

AAT Receives DHL Star Performance Award Recognizing Outstanding Handling Service in Asia Pacific Region

亞洲空運中心
榮膺DHL星級表現大獎
表揚亞太區優秀貨物處理

AAT aims to be the best choice service provider of total airfreight solution. Serving over 60 customer airlines, AAT is always delighted to go the extra mile and customized solution for DHL is one of the many examples.

AAT management team is highly encouraged to receive the Star Performance Award from DHL, in recognition of the team's effort in service excellence. From strength to strength, AAT will continue to provide service exceeding customer's expectation.

一如以往，亞洲空運中心為所有航空公司提供度身訂造的貨物處理服務。近年來，DHL就是其中一個成功例子。

星級表現大獎是對亞洲空運中心多年來出色表現的肯定。公司將繼往開來，不斷為業界提供卓越服務。



Mr. Chan Yee Lin, General Manager of AAT attended the award presentation ceremony at Four Seasons Hotel in Bangkok, Thailand on 27 February 2013.

總經理曾誼琳先生於二零一三年二月二十七日出席假泰國曼谷四季酒店舉行之頒獎典禮。



AAT Welcomes Air Seychelles

Based in Mahé, the Republic of Seychelles, Air Seychelles operates scheduled international flights to Abu Dhabi, Johannesburg and Mauritius. Starting from 25 March 2013, the airline operates 3 flights per week for the route of Mahé-Abu Dhabi-Hong Kong with Airbus A330-200.

Mr. Chan Yee Lin, General Manager of AAT, stated, "We are honoured to be chosen as Air Seychelles' partner in Hong Kong."

亞洲空運中心 熱烈歡迎塞舌爾航空

塞舌爾航空總部位於塞舌爾共和國的馬埃島，經營來往阿布扎比、約翰內斯堡及毛里裘斯的國際航線。由二零一三年三月二十五日起，塞舌爾航空將以A330-200型號每週提供三班來往馬埃島—阿布扎比—香港的全新國際航班服務。

亞洲空運中心總經理曾誼琳先生表示：「我們對於客戶的發展願景感到十分雀躍，並很榮幸成為他們的合作伙伴。」

AAT Safety and Health Promotion Week

AAT Safety Week is an annual campaign to promote a safe and healthy working environment for our employees and business partners. The theme for this year is "To have a safe and healthy working environment".

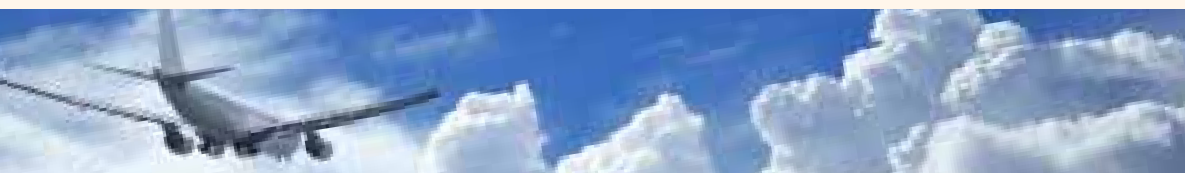
Thanks to the great support from Airport Authority, business partners, AAT Safety and Health Committee members and all employees, all activities were smoothly organized during 7-10 January 2013. AAT aims to build a healthy, safe and accident-free working environment through enhancing the occupational safety and health culture and eliminating possible hazards.



亞洲空運中心安全及健康週

本年度亞洲空運中心安全及健康週於二零一三年一月七日至十日舉行。以「工作安全及健康齊關注」為主題，舉辦了多項精彩活動，藉此提升各業務伙伴及員工的安全及健康意識。

是次安全及健康週得以順利進行，實有賴機管局、各業務伙伴、安全及健康委員會成員及所有員工的全力支持。我們定會繼續致力提升職安健文化，同時在日常運作中採取各項預防性措施，以建立健康及安全的工作間。



AAT Successfully Attains ISAGO Registration

The International Air Transport Association (IATA) has officially granted AAT the IATA Safety Audit for Ground Operations (ISAGO) Certificate on 22 April 2013. AAT is now a qualified ISAGO provider.

As a globally recognized audit programme, ISAGO aims to enhance operational safety within the airport ground operations environment by minimizing ground accidents and to increase efficiency by reducing the number of redundant audits done by airlines on ground service providers.

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

Management team would like to thank all employees for the effort and contribution during the ISAGO audit.

亞洲空運中心榮獲 國際地勤服務安全審查認證

亞洲空運中心榮獲國際航空運輸協會(IATA)頒發地勤服務安全審查(ISAGO)認證，確認亞洲空運中心為ISAGO認可的空運貨站。

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。

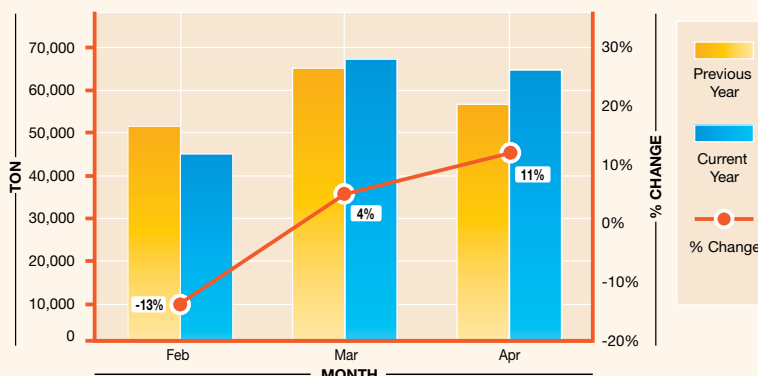
亞洲空運中心很高興獲頒ISAGO認證證書。此證書凸顯亞洲空運中心對服務質素、安全及的優質運作的堅持。未來，亞洲空運中心會嚴格遵守ISAGO計劃的各項指引，並達到更高水平的安全及服務指標。

管理層藉此感謝全體員工，協助審計順利完成。



Total tonnage handled in AAT (2013 vs 2012)

亞洲空運中心處理貨量
(上年同期比較)





Community Care 關懷社群

AAT's Contribution to CSR recognized by Community

As part of the community, AAT upholds Corporate Social Responsibility (CSR) and believes in contributing positively to our community and environment. People care and energy conservation are our key focuses for the last 3 years.

AAT is thrilled that our fulfillment of CSR has been recognized. The team is highly encouraged to participate in more CSR projects.

實踐企業社會責任 亞洲空運中心廣獲認同

作為一家善盡社會責任的公司，亞洲空運中心過去三年尤其關注節約能源及員工政策。我們承諾用心改善環境，並繼續關心社會以盡己任。

亞洲空運中心對屢獲殊榮感到十分鼓舞，足證我們不遺餘力地實踐企業社會責任。我們決心發揚企業公民的精神，參與更多企業社會責任的活動。

Hang Seng PRD Environmental Awards 2011/12 - Green Medal 「恒生泛珠三角環保大獎綠色獎章」



The Federation of Hong Kong Industries
香港工業總會



3rd Hong Kong Corporate Citizenship Logo - Enterprise Category 「第三屆香港企業公民嘉許標誌」（企業組別）



Hong Kong Productivity Council
香港生產力促進局



Energywise Label 2012 - Class of Excellence 節能標誌 - 卓越級別



21-02-2013

Hong Kong Awards for Environmental Excellence
香港環保卓越計劃



LEUNG KA WAI JUSTIN
梁家維
Customer Services Officer
TER - EDS

NG SIU NANG
吳兆能
Customer Services Officer
TER - ULD



有效率、
具備專業知識



Drive for Service Excellence – AAT Service Star

AAT Service Star Award of 4th quarter 2012-13 was presented on 3 May 2013. The award aims at promoting quality service and customer-oriented attitude. Justin Leung and Ng Siu Nang are our Service Stars elected by terminal users.

The election took place in March 2013 and all terminal users are eligible to vote. The employee with most number of votes is the winner of the session. Congratulations to the new Service Stars. We look forward to the upcoming awardees.

推動優質服務 — 亞洲空運中心服務之星

二零一二至一三年度第四季「服務之星」頒獎典禮於二零一三年五月三日舉行。透過服務之星選舉，鼓勵員工提供優質服務並表揚待客以誠的員工。梁家維及吳兆能獲選成為服務之星。

選舉於二零一三年三月進行，期間每位使用本貨站服務的客戶均可投票。獲得最多客戶投票的貨站服務部員工，則成為該季之服務之星。我們再次恭賀各得獎員工，並期待下一季服務之星的誕生，持續發揮「以客為尊」的服務精神。

Share the Joy 歡聚一刻

AAT Green Power Hike Team Brought 1st Runner-Up Home

Four colleagues, Fung Ka Hang, Lee Kin Yeung, Li Chun Wai and Ng Wai Ki, participated in the 20th Green Power Hike on behalf of AAT on 2 February 2013. The team was the first runner-up in the newly introduced Aviation and Airport Services Cup (10km).

Green Power Hike is an annual fund-raising walkathon which has received escalating support from the public. All donations are used for environmental education in the community and schools.

AAT would like to thank the team for the sweat in contribution to the green cause.



AAT勇奪綠色力量環島行亞軍

康樂及體育委員會於二零一三年二月二日派出四人小隊代表AAT參與「綠色力量環島行」慈善行山比賽。是次比賽，AAT不僅為環保略盡綿力，更於航空及機場服務業盃(十公里)獲得亞軍。

「綠色力量環島行」慈善行山比賽，一直深得社會各界支持，今年為活動之二十周年。活動所籌得之善款將用於推動環境教育。

在此，公司對參與活動的同事所付出之汗水聊表謝意。

Flying Dream 2013



多點綠，多點愛
Building a Green Future and a Caring Community

Corporate Social Responsibility Committee and Airport Authority Hong Kong jointly organized "Flying Dream 2013" on 18 February 2013. The Committee invited over 20 children from the Evangel Children's Home for a 1-day tour. The group was brought inside AAT to observe the operations of automated Pallet Container Handling System. They then proceeded to the Aviation Discovery Centre of the Passenger Terminal to have a close-up view of aircraft takeoff and landing.



童心夢飛行 2013

企業社會責任小組與香港機場管理局於二零一三年二月十八日合辦「童心夢飛行2013」，接待來自播道兒童之家二十多位小朋友。小朋友先參觀AAT的展示室，俯瞰預裝貨物處理系統的自動化操作，再到機場的航空探知館參觀及觀看飛機升降。在日常工作以外能為小朋友帶來歡樂，參與的同事都很有滿足感，並期待下一次的活動。





Spring Dinner

The Spring Dinner was brought to over 130 colleagues on 22 March 2013 by the Sports and Recreation Committee. Happiness and excitement filled the venue at Fulum Palace Restaurant in Mei Foo where delicious food was served. The participants also enjoyed the games and the lucky draw. It was a wonderful evening for everyone.

春茗聯歡晚宴

康樂及體育委員會於二零一三年三月二十二日籌辦了春茗聯歡晚宴。是次活動於美孚富臨皇宮舉行，超過130名同事出席，場面非常熱鬧。大家盡嚐佳餚，再享豐富的遊戲節目，壓軸的大抽獎更為全晚帶來高潮，眾人度過了一個愉快滿足的晚上。



Care for Employees Series: Health Talk on Arthritis and Osteoporosis

AAT always puts the well-being of employees first. Human Resources Department is rolling out a series of Care for Employees programmes, including talks, health checks and interest classes to support physical and mental health.

The first program, Health Talk on Arthritis and Osteoporosis, was held on 30 January 2013 with presentation by an orthopaedist and bone density tests on the spot. The programme received overwhelming response and our staff took part enthusiastically.

關心員工系列 — 關節炎及骨質疏鬆健康講座

公司一直關注員工的身心健康，人力資源部將推出一系列之關心員工計劃，包括講座、健康檢查、興趣課程等項目，實質體現關愛員工之理念。

首項活動為二零一三年一月三十日舉辦之關節炎及骨質疏鬆健康講座，由骨科醫生主講並提供即場「量度骨質密度」健康檢查，是次活動反應熱烈且得到同事積極參與。



People

人才發展

Customer Services Training Workshop

AAT provides training for continuous service quality improvement. Recently, 13 sessions of "Customer Services Training Workshop" were held for frontline staff of Terminal Services Department. Participants were better equipped with customer service skills in regard to Helpfulness and Friendliness.

Through case study and interactive practices, participants developed positive service mindset and learnt the usage of service magic words. Along with the "Service Star Award", the workshop brings AAT closer to our target of customer service excellence.

「顧客服務培訓」工作坊

為持續改善服務質素，人力資源部於近期舉辦十三節「顧客服務培訓」工作坊予貨站服務部員工，加強員工在「主動協助客人」和「待客友善」兩大方面的服務技巧。

導師透過個案研討、技巧練習及生動有趣的課堂互動，教授服務魔術語的運用並強化員工的正面服務心態和行為。再配合季度「服務之星」選舉，亞洲空運中心將致力提供令顧客滿意的優質服務。



Divisional Award 科嘉許獎

Name 姓名	Division 科	Department 部門
CHAN PAK KAY 陳柏基	CSD	TER
FUNG KA HANG 馮家恒	CSD	TER
LAM KWOK MING 林國明	CSD	TER
LEE KWEI WO 李貴和	CSD	TER
LIU CHO YU 廖楚瑜	CSD	OED
CHEUNG KOON YIN 張冠彥	FHD	HRD

Individual Award 個人項目

Name 姓名	Division 科	Department 部門
KWAN KIN FAI 關健輝	CSD	TER
NG TSZ HIN 吳梓軒	SSD	S&S

Acknowledgement of Outstanding Performance - The 4th Quarter Performance Awards 2012-2013

Quality work and positive attitude are highly valued in AAT. The 4th Quarter Performance Awards 2012-13 Ceremony was held on 3 May 2013. 8 colleagues received the awards with nomination from their line supervisors. Management team would like to extend their congratulations to the awardees and hope the fellow colleagues are inspired by the awardees' exceptional performance.

表揚傑出表現 二零一二至一三年度第四季 工作表現嘉許獎頒獎典禮

二零一二至一三年度第四季工作表現嘉許獎頒獎典禮於二零一三年五月三日舉行，以表揚出色工作表現及態度積極的員工。本季共有八位員工獲得上司及客戶嘉許，並榮獲管理層頒發獎狀以茲鼓勵。藉此，我們再次恭賀所有得獎員工，並希望他們繼續保持良好的工作態度，成為其他員工學習的好榜樣。