

## It's AAT party time! AAT Grillin' & Chillin' BBQ Nite 樂聚燒烤夜 亞洲空運中心大派對!



AAT threw a BBQ party at the rooftop garden on 28 February 2014. We invited our valued customers, business partners and friends to enjoy the barbeque fun over the grill.

With the cool spring breeze blowing, the aroma of roasting was diffused all over the place. As the appetite was whetted, everyone savoured the wide range of HK-style BBQ food. Complemented with wine and music, the party further sparked the guests' excitement. They chatted and cheered. Everyone was intoxicated in enjoyment throughout the evening.

More activities will be coming! Stay tuned with AAT!



亞洲空運中心於二零一四年二月二十八日，在辦公大樓頂層的空中花園舉辦了燒烤派對，廣邀客戶、合作伙伴及各界好友一同享受燒烤的樂趣。

微涼春風吹送，烤肉香氣散佈整個場地，眾人食指大動，盡情品嚐林林總總的港式燒烤美食。派對配合美酒與悠然音樂，賓客們都樂在其中，談笑風生，享受了一個醉人的晚上。

亞洲空運中心還會舉行更多活動，大家密切留意！





## Lufthansa Cargo Guarantees Quality without Compromise



## Lufthansa Cargo



John Mampilli, Regional Manager - Flight Operations & Logistic Hong Kong, Taiwan & Greater China of Lufthansa Cargo (LH), shares with us the latest development of LH and the substantial partnership with AAT over the past 15 years.

Lufthansa Cargo, a wholly-owned subsidiary cargo airline of Deutsche Lufthansa AG, ranks among the leading airfreight carriers worldwide. Covering a network of more than 300 destinations in around 100 countries, LH is reliable for its persistence in delivering high-quality services.

“Quality without compromise! This is of our paramount importance,” John reiterates it several times when talking about the core value of LH. “As a premium carrier, LH pledges to meet customers’ demand and expectation. This means timely delivery with minimum discomfort to our customers.” Speaking of quality, we are delighted to find that AAT’s pursuance of service excellence resonates with the principle of the top German airfreight carrier, which may be the reason of the long partnership between AAT and LH.

Being one of the AAT’s pioneering partners, LH has greatly valued the mutual support with us. “The partnership has been more than fruitful,” John adds. “The headquarter looks upon Hong Kong as the second biggest station where everything can happen, which you must have seen through these years when we have had Hong Kong as a pilot station for many of our projects and intentions. In this regard, AAT and

LH always work hands in gloves to achieve the goals. It is certain that LH highly appreciates the attention and sincerity AAT has given!”

Despite the depressed economy in Europe, LH sees opportunities at this demanding time. John explains, “Currently more and more EU freighter operators are getting out of business, which gives us a chance to survive if we have our renowned service quality maintained at the top position.” To enhance their business development, LH has recently added 5 new modern aircrafts with more tonnage capacity and long economical flying hours to their fleet. LH has painted all the new aircrafts with greetings from different parts of the world, for example, one of them is painted as “Ni Hao China” which illustrates LH’s international gesture.

“In addition, we are now investing in building a brand new cargo hub in Frankfurt featuring state-of-the-art handling infrastructure, and at the same time bringing in the latest cargo handling system platform. All these investments exceed billion Euros. Last but not least, we are always innovative in creating new products,” says John.

In an effort to protect the environment, LH is one of the very first airlines implementing the global e-AWB initiative. John states, “Today technology has reached to a level that we should make full use of it. The electronic processing has been successfully adopted as in e-commerce, e-ticketing, so why not e-AWB?” With e-AWB, cargo processing could be speeded up and this also saves our Earth from tons of paper. To facilitate LH’s operation, AAT has also enhanced our system to support the development towards a paperless future.

Having worked for LH for 22 years, 12 years of which are in Hong Kong, John expresses that he has gained great personal and professional experience. He also thanks AAT for being so supportive throughout the years. “Let’s look forward to continuous and sustainable support between LH and AAT,” John concludes.





## 漢莎貨運航空 堅持優質保證



漢莎貨運航空(漢莎)區域經理-香港、台灣及大中華地區John Mampilli先生和亞洲空運中心分享漢莎的最新發展，以及與我們十五年來緊密合作的點滴。

漢莎貨運航空屬德國漢莎航空全資擁有之貨運航空，是全球最具領導地位的空運航空之一，服務涵蓋約百個國家超過三百個航點，以堅持高質素的服务見稱。

「質素絕不妥協！這是至為重要的。」談到漢莎的核心價值，John不斷重申這點。「作為一家優秀的航空公司，漢莎承諾滿足客戶的要求與期望，既要準時送達貨物，亦盡力避免影響客人。」關於質素，我們十分高興亞洲空運中心對卓越服務的追求，這與漢莎秉持的原

則同出一轍，或許這亦是我們能維持長久伙伴關係的原因。

作為亞洲空運中心最早期的合作伙伴之一，漢莎十分重視彼此支持合作。「這麼多年來，我們的關係絕對成果豐碩。」John續說：「漢莎總部視香港為第二大航站，這裡充滿可能性，常作為不同項目及計劃的試點。而亞洲空運中心一直充分配合我們完成目標。為此，我們非常感激亞洲空運中心對漢莎的重視和誠意！」



目前歐洲經濟低迷，漢莎卻從中找到契機。John解釋：「現在愈來愈多歐盟的空運商退出市場，只要我們優質的服務繼續領先，我們便能走出陰霾。」為進一步發展業務，漢莎的機隊最近增添了五架載貨量更高、更省

時的新型航機。這批新機都塗上不同語言的問候語，其中一架便寫著「中國你好」，盡顯漢莎的國際視野。

「另一方面，我們正投資在法蘭克福打造全新的貨運樞紐，除最尖端的處理設施外，還會引入最先進的貨物處理系統平台，總投資超過十億歐元。不單如此，我們還不斷創新，推出更多新產品。」John說。

環保方面，漢莎是實行電子空運提單的先鋒之一。John表示：「現今科技無遠弗屆，多種服務已電子化，如電子商貿、電子機票等，那麼電子空運提單怎麼不可能呢？」電子空運提單不但加速貨物處理程序，更為地球省下數以噸計的紙張。為配合漢莎的運作，亞洲空運中心亦提升了系統，支持無紙未來的發展。

John在漢莎工作二十二年，其中十二年在香港，於個人和工作方面都獲益良多，同時亦感謝亞洲空運中心多年來的支持。John期望：「漢莎和亞洲空運中心能互相支持，持續合作！」

## e-AWB Pioneer – Lufthansa Cargo

To support IATA's global initiative of e-AWB, airlines are encouraged to adopt this paperless, electronic air waybill for cargo documentation.

Among AAT's airline customers, Lufthansa Cargo (LH) is one of the first airlines having launched the e-AWB. Since their pilot run in September 2013, AAT and LH have worked closely together to strengthen operations and services.

As an active IATA member, AAT has set up a dedicated e-AWB counter and developed a series of modules in our Cargo Management System (CMS) to enable the electronic data exchange with airlines. Meanwhile, LH also demonstrated how their e-AWB platform functions so that AAT staff can familiarize themselves with the operation.

With the implementation of e-AWB, we have improved our customer services with higher productivity and reliability of the digitalized documentation process. LH is satisfied with AAT's effort and proud that their Hong Kong station is the first in Asia Pacific utilizing e-AWB.

AAT is well equipped to support airlines' move towards 100% e-AWB and will collaboratively develop a better environment for cargo handling.

## 電子空運提單先鋒 - 漢莎貨運航空

國際航空運輸協會在全球倡議電子空運提單計劃，鼓勵航空公司採用無紙張、電子化空運提單文件處理程序。

亞洲空運中心的客戶中，漢莎貨運航空是最先開展電子空運提單的航空公司之一。自他們於二零一三年九月開始計劃，彼此便一直緊密合作令運作更為完善。

作為國際航空運輸協會的活躍成員，亞洲空運中心特設電子空運提單專用櫃台，並在貨物管理系統增設一系列應用模式，讓航空公司能與我們互換電子數據。漢莎貨運航空亦向亞洲空運中心展示了他們的電子空運提單平台，讓我們的員工更了解當中的運作。

電子空運提單能提高文件處理的效率與可靠性，令亞洲空運中心的客戶服務更見進步。為此，漢莎貨運航空十分感謝亞洲空運中心的努力，也為香港成為他們於亞太區最先使用電子空運提單的航站而驕傲。

亞洲空運中心已整裝就位，全力支持航空公司全面使用電子空運提單，協力發展更美好的貨運環境。



## AAT - HK's First AEO Air Cargo Terminal Operator

AAT is the first air cargo terminal operator in Hong Kong that has been successfully accredited as an "Authorized Economic Operator" ("AEO") with the highest "Tier 2" status of compliance with required security and safety standards, with effect from 18 March 2014, under the certification regime of Hong Kong AEO Programme administered by Hong Kong Customs and Excise Department.

"AEO" promotes the customs-to-business partnership to enhance international supply chain security and facilitate the movement of legitimate goods. Our attainment demonstrates AAT's fortitude in achieving internationally recognized industry standards and recognition as a credible and secure partner.

Mr Khaw Hock Eng, General Manager of AAT, said, "It is our great honour that AAT is the first air cargo terminal operator successfully accredited as an AEO (Tier 2). This has further strengthened our commitment to the air cargo industry, which is also in line with our corporate mission - 'To be the best choice service provider of total airfreight solutions for customers'."



**AEO**  
HONG KONG  
Authorized Economic Operator  
香港認可經濟營運商

「認可經濟營運商」計劃旨在促進海關與業界的伙伴關係，從而加強環球供應鏈的安全，便利運送合法貨物。亞洲空運中心成功取得認證，足證我們的堅毅和決心，力求達到國際認可的業界標準，成為可靠及保安嚴密的伙伴。

亞洲空運中心總經理許福榮先生表示：「亞洲空運中心非常榮幸，成為香港首家空運貨站獲取『認可經濟營運商』(第二級)的資格。此認證進一步加強我們對空運業的承諾，並奉行我們的企業使命-『成為客戶全方位空運服務之最佳選擇』。」

## AAT Welcomes Air Busan and Eastar Jet!

AAT is pleased to announce that Air Busan (BX) and Eastar Jet (ZE) have appointed AAT as their handling agents for cargo and documentation with effect from 5 March 2014 and 25 April 2014 respectively. With the successful completion of their maiden cargo-carrying flights to Hong Kong, both Air Busan and Eastar Jet have better utilized their belly capacities.

Mr Khaw Hock Eng, General Manager of AAT, said, "We are glad to welcome Air Busan and Eastar Jet to AAT! Like other valued customers, we will provide superior ground handling services for them so as to support the development of their cargo service businesses."



## 熱烈歡迎 釜山航空及易斯達航空!

亞洲空運中心很高興獲釜山航空(BX)及易斯達航空(ZE)委任為其貨物及文件之地勤服務代理，分別於二零一四年三月五日及四月二十五日起生效。兩家航空公司完成首班飛往香港的載貨客機，充分利用了客機機腹的載貨空間，發展貨運服務。

亞洲空運中心總經理許福榮先生表示：「我們熱切歡迎釜山航空及易斯達航空！作為亞洲空運中心尊貴的客戶，我們將以優越的地勤服務，全力支持他們的貨運業務發展。」







## 焦點報導 Spotlights



### Star Recognition by Qantas Freight and DHL ACS

AAT is proud to have received two service recognition awards recently!

Having achieved remarkable cargo handling performances and a 15-year long term partnership, AAT received an Appreciation Award by Qantas Freight (QF) at Marco Polo Hong Kong Hotel on 31 March 2014.

What's more, AAT scored a Star Performance Award 2013 for two consecutive years by DHL ACS at the ACS Annual Awards Dinner held in Bangalore, India on 10 April 2014, which acknowledges our excellent service standards.

AAT is very thankful for customers' appreciation and our employees' years of dedicated contributions. We must keep exerting the best of ourselves to enhance the cargo handling services and achieve exceptional performance, so as to realize our mission of being the best choice service provider of total airfreight solution for customers.



### 澳洲航空及 DHL ACS的星級表揚

亞洲空運中心最近榮膺兩項服務表現大獎！

亞洲空運中心與澳洲航空（澳航）合作逾十五年，一直維持出色的貨物處理服務，因此澳航於二零一四年三月三十一日假馬可孖羅香港酒店，頒發獎座嘉許亞洲空運中心的傑出服務表現。

此外，亞洲空運中心亦榮獲DHL ACS頒發二零一三年星級表現大獎，連續第二年奪得此獎項，肯定了亞洲空運中心的超卓表現。是次頒獎晚宴於二零一四年四月十日在印度班加羅爾舉行。

亞洲空運中心十分感謝客戶的認同及員工多年來的貢獻，我們定會竭盡所能，提升貨站服務質素，務求再創佳績，實踐「成為客戶全方位空運服務之最佳選擇」的使命。





## Simpler Faster “One Stop Import Cargo Collection”

AAT always endeavours to be innovative and to improve our services in order to provide the best total airfreight solutions for our customers. Consequently, the “One Stop Import Cargo Collection” service has been introduced since 26 March 2014 for delivering better cargo collection experience to customers. The overall process for import cargo collection is simplified and the total handling time is shortened by around 10 minutes.

Positive feedback has been received from customers. The queuing time for import cargo collection is reduced and customers’ general enquiries are efficiently handled. AAT will continue to listen to customers for continuous enhancement of our systems and processes and to provide the highest level of satisfaction. In short, our customers can enjoy more efficient and convenient import cargo collection services.



## 精簡省時 「一站式入口貨物提取」

亞洲空運中心力求創新，致力提升服務水平，為客戶提供最佳的全方位空運服務，因此於二零一四年三月二十六日起實施「一站式入口貨物提取」服務，加快貨物提取流程。現時提取入口貨物的程序簡化，平均時間減少了約十分鐘。

客戶對此簡化流程反應正面，表示提取貨物的輪候時間明顯縮短，亞洲空運中心能更有效率地處理他們的查詢。我們會不斷聽取客戶的意見，進一步優化系統及程序，讓服務更為完善。總括而言，客戶能享用更具效率及更方便的提貨服務。

## AAT has been awarded the “Distinguished Family-Friendly Employers 2013/14”

AAT has been awarded as the “Distinguished Family-Friendly Employers 2013/14”, the highest category of the award, by the Family Council. This demonstrates that AAT has always been successful in cultivating a family-friendly working culture for staff.

## 亞洲空運中心獲頒 「2013/14年度傑出家庭友善僱主」獎項

亞洲空運中心成功獲得家庭議會頒發最高級別的「2013/14年度傑出家庭友善僱主」獎項，表揚亞洲空運中心積極為員工建立家庭友善的工作環境。





企業社會責任

# Corporate Social Responsibility

## Building a World with Creativity - Children Painting — ‘Creative Workshop’



To increase learning opportunities and extra-curricular exposure for children in need, AAT's Corporate Social Responsibility Club cooperated with Evangel Children's Home again to organize Children Painting – ‘Creative Workshop’ on 22 April 2014 for a group of children. They can unleash their creativity through art and group activities.

Those happy kids were amused to use their fingers to draw colorful flowers and creative paintings. Later they worked together to compose stories by using the paintings of their fellow little artists and their creativity. The children and our volunteers have got along and built up a deep and sincere friendship with one another.

## 創意小宇宙 - 兒童繪畫 · 創意工作坊

為了讓小孩子有更多機會學習和接觸課堂以外的事物，亞洲空運中心企業社會責任小組再次聯同播道兒童之家，於二零一四年四月二十二日合辦「兒童繪畫 · 創意工作坊」愛心活動，讓二十五位小朋友從繪畫和團隊活動中，盡情發揮他們的創意。

活動中，小朋友們以小指頭印出一朵朵顏色鮮艷的花朵，及創作自己的畫作，雀躍不已。之後，他們運用豐富想像力，把各小畫家的畫作串連成一個故事。小朋友與我們的義工團隊打成一片，建立了深厚真摯的友誼。



## Continuous Support for Earth Hour

This is the third year that AAT has participated in Earth Hour organized by WWF!

AAT switched off the light of its logo on the outer wall of the building from 8:30pm on 29 March 2014 for an hour. Staff also turned off unnecessary office lights. We are determined to put forth our best effort for a sustainable future.

## 繼續支持「地球一小時」

亞洲空運中心第三度參與世界自然基金會舉辦的「地球一小時」！

亞洲空運中心於二零一四年三月二十九日晚上八時三十分開始，將大樓外牆公司標誌的燈光關掉一小時，期間同事亦熄掉辦公室內不必要的照明。我們定會竭盡所能，為可持續未來努力。



## Spring Dinner Fun Raiser

AAT's Sports and Recreation Committee (SRC) presented the annual Spring Dinner on 14 March 2014. Over 130 staff enjoyed the evening at Fulum Palace Restaurant in Mei Foo.

In addition to yummy food, SRC also arranged entertaining activities, including "Pick Beans by Chopsticks Match" and "Grand Lucky Draw". Everyone got home with satisfied tummy and happy memory.

## 與眾同樂 春茗晚宴

亞洲空運中心康樂及體育委員會於二零一四年三月十四日晚上，假美孚富臨皇宮舉行春茗晚宴，超過一百三十名員工參與，非常熱鬧。

除美食佳餚外，康體會更特別安排精彩節目，包括筷子夾豆大賽及幸運大抽獎等，為晚宴增添歡樂氣氛，員工們都盡興而歸。



## AAT Hikes into Green Power

This was the second time AAT had led a team to join the Green Power Hike held on 25 January 2014. The AAT team this year challenged themselves to the 50km Hong Kong Trail route of the Aviation and Airport Services Cup and finished in 5th place among 23 teams which was an encouraging result.

This year is the 21st anniversary of Green Power Hike. Organized by Green Power, the annual charity walkathon aims to promote the awareness of protecting the environment and a healthy lifestyle.

AAT will continue to support earth-friendly initiatives and activities to help save the environment.

## AAT環島行 呈獻綠色力量

二零一四年一月二十五日舉行之「綠色力量環島行」，亞洲空運中心二度派出代表隊伍參加，並挑戰「航空及機場服務業盃」五十公里港島徑賽程，於二十三隊參賽勁旅中得到第五名，成績令人鼓舞。

由綠色力量舉辦的「綠色力量環島行」，今年踏入第二十一屆。此一年一度的慈善行山籌款活動，旨在提升大家對環境保育及健康生活的意識。

亞洲空運中心定必繼續支持各項綠色活動，為保護環境出力。

