

## Highlights

### Corporate

Our Continuous Commitment to Oxfam Trailwalker 2011

### Quality

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## AAT Cargo Forum 2011

The AAT Cargo Forum 2011 was successfully held on 21 September 2011 at Marco Polo Hong Kong Hotel, Tsim Sha Tsui.

The forum served as a platform for terminal users to meet and share their opinions regarding AAT's services and developments. It also provided a good opportunity for AAT to update terminal users on AAT's achievements and plans.

Customer airlines, HAAT, HAFFA, Airport Authority Hong Kong and cargo agents were well represented at the forum. By creating an interactive communication channel, AAT can further understand customer's needs and provide more customer-oriented cargo handling solutions. We sincerely thank all participants for the valuable feedback and constructive suggestions. We will certainly consider them in our improvement efforts.



## 二零一一年亞洲空運中心 貨運研討會

一年一度的亞洲空運中心貨運研討會，已於二零一一年九月廿一日假尖沙咀馬可李羅香港酒店順利舉行。

是次研討會為各空運貨站使用者建立了一個合適的平台，讓大家為亞洲空運中心的各項服務及發展作出討論，分享專業意見。同時，我們亦能藉此難得機會，向各空運中心使用者匯報亞洲空運中心最新的成績和動向。

一眾航空公司客戶、香港空運裝板運輸業協會有限公司、香港貨運業協會有限公司、香港機場管理局及各貨運代理均派出代表，踴躍參與是次活動。透過這一個互動交流途徑，亞洲空運中心對客戶的需求更為了解，從而提供更以客為本的貨運服務。我們衷心感謝各與會者，並必充分採納他們寶貴的意見及建議，精益求精。

## Our Commitments

IT Improvements	Completion Date
Bandwidth upgraded	Aug 2010
Mail Server reconfiguration	Feb 2011
AIMS Enhancement · Improved System Performance · Better User Interface	Feb & Apr 2011
eCan messages sent by shipment basis	Apr 2011
AIMS / FHL feature compatible in Mac devices	Sep 2011
A new Telephone Enquiry Handling System	Jun 2011

Cargo Terminal Services Improvement	Completion Date
Notice boards and banners carrying safety & health and security messages placed around the warehouse	On going

Customer Services Improvements	Completion Date
Chinese procedure manuals	Mar 2011
Training for effective and professional telephone answering	On going
Intensify classroom and on the job training on cargo operations for all staff	On going
Assessment after each training	On going
Enhancement of CCTV system · Additional cameras with higher resolutions · Upgrade to Hybrid Digital Video Recorder	Oct 2011

Safety Improvement	Completion Date
Installed speed control devices for all forklifts	On going

## AAT Welcomes Vladivostok Air



Asia Airfreight Terminal Co Ltd (AAT) is pleased to announce that Vladivostok Air (XF) has appointed AAT as their handling agent for cargo and documentation with effect from 21 October 2011.

Vladivostok Air is an airline based in Vladivostok, the largest carrier in the Russian Far East, carrying about 1 million passengers annually on its own fleet. The airline operates scheduled domestic flights within Russia and international flights to Africa, Asia, and Europe, as well as charter flights and a well-established helicopter service. Vladivostok Air operates twice weekly service between Vladivostok, Hong Kong and Singapore using Airbus A320.

Mr. Kenneth Yeung, General Manager of Corporate Development AAT said, "We would like to welcome Vladivostok Air and look forward to a successful partnership".

## 亞洲空運中心歡迎海參崴航空成為新客戶

亞洲空運中心很高興宣佈獲海參崴航空委任為香港國際機場之貨運地勤服務代理，並於二零一一年十月廿一日起為其提供空運貨物及文件處理服務。

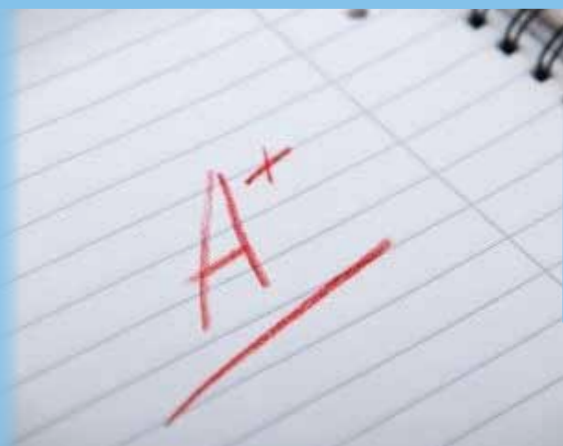
海參崴航空公司是一家以俄羅斯海參崴為基地的航空公司，每年載客量達一百萬人次。海參崴航空除經營國內航線，國際航線服務更遍及非洲、亞洲及歐洲等地。此外，其服務範疇廣泛，亦經營包機及直昇機服務。海參崴航空將以A320型號每週提供兩班來往海參崴、香港及新加坡之間的國際航班服務。

亞洲空運中心企業發展科總經理，楊國維先生說：「我們欣切歡迎海參崴航空並期待著一個成功的夥伴關係」。

## AAT Handles Qantas' Grounding Smoothly

In Hong Kong, AAT received news that Qantas (QF) flights would be cancelled in the early morning of 29 Oct 2011 (Sat). AAT staff immediately established close communication with QF representatives to make contingency plans. As it was uncertain when the flights would resume, QF informed its cargo agents to stop delivering QF's cargo to AAT to help ease the potential backlogs. Prior to this, 39 tons of cargo had already been received for the cancelled flights. Without delay, AAT worked with QF representatives to make alternative arrangements for express or urgent shipments.

The flights resumed by 31 Oct (Mon), all backlogs were cleared within the day and it was quickly normal operations as usual. The weekend cancellations had affected 9 inbound and 9 outbound flights, which could have resulted in chaos at the terminal. However, the good cooperation and swift action by QF and AAT staff had reduced the impact of the disruption. All thanks to the staff for their efforts in handling the situation smoothly.



## 亞洲空運中心妥善應對澳航事件

在香港時間二零一一年十月廿九日星期六的早上，亞洲空運中心獲悉澳航班機取消運作，便立即與澳航代表加緊溝通，並採取所需應變措施。基於復航時間極不明朗，澳航代表通知其貨運代理停止運送貨件至亞洲空運中心，以減低貨物積存之壓力。在此前已有三十九噸貨件因航班取消而滯留。我們同時亦與澳航代表積極跟進急件的相關處理。

於十月三十一日星期一，澳航恢復航班運作，亞洲空運中心在當日已將積存貨件全數清理，貨運處理亦隨即回復正常。總結在這段停航期間，分別共有九班離港及九班抵港班機被取消，幸有澳航及亞洲空運中心員工的衷誠合作，大家共同作出迅速行動，是次事件並未有在貨運站造成任何混亂，也大大減低了對各方面的影響。我們確實要感激為此事出力的每一位員工！



## AAT Business Partners Day 2011



The AAT Business Partners Day 2011 was held from 16 to 18 November 2011 at Haikou Hainan Island, China.

More than 40 guests from customer airlines and business partners participated in the event. The event began with a welcome BBQ dinner hosted by the AAT management, and was followed by a golf tournament held at the world class Mission Hills Golf Club on the next day.

After a very keen competition, Mr. Kim Jae Sik from Asiana Airlines was the Champion for gross score and Mr. Ely Yeung from Mega Maldives was the Champion for nett score.

For tour participants who did not play golf, leisure activities such as hiking in the famous "Volcano Park" were arranged specially for them. At the end of the tour, everyone became a winner – all the participants had fun and brought home with them lots of fond memories!

## 二零一一年亞洲空運中心 合作夥伴同樂日

亞洲空運中心合作夥伴同樂日已於二零一一年十一月十六至十八日期間於中國海南島海口市順利舉行。

是次活動超過四十名嘉賓出席，他們分別來自航空公司客戶及業務夥伴。是次活動以燒烤晚宴揭開序幕，接著於海口觀瀾湖國際高爾夫球場舉行高爾夫球比賽。

經過一輪緊張激烈的高爾夫球比賽，最後分別由來自韓亞航空的Kim Jae Sik先生及美佳航空的楊廣龍先生勇奪總桿冠軍及刺桿冠軍。當各高球健兒在綠茵上比拼時，其餘沒有參加高球比賽的嘉賓則走訪海口名勝，例如到著名景點火山口公園遠足，參觀五公祠、海瑞墓等歷史古蹟。

最後，每位嘉賓都成為大贏家，獎品包括不少笑聲和難忘的回憶！





To promote electronic means for handling enquires, AAT Free Wi-Fi Service is now available at 1/F Customer Services Counter and 7/F Canteen.

為促進電子貨物處理查詢，亞洲空運中心於一樓顧客服務櫃台及七樓職員餐廳設置免費無線寬頻服務供貨站使用者使用。

## System Enhancement in AAT Internet Management System (AIMS)

We are glad to announce that our AIMS system had been enhanced in Oct and Nov 2011 respectively.

In phase one, the functions under “Create House Manifest” and “Update House Manifest” were enhanced to simplify the creation of house manifests (FHLs). In phase two, the function under “Enquire House Manifest” has been enhanced to facilitate the checking of amendments to FHL in AIMS.

The new features assist users in following the best practices, enhance the accuracy of FHL data submitted and also enhance the efficiency of handling each FHL enquiry.

AAT will continue to work towards excellence and ensure that its customers will always receive the best services from AAT.

## 提昇亞洲空運中心互聯網管理系統

為持續改善亞洲空運中心互聯網管理系統（AIMS），我們欣然宣佈亞洲空運中心分別於二零一一年十月及十一月為該系統進行功能提昇。

於首部份提昇計劃中，“建立貨運代理艙單”和“更新貨運代理艙單”之效能被提昇以簡化了貨運代理艙單（FHL）的建立和更新步驟。在第二部份系統提昇中“查詢貨運代理艙單”之效能被提昇以簡化查詢貨運代理艙單的步驟。

新增功能特點能有效協助用戶遵從最佳範例和提交準確的貨運代理艙單資料外，亦能協助用戶檢視貨運代理艙單之更新資料及更有效地查詢貨運代理艙單的狀況。

亞洲空運中心將繼續邁向更高服務水平，並確保其客戶可享用至最稱心的服務。

## Acknowledgement of Outstanding Performance The 1st Quarter Performance Awards 2011-12

To honour employees who show positive attitude and exceptional performance at work, the 1st Quarter Performance Awards 2011-12 Ceremony was held on 10 Aug 2011. A total of three colleagues were recognized by the management.

Congratulations to all the awardees and cheers to their great performance!

### 二零一一至二零一二年度 第一季工作表現嘉許獎頒獎典禮

亞洲空運中心一向以「重視人才」作為核心價值觀，我們每個季度均會舉辦工作表現嘉許獎頒獎典禮，以表揚工作表現出色及態度積極的員工。

二零一一至二零一二年度第一季工作表現嘉許獎頒獎典禮已於二零一一年八月十日舉行，今季共有三位來自不同部門的員工獲其上司、同事及客戶的嘉許，並獲得管理層頒發獎狀以茲鼓勵。藉此，我們再次恭賀各得獎者，並希望他們繼續努力保持良好的工作態度，成為其他員工學習的好榜樣。



### Divisional Award 科嘉許獎

Name 姓名	Division 屬科	Department 部門
CHIANG MEI PO SHIRLEY 蔣美寶	CSD	TER
CHAN KA YEE CLARE 陳嘉儀	FHR	HRD
WAN OI MAN 雲愛雯	SSD	SSD



# AAT Quality Agent Award 亞洲空運中心

## 優質貨運代理頒獎禮

Timeliness and accuracy of documentation and data transmission are important for a world-class cargo logistics operation. In this regard, we see a great necessity for cargo agents and AAT to work closely. AAT's "Quality Agent Award" was launched in May 2011 to motivate and reward cargo agents that have adhered to best practices in documentation, and have helped improve the quality of logistics service at AAT. The top 50 agents in terms of number of AWB processed through AAT in 2010 were invited to participate in the award.

### The criteria for achieving "Quality Agent Award":

1. Accurate submission of FHL.
2. FHL submitted at least 2 hours before scheduled time of departure.
3. MAWB & documents submitted at least 2 hours before scheduled time of departure.

The AAT Quality Agent Award Presentation Luncheon was held on 6 Dec 2011 at Hyatt Regency Hong Kong. The top 10 quality agents for the first assessment period from May to Oct 2011 received the honour at the event. Once again, thank you for contributing to service excellence! Keep up the good work for AAT Quality Agent of the Year Award!

及時、準確的文件處理及訊息傳遞，是一個世界頂尖級空運物流系統不可或缺的一環，各貨運代理與亞洲空運中心的緊密合作甚為重要，因此，我們在二零一一年五月開始推行亞洲空運中心優質貨運代理獎，旨在推動及鼓勵貨運代理在文件處理方面更精益求精、提昇服務質素，同時亦藉此獎項表揚能時刻保持最佳表現的貨運代理。於二零一零年透過亞洲空運中心提交最多AWB之首五十間貨運代理均獲邀參加是次獎項。

### 優質貨運代理獎的評審準則為：

1. FHL準確無誤。
2. FHL在預定起飛時間最少2小時前遞交。
3. MAWB及相關文件在預定起飛時間最少2小時前遞交。

亞洲空運中心優質貨運代理獎第一評審階段頒獎典禮已於二零一一年十二月六日假香港凱悅酒店舉行，在第一評審階段（二零一一年五月至十月）位列首十位的貨運代理在典禮中接受獎項。我們再次感謝各得獎代理所作的努力，希望大家繼續堅持優質的服務質素，向年度優質貨運代理獎進發！



### Top 10 Quality Agents

GRAND POWER EXPRESS INTERNATIONAL LIMITED

HECNY TRANSPORTATION LIMITED

JJB LINK LOGISTICS COMPANY LIMITED

KUEHNE & NAGEL LIMITED

M TRANS LOGISTIC (HK) LIMITED

PAK LEE LOGISTICS LIMITED

PIONEER LOGISTICS (HONG KONG) LIMITED

PROFIT SAIL INTERNATIONAL EXPRESS HK LIMITED

SEKO WORLDWIDE LIMITED

SUPER LEADERS LOGISTICS COMPANY LIMITED

Remarks: in alphabetical order  
註：以英文字母排列



## Our Continuous Commitment to Oxfam Trailwalker 2011

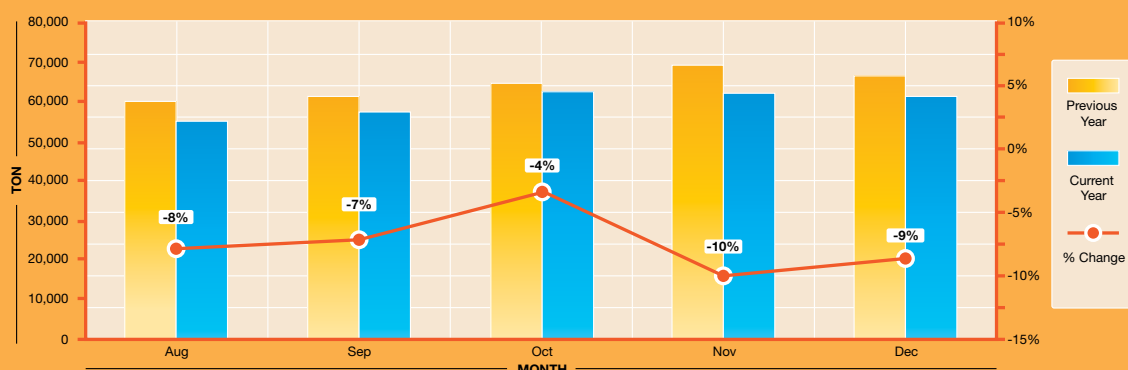
AAT staff made their contribution to a caring society by participating in the Oxfam Trailwalker 2011 from 18 to 20 November. This year, four young energetic volunteers from the Customer Services Division joined the challenge. Inspired by the 4 volunteers, staff from different divisions helped and cheered them on at different support stations along the MacLehose Trail through day and night. Though heavy rain made their walk even more difficult than usual, the team did not fail in their mission and completed the hike. We are proud of our brave volunteers!



## 亞洲空運中心團隊再次成功挑戰樂施會毅行者

亞洲空運中心及其員工樂善之心於二零一一年十八至二十日樂施會毅行者慈善步行中再次展現。今年四名來自顧客服務科的員作為毅行者以步行一百公里作為挑戰目標。為鼓勵及支持四位毅行者，來自其他部門的同事日以繼夜於不同支援點為他們送上熱湯、食物及其他補給品。縱使今年天氣惡劣，下著滂沱大雨亦阻不了毅行者的決心，並且於限時內完成目標，實在是亞洲空運中心的驕傲！

## Total Tonnage Handled in AAT (2010 vs 2011) 亞洲空運中心處貨量（上年同期比較）





# AAT Qualified for Energywi\$e label in the Hong Kong Awards for Environmental Excellence 2011

AAT received the Energywi\$e label in Class of Good from the Hong Kong Awards for Environmental Excellence 2011, a scheme to encourage businesses and organisations to adopt green management and environmental friendly innovations.

The Energywi\$e Label recognise those who adopt measures to save energy within their establishments.

As an environmentally responsible company, AAT has put in place a range of policies to examine ways of cutting energy consumption, reduce waste and conserve resources. Our energy saving measures in lighting system and air-conditioning system met the high standards set by the Hong Kong Awards for Environmental Excellence and qualify us to carry the Energywi\$e Label.

AAT will continue to play its role in conserving energy and protecting our environment.



## 亞洲空運中心獲頒2011香港環保卓越計劃「節能標誌」

亞洲空運中心被香港環保卓越計劃頒發「良好級別節能標誌二零一一」，是次計劃旨意鼓勵各行各業持續推動環境管理及實踐環保創意概念。

「節能標誌」認可計劃目的是協助機構採取節能措施，促進機構在運作時節約能源。

作為一家對環保不遺餘力的企業，亞洲空運中心貫徹執行節能減排政策，不斷為提升能源效益、減少廢物及節約資源作出改善措施。其中在照明裝置及空調裝置的能源效益措施，便達至香港環保卓越計劃所訂立之高水平目標，並為亞洲空運中心取得「良好級別節能標誌」。

亞洲空運中心將繼續為節約能源和保護我們的環境出每分力。

## Win-Win for All: AAT is One of the Family Friendly Employers 2011



The Family-Friendly Employers Award Scheme is launched to raise awareness of the importance of family and to foster a pro-family culture in the business sector. The award recognises enterprises that demonstrate a family-friendly spirit and encourages them to implement family-friendly employment policies and practices.

AAT has in place a host of family-friendly employment policies including 5-day work week and flexible working hours. In addition, AAT promoted work-life balance by offering a host of activities like spring dinner, festive parties, annual ball, National Day buffet and so on.

We are glad that the Family Council invited AAT to participate in the inaugural Family-Friendly Employers Award Scheme. It is an honour to be conferred the award in 2011. We will continue building a pro-family environment and strengthen our teamwork.



## 亞洲空運中心獲選為「2011年度家庭友善僱主」

「家庭友善僱主獎勵計劃」旨在提高商界對家庭核心價值的重要性，鼓勵推行家庭友善的僱傭措施，並表揚重視家庭友善精神的企業，鼓勵他們推行家庭友善僱傭政策及措施。

亞洲空運中心推行家庭友善的僱傭措施包括五天工作及彈性上班時間等。除了工作以外，更推廣平衡生活，定期舉辦活動，如春茗、節慶聚餐、週年餐舞會、國慶煙花自助餐等等。

我們很榮幸獲家庭議會邀請參加首屆家庭友善僱主獎勵計劃外，亦很高興亞洲空運中心於該頒獎典禮上榮獲「2011年度家庭友善僱主獎勵計劃」獎項。這是有賴於大家共同建立良好關係及團隊精神的結果。

## 2011 AAT Mahjong Night

Mahjong is a great intellectual game which requires strategy and a lot of quick thinking. In recent years, mahjong has been promoted as a wholesome mental wellness activity, as it was proven that playing mental games such as mahjong can prevent Alzheimer's disease. In advocating mental wellness and social interaction through games, the AAT Sports and Recreation Club organized a "Mahjong Night" on 2 Sep 2011.

The event did not only include mahjong, but also other fun games and delicious food. It was a wonderful evening and everyone went home winning more friendships and cheers.

## 腦激戰麻雀王同樂夜

麻雀耍樂是智力遊戲的一種，這項遊戲不單可鍛練參與者的戰略及敏捷思維，更可強化手腦協調；而且，近年亦證實該類智力遊戲，如麻雀在預防腦退化症有一定功效。為提倡精神健康及社交友誼，康樂及體育委員於二零一一年九月二日舉辦了「麻雀王大賽同樂夜」讓各參賽者腦激戰一番。

當晚節目內容豐富，同事們除了享用美酒佳餚之餘，亦參予了多項遊戲。期間，各同事們都興奮雀躍，非常投入。最後，聯歡夜在一片愉快笑聲中完滿結束。



## AAT Celebrates the National Day with Employees and Their Families

National Day is always a festive event in which AAT shares the joy with its staff. This year was no exception. A buffet dinner to celebrate the night at the Hong Kong Convention and Exhibition Centre was offered to all employees and their family members. The invitation received responses that was more overwhelming than previous years. More than 500 staff and their family members joined the annual event and had great fun together.

On 1st October, all the participants gathered to enjoy the delicious food and drinks together. Everyone was also looking forward to the highlight of the event – the fireworks over the Victoria Harbour. With the spectacular view and wonderful company, the celebration brought a deeper meaning to this significant holiday.

## 亞洲空運中心大家庭 共同歡度國慶日

每年亞洲空運中心均會與同事們共同慶祝國慶這個歡樂的節日，今年亦不例外。跟往年一樣，我們在灣仔會議展覽中心舉辦自助餐晚宴，邀請同事帶同家人出席，今年同事的反應亦比以往更為踴躍，超過五百名員工及其家屬參與了是次盛事。

十月一日晚上，大家便在一片熱鬧的氣氛中聚首一堂，一邊品嚐美點佳餚，一邊欣賞當晚在維多利亞港上空舉行的煙花匯演，一起開心歡度這個一年一度的大日子。