

Share the Delights of the National Day with Friends and Families!

With overwhelming response from our staff, a buffet dinner gathering, organized by AAT Sports and Recreation Committee, was held on the National Day holiday on 1 October 2012 at the Hong Kong Convention and Exhibition Centre.

Over 600 of our colleagues and their family members participated in this annual event. Everyone enjoyed the wonderful buffet, which offered a wide range of seafood, Asian and western dishes, as drinks and cheers flowed freely around the dining hall.

The event culminated with the National Day fireworks over Victoria Harbour. The participants were brought to an exclusive outdoor viewing gallery and were delighted by the sight and sound of the fireworks. Chorus of "wows" from the participants reverberated in the air as loudly as the fireworks. It was a wonderful way to conclude the evening after the enjoyable dinner with friends and families.

親朋好友同歡國慶夜！

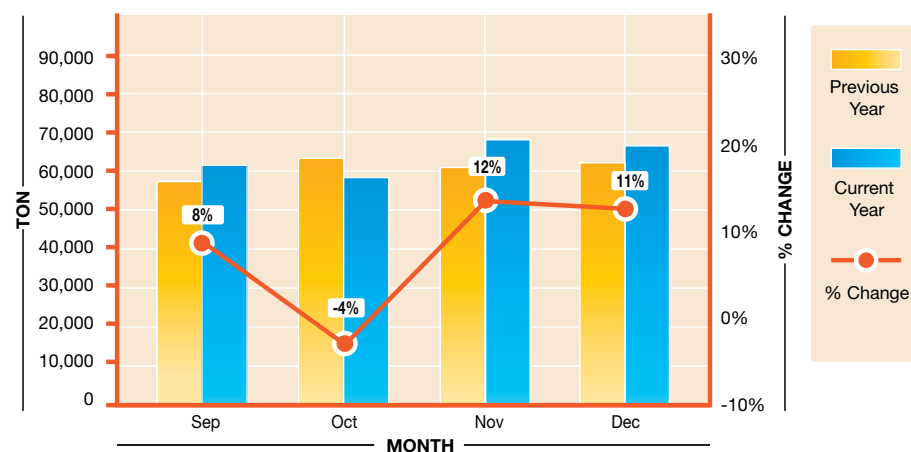
亞洲空運中心康樂及體育委員會於二零一二年十月一日國慶日晚上，假灣仔會議展覽中心舉行自助餐晚宴，員工均踴躍參與。

此一年一度的盛會吸引逾六百名同事及其親友參加。大家除可享受包羅萬有的中西美食、海鮮大薈外，更可與家人及同事開懷暢飲，歡笑聲響遍全場。

維多利亞港上空綻放的煙花美景使晚宴達至高潮。各賓客在專屬戶外觀景廊欣賞精彩的煙火匯演，歡呼聲與煙火爆發聲同樣震撼，實在是與親朋好友歡度國慶的最佳節目。



Total tonnage handled in AAT (2011 vs 2012) 亞洲空運中心處理貨量（上年同期比較）



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Quality

Successful TAPA Certification Renewal

AAT Moves Forward with Excellence

The 2012 year end saw a recovery in our business activities, which contributes to AAT registering a positive growth for the year. While cargo demand has improved, the industry remains volatile, especially due to the continuing weakness of the major economy in Europe and USA. Nonetheless, we will continue to strengthen our core competencies and focus on improving services to our customers.

We are always on the lookout for innovative ways to generate further value for our customers. In April 2012, AAT extended our mobile application, AAT Mobile, from iPhone to Android platform. We also upgraded and implemented AAT Mobile Plus with additional features. With these wide-ranging functions from tracking airway bills to releasing ULDs, our customers can obtain information of their shipments anytime and anywhere.

In July, AAT launched an interactive platform, Airlines Corner, to advance our total airfreight services and solutions. Dedicated to airline customers, this user-friendly internet portal serves as a powerhouse of cargo data as well as news on AAT and the industry. Besides innovative products, AAT also places great emphasis on excellent cargo services. To promote timely and accurate industry practice in documentation, AAT organized Quality Agent Award Presentation Ceremony in June and awarded the top 10 quality cargo agents for their contribution and efforts in promoting service excellence. Internally, we organized a Service Star Award in December to recognize staff who delivered excellent and exceptional services.

For our effort in promoting green, AAT was awarded Hong Kong Awards for Environmental Excellence Silver Award and Most Effective Carbon Reduction Award Bronze Award organized by Environmental Campaign Committee and Airport Authority Hong Kong respectively. In addition, AAT won the 3rd Hong Kong Corporate Citizenship Logo (Enterprise Category) by Hong Kong Productivity Council, which demonstrated AAT's commitment in Corporate Social Responsibility.

On behalf of the Management, I would like to extend my sincere gratitude to all our staff for their continued passion, loyalty and commitment. I also wish to thank our airline customers and business partners for their continued confidence and support.

Leong Kok Hong
Executive Director, Asia Airfreight Terminal

優越卓著 邁步向前

受惠於二零一二年年底商業活動復甦，亞洲空運中心過去一年的業績亦錄得增長。雖然貨運需求有所改善，但因歐美各主要市場經濟仍然疲弱，業界前景仍不明朗。雖則如此，我們仍會不斷優化本身的核心競爭力，專注提昇客戶服務質素。

亞洲空運中心力求創新，為客戶帶來更多增值服務。二零一二年四月，亞洲空運中心加強了流動應用程式的服務，由iPhone手機伸展至Android平台，同時更推出升級版AAT Mobile Plus，全面提昇功能，包括追蹤空運提單、發放航空載具等，客戶能隨時隨地透過手機充分掌握其貨運資訊。

去年七月，亞洲空運中心推出專為航空客戶而設之Airlines Corner互動資訊平台，讓使用者透過簡單易用的網站，掌握貨運數據，及亞洲空運中心和業界的最新消息，令我們的空運服務更全面、更完善。

除了創新產品，亞洲空運中心也十分重視優質貨運服務。為鼓勵貨運代理準時準確處理文件，我們去年六月舉辦「亞洲空運中心優質貨運代理」頒獎典禮，頒發了十大優質貨運代理獎，肯定他們為提昇服務質素所作的貢獻和努力。而公司內部亦於十二月舉辦了「服務之星選舉」，表揚員工服務表現優越。

環保方面，亞洲空運中心分別榮獲由環境保護運動委員會及香港機場管理局頒發之「香港環保卓越計劃」銀獎及「最佳減碳成效獎」銅獎。此外，我們亦獲香港生產力促進局於「第三屆香港企業公民嘉許計劃」中頒發的「企業組別 - 企業公民嘉許標誌」，以嘉許我們在企業社會責任方面不遺餘力。

在此我謹代表公司管理層，衷心感謝各員工一直以來對公司的熱忱與忠誠，亦感謝每位航空客戶和商業伙伴對我們恆久的信賴與支持。

梁國鴻
亞洲空運中心執行董事

AAT Welcomes Tonlesap Airlines

Asia Airfreight Terminal Co., Ltd (AAT) is pleased to announce that Tonlesap Airlines has appointed AAT as their handling agent for cargo and documentation with effect from 26 October 2012.

Tonlesap Airlines is an airline based in Phnom Penh, Cambodia. The airline operates scheduled domestic flights within Cambodia and international flights to China, Thailand, Vietnam and Laos. With the launch of an inaugural flight to Hong Kong on 16 November 2012, Tonlesap Airlines has started operation of twice weekly service between Siem Reap and Hong Kong using Boeing 757.

Mr. Kenneth Yeung, General Manager of Corporate Development AAT said, "AAT expresses our wholehearted congratulations to Tonlesap Airlines for their significant expansion of footprint to Hong Kong, as well as their addition to our valuable customer airline base. Being a preferred cargo handling terminal of Tonlesap Airlines and other airlines, AAT is committed to providing our highest level of services to support their development in Hong Kong."



亞洲空運中心歡迎通里薩航空成為新客戶

亞洲空運中心很高興宣佈，獲通里薩航空委任為香港國際機場之貨運地勤服務代理，為其提供空運貨物及文件處理服務，二零一二年十月二十六日開始生效。

通里薩航空以柬埔寨金邊為基地，經營國內航線及來往中國、泰國、越南及老撾的國際航線。二零一二年十一月十六日，通里薩航空更完成柬埔寨暹粒至香港的首航航班，慶祝開通往返兩地的新航線。此航線每週提供兩班航機，並採用B757型號飛機。

亞洲空運中心企業發展科總經理，楊國維先生說：「亞洲空運中心摯誠慶賀通里薩航空，成功拓展業務至香港市場，更成為我們的重要客戶之一。作為通里薩航空以至其他客戶的首選空運貨站，亞洲空運中心承諾會提供最優質的服務，幫助他們在港蓬勃發展。」



Palau Airways Partners AAT at Hong Kong

Asia Airfreight Terminal Co., Ltd (AAT) is pleased to announce that Palau Airways has appointed AAT as their handling agent for cargo and documentation at the Hong Kong International Airport with effect from 28 October 2012.

Palau Airways is a newly established airline based in Palau. Having launched its scheduled flight services between Palau and Hong Kong on 28 October 2012, Palau Airways aims to bolster tourism and trade activities between Asia and Pacific. The Palau-Hong Kong international route utilizes Boeing 737 for twice weekly services, which provides a more convenient and comfortable way to travel to Palau for tourists.



Mr. Kenneth Yeung, General Manager of Corporate Development AAT stated, "With our warmest welcome to Palau Airways, AAT is delighted to congratulate their successful launch of the new international route between Hong Kong and Palau. We are greatly honoured to be Palau Airways' partner and to facilitate their business development in Hong Kong. As a result of our professional cargo handling experience, Palau Airways and AAT are confident of a prosperous partnership in the future."

帛琉航空與亞洲空運中心共展合作新領域

亞洲空運中心熱烈歡迎新客戶帛琉航空，並很高興獲委任為其香港國際機場之貨運地勤服務代理，為其提供貨物空運及文件處理服務，二零一二年十月二十八日開始生效。

新成立不久的帛琉航空，以帛琉為基地。為促進旅遊業及亞洲至太平洋的商貿往來，帛琉航空於二零一二年十月二十八日增設來往帛琉至香港新航線。帛琉航空會採用B737機種，每週兩班直航機往返香港至帛琉的科羅爾，為旅客提供更方便舒適的途徑直達帛琉。

亞洲空運中心企業發展科總經理，楊國維先生表示：「亞洲空運中心熱烈歡迎帛琉航空，並衷心祝賀帛琉航空成功開展來往香港至帛琉的新國際航線。我們很榮幸成為帛琉航空的合作夥伴，協助發展其香港業務。憑著我們專業的貨運經驗，帛琉航空與亞洲空運中心對未來彼此衷誠合作充滿信心。」



AAT Inks Partnership Deal with MNG Airlines

Asia Airfreight Terminal Co., Ltd (AAT) is pleased to announce that MNG Airlines has appointed AAT as the cargo ground handling agent for its cargo and documentation services at Hong Kong International Airport with effect from 16 November 2012.

MNG Airlines, a Turkey-based freighter carrier operating scheduled charter flights to Germany, England, France, Kazakhstan and China, successfully launched its new charter services to Hong Kong with its Airbus A330F between Istanbul and Hong Kong on 17 November 2012.

Mr. Kenneth Yeung, General Manager of Corporate Development AAT said, "We congratulate MNG Airlines on the launch of their new charter services to Hong Kong and we will work closely with them to support their new business development in Hong Kong. Again the partnership reaffirms AAT's capability and flexibility in meeting our customers' needs, and we are always ready to offer customised solutions for our customers."



亞洲空運中心與MNG Airlines成為合作夥伴

亞洲空運中心很高興獲MNG Airlines委任為香港國際機場之貨運地勤服務代理，並於二零一二年十一月十六日起為其提供空運貨物及文件處理服務。

MNG Airlines以土耳其伊斯坦堡為基地，經營定期貨運包機來往德國、英國、法國、哈薩克及中國。二零一二年十一月十七日，MNG Airlines更完成伊斯坦堡至香港的首航航班，而航班所採用的飛機則屬空中巴士A330F型號貨機。

亞洲空運中心企業發展科總經理，楊國維先生說：「亞洲空運中心恭賀MNG Airlines成功開通前往香港的貨運包機服務，我們會緊密合作，協助其香港業務發展。亞洲空運中心能夠再獲得新航空公司加入，足證我們能夠靈活達到客戶要求。我們定會繼續為客戶提供周全的貨運服務。」



Merry Celebration

The Sports and Recreation Committee organized a Christmas Party on 24 December 2012 at AAT Function Hall to celebrate the festive season. Fellow staff, business partners and customers gathered together to catch up and reflect on the memorable moments of the past year, and to share their wishes for the New Year.

In this joyful yuletide, the Committee would like to take this opportunity to wish all our customers, business partners and colleagues a wonderful 2013!



共慶佳節

亞洲空運中心康樂及體育委員會籌辦之「聖誕慶祝會」已於十二月二十四日假亞洲空運中心舉行，讓我們的員工、合作伙伴和客戶在這個一年一度的慶典聚首一堂，細味過去一年值得懷念的時刻，並為新一年互相送上祝福。

在這個充滿喜悅的節日，康樂及體育委員會希望藉此機會恭祝我們的客戶、合作伙伴和同事，在二零一三年更上一層樓！



Successful TAPA Certification Renewal

AAT has successfully renewed the Transported Asset Protection Association (TAPA) Freight Security Requirements (FSR) Warehouse Classification A Certification. Audited and renewed by Lloyd's Register Quality Assurance (LRQA), AAT has attained this Classification A certification for 5 consecutive years, which bears evidence to our fulfillments of the security standards at the highest level.

TAPA sets an international standard of security for handling high tech and high value shipments which becomes the benchmark of services optimization for all air cargo terminals in the world. As part of our programme to upgrade our security system, AAT has invested over HK\$2.8 million in high-resolution CCTV cameras and will continue to review our system and procedure to ensure the compliance with the requirements at all times. Henceforth, shippers and consignees can enjoy hassle-free cargo handling services with their shipments safeguarded by our seamless security measures.

成功續獲TAPA認證

亞洲空運中心再度成功獲得由運輸資產保護協會(TAPA)頒發之貨運安全規定(FSR)甲級認證。此項甲級認證由勞氏質量認證(LRQA)進行審計及簽發續證，亞洲空運中心已連續五年獲得此殊榮，足證我們的安全標準時刻保持最高水平。

TAPA對處理高科技及高價值貨物所設的國際保安標準，是環球空運業公認的指標。為使保安系統更完善，亞洲空運中心單在設置高解像閉路電視方面便投入逾二百八十萬港元的資源，更會繼續不時檢討所有設備及程序，確保每分每刻都達至TAPA的嚴格標準。藉此，我們處理的每件貨件都能通過暢順的安全措施，令貨主及收貨人享受優質的貨運服務。



Coaching & Counselling Skills Training Workshop



AAT strives to bring out the best in each employee by equipping them with relevant skills and knowledge. At the same time, training is provided to our staff to continuously improve our standards in service delivery.

Three sessions of "Coaching and Counselling Skills Training Workshop" were held in September and October 2012 for our supervisors to enhance their skills in bringing out the best from their team. A total of 23 supervisors participated in the training.

The training involved tutorials, group discussions, case studies and role plays. The participants found the training useful, especially with the case studies and role plays, which allowed them to share experiences and techniques to handle difficult situations.

「指導及輔導技巧」工作坊

亞洲空運中心致力培育人材，積極以相關技能及知識培訓，讓每一名員工都能盡展所長，使我們的服務標準不斷提升。

於二零一二年九月及十月期間，我們共舉辦了三節「指導及輔導技巧」工作坊予主任級員工，加強他們帶領團隊的技巧，令團員更能發揮己任。是次工作坊共有二十三位主任級員工參與其中。

工作坊包括導師講解、小組討論、個案研討及角色扮演。出席的學員均感獲益良多，尤其在個案研討及角色扮演中，他們可互相分享處理難題的實質經驗和技巧。

