

2018 Dream High, Fly High 夢想飛更高



Message from Deputy General Manager - Mr. Benny Chan 副總經理心聲 - 陳炳科先生

Happy Chinese New Year and Warm greetings!

As the growth momentum will continue, the global economic environment headed into 2018 is predicted to be optimistic and sustainable. This paints a positive picture for many industry fields including aviation which gives a good start to the new year. Particularly, the soon-to-open Hong Kong-Zhuhai-Macao Bridge will facilitate our community lots of business opportunities.

Year 2018 our airport will see some new developments – GSE pooling scheme and centralised baggage unloading initiatives launched in the coming July, with the aim of maximising the operations efficiency in HKIA. SATS HK being a local ground handler will not be singled out from these projects. We will work closely with the Authority and our customers alike to further enhance the ramp operations standards.

Despite of the favourable economic prediction, several challenges still lie ahead for our Company. 9 airline customers has joined our portfolio as from 2017, increasing our market share in terms of flight movements significantly. Thanks to our airline customers, the number of flights we handle has been rising since last year that translates an increased flight handling volume at Midfield Concourse (MFC) in Hong Kong International Airport. Not only this is a boost in our market share but also the pool size of our ramp staff was enlarged in alignment with our expanding customer base. There are always two sides of a coin. Undoubtedly, we are delighted to see the growth in our market share. On the other hand, how to manage well the dramatically growing staff pool is another point we should focus on. Efficient and effective management is a key to reinforce our vision – to become the “leading airport solutions provider”. I hope all of you will keep this saying - “Aim high and look far, stay alert and observant about any possible risks even in times of calm” in mind. Let’s us be one and work together to ride on these challenges of our dynamic airport environment.

Lastly, may I take this opportunity to express my gratitude to our airline customers and our staff for your unfailing support over the years. I am confident that a brighter future is waiting for us.

Wishing you all the very best and a joyous Year of Dog!

新年快樂，萬事如意！

經過去年經濟增長持續，二零一八年全球經濟環境預測仍然樂觀及可持續發展。這對於各種行各業包括航空業在內不但帶來正面影響，更為新一年帶來了好開始。特別是即將開通的港珠澳大橋，將為我們帶來無限商機。

本年度，香港國際機場着實有不少新發展。其中包括地面服務設備共享和中央行李卸載計劃將於今年七月推出，目的在於提高香港國際機場的停機坪營運效率。新翔香港作為地勤服務代理商的一份子，當然會參與其中。我們將與機場管理局及各航空公司客戶合作和協調以進一步改善停機坪服務的營運標準。

儘管經濟預測良好，我們仍然面臨不少挑戰。在二零一七年裡有九間航空客戶加入了新翔香港，大大增長航班處理量方面的市場佔有率，再進一步擴大我們停機坪服務的規模，隨著與日俱增的客戶基礎我們亦同時需要大量招聘人手配合。自去年起，新翔香港所處理的航班數目不斷上升，亦代表著香港國際機場中場廊的航班處理量節節攀升。但凡事總有兩面，毫無疑問地，我們很高興看到新翔香港的市場佔有率有所增長。如何管理一個龐大的團隊將會是我們另一重點關注的課題。高效和有效的管理是幫助新翔香港達致願景- 成為“領導機場服務方案的承辦商”的重要關鍵。我希望大家能時常抱著“登高望遠，居安思危”的信念，時刻保持警惕及注意任何有可能的風險。此刻，讓我們成為一體，共同努力並於這個充滿活力的機場迎接各種挑戰。

最後，我藉此機會向我們各航空公司客戶及員工表示衷心感謝，多謝大家多年來的不懈支持。我相信，更光明的未來現站立於我們面前，等待著我們。

在此，我再次恭祝大家於狗年一切順利，健康快樂！





New insight! Achieve More 全新展望 更進一步

All departments of SATS HK will continue to make efforts aiming at achieving a series of targets with a new insight in 2018.

為配合公司發展，新翔香港各部門均為新目標繼續努力，勇往直前。

Closely liaise with Safety Department and work with all staff in Ramp Services Department to maintain the daily operations in a safe and effective way.
停機坪服務部會與安全部緊密聯繫，與各停機坪員工聯手實行安全及高效的工作流程。

Refining operations process to be efficient and to maintain high level of safety.
改進業務流程，藉此提高效能。

Optimizing hardware and software to achieve more!
優化軟件及硬件，成就更多！

停機坪服務部
Ramp Operation
Department

Work closely with Human Capital Department to enlarge the manpower pool so as to share the workload of staff.

與人力資源部緊密合作廣納人才，招聘更多新力軍加入團隊，從而減輕同事日常工作量。

Strive for a better working environment by the enhancement of both hardware and software.
提升內部軟件及硬件從而優化工作環境。

Maintain the harmony and energetic atmosphere by having continuous communication with colleagues.

透過一貫與同事的聯繫，希望能保持一貫和諧活力的工作氣氛。

客運服務部
Passenger Service
Department

Enhance staff's safety awareness through continuous education
透過持續教育增強各同事的安全意識

Promote safety culture
推廣安全文化

Minimize the number of safety related incidents
將安全事故減至最少

安全部
Safety Department

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資訊科技部
Information Technology
Department

More Innovative Technology
更多創新科技

More Process Automation
更多程序自動化

Enhancement on Information Security.
加強公司資訊的保安級別

市場策劃部
Marketing & Business
Department

To implement the newly designed Customer Satisfaction Survey, and aim to get a higher response rate as to better understand the needs and expectations of our customers. This will enhance our service standards and consistency.
隨著新設計的客戶滿意度調查實施，我們希望獲得更高的客戶回應率，以更了解客戶的需求和期望。亦更進一步增強新翔香港的服務標準和一致性。

To continue engaging with our current customers and also extend our services to new customers
繼續與我們現有的客戶緊密合作，並將我們優質的服務擴展給新客戶。

人力資源部
Human Capital
Department

Improve staff attrition rate
致力改善員工流失率

Strengthen critical soft skills of each level of staff
加強培育各同事的非技術技能以提升職業的認同感

Explore multiple and innovative ways to source for candidates
開拓更多的招聘渠道，吸納多方面人才加入我們的團隊

Happy Chinese New Year

農曆新年快樂

Kung Hei Fat Choi!

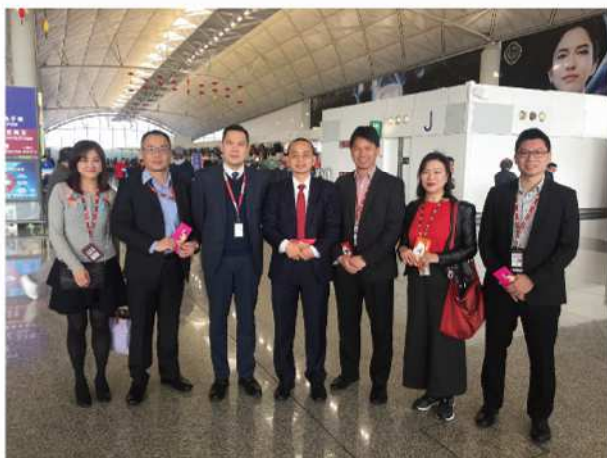
Chairman, Dr. Stanley Kan and our management team celebrated this joyous festival with our colleagues at airport on the first day of Chinese New Year on 16th February 2018.

They chit-chatted and gave out red packets to staff filled with good luck, happiness and good health. At the same time, we wished SATS HK a prosperous and fruitful Year of the Dog.

恭喜發財！

主席簡浩賢博士連同管理團隊於二零一八年二月十六日到機場與一眾同事慶祝大年初一這個大日子！

他們藉著這機會與員工輕鬆交談及派發「利是」，祝願各同事在新的一年里大吉大利、笑口常開及身體健康。與此同時，也祝新翔香港有一個豐盛順利的狗年。



Green Power Hike for A Green Future 綠色力量環島行慈善行山比賽

To promote local environmental education and conservation, our enthusiastic colleagues had participated the "25th Green Power Hike For A Green Future" on 3rd February 2018. The event was held on the Hong Kong Trail. To challenge the 10km race, two teams were formed by the colleagues from different departments. We walked from the Aberdeen Country P.H.A.B. Barbecue Site to the Hong Kong Girl Guides Association Sandilands Centre. Apart from enjoying the fabulous scenery during the trip, we supported each other to reach the destination. This displayed the most of our team spirit!

為推動本地環境教育和保育工作，我們一班熱心的同事於二月三日參加了第二十五屆「綠色力量環島行慈善行山比賽」。是次活動於港島徑上舉行，公司共派出兩隊來自不同部門的同事挑戰十公里的賽事。大家由香港仔郊野公園傷健樂園步行至香港女童軍總會新德倫山莊，一邊享受沿途的自然生態風景，一邊互相扶持到達終點，充分發揮團隊精神！



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溝通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 mentioned that there was insufficient communication between different departments and they hoped that there could be more staff activities and sharing talks arranged for building relationships and sharing experiences among colleagues.

員工表示各部門溝通不足，希望能夠有一些員工聚會及經驗分享的時間，讓員工之間加深認識，並讓同事吸取資深員工的經驗。

Response 公司回應

We are planning to arrange sharing sessions for all new joiners and let them better understand the basic operation of aviation industry and share professional practices and information. Besides, we have arranged many staff activities for staff to join and we convinced that we can build a stronger relationship and more cooperatives through those activities.

我們正計劃為新同事籌辦員工分享會，讓新同事能更能清楚職場的運作及工作上要注意的事項。另外，公司亦會舉辦員工活動讓同事一同參與，能藉此加強建立關係從而在工作上更能得心應手。

Staff Comments 員工建議

Staff at In-Town-Check-In (ITCI) at Hong Kong/Kowloon Station and SkyPier expressed that they were not well familiar with the airlines check in systems under some circumstances.

員工表示在香港/九龍外站及海天客運碼頭工作的同事有時不太熟悉航空公司的辦理登機手續系統，以致未能充分有效地工作。

Response 公司回應

Passenger Services Department will cooperate with Training Team closely and arrange cross training to our staff for enriching their airline product and system knowledge. As a result, it will be better for rostering team to arrange manpower and support those staff working in remote areas, especially for ITCI and SkyPier staff.

客運服務部會與培訓部緊密合作，提供不同類型的培訓給員工，以致豐富各同事對於航空公司辦理登機系統的知識。這樣不但可以讓編更組更容易安排人手，亦能減輕各同事的日常工作。

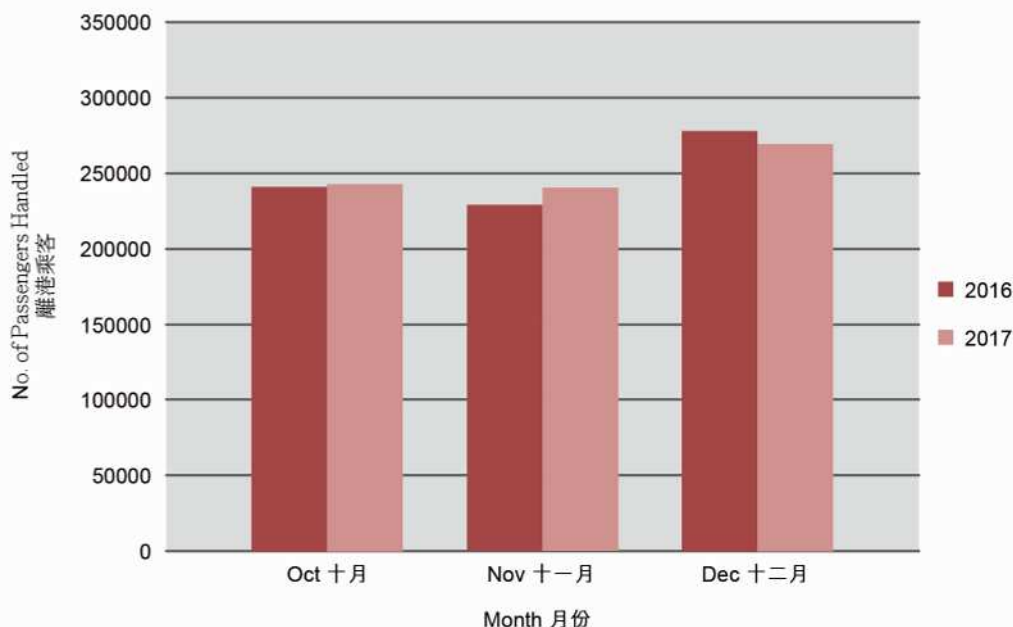
New Customer - Drukair 歡迎新客戶 - 不丹皇家航空

SATS HK is pleased to welcome Drukair – Royal Bhutan Airlines joining us in February 2018. Drukair – Royal Bhutan Airlines is the flag carrier of the Kingdom of Bhutan, headquartered at Paro Airport. KB's first flight operation, from Hong Kong to Paro Airport located in Bhutan on 12th February. SATS HK is appointed to provide both the passenger and ramp handling services to KB.

新翔香港很高興宣佈新客戶 - 不丹皇家航空於二零一八年二月加入我們的大家庭。不丹皇家航空是不丹王國的國家航空公司，總部設在帕羅機場。不丹皇家航空於二零一八年二月十二日正式開始於香港投入服務，提供由香港來往帕羅機場的航班。新翔香港十分榮幸為不丹皇家航空提供一站式優質卓越的停機坪及旅客地勤服務。



Number of passengers handled during Q4 2017 2017年第四季度新翔香港處理的離港乘客人數



SATS HK handled 753,154 passengers in the fourth quarter of 2017 which is up by 0.6% comparing to the same period of 2016

Thank you for all your great efforts and cooperation!

新翔香港於2017年第四季度處理的離港乘客人數為753,154人，並與去年同期增加百分之0.6。在此感謝各同事所付出的努力和合作！

Airfield and Baggage Hall Safety Campaign 飛行區及行李處理大堂安全運動

AAHK had held several campaigns and competitions to promote safety awareness in last year. As part of the Airport community, we are eager to join so as to boost up the safety awareness of staff. On 9th January, a prize presentation ceremony was held for the 'Safety Message Design on Mobile Phone Case / Water Bottle Competition' and 'Safety Movie Competition'.

Our colleague, Ms. Koco Leung, contributed her creative ideas on both events and congratulations to Koco who was awarded in these two events. We are looking forward to seeing more SATS Stars contributing safety related ideas to airport community and enhance the safety level in workplace!

在剛過去的一月，機場管理局頒發了多個有關停機坪及行李大堂安全比賽的獎項。一如概往，本公司同事均十分支持及踴躍參與。本公司停機坪員工梁穎人小姐於「手機套/水樽安全信息設計比賽」及「安全影片比賽」均獲得獎項。要贏得獎項，不只作品設計要新穎，更要能夠傳遞機場工作安全資訊。新翔香港及機場管理局於本年度將會舉行一系列的安全比賽。



Safety Message Design on Mobile Phone Case / Water Bottle Competition - Merit Award
Safety Movie Competition Awardee - 1st Runner-Up : Ms. Koco Leung
安全影片比賽 - 亞軍，手機套/水樽安全信息設計比賽 - 優異獎：梁穎人小姐

Stack@Ease Competition 安全使用機械臂比賽

The Safety Competition was held by the Airport Authority on 1st December 2017. The competition encouraged baggage loading staff to make safe use of the STACK@EASE baggage loading aid to load baggage from departure lateral to containers as to lessen the need for heavy lifting. In the competition, our staff skilfully manoeuvred the baggage loading aid with proper lifting posture during manual handling. We are glad to congratulate the awardees who demonstrated the knowledge of manual handling and baggage loading accuracy during the competition.

由機場管理局舉辦的安全比賽於2017年12月1日舉行。此比賽鼓勵行李裝卸員工安全地使用行李搬運機械臂協助將行李由輸送帶搬運至行李箱，從而減低搬運重物的負荷。同事們於比賽期間有技巧地操作行李搬運機械臂，並配合正確的搬運姿勢裝載行李。此外，各位亦於比賽中展示出正確搬運的知識及裝載行李之準確度。我們特此祝賀所有參賽者及得獎同事。



Gold Award : Fung Kon Chuen, Fung Hon Wah
Silver Award : Tse Ho Wing, Chu Wai Keung
Bronze Award : Chan Kin Chung, Li Yu Hoi

金獎：馮幹泉，馮漢華
銀獎：謝浩榮，朱偉強
銅獎：陳健忠，李宇海



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

We, SATSHK, as a ground handling service providers in Hong Kong International Airport, not only strikes to provide the best to serve our customers, but also aims at delivering high quality of service to satisfy our customers beyond their expectation. Beginning from August last year in 2017 and until early January this year 2018, our Passenger Services Department took initiative to implement "Total Customer Services Satisfaction Campaign". Throughout this Campaign, the norm of team spirit and good staff morale were stimulated, as we seen the staff helped each other cooperatively, and delivering speedy, and high quality of service to customers of the airlines we handled. As a token of recognition and appreciation to the staff's efforts and hard works spared, prize rewards were presented by the airlines and our Management to those staff who got highest scores as a result of staff performance evaluation during this "Campaign".

Having said the above, SATSHK, will strive for continuous improvement to equip ourselves for a better tomorrow, and hopefully, to become a "STAR" in the aviation service industry in the near future.

我們新翔香港作為香港國際機場的服務供應商，不僅致力於為客戶提供最好的服務，而且務求提供高質量的服務為目標，以超越客戶的期望滿足客戶的需求。從二零一七年八月至二零一八年一月初，客運服務部積極推行「卓越顧客服務計劃」。在整個計劃中，我們看到員工互相幫助，為我們的客戶提供了快捷優質的客戶服務，激發了團隊精神和良好的員工士氣。作為對員工努力和辛勤工作的肯定和讚賞，航空公司和管理層向在本次計劃中對員工進行績效評估而得分最高的同事頒發獎品及感謝狀。

如上所述，新翔香港將不懈努力，為更好的明天做好準備，希望能在不久的將來成為航空服務業的“明星”。



Ramp Services Supervisor Trainee – Eric, Fung Shue Hang's Interview on TVB and ISD programmes

電視廣播有限公司及政府新聞處採訪見習停機坪服務主管 – 馮樹恆

SATS HK Ramp Services Supervisor Trainee, Fung Shue Hang Eric is invited by Hong Kong International Aviation Academy to be one of the interviewees for TVB and Information Services Department's (ISD) programmes. The programmes feature the career development after graduating from the course of "Certificate in Airport Services and Operations with 12-month Internship" by the Academy.

Generally, the first aviation job that comes to people's mind is likely to be pilots, cabin attendants, ground staff. In fact, there are many talented people working behind-the-scenes to ensure a safe and smooth journey for our travelers. Thus, Ramp Handling plays a very important role for aviation operations. In the interview, Eric shared his experience of being a ramp handling supervisor trainee with SATS HK and showed his below the wing routine work to the audience. This allows a better understanding to public of how ramp services is provided.



The programme was broadcasted on TVB channel on 9th February and will go live on ISD website on 11th March.

馮樹恆, Eric受香港國際航空學院邀請成為無線電視 - 「職場制勝」節目和政府新聞處的專題節目的受訪者之一。節目以航空學院一項「機場服務及營運證書課程」為特色。學員完成課程後會在香港國際機場展開十二個月的工作實習。

提到機場, 首先想到的人最有可能是飛行員, 機艙服務員, 地勤人員。但除了以上所提到的職位外, 其實機場還有一班幕後功臣以確保旅客能享受一個安全及舒適的旅程。由此可見, 停機坪服務是機場日常運作的重要角色之一。在採訪中, Eric分享了他在香港擔任見習停機坪服務主管的工作經驗, 並向觀眾展示他日常工作的情况, 讓公眾更了解停機坪的工作。

節目剛於二月九日在無線電視播放, 並將於三月十一日在新聞處網站上播放。

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"

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