

AAT Welcomes New General Manager 亞洲空運中心喜迎新人事



We are pleased to announce that Mr. Kuah Boon Kiam has been appointed as the General Manager of AAT from 21 March 2016. His predecessor, Mr. Khaw Hock Eng, has completed his term with AAT and has taken on a new role in SATS Ltd. in Singapore. Mr. Kuah started his aviation career in Singapore in 1998. He has held a wide range of positions in the fields of cargo operations, product development and general management. Hong Kong is his third overseas posting after having been based in India and China. In addition, he had also previously lived in Australia for his education. We are happy to invite Mr. Kuah to share his stories.

亞洲空運中心歡迎柯文謙先生履新，由二零一六年三月二十一起出任總經理一職。而前總經理許福榮先生已完成他的任期，並於新加坡新翔集團有限公司擔任新工作。柯先生自一九九八年起於新加坡開展他的航空事業，期間他於貨運業務，產品開發及綜合管理等多個範疇肩負重任。另外他擁有豐富的海外工作經驗，香港已是他繼印度及上海後的第三個海外工作地區。另外，他亦曾於澳洲留學。我們很榮幸可以邀請到柯先生向我們分享他的故事：

問：你習慣了香港的生活嗎？有喜歡或想嘗試的事情嗎？

答：因為我已習慣了海外生活，而且香港跟新加坡的環境相似，所以我很快便適應了香港的生活。我十分鐘嘴，非常愛吃地道的粵菜。另外，我亦希望待天氣涼快一點的時候到郊外遠足。

問：經過長年於海外工作，你想家嗎？

答：我當然想念我的朋友和家人。幸好我有不少朋友現於香港工作，所以我可以於周末與他們暢聚。而且，新加坡離香港並非遙遠，我仍可以不時回老家一趟與家人相聚，而他們亦計劃前來香港探望我。我一直認為於國外工作跟生活是一件美好的事，因為你不但可以增廣見聞，亦可以從中得到寶貴的生活體驗。

問：於多年的工作當中，你有沒有一些難忘的經歷可以跟大家分享一下？

答：於二零零五年的時候，我正於印度孟買生活，有一天洪水來襲，癱瘓了整個城市。我和我的團隊不但無法離開，最終更於辦公室渡過了整個晚上！回想起來，那次絕對是一個有趣的體驗，而我和同事們亦藉此建立關係。另外，我的車子雖然於大水中完全浸沒，但當地技師竟然能令它「起死回生」，繼續行走呢！

問：你認為於亞洲空運中心工作會遇上甚麼挑戰？

航運業於近年的變化很大，市場競爭亦變得非常激烈，對我們帶來很大挑戰。不過挑戰往往伴隨著機遇，亦是我們進步的原動力。只要努力向目標進發，為客戶帶來優質的服務，我們就能突破自己，為公司再創高峰。

在此我們歡迎柯先生加入亞洲空運中心的大家庭，祝工作順利！

Q: Have you settled well in Hong Kong? Is there anything you like or want to try here?

Ans: I am used to living abroad so I have adapted quickly, especially since the environments in Hong Kong and Singapore are similar. I am a foodie, so I do enjoy eating local Cantonese food. I would also like to go hiking when the weather gets cooler.

Q: After working overseas for many years, do you miss home?

Ans: I do miss my friends and family. Luckily I have plenty of friends who are now working in Hong Kong and I spend my weekends with them. Besides, Singapore is not far away so I can still travel home to see my family. They also have plans to visit me. I have always thought that it is a good thing to live and work overseas. The experience is priceless and it really broadens the mind.

Q: Can you share some of your unforgettable experience that you have had over the years?

Ans: Back in 2005, when I was living in Mumbai India, and there was a big flood that paralyzed the entire city. My team and I were trapped in the office overnight. Looking back, this was an interesting experience as we got a chance to bond as a team. My car was completely submerged but what was amazing was that local mechanics got the car to run again!

Q: What challenge do you think you will face in AAT?

Ans: The airfreight industry has changed a lot in recent years and the market has become very competitive. However challenges always come hand in hand with opportunity and it motivates improvement. As long as we strive towards the goal of providing better service to our customers, we will be able to push our limits and our business will continue to flourish.

We welcome Mr. Kuah to the AAT family and wish him all the best with his new position!





焦點報導 Spotlight

SWISS Brings in New Aircraft!

喜迎瑞航全新機型

SWISS held a welcoming ceremony that included an official water salute and a ribbon-cutting ceremony on 11 April 2016 to celebrate the inaugural B777-300ER flight from Zurich to Hong Kong - the first Asian destination for this aircraft type. It was our pleasure to witness this milestone!

SWISS started updating its long-haul fleet in 2016. They have ordered nine Boeing 777-300ERs. The new aircraft will be used on ultra-long haul routes, such as San Francisco, Los Angeles, Bangkok and Hong Kong. The Boeing 777-300ER has state-of-the-art technology. It offers maximum reliability, a very high level of comfort in the cabin and over 330 seats.

AAT is delighted to witness this event and wish SWISS every success!

為迎接瑞士航空全新波音777-300ER型飛機首航，於二零一六年四月十一日從蘇黎世抵達香港。此機型於亞洲的首個目的地，瑞航在當天舉辦了慶祝酒會，當中包括水炮及剪綵儀式。本公司亦有幸參與其中，見證這一里程碑！

瑞航於2016年起開始更換用於超長航線的機型。並已為此訂購了9架波音B777-300ER型飛機。這些新飛機將用於超長航線，比如飛往三藩市、洛杉磯、曼谷及香港的航線。波音777-300ER型飛機採用了最為精良的技術，這款機型安全性及客艙舒適度高，可提供超過330個座位的超大空間。

亞洲空運中心很榮幸能夠見證這項盛事及瑞航的成功！



29th IATA Ground Handling Conference 2016

第二十九屆國際航空運輸協會地勤會議

The 29th IATA Ground Handling Conference 2016 was held from 15-18 May 2016 in Toronto, Canada. Participants were updated on the latest developments in our industry and participated in discussions regarding current business trends and issues.

Our shareholder SATS Ltd organized a networking dinner in the evening of 15th May. This provided a great opportunity for airline customers and SATS affiliated companies to strengthen communication, exchange ideas and explore business opportunities.

Mr. Kuah Boon Kiam, General Manager of AAT and other representatives were delighted that the event provided insightful information and opportunities for business cooperation.

第二十九屆國際航空運輸協會地勤會議於二零一六年五月十五日至十八日在加拿大多倫多舉行。參加者是在是次活動獲得了行業發展的最新資訊和參與了最近行業議題的研討。

我們的股東新翔集團有限公司於十八日晚上舉行了交流晚宴。是次活動不但提供了寶貴機會給航空公司客戶及新翔的附屬公司加強溝通，亦同時交流及探討拓展業務的可能。

亞洲空運中心總經理柯文謙先生及其他代表均對是次活動感到非常滿意，表示會議能夠提供深入的行業資訊及商務合作的機會。



AAT representatives joined the dinner hosted by SATS.
亞洲空運中心代表出席新翔集團於IGHC其間舉辦的聚餐。

AAT Successfully Renewed the ISAGO Certification 亞洲空運中心成功續獲國際地勤服務安全審查認證

AAT has successfully renewed the IATA Safety Audit for Ground Operations (ISAGO) Certification in May 2016 for a 2-year period with very good results in the latest audit.

The ISAGO program is an internationally recognized system for assessing the operational management and control systems of an organization that provides ground handling services for airlines.

AAT has substantially fulfilled the stringent ISAGO qualification criteria. The team will continue to ensure our strict compliance with the systems laid out in the ISAGO programme and achieve a higher standard of safety and service.

Looking forward, AAT will continue to do all possible to enhance our security and safety standards to fulfil our core value pledge.



AAT has successfully renewed the IATA Safety Audit for Ground Operations (ISAGO) Certification.
亞洲空運中心榮獲地勤服務安全審查 (ISAGO) 認證續期。

亞洲空運中心再次以傑出成績於二零一六年五月榮獲國際航空運輸協會 (IATA) 頒發地勤服務安全審查 (ISAGO) 認證續期。

ISAGO 乃國際認可的品質審計計劃，旨在加強機場地面服務運作的安全程度，減少意外事故；並省卻不同航空公司對地勤服務供應商所安排的重覆審查，藉以提高審計效率。

此證書凸顯亞洲空運中心對服務質素、安全及的優質運作的堅持。亞洲空運中心將繼續嚴格遵守 ISAGO 計劃的各項指引，並達到更高水平的安全及服務指標。

展望將來，亞洲空運中心會竭盡所能，進一步加強安全及保安標準，以貫徹及履行我們核心價值的承諾。

AAT Goes Green! 亞洲空運中心走在環保前線！



Asia Airfreight Terminal Co. Ltd. (AAT) is honored to be awarded the title of Hong Kong Green Organization (2015 – 2017). This certification is to encourage green environmental practices in different areas, benchmark organizations with green management achievement and recognize the organizations' effort and commitment to environmental protection. This prestigious certification recognizes AAT's contributions to environmental conservation.

In 2015, AAT's "Energywise Label (Class of Excellence)" and "Wastewise Label (Class of Excellence)" were successfully renewed by the Hong Kong Awards for Environmental Excellence (HKAEE). AAT also participated in the "Energy Saving Charter on Indoor Temperature" organized by the Electrical and Mechanical Services Department. AAT achieved the above objectives by reducing waste, reusing and recycling materials, maintaining indoor temperature between 24 - 26°C during summer and using green energy in our operations. The achievements made AAT eligible for the title of Hong Kong Green Organization.

AAT will continue our efforts to go green, strive for higher green targets and achieve our mission of sustainable development.

亞洲空運中心獲頒發「香港綠色機構(2015 - 2017)」名銜。此「香港綠色機構認證」旨在鼓勵於不同範疇實施環保措施，為綠色管理上有卓越成就的機構訂定基準及表揚他們在環保方面所作出的貢獻及承諾。這項具公信力的認證肯定了亞洲空運中心對環境保護的付出和堅持。

亞洲空運中心於二零一五年獲香港環境卓越大獎續發「減廢證書(卓越級別)」及「節能證書(卓越級別)」。我們亦參加了由機電工程署舉辦的「室內溫度節約章計劃」。我們透過減少廢物，重用及回收物料，在夏天將室內溫度維持在攝氏24至26度之間及使用綠色能源來達成以上目標。以上獎項令亞洲空運中心合資格成為「香港綠色機構」。

亞洲空運中心將會繼續致力保護環境，向更高的綠色目標進發及實踐可持續發展的使命。



服務提升

Services Enhancements



Introducing Credit Payment of X-ray Screening Service

亞洲空運中心推出X光檢測服務之信用額支付服務

Asia Airfreight Terminal is pleased to launch a significant upgrade of the credit payment process for X-ray screening service! The new service enables credit agents with both registered AIMS (AAT Internet Management System) accounts and E-invoice accounts to pay by credit for x-ray screening charges at the same time as issuance of RCL (Reception Checklist) during the cargo acceptance process.

Convenience and Enhancement in Settling Payments

This initiative will provide convenient and faster service for our cargo agents as the round trips between the truck dock for x-ray screening process on 2/F and Customer Services Counter on 1/F are eliminated. This service greatly reduces the overall cargo acceptance processing time, thereby enhancing overall operational excellence.

E-Invoice Tightens Security and Protects the Environment

Together with the E-invoice service, credit agents can view and manage payments electronically. Other than supporting a paperless environment and reducing transportation requirements, the adoption of e-invoice offers greater efficiency and security for our customers to manage their invoices.

"We believe your time is precious," said Mr. Kuah Boon Kiam, the General Manager of AAT. "Our new service can provide great convenience to our valuable customers. In doing so, we hope to deliver on customer satisfaction that will exceed expectations."

亞洲空運中心現推出「X光檢測服務之信用額支付服務」！由即日起同時擁有亞洲空運中心互聯網管理系統(AIMS)帳戶及享用電子帳單服務的貨運代理(只限於本公司有信用額之客戶)在使用X光檢測服務之後可於發出收貨單(RCL)的同時，直接於客戶預先存放在亞洲空運中心的信用額中扣除該RCL相應的X光安全檢查費用。

減省付費時間 加快收貨流程

直接扣除客戶帳戶內的信用額可以免卻用戶來回一樓顧客服務櫃檯及二樓貨車停泊位以繳付費用的時間，亦可以進一步縮短交收貨物的時間，為客戶提供最大便利及令整個貨運流程更流暢。

實現無紙化 提高安全性

此外，用戶在享用信用額支付服務的同時，可以隨時通過利用「電子帳單服務」

在網上方便及安全地瀏覽並下載即日帳單，我們相信此新服務可以提高客戶追蹤帳戶資料的準確度及透明度。除了響應環保而減少用紙和運輸成本，採用『電子帳單』更可以提高效率和安全性，方便客戶隨時管理自己的帳戶。

「我們堅信您的每分每秒都非常珍貴。」亞洲空運中心總經理柯文謙先生表示：「我們此項新服務能更加方便廣大寶貴客戶，為大家帶來滿意的服務。」



服務提升 Service Enhancements

Introducing RFID Tag for Pre-packed Cargo 引入預裝貨物無線射頻識別系統載具識別標籤

AAT is pleased to introduce the Radio-Frequency Identification (RFID) ULD Tag for pre-packed cargo from 20 July 2016. AAT is the first Cargo Terminal Operator in Hong Kong to adopt this innovative enhancement in technology to facilitate and streamline the cargo acceptance process.

RFID technology allows the pre-packed cargo acceptance process to be streamlined to achieve higher operational efficiency and time-saving benefits. It speeds up the cargo acceptance process by 45 seconds per shipment.

With the new RFID technology in place, data accuracy is enhanced by reducing human errors. Shipment information on the ULD tag, including flight number, weight, contour and destination, will now be computerized to facilitate easier data capture.

"Every second counts to our valuable customers," said Mr. Kuah Boon Kiam, General Manager of AAT. "We are very pleased to have a new product this year. This RFID technology is a new milestone for the air cargo industry in Hong Kong. We hope to continue this innovative approach in the future to provide new service to our customers."

亞洲空運中心於二零一六年七月二十日推出應用無線射頻識別系統(Radio Frequency Identification, RFID)的載具識別標籤，並應用於預裝貨物接收中。亞洲空運中心是首個香港空運貨站將此項創新技術引入於載具識別標籤中，有效簡化貨物驗收過程，便利客戶。

透過無線射頻識別系統，整體的預裝貨物接收程序得以簡化，既提高營運效率亦節省時間。此系統優化了整個預裝貨物檢測程序，每一件預裝貨物可以減省45秒處理時間，為客戶帶來更高效的收貨程序。

應用RFID技術的載具識別標籤能有效地減少人為錯誤，以確保數據的準確度。載具識別標籤上的貨物資料，包括航班編號、重量、外形和目的地，現在都全面電腦化，同時促進資料傳輸的效率。

「對寶貴的客戶來說，每分每秒均是非常重要的。」亞洲空運中心總經理柯文謙先生表示：「我們非常高興能在二零一六年帶來此項創新服務。該應用無線射頻識別系統的載具識別標籤定能為香港空運界創出一個新里程。我們會繼續努力研發能應用業界的科技，為客戶帶來更多新服務。」



AAT introduces the RFID ULD tag for pre-packed cargo.
亞洲空運中心正式推出應用RFID的載具識別標籤。



活動 Event

Aiming High! AAT 3rd Darts Nite 百發百中！AAT第三屆「擲鏢之夜」

AAT hits the bullseye again of our 3rd Aim High Nite on 16 June 2016 at the Mountain Bar & Lounge in Tsim Sha Tsui. The event was held for the 3rd consecutive year and the response was overwhelming. Our customers forgot about work, and enjoyed a delightful evening with a wine glass in one hand and a dart in the other. The bar was filled with cheers whenever the dart hit the bullseye.

After rounds of thrilling excitement, the Darts King and Darts Queen were rewarded! Mr. Steven Ying from Federal Express became the Darts King and Mrs. Azeb Gebreyohannes from Ethiopian Airlines was crowned the Darts Queen, as both became champions of the men's and women's categories respectively. There was also a team challenge that was won by Mr Jacky Cheung from Qantas Airways, Mr John Mampilli from Lufthansa Cargo, Mr Marco Ching from Pacific Air (HK) Limited and Mr Tony Yip. Congratulations to all the winners!

We look forward to our next social event with our colleagues and customers!

亞洲空運中心於二零一六年六月十六日假尖沙咀 Mountain Bar & Lounge舉辦「擲鏢之夜」。由於反應熱烈，活動已是連續第三年舉辦，讓一眾客戶暫時忘卻工作，聚首一堂，享用手中美酒，擲鏢暢聚。每當飛鏢正中紅心時，整個酒吧歡呼歡笑聲此起彼落，大家玩得不亦樂乎。

經過多輪緊張刺激的劇鬥，鏢王鏢后終於誕生！男子組由聯邦快遞的刑詩晴先生勇奪鏢王殊榮，女子組由埃塞俄比亞航空的Azeb Gebreyohannes女士稱后，另外團體組則由來自澳洲航空的張志輝先生、德國漢莎貨運航空的萬柏利先生、太平洋航空總代理(香港)有限公司的程家豪先生及Tony Yip先生奪得冠軍。恭喜所有得獎者！

亞洲空運中心期待於下一次活動中與同事及客戶暢聚！



Mrs. Azeb Gebreyohannes from Ethiopian Airlines was crowned the Darts Queen!
埃塞俄比亞航空的Mrs. Azeb Gebreyohannes成為鏢后！



Mr. Steven Ying from Federal Express became the Darts King!
聯邦快遞的刑詩晴先生勇奪鏢王殊榮！



The team winners are (from left to right) Mr Jacky Cheung from Qantas Airways, Mr John Mampilli from Lufthansa Cargo, Mr Marco Ching from Pacific Air (HK) Limited and Mr Tony Yip.
團體冠軍則由來自澳洲航空的張志輝先生、德國漢莎貨運航空的萬柏利先生、太平洋航空總代理(香港)有限公司的程家豪先生及Tony Yip先生奪得！



Best Safety Supervisor Recognition Award by Airport Authority Hong Kong

機場管理局「機場安全嘉許計劃」頒獎典禮

Mr. Derek Chan, AAT's Safety Officer, was presented with the "Best Safety Supervisor Award" in the "Airport Safety Recognition Scheme" by Airport Authority Hong Kong on 7 April 2016 in Regal Hotel.

The Airport Safety Recognition Scheme is held annually by AAHK to recognize the airport community members and frontline staff who demonstrate exemplary behavior towards safety during the past year.

Safety is always AAT's first priority, and it is deeply ingrained in our corporate values and mindset. We will continue to comply with the highest safety standards as part of our efforts to achieve operational excellence.

Congratulations to Derek!

在二零一六年四月七日，亞洲空運中心安全組長陳偉於富豪機場酒店舉行之「機場安全嘉許計劃」頒獎典禮中獲機場管理局頒發「最佳安全組長獎」。

機場管理局續辦每年一度的「機場安全嘉許計劃」，以表揚於過去一年對機場安全有卓越貢獻的機場員工。他們為達致安全目標身體力行，提出真知灼見，因而獲得讚揚嘉許及獎項。

安全不但是AAT的首要事項，同時亦是我們的企業核心價值。我們將繼續力臻完美，嚴格遵守至高規格的安全標準。

恭喜陳偉先生！



Safety Officer - Derek Chan (seventh from left) was presented with the "Best Safety Supervisor Award".
安全組長陳偉獲（左七）頒發「最佳安全組長獎」。

Participation in the Shooting of AAHK Security Awareness Video 參與拍攝機管局保安宣傳片段

"Safety and Security" is one of the core values of AAT which we take very seriously. We adopt industry best practices to ensure the security of our people, cargo and premises. If required, we will publicize our commitment too.

AAHK invited us to participate in the shooting of its promotion video on security for the training of airport staff, in order to improve their safety and security awareness. The video is about what to do if airport staff encounter any suspicious behavior. If a crime is suspected, they must notify AVSECO or the airport police immediately.

As a part of the Hong Kong International Airport community, we will do our part to prevent crime and ensure the safety and security at the airport.



AAT colleagues shooting the video on a sunny day!
同事們正在陽光普照下參與拍攝短片！

『安全及保安至上』是亞洲空運中心認真看待的核心價值觀之一，我們一直致力採取業界最嚴格的保安措施以確保員工、貨物及機場的安全，如有需要，我們亦會不遺餘力配合有關的宣傳工作。

機場管理局早前邀請我們參與拍攝保安宣傳片段，用於培訓機場工作人員，以提高他們的安全及保安意識。該片段內容是關於機場職員發現可疑行為或涉嫌犯罪時的應對方法，如有懷疑，應即時通知機場保安公司或警方。

作為香港國際機場的一份子，我們會做好本分。為機場的防罪，安全及保安工作盡一分力。



Annual Dinner 2016 週年晚宴2016

AAT Annual Dinner was held on 5 August 2016 at Regal Airport Hotel. Mr. Kuah Boon Kiam, General Manager of AAT, expressed heartfelt appreciation for the effort and contributions of our staff and encouraged all to stay strong in a competitive business environment.

In keeping with party theme of a massively popular mobile game this year, the hosts dressed up in character. Our colleagues enjoyed Chinese cuisine with fine wine, as well as other activities, such as portrait sketching and photobooth for staff to take home mementos of a fun-filled evening. Of course there were exciting games and a lucky draw too! The event was a major success and everyone had a great time. Looking forward to next year!



Staff are having fun at the event!
同事們都樂在其中呢！



AAT management are toasting the audience at the Annual Dinner.
亞洲空運中心管理層跟在場同事乾杯。



有獎安全問答遊戲

參加者請圈出確答案，並於二零一六年九月三十日（星期五）前交到七樓員工餐廳的收集箱。三名得獎者將分別獲得超市禮券價值一百元正！答對而被抽中的同事將由專人通知領獎！

Q1 持有橙色機場禁區通行證可以進出機場禁區哪些區域？

- A. 獲准進出停機坪區的全部範圍
- B. 獲准進出客運大樓及停機坪全部範圍
- C. 獲准進出全部地區

Q2 以下哪個不是正確提舉貨物的方法？

- A. 先蹲低身再提舉貨物，背部保持垂直
- B. 用手掌緊握物件，避免用手指抓著物件，以免物件滑脫
- C. 突破極限，挑戰自己，盡可能提取最重及最多貨物

Q3 以下那一項不是中暑的危害因素？

- A. 高溫度
- B. 低濕度
- C. 空氣不流通

上期答案：1) A. 黃色和紅色 2) B. 繼續工作 3) C. 昏睡

得獎者：Angus Chow (SMD/MKT) Cheng Kwok Shing (CSD/ EDS) Lui Siu Lung (CSD/EDS)

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部門：

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