

TOUCHLESS AND SEAMLESS JOURNEYS

無接觸式體驗 享受便捷旅程



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HIGHLIGHTING HKIA'S DEVELOPMENTS AT GLOBAL FORUM

機管局主席參與國際會議 闡述機場發展

On 1 December 2020, Airport Authority (AA) Chairman Jack So shared his views on Hong Kong International Airport's (HKIA) efforts in the fight against the COVID-19 pandemic and its long-term development plans in the Belt and Road Global Forum Third Annual Roundtable organised by the Hong Kong Trade Development Council. Chairman So was among the distinguished representatives of 70 international organisations to take part in the event held virtually on an online meeting platform.

Speaking on the topic of "Designing, Planning and Developing Green Sustainable and Pandemic-Resilient Infrastructure", Chairman So elaborated on the airport's swift response to the COVID-19 pandemic by enhancing precautionary measures to safeguard the health of passengers and airport staff. This includes pioneering the deployment of new disinfection technologies and converting AsiaWorld-Expo into a COVID-19

community treatment facility.

Chairman So then highlighted HKIA's long-term developments to capture opportunities once the pandemic is brought under control. This includes AA's vision to transform the city airport into an Airport City and the construction of a premium logistics centre to capitalise on the expanding e-commerce market. He emphasised that the Airport City will be a model of sustainability, as AA manages various aspects of environmental protection and sets stringent environmental requirements for new development projects.

Chairman So concluded by commending airport staff for their dedication and professionalism in preparing HKIA to thrive in the "new normal" of global travelling.

The Belt and Road Global Forum is a platform for Hong Kong, Mainland China and international organisations to exchange information and explore business opportunities together under the Belt and Road Initiative.

於2020年12月1日，機場管理局主席蘇澤光參加由香港貿易發展局舉辦的「一帶一路」國際聯盟年度圓桌會議，分享香港國際機場如何應對2019冠狀病毒疫情的挑戰，以及機場的長遠發展計劃。是次會議透過網上平台舉行，匯聚全球各地70間機構的商界翹楚，蘇主席亦是其中之一。

蘇主席就議題「發展以環保、可持續及能應對疫情之基礎建設」，闡述機場對疫情作出迅速應變，加強多項防疫措施，以保障旅客及機場員工的健康。這些措施包括率先在機場採用新消毒技術，以及將亞洲國際博覽館改造成社區治療設施。

此外，他亦講解了香港國際機場的長遠發展計劃，以把握疫情受控後出現的機遇。這些計劃包括機管局將香港國際機場從「城市機場」發展成為「機場城市」的願景，以及建設高端物流中心，以抓緊電子商貿市場持續增長所帶來的商機。他強調機管局將致力在多個範疇推動環保，對新發展項目制定嚴格的環保要求，「機場城市」將成為可持續發展的典範。

最後，蘇主席讚揚機場員工在疫情期間發揮專業精神，竭盡全力協助香港國際機場應對全球旅遊的「新常態」。

「一帶一路」國際聯盟旨在提供平台，讓香港、中國內地以至全球各地的協會與團體互相聯繫，交流資訊，共同拓展「一帶一路」倡議下的商機。



AA Chairman Jack So shares his views on HKIA's developments during a virtual roundtable session of the Belt and Road Global Forum. 機管局主席蘇澤光在網上舉行的「一帶一路」國際聯盟年度圓桌會議上，分享香港國際機場的發展。

EMBARKING ON TOUCH-FREE AND CAREFREE JOURNEYS

無接觸式機場體驗 享受安全便捷旅程

Hong Kong International Airport (HKIA) is committed to facilitating a safe and convenient journey for passengers with innovations and technologies. The latest smart initiative is the introduction of e-Boarding Gates in January 2021 to enable a touchless and seamless departure journey at HKIA. This follows the launch of e-Security Gates at the entrance to the restricted area in 2018.

Both the e-Security Gates and e-Boarding Gates are powered

by biometrics and touchless technologies. This enables passengers to easily verify their identities at e-Boarding Gates without the need to show their travel documents and boarding passes again. The touchless procedure not only shortens the boarding time and provides greater convenience, but it also minimises passengers' contact with frequently-touched facility surfaces and reduces people interaction in view of the pandemic.

In addition, the application of e-Security Gates has been extended to the passenger transfer procedure to expedite and enhance the accuracy of passenger identity check in these areas.

The first batch of e-Boarding Gates is currently available at more than half of the departure gates of Terminal 1. The remaining gates are scheduled to be equipped with the same function in phases. HKIA is one of the first airports in the world to introduce touchless boarding for international travellers at all frontal gates.

The touchless technology is also applied to the lifts at HKIA as one of the anti-pandemic measures. Sensors have been installed on the button panels inside and outside the lift which can detect hand movements. The innovative feature enables users to control the lifts without physically touching the buttons. Six touchless lifts are currently servicing airport users and 29 passenger lifts in Terminal 1 are set to become touchless by the end of 2021.



[1]

[2a]

香港國際機場一直致力運用創新科技，讓旅客享受安全便捷的旅程。繼2018年在禁區入口應用自助保安閘口後，機場的自助登機閘口亦由2021年1月起投入服務，為離境旅客提供暢順的無接觸式體驗。

自助保安閘口及自助登機閘口均採用生物特徵及無接觸式技術。旅客於自助登機閘口核實身分，便可輕鬆登上飛機，期間無需再出示旅行證件及登機證。無接觸式登機程序不但能縮短登機時間及更為方便，亦可在疫情下減少旅客與設施表面的接觸和與他人的互動。

此外，自助保安閘口亦已擴展至應用於旅客轉機流程，以加快及提高旅客身分檢查的準確性。

[1]

The e-Security Gates at the entrance to the restricted area, which are empowered by biometrics and touchless technologies, enable a touchless and seamless departure journey at HKIA. 設於禁區入口的自助保安閘口採用生物特徵及無接觸式技術，讓離境旅客在機場享受暢順的無接觸式旅程。

[2a-2b]

Passengers can complete the boarding process by scanning their faces at e-Boarding Gates without showing their travel documents and boarding passes again.

旅客在自助登機閘口掃描容貌後，即可完成登機程序，無需再出示旅行證件及登機證。

[3]

The application of e-Security Gates has been extended to the passenger transfer procedure. 自助保安閘口已擴展至應用於旅客轉機流程。

[4]

With the application of touchless lifts in the terminals, passengers can access the lifts without physically touching the buttons, thus reducing the risk of contracting the virus.

在客運大樓升降機應用無接觸式技術後，旅客無需直接接觸按鈕便可使用升降機，從而減低接觸病毒的風險。



首批自助登機閘口現設於一號客運大樓逾半登機閘口，而其他登機閘口亦會分階段裝設。香港國際機場是全球其中一個機場於所有廊前登機閘口為國際旅客提供無接觸式登機服務。

香港國際機場亦在升降機應用無接觸式技術，作為其中一項防疫措施。升降機內外的按鈕面板均裝設感應器，以

偵測使用者手部動作。此項創新功能讓使用者無需接觸按鈕，便可使用電梯。目前機場有六部無接觸式升降機提供服務，於2021年年底，一號客運大樓內29部旅客升降機將應用無接觸式技術。



**SCAN
掃描**

QR code to view
the touchless
experience
at HKIA
QR碼了解無接觸
式機場體驗





AWE AT THE FRONTLINE AGAINST THE PANDEMIC

亞博館堅守前線 應對疫情挑戰

AsiaWorld-Expo (AWE) has been in the frontline of the combat against COVID-19 since the outbreak last year. With its experience in handling short-lead time and mega-scale events as well as expertise in project management, AWE has been entrusted by the government authorities to become a temporary community treatment facility since August 2020.

Within a short time, AWE worked with various parties to swiftly retrofit



SCAN
掃描

QR code to view AWE's work on establishing the temporary community treatment facility
QR碼了解亞博館
建造臨時社區
治療設施



the facility with individual living spaces, as well as the first shower cubicles and mobile handwashing stations in the meetings, incentives, conferences and exhibitions (MICE) industry. Additional caring features were provided such as a day-night lighting cycle, a varied dining menu and high-speed Wi-Fi.

Moreover, new high-tech cleaning measures – including a CLeanTech disinfection station and an Intelligence Sterilisation Robot – have been introduced in AWE. These measures have helped AWE set new standards for facility hygiene.

自去年爆發2019冠狀病毒病以來，亞洲國際博覽館一直堅守前線應對疫情。亞博館憑藉在短時間內籌備項目及舉辦大型活動的豐富經驗，自2020年8月起獲有關當局委託作為臨時社區治療設施。

亞博館與多個部門單位緊密合作，在極短時間內迅速將展覽場地改造成臨時社區治療設施，設有獨立病床隔間，並引入會展業界首個淋浴設施及流動洗手裝置，同時配備照顧周全的服務，例如配合晝夜作息時間調節燈光、提供各式餐飲選擇及高速Wi-Fi等。

此外，亞博館亦引入嶄新的高科技清潔設備，包括「CLeanTech智能消毒通道」及智能消毒機械人，以更嚴格標準確保設施清潔衛生。



HACIS UNVEILS E-COMMERCE FULFILMENT CENTRE

Hacis推出電子商貿中心

E-commerce has accelerated during the COVID-19 pandemic as people shop from their homes. Responding to the booming business, Hong Kong Air Cargo Industry Services Limited (Hacis), Hactl's logistics service subsidiary that provides road feeder services between Hong Kong and Mainland China, recently opened Hacis E-commerce Fulfilment Centre within Hactl's SuperTerminal 1.

The new facility is equipped with resources that enable e-commerce operators to complete online shopping orders more efficiently and



cost effectively. Clients of Hacis can transmit their e-commerce parcel orders to Hacis, which first selects, packs, and labels the goods at the fulfilment centre, then delivers them to airline carriers. With this setup, e-commerce vendors do not necessarily need their own dedicated storage and fulfilment facilities, thereby avoiding the high expenses in renting storage space. In addition, the fulfilment centre's close proximity to airlines' handling facilities enables the goods awaiting shipment to be stored just minutes away from cargo receiving points.

在2019冠狀病毒病疫情下，顧客改為從家中網購，因而帶動電子商貿業務

急速增長。香港空運貨站有限公司旗下物流服務附屬公司—香港空運服務有限公司 (Hacis) 最近於超級一號貨站內開設「Hacis電子商貿中心」，提供往來香港與中國內地的陸路聯運服務，以配合迅速發展的業務。

Hacis電子商貿中心配備所需設備及系統，讓電子商貿營運商能以更高效率及成本效益完成網上購物訂單。Hacis的客戶只需將其電子商貿貨品訂單轉交Hacis，Hacis便會在電子商貿中心分揀、包裝及標籤貨件，然後將貨物送至航空公司。藉着該項新設施，電子商貿供應商無需自設專用的倉儲及處理貨物設施，從而減省因租用倉儲空間而支付的高昂開支。此外，商貿中心的位置毗鄰航空公司的空運貨物處理設施，只需數分鐘路程，便可將待運貨物轉送到收貨點。



CATHAY PACIFIC CARGO BOLSTERS FREIGHTER SERVICE TO TASMANIA

國泰貨運新增通往
塔斯曼尼亞的空運服務

With reduced capacity on Australian domestic flights from Hobart to Sydney and Melbourne during the pandemic, the connectivity for air cargo from Tasmania became increasingly difficult. To facilitate the timely delivery of seasonal Tasmanian products such as cherries and live seafood to Asian markets during the Christmas period, Cathay Pacific Cargo added 21 Boeing 777-300 “freighters” (passenger freighter flights) from Hobart

to Hong Kong via Melbourne.

Each flight can carry more than 40 tonnes of produce for further distribution. The collaborative efforts of Cathay Pacific teams including Cargo Planning, Cargo Services, Airport Services, Flight Operations and Engineering enabled it to work through practical and regulatory approvals to start the new route quickly.

在疫情期間，澳洲國內往返荷伯特至悉尼及墨爾本的航班運力縮減，導致



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連接塔斯曼尼亞的空運運輸愈加困難。為了讓塔斯曼尼亞的櫻桃及新鮮海鮮等季節性產品能在聖誕期間及時運送到亞洲市場，國泰貨運增加21架波音777-300型「貨運客機」，專門負責由荷伯特經墨爾本至香港的貨運服務。

每班航機可運載逾40公噸產品，然後再分發配送。能夠迅速開辦這條新航線，全憑國泰航空各部門通力合作，包括貨運策劃、貨運服務、機場服務、航班營運及工程部等，共同努力達致營運和法規要求，才能獲得監管當局批准。



AAT RAISES SAFETY AND HEALTH AWARENESS

亞洲空運中心
推廣安全健康意識

Asia Airfreight Terminal (AAT) successfully ran its “Safety and Health Promotion” campaign to reinforce a safe work environment. The campaign was designed to strengthen awareness of occupational safety and health among its staff and business partners.

As part of the campaign, a Presentation Board Designs

competition was held wherein participants showcased their creativity and artistry to illustrate safety and health themes through eye-catching artwork. In addition, a forklift operation competition demonstrated the skills and sense of safety by AAT staff and subcontractors when driving their vehicle.

亞洲空運中心成功舉辦「安全及健康推廣月」，旨在提高員工及業務夥伴的職業安全及健康意識，藉此建立更安全的工作環境。

安全運動的其中一項活動為「安全告示板設計比賽」，鼓勵參加者發揮無限創意及藝術才華，設計以安全及健康為主題的告示板。此外，在剎車操作比賽上，參賽的亞洲空運中心員工及分判商展示熟練的駕駛技巧及安全意識。



2020: A YEAR OF CHALLENGES, DEVELOPMENTS AND HONOURS

2020年：機場在挑戰下穩步發展 屢獲殊榮

Despite the global pandemic, Hong Kong International Airport (HKIA) reached several milestones in its development projects and garnered multiple awards including Best Airport distinctions in 2020.

在全球疫情下，於2020年香港國際機場多個發展項目邁進新里程，並贏得多項獎項，其中包括最佳機場殊榮。

1月 JANUARY

- The Airport Authority (AA) introduces electric passenger buses with zero emissions, as part of HKIA's transition from diesel to electric-powered airside vehicles.

機場管理局引入零廢氣排放的電動旅客專車，作為將機場禁區內柴油車更換為電動車的其中一項措施。



FEBRUARY 2月

- AA implements a series of enhanced health measures at HKIA since the start of the COVID-19 pandemic. Initiatives include heightened cleaning and disinfection of facilities and amenities, as well as utilising technologies such as disinfection channels, antimicrobial coating and autonomous cleaning robots.

自2019冠狀病毒病疫情爆發以來，機管局在香港國際機場實施了一系列加強健康措施，包括加強清潔和消毒機場設施，以及採用消毒通道、抗菌塗層及自動化清潔機械人等技術。

MARCH 3月



- Two cargo terminal operators at HKIA become the world's first ground handling agents to be accredited in the Centre of Excellence for Independent Validators for Live Animals Logistics (CEIV Live Animals) programme of the International Air Transport Association (IATA). They are also the first to meet all IATA's CEIV standards in transporting live animals, perishable products (CEIV Fresh) and pharmaceuticals (CEIV Pharma).

香港國際機場兩家航空貨運站營運商成為全球首兩家獲得國際航空運輸協會（IATA）活生動物運輸（CEIV Live Animals）認證，並同時達到IATA鮮活貨物運輸（CEIV Fresh）及醫藥品冷鏈運輸（CEIV Pharma）全部標準的地勤營運商。

香港國際機場兩家航空貨運站營運商成為全球首兩家獲得國際航空運輸協會（IATA）活生動物運輸（CEIV Live Animals）認證，並同時達到IATA鮮活貨物運輸（CEIV Fresh）及醫藥品冷鏈運輸（CEIV Pharma）全部標準的地勤營運商。

JULY 7月

- HKIA garners the "Top Asian Airport Efficiency Excellence" award from the Air Transport Research Society for the tenth time.

香港國際機場第十次獲航空運輸學會頒發「亞洲機場效率昭著獎」。

8月 AUGUST

- The Temporary Specimen Collection Centre at the Midfield Concourse commences operation, facilitating the government's quarantine procedures for arriving persons at HKIA.

為配合政府對香港國際機場抵港人士的檢疫程序，中場客運大樓已改造成臨時樣本採集中心，並投入運作。



- AA introduces two robot tugs to assist in the autonomous out-of-gauge baggage delivery at the Baggage Reclaim Hall.

機管局於行李認領大堂引入兩部行李牽引機械人，以協助自動化運送特大行李。

SEPTEMBER 9月

- HKIA is among the first few Asia-Pacific airports to be accredited under the Airport Health Accreditation programme of the Airports Council International.

The accreditation recognises the airport's high standard in upholding health and safety in its operations.

香港國際機場獲得國際機場協會的機場健康認證計劃認證，以表揚機場在日常運作中恪守極高健康及安全標準。香港國際機場率先成為亞太區內少數獲得此項認證的機場之一。



- HKIA claims the "Best of the Decade - Most Efficient Airport" award from Smart Travel Asia.

香港國際機場獲《Smart Travel Asia》頒發「十年之最一最高效機場」獎項。

4月 APRIL

- To support the airport community amidst the pandemic, AA has launched four rounds of relief measures as of April 2020 worth some HK\$4.6 billion to the airport community, including airlines, retailers, caterers and franchisees. The relief package was later extended to March 2021.

截至2020年4月，機管局已向機場同業推出四輪紓緩措施，涉及總額約46億港元，惠及航空公司、機場零售商戶、食肆及專營商，藉以支援機場同業應對疫情的影響。機管局其後將紓緩措施延長至2021年3月。

- Supported by AA, the Terminal Charge Concession Scheme comes into effect to reinforce the airport's competitiveness and its global status as the leading air cargo hub.

為提升機場的競爭力及全球領先的航空貨運樞紐地位，機管局支持推出「貨運站處理費優惠計劃」。

MAY 5月

- HKIA is ranked the world's busiest cargo airport for 10 consecutive years since 2010, according to Airports Council International.

根據國際機場協會資料，香港國際機場自2010年以來連續十年成為全球最繁忙的貨運機場。

6月 JUNE



- AA signs five-year HK\$35 billion loan facilities with 21 local and international banks. The facilities will be used for funding AA's capital expenditure, including the three-runway system project and general corporate purposes.

機管局與21家本地及國際銀行簽訂五年期350億港元貸款。有關貸款將用作機管局的資本開支，包括三跑道系統項目資金及一般企業用途。

10月 OCTOBER

- Three AA staff receive the Chief Executive's Commendation for Community Service from the HKSAR government, in commending AA's outstanding contributions in the fight against COVID-19.

三名機管局員工獲香港特區政府頒發行政長官社區服務獎狀，以表揚機管局在應對2019冠狀病毒病疫情的傑出貢獻。

NOVEMBER 11月

- HKIA is named "Asia's Leading Airport 2020" at the World Travel Awards; and the "Best Global Airport" at the 2020 Asian Freight, Logistics and Supply Chain Awards for the fifth consecutive year.

香港國際機場在「世界旅遊獎」中獲評選為「2020亞洲最佳機場」；並連續第五年在「2020年亞洲貨運、物流及供應鏈獎」中，奪得「全球最佳機場」大獎。

- AA launches the first HKIA Virtual Job Fair, attracting some 20,000 job seekers to visit the two-day event.

機管局舉辦首個為期兩天的香港國際機場網上招聘會，吸引約20,000名求職者參加。

- 11 SKIES is unveiled as the name of the mixed-use development project in SKYCITY by New World Development. The project is a key element of HKIA's transformation from a city airport to an Airport City.

新世界發展宣布將其SKYCITY航天城的綜合發展項目命名為「11 SKIES」。SKYCITY航天城是香港國際機場從城市機場發展為機場城市的重要元素。

DECEMBER 12月



- AA reveals progress of the Airport City development, a blueprint entailing an investment of over HK\$40 billion in the next 10 years to enhance the airport's capacity and functionality.

機管局公布機場城市發展的進度，逐步落實發展藍圖，於未來十年將投資超過400億港元，以提升機場運力與功能。

- AA successfully prices a US\$1.5 billion dual-tranche debt securities offering, consisting of US\$750 million non-call 5.5-year and US\$750 million non-call 7.5-year perpetual capital securities.

機管局成功為兩期合共15億美元的債務證券定價，其中包括5.5年不可贖回7.5億美元永續資本證券及7.5年不可贖回7.5億美元永續資本證券。

STRENGTHENING CONNECTIVITY AND ACCESSIBILITY TO THE AIRPORT

加強機場與市區的連繫及暢達性



South portal of TM-CLKL Northern Connection next to the HZMB Hong Kong Port. 屯門至赤鱗角連接路的北面連接路位於港珠澳大橋香港口岸旁的南面隧道入口。

The Tuen Mun-Chek Lap Kok Link (TM-CLKL) Northern Connection was commissioned on 27 December 2020. With its opening, the entire TM-CLKL now provides a strategic link connecting the Northwest New Territories to Hong Kong International Airport (HKIA), the Hong Kong-Zhuhai-Macao Bridge (HZMB) Hong Kong Port and North Lantau. This follows the road project's Southern Connection which previously opened to traffic in October 2018.

The 9km link runs between Tuen Mun South and North Lantau, while the HZMB Hong Kong Port divides the TM-CLKL into the Northern and Southern Connections. The Northern Connection consists of a 5km sub-sea Tuen Mun-Chek Lap Kok Tunnel, which connects the HZMB Hong Kong Port to Pillar Point in Tuen Mun South. Meanwhile, the Southern Connection merges with the North Lantau Highway at Tai Ho.

The TM-CLKL provides a more direct route and a shorter driving distance between HKIA and Northwest New Territories. In particular, the journey time from Tuen Mun South to HKIA



The TM-CLKL connects HKIA, the HZMB Hong Kong Port and the Northwest New Territories, reducing the journey time from Tuen Mun South to HKIA by two-thirds to around 10 minutes. 屯門至赤鱗角連接路連接香港國際機場、港珠澳大橋香港口岸及新界西北，往返屯門南和香港國際機場的行車時間可節省三分之二至約10分鐘。

has been reduced by two-thirds to around 10 minutes. In addition, the link offers an alternative road access between HKIA and the urban area in addition to the Lantau Link. This increases the accessibility of

regional transportation road networks connecting HKIA and HZMB. It also helps divert traffic to and from Lantau, which subsequently reduces traffic load at the North Lantau Highway, Lantau Link and Tuen Mun Highway.



[3]
Overview of TM-CLKL Southern Connection, the HZMB Hong Kong Port, HKIA and Tung Chung 俯瞰屯門至赤鱸角連接路的南面連接路、港珠澳大橋香港口岸、香港國際機場及東涌。

[3]

屯門至赤鱸角連接路的北面連接路於2020年12月27日投入服務。隨着北面連接路開通，屯門至赤鱸角連接路現已全線貫通，成為連接新界西北與香港國際機場、港珠澳大橋香港口岸及北大嶼山的策略性通道。南面連接路亦已於2018年10月通車。

整條連接路全長約九公里，連接屯門南與北大嶼山，以港珠澳大橋香港口岸為

界，分成北面連接路和南面連接路兩個部分。北面連接路包括一條長約五公里的海底行車隧道，即屯門—赤鱸角隧道，連接港珠澳大橋香港口岸至屯門南的望后石，而南面連接路在大蠔與北大嶼山公路匯合。

屯門至赤鱸角連接路提供更直接的路線往來香港國際機場與新界西北，大幅縮短行車路程，尤其是往返屯門南

與機場的行車時間可節省三分之二至約10分鐘。此外，屯門至赤鱸角連接路是青嶼幹線以外，連接香港國際機場和市區的另一條陸路通道，增加了連接香港國際機場及港珠澳大橋等區域交通樞紐道路的暢達性，同時亦有助分流往來大嶼山的交通，減輕北大嶼山公路、青嶼幹線及屯門公路的交通負荷。



A 17.6m diameter TBM, the world's largest at the time of construction, is deployed for the road tunnel section of the three-lane configuration. 工程採用了全球最大、直徑17.6米的隧道鑽挖機，以建造可供三線行車的隧道路段。

The road project is renowned as an engineering marvel for a number of its features. The Tuen Mun-Chek Lap Kok Tunnel is the first sub-sea road tunnel in Hong Kong to be constructed using Tunnel Boring Machines (TBM). This has shortened construction time considerably, and minimised the impact on the environment by reducing the amount of dredging and disposal of marine sediment. The world's largest



Tuen Mun-Chek Lap Kok Tunnel is the first sub-sea road tunnel in Hong Kong constructed by Tunnel Boring Machines (TBM). 屯赤隧道是本港首條採用隧道鑽挖機建造的海底行車隧道。

TBM, as tall as a six-storey building, was also deployed for the road tunnel section of the three-lane configuration. The project also made use of the modular construction technique, saturation technique and pressurised living chambers, among others.

連接路建造工程採用了多項嶄新工程技術，以配合其特點。屯赤隧道是本港

首條採用隧道鑽挖機建造的海底行車隧道。採用鑽挖機不僅大幅縮短施工時間，更可減少挖掘和棄置的淤泥量，從而將對環境的影響減至最少。在建造可供三線行車的隧道路段時亦採用了全球最大的隧道鑽挖機，其高度相當於一幢六層高樓宇。此外，該項工程亦應用組裝合成技術、飽和高壓技術及高壓生活倉等創新技術。



1 I-CSC PROVIDES ENHANCED ASSISTANCE AT THE TERMINAL

客運大樓智能互動中心提升旅客服務

The new interactive i-Customer Service Centre (i-CSC) has recently been introduced at Terminal 1 to enhance the travelling experience at the airport with the application of technologies.

The i-CSC is equipped with helpful interactive features for passengers, such as live chat with Hong Kong International Airport (HKIA) customer service staff or shopping ambassadors for detailed enquiries, wayfinding for shops and facilities, and an embedded chatbot function. In addition, travellers can browse useful information on flights, airlines, shops and dining options, as well as airport facilities. The i-CSC also broadcasts special airport announcements related to the pandemic, adverse weather conditions and more.

The i-CSC will replace the existing directory kiosks to complement the manned Customer Service Centre. The i-CSC comes in two types. The standalone type's design resembles a lady in motion carrying a luggage. Meanwhile, the binnacle type is embedded into a revamped terminal binnacle case under the boarding gates transformation project.

The first standalone i-CSC was installed in December 2020 at the Meeters & Greeters Hall for initial trial, while the first binnacle type at Departure Gate 25 was launched in January 2021. More than 30 i-CSCs are set to be installed at different locations at Terminal 1, Midfield Concourse, North Satellite Concourse and SkyPier.

機場管理局最近在一號客運大樓推出全新的智能互動旅客服務中心 (i-CSC)，透過應用科技，為旅客帶來更佳的機場體驗。

智能互動旅客服務中心配備多項互動功能，為旅客提供協助，例如旅客可與機場顧客服務員工或購物大使實時聊天，以查詢詳盡資料，或尋找前往商店及機場設施的路線，並可利用內置的聊天機械人功能。此外，旅客亦可瀏覽航班、航空公司、購物與餐飲選擇及機場設施等實用資料。智能互動旅客服務中心亦會廣播有關疫情、惡劣天氣等機場特別公告。

智能互動旅客服務中心將取代現有的指南資訊台，以配合有員工值勤的服務中心。智能互動旅客服務中心分為兩種類型，一種是獨立式設計，外形與一名拉着行李的女性旅客相像；另一種則採用嵌入式設計，安裝於經翻新的客運大樓機電設備組櫃上，為登機間口美化項目之一。

於2020年12月，首個獨立式智能互動旅客服務中心已在接機大堂初步試用，而首個嵌入式服務中心亦於2021年1月在25號登機間口推出。機管局計劃將於一號客運大樓、中場客運大樓、北衛星客運廊及海天客運碼頭不同地點安裝30多個智能互動旅客服務中心。

2 NEW TRACKING SERVICE FOR ARRIVAL BAGGAGE

全新抵港行李追蹤服務

HKIA rolled out a new baggage tracking service to all airlines, which may in turn keep their passengers posted of their baggage's journey at HKIA. With automatic tag readers (ATR) commissioned in August 2020 for all arrival belts in the Baggage Hall, the new service is open for use by any airline flying at HKIA.

The arrival baggage tracking process starts with the airline providing a baggage source message (BSM) of the arrival

baggage to an IT system operated by the Airport Authority (AA). As the baggage is unloaded onto the arrival belt, the ATR scans the baggage tag and correspondingly matches the baggage with the BSM. AA's IT system then sends a baggage processed message (BPM) to the airlines to acknowledge the baggage has arrived at HKIA.

By commissioning ATRs at all arrival belts, HKIA is the first airport in Asia to enable airlines to track the end-to-end baggage journey at HKIA according to the four mandatory check points set out in International Air Transport Association (IATA) Resolution 753, namely check-in, loading to the aircraft, transfer, and arrival. HKIA fully supports IATA Resolution 753 which echoes the airport's mission to enhance passenger experience and reduce baggage mishandling.

香港國際機場推出全新的行李追蹤服務，以便航空公司及旅客全程追蹤行李在機場的位置。於2020年8月，機管局在行李處理大堂的所有抵港行李輸送帶安裝了自動條碼掃描系統，以供在香港國際機場營運的所有航空公司使用這項新服務。

航空公司將抵港行李的行李來源訊息 (BSM) 發送至機管局的資訊科技系統後，抵港行李追蹤過程隨即展開。當行李卸載至抵港行李輸送帶後，自動條碼掃描系統會掃描行李標籤，然後與相應行李來源訊息進行配對。機管局的資訊科技系統其後會向航空公司發送行李處理訊息 (BPM)，讓航空公司知悉行李已運抵機場。

隨着在所有抵港行李輸送帶採用自動條碼掃描系統，香港國際機場成為亞洲首個機場在國際航空運輸協會第753號決議所訂明的四個行李追蹤點（即行李託運、裝機、中轉及抵達），支援航空公司在機場的點對點追蹤行李運送過程。香港國際機場積極符合該項決議的要求，繼續致力提升旅客體驗及減少行李延誤。





3 REINFORCING WORK SAFETY AWARENESS

提高員工安全意識

Maintaining a safe work environment remains a top priority at HKIA. To this end, AA's Safety, Security and Business Continuity Department ran a Terminal & Landside Safety campaign from October to December 2020. The campaign involved a series of activities, aiming to raise the safety awareness of terminal and construction site contractors at the airport.

A series of safety talks was held to refresh AA's contractors on driving and work safety, while quizzes promoted work safety awareness in a fun way. Complementing the activities was the distribution of new safety banners and posters which staff can display at their workplace as reminders.

In addition, a "Working at Height" briefing session was organised in November. The session provided safety tips for AA's non-engineering department staff who are required to monitor works carried out by their contractors at heights.

維持香港國際機場的工作環境安全向來是機管局的首要任務。為此，機管局

安全、保安及運作持續部於2020年10月至12月舉辦「客運大樓及非禁區安全運動」，期間更舉行了多項活動，藉此提高機場客運大樓及建築工地承建商的安全意識。

機管局舉辦一系列安全講座，讓承建商重溫駕駛及工作安全守則，並透過有趣問答遊戲宣揚工作安全意識。機管局亦向員工派發全新的安全標貼及海報，以供張貼於工作場所，提醒員工注意安全。

此外，機管局於11月舉行「高空工作」講座，為非工程部門的員工提供安全貼士，協助他們監督由承建商進行的高空工程。

4 MINIMISING DISRUPTIONS IN APM OPERATIONS

減低旅客捷運系統故障對運作的影響

The Automated People Mover (APM) operates as an integral mode of transport for passengers travelling at HKIA. As such, a contingency plan is in place to ensure minimal disruptions in the event the APM's operations suddenly grind to a halt.

To test the contingency preparedness of APM operations, a drill was conducted on 25 November 2020, involving AA, AVSECO and the ferry handling agent. The exercise simulated the breakdown

and suspension of APM's SkyPier Line services. This hampered traffic flow of sea-to-air and air-to-sea passengers travelling between Terminal 1 East Hall and SkyPier. To resolve the issue, a bonded bus was immediately deployed to pick up the passengers and transport them between Terminal 1 and SkyPier.

The exercise enabled participating staff to test their response and co-ordination during emergencies, familiarise themselves with the business continuity arrangements - including designated routes and facilities specifically set up as part of the contingency procedures.

在香港國際機場，旅客捷運系統是接載旅客的主要交通工具。因此，機管局制定了一套應變計劃，以確保旅客捷運系統突然發生故障時，將對機場運作造成的影響減至最低。

為了測試對旅客捷運系統運作的緊急應變能力，機管局於2020年11月25日聯同機場保安有限公司及快船服務代理商進行演習。演習模擬旅客捷運系統海天客運碼頭線發生故障，列車暫停服務，導致海空及空海聯運旅客來往一號客運大樓東大堂與海天客運碼頭的交通受阻。為應對有關情況，機管局即時調配封閉接駁巴士，接載旅客來往一號客運大樓與海天客運碼頭。

相關員工可透過參與是次演習，測試在發生緊急事故時的應變及協調能力，以及熟習業務持續運作計劃，包括應變程序中特別設立的指定路線及設施安排。





5 AVIATION ACADEMY'S AIR TRAFFIC CONTROL COURSE SET TO TAKE FLIGHT

航空學院開辦 航空交通管制課程

The Hong Kong International Aviation Academy is organising a one-day Introduction to Air Traffic Control (ATC) course on 22 February which is designed to prepare aviation aspirants to explore their interest in pursuing a career in ATC. The course will provide participants with a broad knowledge of the nature of different jobs in ATC, covering the responsibilities and technical knowledge required for various positions.

University students and graduates who are interested in joining the ATC profession are invited to join. The course covers the necessary training and skillsets required to become an air traffic controller. Pertinent topics to be discussed include objectives of air traffic services, concepts of air traffic management, phases of flight and control position, as well as technical rules of air navigation including instrument flight rules (IFR) and visual flight rules (VFR), among others.

SCAN 掃描

QR code to
browse
course details
QR碼了解
課程詳情



香港國際航空學院將於2月22日舉辦為期一天的航空交通管制簡介課程，藉以讓有志投身航空業的人士作好準備，發掘他們對從事航空交通管制工作的興趣。參加者可透過該項課程全面認識航空交通管制的工作性質，當中包括不同崗位肩負的職責及所需技術知識。

該項課程歡迎有興趣從事航空交通管制工作的大學生及畢業生報讀。課程內容涵蓋航空交通管制員所需的培訓及技能簡介，相關課題包括航空交通管理服務目標、航空交通管理概念、飛行及管制位置的不同階段，以及儀表飛行規則和目視飛行規則等航空導航技術規則。

6 STAYING ACTIVE AND HEALTHY

保持身心活躍健康

Staying at home for safety during the pandemic has at times come at the expense of being less motivated to engage in consistent exercise, leading to possible weight gain and other health problems. To encourage AA staff to stay healthy during the pandemic, a registered physiotherapist was invited to speak at an online wellness talk during lunch on 21 December 2020. During the session, she emphasised the importance of weight management and shared practical tips on strengthening muscles, burning fat and controlling weight.

In addition, the speaker demonstrated a series of muscle strengthening and aerobic exercises for staff to perform regularly at home.

在疫情期間，不少人都選擇留在家中抗疫，令持續運動的動力減少，或會導致體重增加及其他健康問題。為了鼓勵員工在疫情期間保持健康，機管局於2020年12月21日午膳時間舉行網上健康講座，邀請了一名註冊物理治療師講解體重管理的重要性，並分享強化肌肉、燃燒脂肪及控制體重的實用貼士。

此外，講者亦示範一系列有助強化肌肉的有氧運動，讓員工在家中也經常舒展筋骨，保持健康。



[6]

SMART ENERGY CONSERVATION EFFORTS RECOGNISED 創新節能表現獲嘉許

The Airport Authority (AA) claimed the Peak Demand Management Grand Award (Corporate/Government Bodies) at the CLP Smart Energy Award 2020. Underpinning the theme of “Innovating for a Smarter New Normal”, the awards recognised outstanding organisations that excelled in energy management as well as the use of renewable energy and smart technology.

The accolade particularly commends AA for implementing a Smart-to-Charge (STC) system for electric vehicles at Hong Kong International Airport (HKIA). The STC flexibly allocates electricity to multiple electric vehicles without requiring an



increase in power supply facilities. The enhanced efficiency of the charging system has resulted in savings of peak electricity consumption.

機場管理局在中電「創新節能企業獎」2020中，獲頒發「企業/政府部門」組別的「高峰用電管理卓越大獎」。今年「創新節能企業大獎」以「齊創節能新常態」為主題，表揚在能源管理、可再生能源及智能科技應用方面表現傑出的機構。

機管局憑藉在香港國際機場裝設智能充電系統，因而獲得表揚。電動車智能充電系統可靈活分配電力予多輛電動車，無需增設供電設施，既提高充電系統效率，亦能節省高峰用電量。

GREEN ACCOLADE FOR 3RS PROJECT 三跑道系統項目 獲頒綠色認證

HKIA's environmentally-conscious expansion into a three-runway system (3RS) was recognised with a prestigious green accolade. The construction of the third runway and associated works contract received an “Excellent” rating under the Interim Client and Design Award of the Civil Engineering Environmental Quality Assessment and Award Scheme (CEEQUAL).

Developed by the Institution of Civil Engineers from the UK, CEEQUAL is an international assessment tool used to improve sustainability in civil engineering and infrastructure projects. The evaluation considers the adoption of best sustainability practices including waste



minimisation, resource efficiency, responses to predicted climate change effects, project management and stakeholder engagement, among others. In particular, the 3RS project became the first large-scale civil engineering project in Hong Kong that underwent the CEEQUAL assessment.

機管局致力就擴建香港國際機場成為三跑道系統項目採取環保措施，更在一項綠色建設評估中獲得榮譽。建造第三條跑道及相關工程合約在 Civil Engineering Environmental

Quality Assessment and Award Scheme (CEEQUAL) 的 Interim Client and Design Award 中獲得「傑出」(Excellent) 評級。

CEEQUAL 是由英國土木工程師學會制訂的國際評估工具，旨在提升土木工程及基建項目的可持續發展。評審團根據項目採納的最佳可持續發展措施進行評估，其中包括減廢、資源效益、應對預期的氣候變化影響、項目管理及聯繫持份者等。三跑道系統項目更是香港首個參與 CEEQUAL 評估的大型土木工程項目。

AIRPORT STAFF SAVE THE DAY 機場員工竭誠服務

Hong Kong International Airport (HKIA) is home to unsung heroes who are always ready to help passengers in need, attested by regular compliments for their excellent service.

香港國際機場員工以客為本，時刻準備就緒為有需要的旅客提供協助。這群無名英雄更憑藉卓越服務，備受旅客讚賞。

Appreciation of Baggage Packing and Wrapping Service Staff 表揚行李包裝服務員工



➤ Kwok Ying Ying 郭盈盈

Packing Agent
Worldwide Flight Services Holding S.A.
包裝部服務員
環美航務

“On 7 December 2020, my friend and I were already running late to check in for a flight when our baggage got rejected by our airline for their size and quantity. We became desperate and sought help at the Baggage Packing and Wrapping Service Counter of Worldwide Flight Services. At the counter, Ms Kwok Ying Ying provided useful advice and offered efficient baggage repacking service. Without her help, we could not have made the flight on time. With her professional service, she is a great asset to the company and we are grateful for her help.”

「於2020年12月7日，我和朋友因行李過大和過多而遭航空公司拒絕託運，眼看快要來不及登機，頓時感到很徬徨，我們於是向環美航務的行李包裝服務櫃檯求助。當值的郭盈盈女士給予實用的建議，並迅速提供行李重新包裝服務。如果沒有她的協助，我們根本無法準時登機。優秀員工向來是公司的寶貴資產，郭女士以專業服務為我們解決問題，我們衷心感謝她。」

– Mr Choy, a Hong Kong passenger
香港旅客蔡先生

OUR GROWING HKIA FAMILY 機場大家庭

Airport Authority colleagues can submit their wedding or new born baby photos to hkianews@hkairport.com and stand a chance to receive an HKIA cash coupon valued at HK\$200. The selected images will be published in *HK Airport News*.

機場管理局同事提交他們的結婚或新生嬰兒照片至 hkianews@hkairport.com，即有機會獲得200港元的香港國際機場現金券。獲選照片將於《翱翔天地》刊登。



➤ Harvey Lee 李華軒

1 month 1個月

Father: Lawrence Lee
父親：李浩文
Capital Works
Management Department
基本工程管理部



➤ Kathy Lau 劉映悠

18 months 18個月

Angie Lau 劉鉸淇

3 months 3個月

Mother: Zoe Wong
母親：黃家寶
Procurement Department
採購部