

## AAT Launches Enhanced Mobile App AAT推出「增強版AAT Mobile」流動應用程式



AAT understands the airfreight industry's needs, values the customer feedback, and continues to innovate for the benefit of the customers and community. AAT is proud to launch the enhanced mobile app - "AAT Mobile"! This mobile app contains enhanced features not found in the previous version. Terminal users with smartphones can now enjoy a next level of shipment tracking anytime, anywhere!

Asia Airfreight Terminal Co. Ltd. (AAT) is the first Air Cargo Terminal Operator (CTO) at the Hong Kong International Airport (HKIA) to launch mobile apps for customers and partners in 2011. "AAT Mobile" and "AAT Mobile Plus" offered airlines, cargo agents, shippers, and consignees more convenient alternatives besides the telephone hotline and web portal to access flight and shipment status. From the valuable user feedback over the years, AAT developed two new key features for the

mobile app - "AAT Mobile": the 'Smart Storage Charge Calculator', and the friendly 'Pop up Reminder Notification' for shipment collection, to greatly facilitate the management of import cargo collection time.

### **Smart Storage Charge Calculator**

The new 'Smart Storage Charge Calculator' function enables terminal users to check prior to cargo collection whether their import shipments are still enjoying free storage. Otherwise, a simple finger tap will calculate and provide the up-to-date charge.

### **Friendly Pop-up Reminder Notification**

Meanwhile, the 'Push Notification' function works as a friendly pop up reminder when the import cargo is ready for collection, as well as when any service enhancement from AAT is launched.

### **New Interactive Site Map**

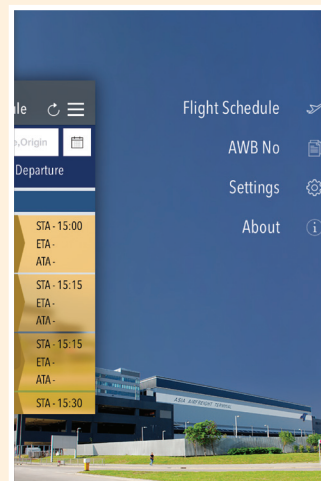
This new mobile app is re-designed with a new, refreshing, interactive site map which allows users even easier access to real-time information.

*"AAT is a pioneer in the industry to launch the mobile app, and these new enhancements are again our innovations to delight customers and facilitate the air cargo community," said Mr. Khaw Hock Eng, General Manager of AAT. "We will always continue to drive for the highest level of customer satisfaction and service excellence through innovative products and services solutions."*

The enhanced mobile app - "AAT Mobile" is newly available for download at the Apple App Store and Google Play Store.

Moreover, an enhanced version for "AAT Mobile Plus" - specially designed for AAT's airline customers with the unique ULD inventory management function, will be launched soon in the coming months. Stay tuned!

亞洲空運中心掌握空運業界所需，重視客戶意見，並持續創新，務求為客戶和整個業界帶來便捷。亞洲空運中心很榮幸地推出增強版AAT Mobile流動應用程式，特設新增功能！用戶可以隨時隨地以手機追蹤貨件，享受全新便捷體驗！



亞洲空運中心成為香港國際機場首家空運貨站推出流動應用程式。自二零一一年初次推出以來，航空公司、代理人、發貨人及收貨人除熱線電話及互聯網以外，更可透過"AAT Mobile"及"AAT Mobile Plus"享受更便捷途徑，隨時隨地追蹤航班及貨物資訊。亞洲空運中心一直用心聆聽用戶的寶貴意見，推出流動應用程式"AAT Mobile"之增強版，開發兩項新功能：「智能存倉費計算機」及便捷的「自動推播提醒」，以幫助用戶更有效地掌握時間，提升效率。

### **智能存倉費計算機**

用戶現已可以透過全新的「智能存倉費計算機」，在領取貨物前查閱其入口貨物是否仍享有免費存倉。如需繳付存倉費，只需指尖一觸即可計算出應付款項。

### **自動推播提醒**

此外，全新之推播功能將第一時間提示用戶確切的入口貨物收貨時間，及有關亞洲空運中心的加強服務之最新訊息。

### **全新互動網站索引**

該全新的流動應用程式以全新面貌示人，配合互動網站索引，讓用戶能更流暢地獲取所需之實時資訊。

「亞洲空運中心乃業界先鋒，率先推出流動應用程式。此次推出增強版，再次證明我們竭力創新，以客為先，為客戶及業界帶來最佳體驗。」亞洲空運中心總經理許福榮先生說：「我們將繼續發展創新產品及服務方案，進一步提升客戶滿意度及服務標準。」

增強版"AAT Mobile"現已在Apple App Store及Google Play Store隆重登場，以供下載。

而專為航空公司而設，具備獨有的「航空載具庫存管理」功能之"AAT Mobile Plus"，其增強版將盡快推出，請大家拭目以待！



## 焦點報導 Spotlights

### ISO 9001:2008 & OHSAS 18001:2007 Certificates Successfully Renewed

Asia Airfreight Terminal Co. Ltd. (AAT) has successfully renewed our ISO 9001:2008 and OHSAS 18001:2007 Certificates in March 2015 for another 3-year period.

ISO 9001:2008 and OHSAS 18001:2007 are internationally recognized quality management systems for organizations. These certificates prove that AAT has the ability to consistently provide services that meet customer and applicable statutory and regulatory requirements via effective process control and continual systems improvements.

Mr. Khaw Hock Eng, General Manager of AAT, expressed, "AAT is proud to achieve successful renewal of ISO 9001:2008 & OHSAS 18001:2007 Certifications. We believe a quality management system is the key to reassure our customers with consistent excellence services."

Mr. Simon Batters, Global Head of Strategic Marketing of LRQA, a leading independent provider of assurance services, congratulated AAT on their successful renewal, "Certification to international quality management system standard ISO 9001 and OHSAS 18001 demonstrates AAT's commitment to providing

high quality service for their customers. AAT has demonstrated a successful role model for the industry by continuously pushing themselves to a higher level of standards."



Mr. Khaw Hock Eng, General Manager of AAT receives the ISO9001:2008 & OHSAS 18001:2007 Certificate from Mr. Simon Batters, Global Head of Strategic Marketing of LRQA.

亞洲空運中心總經理許福榮先生接受勞氏質量認證全球市場行銷策略主管畢泰斯先生頒發ISO9001:2008及OHSAS 18001:2007 認證。

### 成功續獲ISO 9001:2008及OHSAS 18001:2007認證

亞洲空運中心於二零一五年三月再成功獲取ISO9001:2008及OHSAS 18001:2007認證，續期三年。

ISO9001:2008及OHSAS 18001:2007 認證為國際認可之機構品質管理系統。該認證證明亞洲空運中心運用有效的流程管理及持續改善系統，符合客戶及有關之法定要求。

亞洲空運中心總經理許福榮先生表示：「我們對亞洲空運中心成功續獲ISO9001:2008及OHSAS 18001:2007認證深感驕傲。我們

相信優質的管理系統是亞洲空運中心為客戶提供一貫卓越服務的關鍵所在。」

勞氏質量認證是領先業界的獨立認證機構，其全球市場行銷策略主管畢泰斯先生恭賀亞洲空運中心成功續證：「得到ISO9001及OHSAS 18001國際品質管理系統認證，彰顯亞洲空運中心對其客戶提供高品質服務的承諾，亦向業界展示了亞洲空運中心作為成功典範，時刻超越自我，邁向更高標準。」

### Dedicated Cargo Survey Room

A dedicated cargo survey room (located at AAT Terminal 2, 1/F) has been newly put into service, effective from February 2015.

AAT understands that there is increasing global concern in "Cargo Security" and "Cargo Protection". In response, AAT has relocated the non-cordoned-off cargo survey area to a dedicated cargo survey room enclosed with fences as well as CCTV camera surveillance. This initiative by AAT has greatly enhanced the security and protection levels of cargo survey activities at our site.

### 專用貨物公証檢驗室

二零一五年二月起，設於亞洲空運中心二號貨站一樓之專用貨物公証檢驗室已正式投入服務。

亞洲空運中心明白全球空運業界對貨物安全及保護兩方面的關注正不斷提升。有見及此，亞洲空運中心將原有的開放式貨物公証查驗區，重置為一個增設圍欄及閉路電視監控之專用貨物公証檢驗室。該項投資大大加強了貨站內貨物公証檢驗活動之安全及保護。



Cargo Survey Room is located at AAT Terminal 2 1/F.  
貨物公証檢驗室位於亞洲空運中心二號貨站一樓





## 顧客資訊 Customer News

### Scoot Launched New Aircraft

Congratulations to Scoot (TZ) on their successful launch of B787 passenger operations on 6 February 2015! TZ joined the AAT family in November 2013. It is a Singapore-based low-cost long haul carrier providing scheduled international passenger flights to 12 destinations over Asia and Australia.

Currently, TZ is operating a daily passenger service between Hong Kong and Singapore, its operation hub. Beyond Singapore, passengers from Hong Kong can also enjoy easy connections to Sydney, Gold Coast and Perth in Australia.



### 酷航迎新

恭喜酷航於二零一五年二月六日成功開展B787客運服務！酷航於二零一三年十一月加入亞洲空運中心大家庭，是一家以新加坡為基地的廉價航空，在遍及亞洲及澳洲十二個航點提供定期國際長途客運服務。

現時，酷航以每天一班客運服務穿梭香港及其營運樞紐“新加坡”，由香港出發的酷航乘客亦可經由新加坡輕鬆轉機至澳洲悉尼、黃金海岸及珀斯等地。



Representatives of Cebu Pacific Air: Joseph G. Macagga, VP - Cargo & Fuel Management (left) and Edward Rico R. Cuenca, Director - International Cargo Sales & Services (third from left).

宿霧太平洋航空代表：副總裁-貨運及燃油管理 Joseph G. Macagga 先生(左)和總監-國際貨運營銷及服務 Edward Rico R. Cuenca 先生(左三)

### Cebu Pacific Brings in New Fleet

Further good news comes from Cebu Pacific (5J). The airline has successfully deployed the A330 aircraft, an upgrade from the previous A320 aircraft, on one of the four daily passenger services between Hong Kong and Manila from 1 April 2015. Apart from Manila, 5J also provides daily passenger flights between Hong Kong and Cebu, as well as Hong Kong and Clark.

Established in 1996, with the “low fare, great value” strategy, 5J has developed an extensive domestic routes network. In addition, it currently operates flights to 28 cities in 18 countries over North Asia, Southeast Asia, Australia, and the Middle East. In March 2014, 5J purchased Tigerair Philippines (DG) and successfully created the largest low cost network to and from the Philippines.

### 宿霧太平洋航空全新機型

宿霧太平洋航空亦有喜訊！由二零一五年四月一日起，宿霧太平洋航空把每日來往香港及馬尼拉之四班A320客運航班之其中一班，升級至A330機種運行。此外，宿霧太平洋航空亦提供每天載客航班穿梭香港至宿霧和香港至克拉克。

自一九九六年成立以來，宿霧太平洋航空以「低票價，高價值」策略，發展出甚具規模的內陸航線網絡。同時亦在北亞、東南亞、澳洲及中東18個國家28個城市營運。於二零一四年三月收購菲律賓虎航後，宿霧太平洋航空更成功建立了來往菲律賓最龐大之廉航網絡。



## 設施及服務提升

# Facilities/Services Enhancements

## New Service at AAT — Introducing a Dedicated Inspection Counter for “Dangerous Goods & Lithium Batteries”

AAT is pleased to introduce a dedicated inspection counter for “Dangerous Goods & Lithium Batteries” shipments effective from May 2015. With the increasing global concern and heightened aviation security in the industry, this dedicated counter service will further enhance the customer services level and facilitate the checking of dangerous goods & lithium batteries.

### New Dedicated Service and Facilitation

The dedicated inspection counter is conveniently located at the 2nd floor of AAT Terminal 2. Now, customers and cargo agents can go directly to this dedicated counter where they will be attended to by well trained and experienced staff to perform Dangerous Goods (DG) / Lithium Batteries (LB) checking and physical cargo acceptance. Moreover, dedicated parking lots for trucks are properly arranged at the 2nd floor for better service facilitation. The overall process of cargo checking/ acceptance is streamlined to achieve higher operational efficiency and time-saving benefits. The security level for DG/LB cargo acceptance has also been further enhanced as both physical and document checks are performed at a single location now.

### Booking Convenience

Moreover, customers and cargo agents can enjoy service convenience with a newly launched “Booking Service” by simply making an advance booking

to request for DG/LB shipments checking/ acceptance, via a designated hotline at (+852) 2949 7707 or e-mail [dgcheck@aat.com.hk](mailto:dgcheck@aat.com.hk). Booking confirmation by AAT will be given quickly within 2 hours. In addition, all the bookings will be prioritized for handling.

Mr. Khaw Hock Eng, General Manager of AAT, said, “AAT remains in the forefront

to innovate and introduce new services and facilitations to the air cargo industry. This dedicated inspection counter for ‘Dangerous Goods and Lithium Batteries’ together with an advance booking service are important services in response to the increasing global security concern and air logistics needs.”



Customers and cargo agents are attended to by well trained and experienced staff to perform DG/LB checking and physical cargo acceptance.

我們安排具專業培訓之特派人員為用戶或貨運代理人處理危險品或鋰電池檢查及貨物接收程序。



The dedicated inspection counter for “Dangerous Goods & Lithium Batteries” is conveniently located at 2<sup>nd</sup> floor of AAT Terminal 2.

「危險品及鋰電池檢查專用櫃檯」位於亞洲空運中心貨站二樓。

## 亞洲空運中心全新服務 — 推出「危險品及鋰電池檢查之專用櫃檯」

亞洲空運中心於二零一五年五月欣然推出全新的「危險品及鋰電池檢查之專用櫃檯」服務。我們深明全球空運業界對安全及保安的要求日趨嚴謹，而該全新服務能進一步提升有關危險品及鋰電池檢查之客戶服務水平。

### 全新便捷服務

「危險品及鋰電池檢查專用櫃檯」位於亞洲空運中心貨站二樓。現在用戶或貨運代理人只需直接前往「危險品及鋰電池檢查專用櫃檯」，我們會安排具專業培訓之特派人員為客戶處理危險品或鋰電池檢查及貨物接收程序。此外，亞洲空運中心更於貨站二樓安排了專用車位予貨運代理人。因此，整體的檢查及收貨流程得以簡化，既提高效率亦減省時間。同時，貨物及

文件檢查均在同一地點，能進一步加強危險品及鋰電池收貨的保安水平。

### 簡單預約服務

此外，用戶或貨運代理人更可享受簡單方便的全新預約服務。只需簡單透過專線電話(+852) 2949 7707或電郵([dgcheck@aat.com.hk](mailto:dgcheck@aat.com.hk))提前預約有關危險品及鋰電池之檢查服務，亞洲空運中心會於兩小時內以電郵或電話作實。所有預約將獲優先處理。

亞洲空運中心總經理許福榮先生表示：「亞洲空運中心領先業界，順應業界對航空安全及保安的日益關注，推出「危險品及鋰電池檢查專用櫃檯」及便捷的預約服務。亞洲空運中心銳意創新，並進一步為空運業推出更多突破性的服務。」



## 設施及服務提升

# Facilities/Services Enhancements

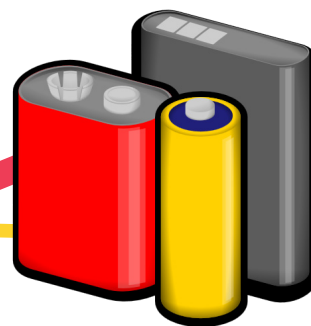
## Enhanced CMS Function to Detect Lithium Battery

Effective from 1 January 2015, AAT implemented an enhanced function in the Cargo Management System (CMS) to identify lithium batteries shipments that might violate the IATA Dangerous Goods (DG) Regulations, at MAWB and/or HAWB level, during the process of pre-manifesting.

Lithium batteries are popularly used for a wide variety of consumer goods ranging from mobile phones to toys nowadays. However, most of people are not aware that lithium batteries are classified as dangerous goods and may pose a safety threat if not properly packaged in compliance with specific transport regulations.

IATA developed a new guideline for shippers, freight forwarders, ground handlers, airlines and passengers. They tightened up its Dangerous Goods (DG) Regulations, restricting lithium batteries from passenger flights. Only freighters are permitted to carry lithium batteries. Therefore, embargo checking has become an important preventive step implemented by air cargo terminals.

Since its launch, this enhanced CMS system functionality has successfully helped our airline customers identify a number of violations. Our customers have extended a great deal of appreciation for our efforts and results. AAT will continue to do its best to ensure a strict compliance with the aviation safety and security.



## 強化CMS系統以偵測鋰電池

由二零一五年一月起，亞洲空運中心強化了貨物管理系統 (CMS)，實施偵測功能，於出具貨運清單前，識別有可能違反國際航空運輸協會危險品條例而付運的鋰電池貨物。該CMS系統功能可幫助偵測出列於貨運主運單，甚至分運單中的違例貨物。

鋰電池現今被廣泛應用於手機至玩具等日用消費品。但是，仍有大部分人未必為意鋰電池是屬於危險品，若在運輸過程中未有根據既定的運輸條例適當包裝，會對安全構成威脅。

對此，國際航空運輸協會已為付運人、貨運代理、地面代理、航空公司及乘客編制全新指南，更將危險品條例收緊，禁止鋰電池付運客機，只能以貨機付運。因此，航空貨運站必須作出嚴謹的預防措施，檢查禁運貨物顯得尤其重要。

自該系統新功能推出以來，AAT已為航空客戶成功檢出違例個案，我們的客戶感謝AAT的努力及成果。亞洲空運中心將繼續刻盡己任，確保遵從航空業界一切安全及保安之嚴謹要求。

## Dedicated Truck Docks For Urgent Shipment Acceptance

Effective from May 2015, AAT has further enhanced the truck control process to prioritize truck dock allocation to cargo agents or shippers delivering urgent export shipments. By simply providing additional information of vehicle number and booked flight number under the "Create mRCL Pre-Declaration" module in AAT Internet Management System (AIMS), AAT's Truck Control System (TCS) can quickly recognize and assign designated truck docks to the agents. All terminal users can benefit from shortened queuing time and increased operational efficiency.



## 緊急貨物交付之專用貨車工作台

亞洲空運中心於二零一五年五月推出了一項便捷服務，貨物代理或付運人運送緊急出口貨物將獲優先安排貨車工作台。

閣下只需在亞洲空運中心互聯網管理系統內的 Create mRCL Pre-Declaration功能中申報貨車號碼及預約航班編號兩項額外資料，亞洲空運中心貨車控制系統能迅速地識別及安排專用貨車工作台予貨運代理，客戶從而可受惠於更短的等候時間及更高的操作效率。





## 設施及服務提升

# Facilities/Services Enhancements



## Extended Free Wifi Service

Effective from April 2015, AAT has extended the free Wifi service from the Customer Service Counter and Canteen, to all airline customers' offices at 5<sup>th</sup> floor and meeting rooms at 7<sup>th</sup> floor. This enhanced service brings further convenience to AAT terminal users and much easier access to the internet. AAT always strive our best to delight and exceed customers expectations.

## Free Wifi覆蓋範圍擴闊

由二零一五年四月起，亞洲空運中心擴闊了免費Wifi的使用範圍，從原有的顧客服務櫃檯及餐廳，擴闊至5樓的航空公司客戶辦公室及7樓所有會議室。該項服務提升讓用戶連接互聯網更為便利。亞洲空運中心時刻以客為尊，以滿足及不斷超越客戶之期望。



## AAT Grillin' & Chillin' BBQ Party

AAT organized a BBQ party at the roof top garden of Airport World Trade Centre (AWTC) on 27 March 2015. Our valued customers, business partners and friends were cordially invited to enjoy barbecue fun over the grill.

With the cool spring breeze, the roasting aroma diffused all over the party. A wide range of international-style BBQ food was served to satiate the appetite of the guests. Complemented with good fine wine and music, the party further sparked the guests' excitement. Everybody chatted and cheered, intoxicated in enjoyment throughout the evening.

## 歡樂燒烤派對

亞洲空運中心於二零一五年三月二十七日在機場世貿中心頂層花園舉辦了燒烤派對，廣邀客戶、合作伙伴及各界好友一同分享燒烤的樂趣。

烤炙的香氣被微涼的春風吹送滲透整個場地，來自世界各地的美食令大家大快朵頤，配合美酒和音樂，每位賓客都興高采烈，談笑風生，享受了一個醉人的晚上。







## 員工天地 Staff Corner

### AAT Hikes into Green Power

AAT continually support environmentally friendly initiatives and activities. For three years in a row, AAT participated in the Green Power Hike to promote environmental protection and healthy lifestyle. This year, a team of four completed the hike on 7 February 2015 at the Hong Kong Trail. Our team ran the 10km for the Aviation and Airport Services Cup, beating the team record. This annual walkathon organized by Green Power (a non-profitable and charitable institution promoting environmental education) has turned into its 22-year.



### 行出綠色力量

亞洲空運中心一貫鼎力支持綠色活動，今年已是亞洲空運中心連續第三年參與「綠色力量環島行」，旨在推動環境保護和健康生活。在二零一五年二月七日，亞洲空運中心派出四人隊伍參加港島徑賽事。亞洲空運中心參賽隊伍在「航空及機場服務業盃」十公里賽事中打破往年團隊紀錄，創出佳績。該慈善行山活動今年已進入第二十二屆，由非牟利組織「綠色力量」籌辦，旨在提升大家對環境教育的意識。



### Earth Hour 2015: One Hour for One Bright Future

AAT always supports environmental protection, and participated in "Earth Hour 2015" again this year. Initiated by WWF, "Earth Hour" is the largest collective environmental action involving individuals, communities, businesses and governments across the world. In a year of record participation, individuals, businesses, city skylines and landmarks in 172 countries and territories switched off their lights to participate in the world's largest grassroots movement for the environment in 2015. Let's create a sustainable future together and lead a low-carbon lifestyle by constantly reducing energy consumption.



### 地球一小時2015 「捨」出未來

亞洲空運中心一貫鼎力支持環保，今年再次參與「地球一小時2015」。該活動由「世界自然基金會」發起，是全球各地市民、團體、商界及政府皆有參與的最大型集體環保行動。這個全球最大型民間環保活動，今年得到來自172個國家及地區的市民、商界、摩天建築及著名地標參與，數量創歷年紀錄。讓我們一起創造一個可持續的未來，繼續減少能源消耗，實踐低碳生活模式。

### Spring Dinner Fun Raiser

Organized by AAT's Sports and Recreation Committee (SRC), the annual Spring Dinner was held on 20 March 2015. Staff enjoyed the evening with a wide range of HK-style food, as well as a series of fun games, including "Orange Squeezing Competition", "Beverage Drinking Contest", and the "Grand Lucky Draw". Everyone got home with satisfied tummy and joyful memories.



### 春茗樂滿堂

由亞洲空運中心康樂及體育委員會籌辦的春茗晚宴，已於二零一五年三月二十日舉行。員工一邊享受豐富的港式美食，一邊大玩有趣小遊戲，包括「揸橙汁」、「勁飲大賽」及幸運大抽獎。大家都大飽口福，盡興而歸。





## A Warm Visit by SATS PCEO

Mr. Alex Hungate, President and CEO (PCEO) of SATS Ltd., paid a warm visit to AAT on 18 March 2015. Mr. Hungate toured around the AAT office and warehouse, and surprised AAT staff with fresh seasoning fruits and sweet treats. We were widely appreciative of PCEO's visit and gesture, cheering, and flashing smiles.

## SATS PCEO溫馨到訪

新翔集團總裁洪紀元先生於二零一五年三月十八日蒞臨AAT。洪先生參觀了AAT貨站和辦公室，給每位AAT員工打氣並帶來驚喜——送上新鮮的時令水果和美味糖果。我們由衷感激PCEO的來訪，其鼓勵、心意、以及燦爛的笑容，讓我們倍感溫暖。



## AAT Staff Awarded SATS Group PCEO Award 2015

Two AAT Staff were presented with the "SATS Group PCEO Award 2015" on 24 April 2015. This award aims to recognize the staff who had gone the extra mile to deliver outstanding performances.

Customer Services Supervisor Mr. Gary Yeung Hon Chung was awarded in the category of "Excellence - Individual" for his exceptional performance to both internal and external customers. Assistant Accountant Ms. Olivia Cheung was awarded in the category of "Innovation - Individual" for her initiative and innovative idea to improve working efficiency and save manpower.

Congratulations to the winners! We are proud and delighted to recognize our professional and committed staff!

## AAT員工榮獲 「2015新翔集團PCEO獎」

兩名亞洲空運中心員工在二零一五年四月二十四日獲頒「2015新翔集團PCEO獎」。該獎旨在表揚具出色表現，敬業樂業之員工。

顧客服務主任楊漢忠憑著他對內對外出類拔萃的服務表現獲得「卓越 - 個人」組別殊榮。助理會計主任張德怡因其主動創新為公司提高工作效率和節省人手，獲得「創新 - 個人」組別殊榮。

恭賀兩位得獎者！我們擁有一支專業及敬業的團隊，令我們引以為傲！



Photo caption: Olivia Cheung and Gary Yeung receive the PCEO Award from Mr. Alex Hungate, President and CEO (PCEO) of SATS Ltd.

新翔集團總裁洪紀元先生頒發PCEO獎予張德怡及楊漢忠。