital art museum in Japan, after I dropped my baggage at the hotel. I had an unforgettable experience of the unique sensibilities of all the projection, interactive technologies, lightings and sound effects by wandering, exploring and discovering in this borderless art world.

I also visited the Japanese iconic suburban tourist attraction – Mount Fuji. It is really breath-taking to look afar this dreamy and mysterious active volcano. By taking sightseeing bus, I travelled to many tourist spots and had a fruitful journey. It is indeed a good place for check in and photo-shooting.

Shopping is also an essential part when travelling to Japan. I bought many souvenirs from Mega groceries store in Shibuya and 100-Yen shops. Yet, I tasted so much authentic Japanese cuisine, for instances, takoyaki, ramen, sushi, sashimi, tonkichi, etc.

What is the next destination? I look forward to it.

HC Dept./ Jonathan Chan





A colleague has wrote to us expressing his comments about the door password machine outside the office of Passenger Services Department (6T028). The digits on the buttons have faded out seriously. It causes access failure and inconvenience to the colleagues.

有同事向我們反映客運服務部辦公室(6T028)門外的密碼鎖鍵盤上的數字顯示模糊，有嚴重褪色的情況，因有同事忘記數字的位置而阻礙進出辦公室。

Dear Colleague,

Thank you for your valuable comment and reporting this damage regarding the digit password machine to us at 6T028 office.

After our observation, our Administration & Support Services Department has promptly followed-up the case. The new digit guideline is stucked next to the machine for your easy reading as the photo shown above.

We strongly suggest all staff should bring along their door access card at all time. If lost access card, please contact admin staff for replacement.

Once again, thank you for taking the initiative in writing to us. Your ideas and comments are utmost welcome.

Merry Christmas & Happy New Year!

Human Capital Department

親愛的同事：

謝謝您的寶貴意見，並向我們反映在6T028辦公室門外密碼鎖數字鍵盤的損壞。

經過觀察，我們的行政及支援服務部已迅速跟進事件。新數字指示已張貼在機器旁邊，如上圖所示。

我們強烈建議所有員工隨身攜帶門卡。如遺失門卡，請聯繫行政人員進行補領。

再次感謝您的來信。我們歡迎您的想法和提供的意見。

聖誕快樂及新年快樂！

人力資源部

全城集氣，承諾關掉冷氣，為地球降溫！

Pledge to Turn Off the Air Con · Cooling the Earth

恭喜40位得獎幸運兒！

Congratulations to the 40 winners!

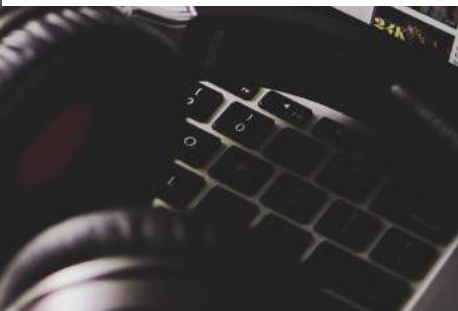
Full Name	Department
TONG FU MAN HENRY 湯富文	Passenger Services Department
NG HON KEUNG NETZER 伍漢強	Passenger Services Department
KWOK KA KIN KEN 郭家健	Ramp Services Department
LAM CHING LEUNG CYRUS 林政良	Administration and Support Services Department
NG WAI YEE CHLOE 吳慧儀	Administration and Support Services Department
NIP PUI SAN RACHEL 聶珮珊	Finance Department
YIP MING FAI JACKSON 葉明輝	Baggage Services Department
KWAN KA HO WILLIAM 關嘉豪	Baggage Services Department
ANGELES ROWENA B.	Passenger Services Department
WONG KA WA 黃嘉華	Ramp Services Department
WONG SHING CHI 黃承志	Ramp Services Department
WONG YING YUE VIOLA 黃映嫻	Passenger Services Department
TAM KA YEE ALEXIS 譚嘉儀	Human Capital Department
WONG SAI KIT 黃世傑	Baggage Services Department
NG HOI YAN HELEN 吳凱欣	Human Capital Department
NG PO KIT MATTHEW 吳寶傑	Operation Planning & Support Department
RINOS CRIS CHICO	Passenger Services Department
KWOK CHIU CHIN PAUL 郭朝展	Ramp Services Department
YIU KING HUN ANSON 姚景恒	Passenger Services Department
YEUNG HOI YAN BENNIE 楊愷欣	Human Capital Department

KEUNG KA YEE KAR 姜嘉儀	Passenger Services Department
NGAN SHU PUI 顏樹培	Ramp Services Department
FUNG KIT MAN JESSICA 馮潔雯	Finance Department
CHENG WING TUNG TOMMY 鄭英通	Passenger Services Department
CHENG CHUN WING 鄭俊榮	Baggage Services Department
KWAN HING YUEN JOE 關慶元	Ramp Services Department
KEI YEE KEE YIKI 紀綺琦	Passenger Services Department
LO RACHEL 羅頌斯	Passenger Services Department
CHAN YIM FONG FLORA 陳艷芳	Finance Department
LO YIN CHEUNG ANGELA 盧燕翔	Passenger Services Department
MA PUI SZE FIONA 馬佩思	Passenger Services Department
FUNG PING KI ANDY 馮炳祺	Finance Department
LIU KA LUN ALAN 廖嘉倫	Baggage Services Department
KUNG CHUN KAY ERIC 龔鎮基	Ramp Services Department
YIP PAK HO 葉柏豪	Ramp Services Department
HA MAN HO SAMUEL 夏文浩	Ramp Services Department
IP KWAN NAM OSCAR 葉君南	Passenger Services Department
CHAN HAO HOWARD 陳孝	Ramp Services Department
LEE CHIN TAT 李展達	Baggage Services Department
CHAN KA CHUN KENNY 陳家俊	Human Capital Department

第9屆無冷氣夜
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