

## Upgraded Service Standard for Import General Cargo Breakdown 亞洲空運中心全面提升「進口貨物拆卸服務標準」

Effective 1 June 2015, AAT implemented a significant and stringent upgrade of the service standard for general import cargo breakdown. This upgrade shortens the cargo breakdown time by up to three hours! AAT is committed to providing the best services to our customers via continual investment in state of the art facilities, process innovation and professional people training.

### AAT Upgraded Service Standard for General Import Cargo Breakdown

Type of Flight	Previous Service Standard	Enhanced Service Standard
Passenger / Combi	ATA + 5 hours	ATA + 3 hours*
Freighter	ATA + 8 hours	ATA + 5 hours

\*For "Passenger/Combi", the standard of cargo breakdown time is under 3 hours at less than 10 tons of cargo, and under 4 hours for cargo at 10 tons or more.

Mr. Khaw Hock Eng, General Manager of AAT said, "AAT has again made significant strides to enhance the operational efficiency of cargo handling in the airfreight industry. This upgraded service standard is another milestone achieved via our continual pursuit of service excellence."

亞洲空運中心於二零一五年六月一日起全面提升「進口貨物拆卸服務標準」，樹立更快捷的服務典範。該服務標準之提升大幅縮短了進口貨物拆卸的流程和時間，縮短最高達三小時。亞洲空運中心全力以赴為顧客提供最優質及卓越服務，致力投資最先進完善的設備、流程革新、及專業人員培訓。

### 亞洲空運中心全面提升「進口貨物拆卸服務標準」

航機類型	原定之服務標準	提升之服務標準
客機/客貨混合機	實際到達時間 (ATA) + 5小時	實際到達時間 (ATA) + 3小時*
全貨機	實際到達時間 (ATA) + 8小時	實際到達時間 (ATA) + 5小時

\*若客機/客貨混合機之貨物總重量少於10噸，進口貨物拆卸服務標準為3小時以下。貨物總重量是10噸或以上，服務標準則為4小時以下。

亞洲空運中心總經理許福榮先生表示：「亞洲空運中心在提升空運貨物處理之營運效率方面邁出了驕人一步。該服務標準之提升，乃亞洲空運中心銳意追求服務標準持續提升與突破的又一重大里程碑。」





## 焦點報導 Spotlights

### Welcome to SAS Cargo 歡迎北歐貨運航空

AAT welcomes SAS Cargo, the leading air cargo carrier based in Scandinavia. Their inaugural flight started on 10 September 2015 between Stockholm and Hong Kong. SAS operates 5 times weekly services on this route.

Mr. Khaw Hock Eng, General Manager of AAT said, "AAT established a very successful service partnership with SAS Cargo in years past. We greatly value this longstanding relationship and are committed to supporting SAS Cargo to uphold their unparalleled services to their customers."

Mr Leif Rasmussen, CEO of SAS Cargo said, "We are excited about extending our collaboration with AAT. With the favorably designed and secure facilities, as well as the high service quality, we are confident that our partnership will bring high efficiency and excellent services to our customers."

亞洲空運中心熱烈歡迎北歐貨運航空，其總部設於斯堪的納維亞半島，有着領先地位。其首航開展於二零一五年九月十日，提供往來斯德哥爾摩至香港直航航線，每週五班。

亞洲空運中心總經理許福榮先生表示：「亞洲空運中心與北歐貨運航空過去建立了長遠及成功的合作夥伴關係，我們十分重視此長期合作夥伴關係，並承諾全力以赴，為北歐貨運航空及其客戶提供一貫的優質服務。」

北歐貨運航空總裁Leif Rasmussen先生表示：「我們很高興與亞洲空運中心再度合作。我們堅信憑藉先進及保安嚴謹的設施和優質服務，亞洲空運中心定能為我們的客戶帶來高效及優質服務。」



Mr Khaw Hock Eng, General Manager of AAT (right), and Mr Leif Rasmussen, CEO of SAS Cargo (left) shaking hands after the contract signing ceremony.

亞洲空運中心總經理許福榮先生（右）及北歐貨運航空總裁Leif Rasmussen先生在簽約儀式後握手。



### Welcome to Centurion Air Cargo 歡迎Centurion Air Cargo

AAT welcomes Centurion Air Cargo, one of the leading all-cargo carriers based in Miami (B747F, two times a week). AAT started providing cargo operations and documentation services for Centurion Air Cargo from 3 September 2015.

Mr. Khaw Hock Eng, the General Manager of AAT said, "AAT extends our best wishes to Centurion Air Cargo on their significant expansion in Hong Kong. We are excited to be appointed as their service partner in Hong Kong, and we are committed to providing excellent services."



**CENTURION CARGO**

亞洲空運中心熱烈歡迎Centurion Air Cargo 貨運航空公司，其總部位於邁亞密（B747F 型，每週兩班）。由二零一五年九月三日起，亞洲空運中心為Centurion Air Cargo 提供貨物處理及文件處理服務。

亞洲空運中心總經理許福榮先生表示：「亞洲空運中心衷心恭賀Centurion Air Cargo成功拓展業務版圖至香港。我們對被委任為

Centurion Air Cargo在香港的合作夥伴深感興奮，我們會竭力為客戶提供最佳服務。」



### Lufthansa Cargo Takes Off for the Future with New Freighter 德國漢莎貨運航空邁向新里程

Lufthansa Cargo established an important milestone on 15 May 2015. The brand new B777F replaced the MD-11F serving Hong Kong routes.

As part of its strategic program "Lufthansa Cargo 2020", Lufthansa Cargo ordered a total of five new B777F aircrafts for continuous modernization and growth of its fleet. The B777F stands out for its ecological efficiency, thanks to state of the art engines with low noise and emissions. It is the most economical freighter of its class.

AAT is all set to go hand in hand with Lufthansa Cargo for our mutual future development! We salute this milestone with our commitment of high quality and efficient services to Lufthansa Cargo and their customers.

德國漢莎貨運航空邁向新里程碑，其全新波音777型全貨機於二零一五年五月十五日起執飛香港航線，取代MD-11型全貨機。

“漢莎貨運航空2020戰略計劃中包括購買五架全新波音777型全貨機，透過機隊現代化達成持續增長。波音777型全貨機擁有最先進的引擎技術，極大減低噪音及耗油量，能保護環境，是同系列中最具經濟效益的貨機。

亞洲空運中心已準備就緒，與漢莎貨運共同攜手向前發展！並承諾為漢莎貨運及其客戶提供高效優質的服務。



Mr. Konstantin Stathopoulos, Lufthansa Cargo Director of South China and Taiwan, leading the guests on a tour aboard the new plane.

漢莎貨運華南及台灣地區總監施俊成先生帶領一眾嘉賓登上新機艙參觀。



Mr. John Mampilli, Regional Manager - Flight Operations & Logistic in Hong Kong, Taiwan & Greater China of Lufthansa Cargo, introduces the brand new B777F aircraft to the guests.

漢莎貨運航空區域經理-香港、台灣及大中華地區 John Mampilli先生向嘉賓們介紹全新波音777型全貨機。

### “iCAP” Rollout in Lufthansa Cargo 漢沙貨運航空推出“iCAP”

Lufthansa Cargo has successfully rolled out a new generation of electronic cargo handling platform “iCAP” on 24 August 2015. iCAP enables Lufthansa Cargo to provide an envelope on industry initiative such as e-Freight adoption and digitization of the business. AAT has also enhanced the Cargo Management System to support the development of iCAP and seamlessly link with iCAP in order to achieve the highest customer satisfaction.

漢沙貨運航空在2015年8月24日成功在香港推出新世代空運貨物處理系統平台 - “iCap”。此新平台將使漢沙貨運航空在不同範疇中例如電子提單、業務訊息數碼化繼續領前業界。亞洲空運中心同時作出配合，提升貨物管理系統(CMS)與i-CAP無縫對接，致力為客戶提供最優質服務。



Lufthansa Cargo and AAT celebrate the rollout of iCAP together.

漢沙貨運航空與亞洲空運中心團隊一同慶祝 iCAP 成功上線。

## Etihad Airways Commences Daily Services to Hong Kong 阿提哈德航空開展香港至阿布紮比每日航班

*Etihad Airways, the national airline of the United Arab Emirates, celebrated the start of its daily passenger service between Abu Dhabi and Hong Kong on 16 June 2015. The carrier's inaugural flight to Hong Kong International Airport was welcomed with a traditional water cannon salute, followed by a ribbon-cutting ceremony.*

*With the Airbus A330 aircraft, the introduction of a daily frequency to Hong Kong will ensure that business and leisure travellers of Etihad Airways benefit from convenient timings and connections to suit their needs.*

*We congratulate Etihad Airways for its steady business growth on both passenger and cargo market, and wish Etihad Airways every success in each step of future developments!*

阿聯酋國家航空公司阿提哈德航空於二零一五年六月十六日慶祝香港來往阿布扎比的每日航班正式啟航。當天該首航航班在停機坪受到傳統的水炮儀式歡迎，隨後更有隆重的剪綵儀式。

該每日航線採用A330機種，確保商務及休閒旅客均可享受阿提哈德航空提供的便捷航班時刻及多種轉機航線選擇。

亞洲空運中心僅此祝賀阿提哈德航空鵬程萬里，更上一層樓！



Etihad Airways hosts a cocktail reception to celebrate the launch of daily flight service.

阿提哈德航空舉辦酒會祝賀開展每日航班。



## Swiss WorldCargo HKG Station Wins Superior Quality Award

The Hong Kong station of Swiss WorldCargo won the "SWC Superior Quality Peak Award 2014" in June 2015, among 120 outstations of Swiss WorldCargo worldwide! This honorable award recognizes the outstanding and excellent performance of their HKG station.

AAT congratulates Swiss WorldCargo for the excellent achievement of their Hong Kong Cargo team. We will keep exerting the best of ourselves to serve our customers with excellence!



## 瑞士國際航空 香港站勇奪殊榮

瑞士國際航空香港站於二零一五年六月勇奪年度優質大獎 - "The SWC Superior Quality Peak Award 2014"，在瑞士國際航空全球120多個外站中勇奪殊榮！該獎項表揚其香港站的卓越及優秀表現。

亞洲空運中心祝賀瑞士國際航空香港貨運團隊的傑出成就。我們會致力不斷提升貨站服務，以提供客戶最優質的服務！



## 認證及獎項

# Accreditation & Awards



卓越節能  
Energywi\$e

香港環保卓越計劃 HKAEE

## AAT Energywi\$e Air Cargo Terminal

AAT is awarded the Energywi\$e for the fourth consecutive year by Hong Kong Awards for Environmental Excellence (HKAEE). This highest recognition demonstrates AAT's commitment and efforts of energy reduction.

AAT is committed to cultivate a green cargo industry. During April 2014 – March 2015, AAT replaced the existing 400W wall-mounted metal halide lamps with 200W wall-mounted induction lamps, which helps save 46,428 kWh/annum.

In addition to maintaining our best green practices, AAT will continue to push for higher environmental green targets and to realize our mission of sustainable development.

## 亞洲空運中心 續獲節能標誌

亞洲空運中心連續第四年獲得由「香港環保卓越計劃」(HKAEE)頒發的「節能標誌:卓越級別」,彰顯我們對節能的努力。

我們一向致力締造綠色貨運環境,在二零一四年四月至二零一五年三月期間,我們把現有的400瓦掛牆式金鹵燈換成200瓦掛牆式感應燈,使我們每年節省46,428千瓦時。

亞洲空運中心將繼續在各項環保措施力臻至善,邁向更高的綠色目標,堅持以可持續發展為己任。

## AAT Successfully Pass GSDP Annual Audit

AAT has Successfully Pass the first annual surveillance audit for Good Storage and Distribution Practices (GSDP) certification in July 2015 with full compliance of all the governed standards. It demonstrates AAT's strong commitment in adopting and following the best practices of GSDP guidelines and requirements to exceed customers' expectation. GSDP requirements are set by World Health Organization (WHO) to handle pharmaceutical products. AAT obtained its first GDP certificate in July 2014. The certification covers every aspect including product handling, operations procedures and storage services of the pharmaceutical products.

Pharmaceutical product is one of the booming sectors in air cargo industry. Most of our customer airlines are enthusiastic in developing this market segment. To support our customers to grow their businesses, AAT is committed to providing all necessary and high service quality of facilities and operations procedures at international recognized standards.

Mr. Stewart Chun, AAT's General Manager of Support Services, "We are very pleased that AAT has successfully passed the first annual surveillance audit for GSDP certification. This demonstrates AAT's commitment to always strive for the best effort in order to provide the highest quality services for our customers. We are also happy to see that there is a significant increase in handling pharmaceutical shipments throughout the past year. AAT will continue to do our very best and support our customers to accelerate the business together."

## AAT成功通過“良好儲存及 分銷規範”年度審核

亞洲空運中心於二零一五年七月成功通過符合“良好儲存及分銷規範(GSDP)”的年度審核,全面符合GSDP認證的規定及標準,證明亞洲空運中心實踐堅定的承諾,嚴格採用和遵循GSDP的準則和規範,以超越客戶的期望。GSDP認證要求是由世界衛生組織(WHO)就藥物處理過程而制定,亞洲空運中心於二零一四年七月獲得該認證,認證涵蓋藥物處理、流程及儲存服務。

藥品貨物在空運市場日趨發展及重要。大部份客戶都熱切期望發掘新的商機。為了幫助客戶進一步推動藥品貨物的業務增長,亞洲空運中心承諾致力為客戶及藥品業界積極採取一切必要及高質量的設施、服務和流程,符合國際認可的標準。

亞洲空運中心支援服務科總經理秦建明表示:「我們非常高興亞洲空運中心成功通過這次年度審核,證明亞洲空運中心實踐承諾,努力為客戶及藥品業界提供最優質的服務。有見過去一年的藥品貨物處理量有顯著提高,我們感到很高興,AAT會致力協助客戶共同推動市場的發展。」



## 設施及服務提升

# Facilities/Services Enhancements



## Breakthrough by a New “e-Pouch Platform” 突破時代 - “電子文件袋”



A new “e-Pouch platform” in AAT’s Cargo Management System (CMS) for export cargo is now in place! This system is to further support the e-AWB implementation advocated by IATA, allowing a hassle-free alternative for customers to submit their supplementary documents electronically.

Launched in July 2015, cargo agents can now directly upload the shipments related documents, such as Export License, Permit, Certificates, Invoices, House Air Waybill, etc., to CMS in different digital formats, before sending the hardcopies to AAT. This facilitation service enhances the visibility of shipment information among airlines, cargo agents and AAT via a common IT platform, allowing all parties involved to review and correct the documents in real time.

The e-Pouch platform enables AAT staff to conduct document verification and data checking earlier, even before the delivery of hardcopy documents. Should any discrepancy be found, AAT can inform the cargo agents in a timely manner for revision prior to their delivery of hardcopy documents. This initiative has greatly facilitated the overall cargo acceptance process and significantly enhanced the overall operational efficiency.

為了進一步支援由國際航空運輸協會倡議的電子空運提單計劃，全新的「電子文件袋」- 出口貨物，現已加入AAT的貨物管理系統，客戶可透過簡易的電子文件方式提交補充文件！

由二零一五年七月起，貨運代理可在提交實體文件至亞洲空運中心之前，以多種電子格式上載貨物相關文件如：出口證、許可證、證書、發票、航空分運單等至貨物管理系統。此簡化服務可讓航空公司、貨運代理及亞洲空運中心共享同一個電子平台，大大提高貨物文件的透明度，讓各有關方能實時檢視文件並作出相應更改。

「電子文件袋」能突破現行的空運提單核實程序，讓亞洲空運中心員工盡早核實文件及查證資料，甚至於實體文件到達亞洲空運中心之前開始。而一旦發現偏差，亞洲空運中心能即時通知貨運代理在實體文件送達航空貨運站前及時修正。「電子文件袋」以更高的效率，為客戶帶來更順暢的貨物處理流程。

## “Active Notification” of Cargo Damage Report 貨物損壞報告之 自動通知功能



AAT has implemented hand held terminals (HHT) with built-in cameras function since 2014. Photos of any problematic cargo are immediately taken with the HHT and stored in AAT’s Cargo Management System (CMS) for subsequent processing.

Enhancements of multi-media handling capabilities in AAT’s CMS this year allow photos taken with the HHT to be uploaded and stored in the CMS. These photos can be attached with relevant Cargo Damage Reports and be sent and shared with the airlines concerned through SITA and emails.

This new system enhancement significantly shortens the overall preparation and processing time for Cargo Damage Reports. AAT’s customer airlines can enjoy the benefit of higher operational efficiency as they can receive the cargo damage notifications (if any) within just 7 to 10 hours after flight arrival.

亞洲空運中心於二零一四年開始實施具拍照功能的手提終端機，若員工發現有問題的貨物時可即時拍照，照片會被自動儲存至AAT貨物管理系統作進一步處理。

AAT貨物管理系統的多媒體處理功能於今年再度增強，由手提終端機所拍照片可即時上載及儲存至貨物管理系統，並附加在貨物損壞報告內，而有關報告將自動經由SITA及電郵傳送及通知有關航空公司。

系統的提升大大縮短了貨物損壞報告所需的準備時間，AAT的航空客戶可在航機到達後七至十小時內收到貨物損壞通知（如適用），整體營運效率得以進一步提升。







## 行業動態 Industry Highlight

### “Aim High Night” Customers Gathering!

AAT organized “Aim High Night” on 11 June 2015 at the “i-Darts Club” for two consecutive years. Our customers came together to enjoy this fun-filled gathering. Everyone had a great time and enjoyed the exciting “shots”!

After several rounds of excitement, the “Darts King and Darts Queen” emerged! Mr. Benny Singh of Air India took the Men’s Championship, while Ms. Jackie Ng of United Airlines became the Women’s Champion. A team comprising representatives from United Airlines and AAT won the best squad championship. Congratulations to all the winners!

### “百發百中” 客戶聚會!

亞洲空運中心於二零一五年六月十一日在 “i-Darts Club” 舉辦「擲鏢之夜」之客戶聚會，乃第二年舉辦。一眾客戶聚首一堂，享受歡樂時刻及射鏢的樂趣！

經過多輪刺激的比賽回合，標王標后順利誕生！男子組由印度航空的林偉雄先生奪得標王殊榮，而女子組則由聯合航空的伍惠嫻小姐稱后，團體組冠軍由聯合航空及亞洲空運中心代表組成的隊伍獲得。恭喜所有得獎者！



## Congratulations to HAFFA 50th Anniversary 祝賀HAFFA成立五十周年



Our heartiest congratulations to HAFFA's splendid success over the years. More than a key milestone, the 50th anniversary represents HAFFA's long term commitment to promoting excellence for the industry.

We at AAT extend our very best wishes to all at HAFFA for a wonderful and memorable celebration. We look forward to continue our support for the momentum HAFFA has generated and for greater achievements to come.

亞洲空運中心衷心祝賀香港貨運物流業協會(HAFFA)成立五十周年！50周年標誌着HAFFA為推動業界卓越發展的一個長期承諾。

我們衷心祝賀HAFFA，期望雙方業界作更緊密合作，共同創造更輝煌的未來。

## Annual Dinner and Long Service Awards 2015

## 周年聯歡晚會及長期服務獎2015

AAT's Annual Dinner and Long Service Awards Presentation Ceremony were held on 10 July 2015 at Regal Airport Hotel to recognize the great efforts and contributions of all staff members. Mr. Andrew Lim, Executive Director, presented the long service awards in recognition of staff loyalty and dedication to AAT.

It was fun for all as they enjoyed the exciting games and lucky draws, such as "Let's Selfie" and "Puzzle Out", and all the delicious food and beverages throughout the night!

亞洲空運中心於二零一五年七月十日假富豪機場酒店舉辦周年晚宴及長期服務獎頒獎典禮，答謝員工過往的努力及貢獻！執行董事林承岳先生頒發長期服務獎以表揚員工的忠誠及貢獻。

同事們當晚一邊享受美酒佳餚，一邊享受幸運大抽獎及大玩創新刺激小遊戲，包括Let's Selfie及堆堆砌砌等！

