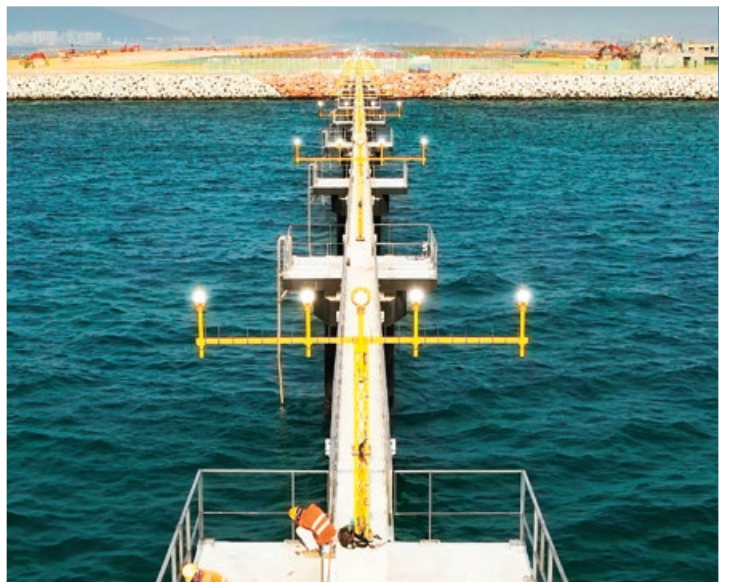


THIRD RUNWAY COMPLETES FLIGHT CHECK 第三跑道完成試飛



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HK Airport NEWS

翱翔天地

The newsletter of Hong Kong International Airport
香港國際機場刊物

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STRENGTHENING TIES WITH ZHUHAI AIRPORT 加強與珠海機場合作



AAHK Chairman Jack So (second from left) gets an overview of Zhuhai Airport's operations at the IAC. 機管局主席蘇澤光(左二)在綜合運行控制中心了解珠海機場的營運概況。

Airport Authority Hong Kong (AAHK) Chairman Jack So paid a recent visit to Zhuhai Airport to receive an update on its latest developments. Chairman So toured the airport's VIP Lounge and the Integrated Airport Centre (IAC), which is Zhuhai Airport's centralised operations monitoring platform. The platform operates

alongside the Airport Collaborative Decision Making (A-CDM) system to enable the airport community to share information, which has helped boost the airport's average on-time departure rate to over 98%. He was also briefed on the various health measures Zhuhai Airport has taken amidst the pandemic.

AAHK has a 55% stake in the Hong Kong-Zhuhai Airport Management Company Limited (HKZAM), the company that manages Zhuhai Airport. Plans have been laid out for closer collaboration, in particular, the two airports are working together to develop a stronger cross-boundary transit service that will coordinate domestic and international travel.

香港機場管理局主席蘇澤光近日到訪珠海機場了解其最新發展。蘇主席參觀珠海機場貴賓室及綜合運行控制中心。該中心作為珠海機場的中央運作監察平台，配合機場協同決策系統，讓機場同業能夠共享資訊，協助提高機場平均航班準時起飛率至98%以上。蘇主席亦聽取珠海機場在疫情期間採取的各種衛生措施。

機管局持有管理珠海機場的珠海市珠港機場管理有限公司55%股權。為建立更緊密合作關係，機管局已制定計劃，現時兩地機場正攜手合作提供更優質的跨境服務，以促進國內及國際旅遊。

CHAIRMAN NOMINATES CANDIDATE FOR TOP LEADERSHIP POST

主席提名行政長官候選人

AAHK Chairman Jack So nominated the former Chief Secretary for Administration John Lee Ka-chiu as a candidate in the sixth-term Chief Executive Election. Chairman So is a member of the Engineering Subsector of the 1,500-strong Election Committee (EC). The nomination period ran from 3 to 16 April.

Members of the EC will be heading to the polls on 8 May to select the next Chief Executive.

機管局主席蘇澤光提名前政務司司長李家超為第六屆行政長官選舉候選人。選舉委員會共有1 500名委員，蘇主席是工程界別分組選委。提名期由4月3日開始至4月16日結束。

選委會成員將於5月8日投票選出下一任行政長官。



AAHK Chairman Jack So (centre) casts his nomination for the Chief Executive Election. 機管局主席蘇澤光(中)就行政長官選舉作出提名。

THIRD RUNWAY COMPLETES FLIGHT CHECK

機場第三跑道 試飛完成

The Three-runway System (3RS) project at Hong Kong International Airport (HKIA) took another big step forward with the completion of the flight check of the third runway in early April. The third runway is ready for commencing operation in 2022.

The flight check ensures that related air navigation service equipment, flight procedures and airfield ground lighting system meet International Civil Aviation Organisation (ICAO) standards. Airport Authority Hong Kong (AAHK) conducted the flight check jointly with the Civil Aviation Department (CAD) and the Flight Inspection Centre of the Civil Aviation Administration of China (FIC/CAAC). A series of measures had to be implemented before the flight check, which included installing precision approach equipment and runway lights, and setting up security fences to reinforce accuracy and safety.

On 21 April, AAHK issued an advanced update to the global aviation community about the readiness of the third runway in

accordance with ICAO requirements.

The Chief Executive Mrs Carrie Lam welcomed the news on her personal social media account and reiterated her support for the Airport City development vision of AAHK which, in addition to the 3RS, also included nurturing talents through the Hong Kong International Aviation Academy and upholding its leadership status in air cargo with a new premium logistics centre, among

others. These initiatives have been included in her policy addresses over the past few years.

The past year saw the 3RS project reaching several milestones, notably the completion of the third runway pavement works and the re-designation of the runways and aircraft parking stands. Other 3RS-related infrastructure facilities including taxiways and airfield ground lighting system have also been substantially completed.

An aircraft lands on the third runway to complete the flight check.
飛機降落在第三跑道，標誌着新跑道試飛順利完成。



Air navigation service equipment are tested to ensure compliance with ICAO standards.
空中航行服務設備進行測試，確保符合國際民航組織的標準。



SCAN
掃描

to watch the
flight check
in action
以觀看跑道
試飛的短片



香港國際機場三跑道系統項目踏入重要新里程，於4月初為第三跑道順利完成試飛。第三跑道已準備就緒可於2022年投入運作。

試飛旨在確保相關空中航行服務設備、飛程序及飛行區地面燈號系統符合國際民用航空組織的標準。香港機場管理局聯同民航處及中國民用航空局飛行校驗中心合作進行試飛。試飛前需採取一系列措施提高準確性及安全性，包括安裝精密進場設備及跑道燈號，以及設置保安圍欄。

4月21日，機管局按國際民航組織規定，就第三跑道的準備情況，提前向全球航空業界發放最新資料。

行政長官林鄭月娥於其個人社交平台，就第三跑道完成試飛這一消息表示歡迎，並重申對機管局機場城市發展願景的支持。除了三跑道系統項目，發展項目亦包括成立香港國際航空學院培育人才，興建高端物流中心以保持機場在航空貨運的領先地位等。這些措施在過去數年均獲納入行政長官多份《施政報告》中。

在過去的一年，三跑道系統項目踏入數個新里程，特別是完成第三跑道路面鋪設工程，以及跑道和停機位的重新編配工作。其他與三跑道系統相關的基礎設施，包括滑行道和飛行區地面燈號系統等，亦已大致完成。



The third runway is designated as the North Runway under the 3RS.
第三跑道已重新編配為三跑道系統北跑道。



AAHK CEO Fred Lam (fifth from left) and CAD Director-General of Civil Aviation Captain Victor Liu (sixth from left) lead the team towards a successful flight check.
機管局行政總裁林天福（左五）及民航處處長廖志勇（左六）率領團隊順利完成試飛。



AAHK TAKES FULL OWNERSHIP OF AWE

機管局全資擁有亞博館

Airport Authority Hong Kong (AAHK) became the sole owner of AsiaWorld-Expo (AWE) on 31 March following the Government's transfer of all its interests at AWE. Prior to the transfer, AWE was jointly owned by AAHK and the Government. In 2018, AAHK acquired ownership of the company that manages and operates AWE.

AAHK will continue managing AWE's Phase 2 development which will feature a 20,000-seat multi-purpose indoor arena and state-of-the-art facilities upon completion. The expansion will also increase AWE's total exhibition space to 100,000 square metres to meet the



demand for large-scale events.

AWE is a world-class venue that is home to international conventions, exhibitions, entertainment events, business showcases and more. It plays an important role in AAHK's Airport City development strategy by demonstrating strong synergies with SKY CITY and the expanded Hong Kong International Airport (HKIA).

香港機場管理局在政府轉讓其亞洲國際博覽館的所有權益後，於3月31日

全資擁有亞博館。在政府轉讓其權益前，機管局與政府共同擁有亞博館。於2018年，機管局購入管理及營運亞博館的公司所有權益。

機管局將繼續落實亞博館第二期發展，落成後將設室內多用途活動場館，可提供2萬個座位及先進設施。第二期擴建項目亦令亞博館的展覽場地總面積增至10萬平方米，可滿足舉辦大型活動的需求。

亞博館是舉辦國際會議、展覽、娛樂表演、商業展覽等活動的世界級場地。亞博館亦將與SKY CITY航天城及擴建後的香港國際機場產生強大協同效應，是機管局機場城市發展策略的重要部分。



中國飛機服務有限公司
China Aircraft Services Limited
A joint venture among CNAAC, UAL, CAL & Gama Aviation

CASL COMPLETES CHALLENGING ENGINE CHANGE

中國飛機服務
完成更換引擎工程

China Aircraft Services Limited (CASL) recently pulled off the first wide body engine change amidst Covid-19 restrictions in March. The company successfully completed the aircraft on ground (AOG) engine change on an Airbus A330 aircraft within 48 hours, all while managing additional logistical challenges. Wide body engine changes require about 20% more resources than the equivalent process on a narrow body aircraft.

Prior to the procedure, CASL conducted a comprehensive risk



assessment on the pandemic situation as well as other technical risks. Corresponding mitigations were implemented including conducting rapid antigen tests for staff before starting the task.

Overseeing the endeavour and CASL's future projects is its new CEO Adrian Beirne, who was appointed to the company's top job in March.

中國飛機服務有限公司在2019冠狀病毒病防疫限制推行以來，於3月首次

完成更換廣體客機的引擎。該公司在48小時內順利為一架空中巴士A330型飛機完成停航待修引擎更換工作，同時應付額外的物流挑戰。相對窄體飛機，更換過程需要多近兩成資源。

中飛在更換程序前進行全面風險評估，考慮本港疫情發展及其他技術風險，並採取相應措施，包括要求員工執勤前進行快速抗原測試。

是次更換引擎工程由在3月履新的中飛行政總裁Adrian Beirne全程監督，他亦負責該公司未來的項目。



CATHAY PACIFIC CARGO ROLLS OUT MERGE IN TRANSIT SOLUTION

國泰貨運推出「匯流運送」服務

In the past, it has been difficult for freight forwarders serving multiple origin ports to fulfil their capacity agreements at each origin, particularly on transpacific routes. Cathay Pacific Cargo has introduced Merge in Transit (MIT), a new service solution that allows freight forwarders to consolidate cargo from multiple regional origins across Asia to one final destination in

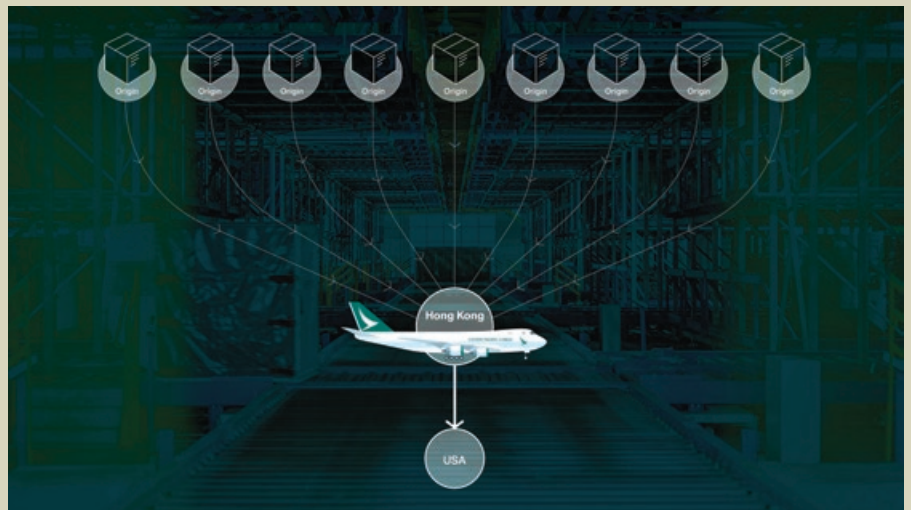


Photo credit: Cathay Pacific Cargo/Cedar HK
相片來源：國泰貨運/Cedar HK

North America with a single block space agreement (BSA). The cargo can then be delivered to destinations further afield either on an entire freighter charter or via a guaranteed BSA on a scheduled flight.

The MIT service helps cargo agents grow their transpacific business by taking advantage of Hong Kong's excellent reputation as an air cargo consolidation hub.

過往，貨運代理如需兼顧多個出發地的貨物，便難以滿足每個出發地的運力協議，尤其是跨太平洋航線。有見及此，國泰貨運推出了全新的「匯流運送」服務方案，容許貨運代理利用單一包板協議，把來自亞洲地區多個出發地的貨物，在香港匯流至北美洲一個最終目的地。貨物隨後可透過利用全包機或定期航班包板協議的保證預留艙位，一併送往更遠的航點。

香港是航空貨物集運樞紐，信譽優良，「匯流運送」服務有助貨運代理拓展跨太平洋業務。



HAS EXPANDS PARTNERSHIP WITH HK EXPRESS

香港機場地勤服務擴大與HK Express的合作

Hong Kong Airport Services Ltd. (HAS) has joined hands with HK Express by taking over as the airline's ground handling agent on 2 December 2021, providing a full range of passenger and ramp services.

To ensure a smooth handover, HAS formed a dedicated team to work closely with HK Express staff. The transition process



included rehearsals that involved special handling to enable staff of both companies to better familiarise themselves with the work procedures. The handover was completed successfully and established a solid ground handling framework to support HK Express's future growth.

香港機場地勤服務有限公司與HK Express展開合作，由2021年12月2日起成為其地勤服務代理商，提供全面客運及停機坪服務。

為確保地勤服務順利交接，香港機場地勤服務組成一支專責團隊，與HK Express員工通力合作。過渡程序包括為各類特殊服務進行演習，讓雙方員工熟悉工作程序。交接過程順利完成，為地勤服務建立新模式，推動HK Express未來發展。

TAKING OFF TO A BRIGHTER FUTURE

飛向光明未來

The Jack So Scholarship is awarded each year to four outstanding students who are children of Airport Authority Hong Kong staff to help support their tertiary education. This issue of *HK Airport News* keeps up with two more recipients who share with us their academic journeys and their sky-high dreams for the future.

「蘇澤光獎學金」每年頒發予四名香港機場管理局員工子女，表揚其傑出表現，並資助他們修讀高等教育課程。今期《翱翔天地》再邀得另外兩位得獎同學娓娓道來他們的學習旅程及未來志向。



Michael Chan
陳紀正

Year 1 Student
Major: Architecture
Newcastle University
紐卡素大學
一年級學生
主修：建築學

Michael is a year one student of Newcastle University in the UK majoring in architecture. He describes it as the ideal environment to study the subject, with inspiring teachers and excellent facilities. The city itself has a rich architectural heritage with an eclectic mix of styles, from Roman to post-modernist.

“Architecture is all around us, and I am eager to develop construction knowledge and high-level drawing skills to design buildings that are functional, safe, sustainable and aesthetically pleasing, in the hope that one day I have the ability to create a long-lasting structure that outlives me,” Michael explains. “I look forward to completing my studies and taking part in projects that will benefit Hong Kong.”

Interacting with other students is also an aspect of his studies that Michael enjoys a lot. “We often need to bring our own architectural models to class, where we will share ideas and get challenged. This really helps us think laterally and be agents for change,” he says, emphasising his aspirations to help society change for the better.

Michael is also an enthusiastic member of the university basketball team which has allowed him to meet people from all over the world.

Michael applied for the Jack So Scholarship to help support his overseas studies. He adds that receiving the scholarship has also filled him with immense pride and motivation.

Michael目前是英國紐卡素大學一年級學生，主修建築學。他形容大學師資優良，設施一流，學習環境十分理想。紐卡素是一座擁有豐富建築遺產的城市，融匯了從古羅馬至後現代主義不等的建築風格。

他說：「我們被各式各樣建築包圍，令我渴望追求更多建造方面的知識，提煉高水平的繪圖技巧，以設計出內外兼備、安全和可持續發展的建築，歷久不衰。完成學業後，我希望有機會參與惠及香港發展的項目。」

在學習上，Michael亦非常喜歡與同學互動交流。他表示：「我們經常要把各自的建築模型帶回課堂，互相分享想法及提問。這有助我們從多角度思考以解決問題，勇於嘗試和作出改變。」他更強調希望將來可作出貢獻，讓社會變得更好。

Michael亦為大學籃球隊的活躍分子，藉此結識來自世界各地的朋友，增廣見聞。

Michael申請了「蘇澤光獎學金」，希望利用獎學金支持他海外留學。他補充，獲頒發獎學金令他感到自豪，充滿動力，繼續向理想進發。



In addition to academics, Michael (third from left) also excels in sports. He is a member of the university basketball team. Michael (左三) 學業優秀，體育亦十分出色，是大學籃球隊成員。



Obtaining the Jack So Scholarship has filled Michael with pride and motivation (received by Hyde Chan).

獲頒「蘇澤光獎學金」讓Michael感到十分自豪，充滿動力（由陳蓮娟代領）。



Natalie Yau
邱楚昕
Year 1 Student
Major: Speech and
Hearing Sciences
The University of Hong Kong
香港大學
一年級學生
主修：言語及
聽覺科學

Communication is essential in daily life, but not everyone is lucky enough to be able to communicate as easily as they might wish. The experience Natalie Yau had of volunteering with elderly people suffering from communication disorders triggered her desire to major in Speech and Hearing Science at The University of Hong Kong (HKU).

“The experience made me strive to become a speech therapist to help people open the door to language and achieve a higher quality of life,” Natalie says. She adds that the broad-based curriculum of the Speech and Hearing Sciences course which encompasses everything from medical science to English and Chinese linguistics to psychology is what she loves.

Natalie is also a keen volunteer in her spare time. She has been busy undertaking a lot of voluntary work relevant to her degree. For example, she is a tutor for a non-government organisation, which provides Hong Kong's minorities with language lessons, and has also been pursuing her passion for music by taking a drumming course through HKU's music club.



Natalie (second from right) enjoys spending her leisure time cycling with her friends at Nam Sang Wai.
Natalie (右二) 與朋友在南生圍踏單車享受閒暇。

Natalie plans to use the Jack So Scholarship to apply for exchange programmes to broaden her horizons.
Natalie計劃利用「蘇澤光獎學金」申請交流計劃，藉此擴闊視野。



Natalie plans to use the Jack So Scholarship to apply for exchange programmes, which will allow her to participate in additional voluntary work abroad and meet more people from different cultural backgrounds. “I am hoping to participate in a cross-cultural volunteering project to help the underprivileged. I can develop my interpersonal skills and leadership competency, which are qualities that a competent speech therapist should have,” she adds.

溝通在日常生活中不可或缺，但並非每個人都有幸能夠隨心輕鬆地與人溝通。Natalie做義工時曾接觸患有溝通障礙的長者，因而激發了她於香港大學修讀言語和聽覺科學的志向。

她表示：「我希望成為一名言語治療師，幫助有需要人士改善言語問題，提升生活質素。」她補充道，言語和聽覺科學的課程範疇廣泛，包括醫學、中、英文語言學以至心理學，當中的所有內容都是她興趣所在。

在課餘時，Natalie熱心於義工服務，參加很多與她所修讀學位相關的志願工作。例如，她在一間為香港少數族裔提供語言課程的非政府機構擔任導師。另外，熱愛音樂的她亦參加了由香港大學音樂學會舉辦的擊鼓課程。

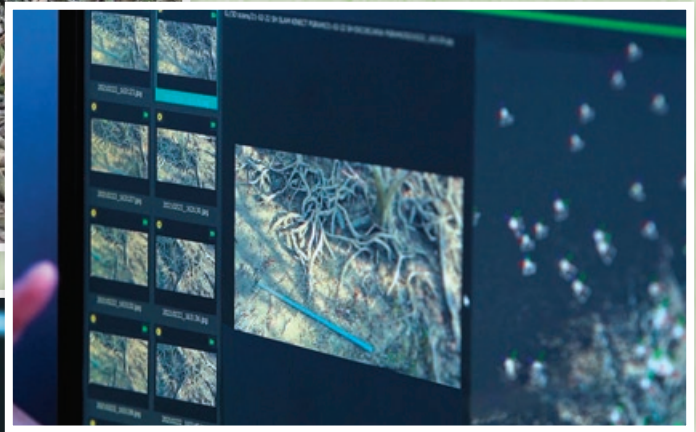
Natalie計劃以「蘇澤光獎學金」申請交流計劃，讓她能參與更多海外義工活動，結識更多來自不同文化背景的人士。她補充：「我期望參加一個跨文化志願服務項目，幫助弱勢群體。同時我可藉此培養人際技巧及領導才能，這些都是作為言語治療師應具備的特質。」

ENABLING DEEPER RESEARCH INTO MANGROVE FORESTS

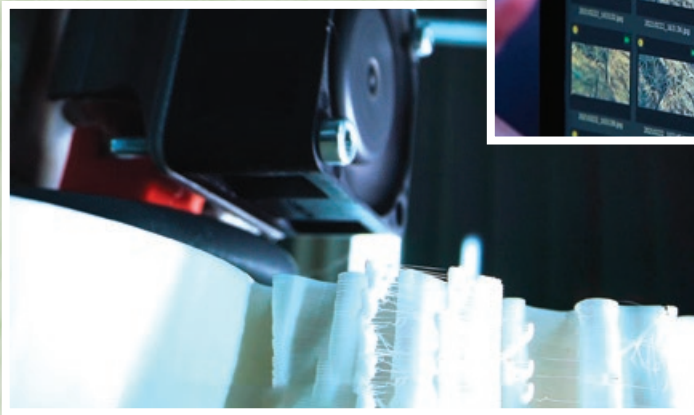
以創新方法深入研究紅樹林



The team takes thousands of photos of mangrove trees at the site. 團隊為紅樹林實地拍攝了數千張照片。



Images are meticulously selected in preparation for creating a 3D digital model. 照片經細心篩選，以製作立體數碼模型。



Using 3D printing to replicate a mangrove in 1:1 ratio. 透過立體打印技術以一比一的比例複製紅樹實體。

Mangrove forests play a vital role in the ecosystem of Hong Kong and the Pearl River Estuary (PRE), but studying them on traditional field trips is difficult and ineffective. The mangroves are usually remote and difficult to access, particularly for researchers carrying large equipment to conduct experiments. The fragmentation of the mangrove forests coupled with the declining number of large predators has caused the natural predation events in these areas to become rare phenomena. The chances

of researchers encountering the species of fish they want to study are slim. Furthermore, the traditional method of chopping off roots of mangroves for later study in the research centre causes permanent damage. With funding from the Marine Ecology Enhancement Fund (MEEF) of Airport Authority Hong Kong (AAHK), a research team from The Chinese University of Hong Kong (CUHK) has adopted a first-of-its-kind research approach that helps overcome these challenges. The innovative approach

combines photogrammetry and 3D printing. It allows researchers to study the fish ecology of mangrove forests under a simulated and controllable environment. The team took more than 3,000 photos of six mangroves with different structural complexity and intensity. They then reconstructed the photos into 3D digital models using computer software and 3D printing, creating three life-size replicas up to 95% accuracy and installing them in tanks that mimicked natural mangrove forests. During the 30-month research

process, the team conducted numerous experiments to study the complex habitat created by mangroves and the association between predatory behaviour and survival rate of fish. The team found that even small-scale mangrove forests possessed important ecological value. The findings showed that juvenile fish use the mangroves to hide from predators, with their survival rate rising as the mangrove structures become more complex. Conversely, predators can also use the mangroves to ambush prey. These scenarios were difficult to observe in conventional field trips. This brand new research method will encourage scientists to conduct more mangrove forest-related research and further study their role in the ecosystem, helping to formulate relevant mangrove

forests management measures.

The MEEF was set up by AAHK to fund projects that enhance the marine environment in Hong Kong and the PRE.

紅樹林對香港以至珠江河口一帶生態系統極為重要。然而，用傳統實地考察方式研究紅樹林既困難，成本效益亦不高。紅樹林多位處偏僻，較難進入，尤其是對需攜同大型設備進行實驗的研究人員而言，更非易事。紅樹林生境分裂情況日益嚴重，加上大型捕食者數量減少，導致這個區域內的天然捕食行為更零星罕見，令研究人員覓得想研究的魚類機會變小。此外，以往將紅樹樹根砍伐下來再帶回研究中心研究的傳統方法，會對樹木造成永久傷害。

在香港機場管理局成立的改善海洋生態基金資助下，香港中文大學研究團隊採用了全球首創的研究方法，克服了這些挑戰。

這項創新方法結合攝影測量及立體打印技術，讓研究人員可以在一個仿真、

可控的環境下研究紅樹林的魚類生態。團隊為六棵結構複雜程度及密度均不同的紅樹，拍攝逾3 000張照片。然後利用電腦軟件及立體打印技術，將照片轉化成三個仿真度高達95%的一比一立體模型，再將模型設置在模仿紅樹林生境的實驗池裡。

在為期30個月的研究過程中，團隊進行大量實驗，以研究紅樹林所創造的複雜生境，以及捕食行為與魚類存活率之間的關係。研究團隊發現，即使小型紅樹林也有重要生態價值。研究結果顯示，幼魚利用紅樹躲避捕食者，其存活率會隨著紅樹結構的複雜程度上升。相反，捕食者亦會利用紅樹埋伏進行突襲。這些都是傳統上透過實地考察難以觀察得到的情境。嶄新研究方法將鼓勵科學家進行更多與紅樹林相關的研究，進一步探究紅樹林在生態系統中的作用，以訂立相應的紅樹林管理措施。

改善海洋生態基金由機管局設立，資助有助改善香港及珠江河口海洋環境的項目。

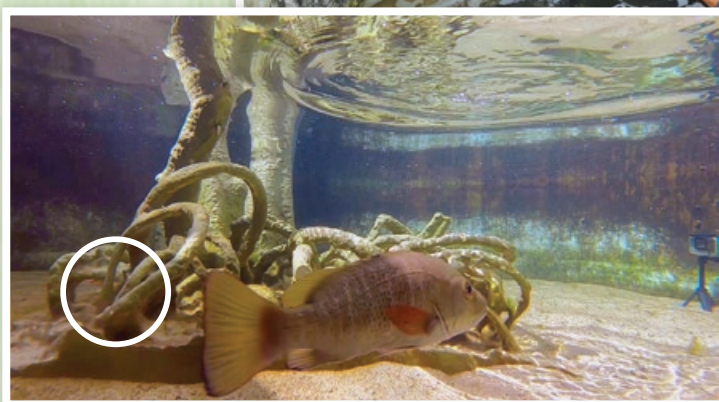
The research team installs the mangrove replica in the laboratory's experiment tanks to mimic a mangrove habitat.

研究團隊將紅樹模型轉移到實驗池裏以模仿紅樹林生境。



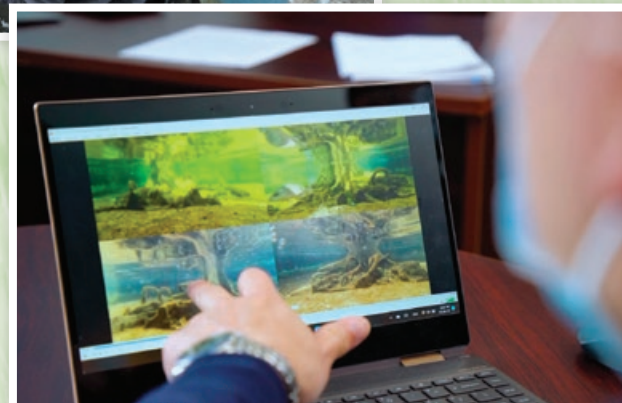
SCAN
掃描

to watch
the video
以觀看短片



A juvenile fish (*encircled*) is observed using the mangrove roots to hide from predators.

研究人員觀察到一條幼魚（圓圈所示）利用樹根避開捕食者。



The team observes the correlation between mangrove structure and predator-prey relationship.

團隊觀察紅樹林結構對捕獵關係作用。

SMART ENHANCEMENTS TO THE AIRPORT WORKPLACE

智能方案提升機場工作環境



In this issue of *HK Airport News*, we continue to focus on another Work Improvement Team (WIT), which has earned a WIT Grand Award for its innovative solution that enhances the operations at Hong Kong International Airport (HKIA).

今期《翱翔天地》繼續介紹另外一隊奪得「創益先鋒卓越大獎」的團隊。他們盡展創意，為香港國際機場構思出有效提升營運效率的方案，因而贏得嘉許。



**Deliverview
隨時候命**

**Technical Services Systems
WIT Grand Award
系統工程及維修
創益先鋒卓越大獎
Silver 銀獎**

HKIA's Smart CCTV system provides comprehensive surveillance services for the airport with ultra-high-resolution video quality. There are times that the CCTV system coverage needs to be extended to fulfil ad hoc requirements to support special airport operation at the airport. For instance, there is a growing demand for urgent surveillance services in recent years such as capturing real time quarantine procedures at the fixed link bridge of selected arrival flights.

However, installing a new fixed camera for temporary use is a costly and non-effective arrangement as it would involve a complicated process such as site survey, equipment procurement and coordination, installing system cables and power supply



The surveillance camera is mounted onto a free-standing pole for fast and flexible deployment.
監察攝影機安裝在獨立支架上，可快捷靈活地調動。

infrastructure, and CCTV system works etc. To fulfil the ad hoc requirements in a more expedient manner, one Work Improvement Team explored the feasibility of a standalone mobile camera system that could be deployed instantly.

The result was "Deliverview's" mobile CCTV camera, which takes advantage of the high bandwidth of HKIA's private 5G network. The high-speed 5G network offers reliable and stable video that is fully integrated with the Smart CCTV network, allowing airport operators to monitor the required scenes in real time. Ten of the new camera sets are currently in operation, which are well received by the users.

In addition, the new 5G mobile cameras have also been deployed for research purposes in other projects. For example, they have been utilised to help identify whether a location is suitable for a fixed CCTV camera.

香港國際機場的智能閉路電視系統，可提供超高清畫面，肩負全面監察機場的任務。有時候，為配合機場的特別運作安排，閉路電視系統的覆蓋範圍需要擴大，以滿足這些臨時需要。近年來，緊急監察服務的需求持續上升，例如需在指定抵港航班的登機橋固定通路上，實時監察檢疫程序。

然而，安裝新的固定攝影機作臨時用途，不單成本高，當中的安排亦有欠效益。其過程相當複雜，包括現場勘測、設備採購及協調、安裝系統電線與電力供應設施，以及閉路電視系統工程等。有見及此，其中一隊「創益先鋒計劃」隊伍便探索可行性，使用可即時安裝的獨立流動攝影機系統，以更快捷方式滿足臨時要求。

結果，隊伍利用香港國際機場高頻寬專用5G網絡，研發出名為「隨時候命」的流動閉路電視攝影機。5G高速網絡可提供可靠穩定的影像，並與智能閉路電視網絡全面結合，讓機場營運商能夠實時監察所需情況。目前已有十台新攝影機投入服務，獲用戶一致好評。

此外，新5G流動攝影機亦被應用於其他項目的研究，例如用於確定某位置是否適合安裝固定閉路電視攝影機。



"Deliverview's" mobile CCTV camera is deployed at arrival gates to track quarantine procedures.
「隨時候命」流動閉路電視攝影機設置在抵港門口，以追蹤檢疫程序。

MULTIPLE RECOGNITIONS FOR CUSTOMER FIRST SERVICE

顧客至上服務 勇奪多個獎項



AAHK receives haul of awards commending its outstanding customer service initiatives.
機管局優質顧客服務榮獲多個獎項。

Airport Authority Hong Kong (AAHK) recently claimed the prestigious Grand Award at the Customer Service Excellence Awards together with eight awards in different categories offered by the Hong Kong Association for Customer Service Excellence (HKACE).

AAHK received multiple distinctions for initiatives ranging from innovative projects to outstanding team and individual efforts. In addition to garnering the Grand Award for its overall customer service programme, AAHK was recognised with an “Outstanding Customer Service – Merit” award specifically for its new channel of providing customer service via social media. AAHK added to its collection by taking home the “Customer Care – Merit” award for its handy “My HKG” mobile app, “Smart Service – Bronze” award for its innovative “Flight Token”, and “Digital Service Strategy – Merit” award for its omni-channel contact centre.

AAHK also claimed several Team

Awards such as “Contact Centre Service – Silver” won by the HKIA Telephone Response Centre, “Counter Service – Merit” for the emergency kits produced during the pandemic, and “Field & Special Service – Merit” for its Task Force for Pandemic Operation Support.

Furthermore, Operation Officer, Customer Service Peter Wong, was individually honoured with the Gold Award in the “Internal Support Service” category.

HKACE is a non-profit professional organisation that aims to raise the standards of customer service in the city.

香港機場管理局在香港優質顧客服務協會舉辦的「優質顧客服務大獎」中，榮獲享負盛名的「卓越大獎」，以及其餘八個不同類別的獎項。

機管局憑藉創新項目、傑出團隊及員工個人努力獲頒發多項殊榮。除了整體顧客服務計劃取得「卓越大獎」外，機管局借助社交平台提供全新顧客服務渠道，因而奪得「卓越顧客服務獎 –

優異獎」。此外，機管局推出「My HKG」流動應用程式奪得「客戶關懷獎 – 優異獎」，而創新的「登機易」體驗則勇奪「智能服務獎 – 銅獎」。另外，機管局設立全通路熱線中心亦獲頒授「數碼服務策略獎 – 優異獎」。

機管局亦獲多個優秀組別獎，包括香港國際機場電話熱線中心獲得「熱線中心服務 – 銀獎」、機管局於疫情期間製作應急包獲「櫃員服務 – 優異獎」，以及其疫情運作支援專責小組獲頒發「外勤服務 – 優異獎」。

此外，顧客服務營運主任黃子維於傑出個人獎組別中獲頒「內部支援服務 – 金獎」。

香港優質顧客服務協會為一間非牟利專業機構，致力提升本港的顧客服務水平。



Operation Officer, Customer Service Peter Wong is recognised with an individual Gold Award. 顧客服務營運主任黃子維於傑出個人獎組別中獲金獎。



1 SMART AIRPORT INFRASTRUCTURE SHINES BRIGHT

機場智能設施獲嘉許

Airport Authority Hong Kong (AAHK) received the Gold Award in the “Best Innovation for Future Enterprise” category at the 2021 CAHK Star Awards. The accolade commends AAHK’s innovative set-up of a shared infrastructure at Hong Kong International Airport (HKIA) that supports a private-enterprise 5G network and for mobile operators to offer the 5G service to the public. The implementation of 5G has boosted HKIA’s operational efficiency, enhanced passenger services and accelerated its continuous development as a smart airport.

Presented by the Communications Association of Hong Kong (CAHK), the award recognises HKIA’s commitment to innovation and creativity. The development of the private 5G network at HKIA is an exemplary demonstration of applying technology and innovation for business operations improvement.

香港機場管理局在「2021香港通訊業聯會非凡年獎」獲頒發「最佳未來企業創新大獎」金獎。該獎項表揚機管局利用創新方式，在香港國際機場提供共用基礎設施，以支援私營企業的5G網絡，以及讓流動電訊服務營運商提

供公共5G服務。香港國際機場應用5G技術不但可提高營運效率，更有助提升旅客服務，推動機場持續發展成為智能機場。

該獎項由香港通訊業聯會頒發，肯定機管局的創意與創新思維。在機場發展專用5G網絡，充分展現機管局致力應用創新科技以提升業務運作。

2 ADDITIONAL TESTING SITE FOR STAFF CONVENIENCE

增設檢測中心便利員工

AAHK set up an additional Covid-19 testing centre at the South APV Lounge (Apron Area) that serves its

staff and the airport community. The new facility provides greater convenience for staff working in the restricted area to undergo regular combined nasal and throat swabs (CNTS) Covid-19 tests. In addition to the location, the extended operating hours from 07:00 to 23:30 also facilitates staff whose working hours are irregular to be tested with ease.

Operated by genetics and diagnostic health testing company Prenetics, the testing centre can accommodate more than 1,000 staff daily. Advance booking is required for the test.

機管局在南面停機坪旅客候車室（停機坪範圍）增設2019冠狀病毒病檢測中心，為其員工及機場社區服務。新設施便利在禁區工作的員工定期接受鼻腔和咽喉合併拭子檢測。檢測中心除位置方便外，運作時間亦延長，由上午7時至晚上11時30分提供服務，讓工作時間不固定的員工易於進行檢測。

檢測中心由基因及診斷檢測公司 Prenetics營運，每天可為超過1 000名員工進行檢測。進行檢測需提早預約。



REACHING OUT TO NEIGHBOURING COMMUNITIES

關懷鄰近社區

Airport Authority Staff Club (AA Staff Club) supported two outreach activities to express their care to underprivileged households living in remote areas of Tung Chung in March.

AA Staff Club expressed this commitment by making thoughtful donations to various organisations. With the assistance of these organisations, including The Neighbourhood Advice-Action Tung Chung Integrated Services Centre and Hong Kong Sheng Kung Hui Tung Chung Integrated Services, lucky bags containing face masks, hand sanitisers, canned food,



soup ingredients, rapid antigen test kits, Covid-19 information leaflets and other pandemic essentials were distributed to support the elderly and other neighbouring residents in need.



於3月，機場管理局職員康樂會支持了兩項外展活動，以表達對居於東涌偏遠地區弱勢家庭的關懷。

就此，職員康樂會向不同組織捐助。在鄰舍輔導會東涌綜合服務中心及香港聖公會東涌綜合服務等機構的協助下，向區內長者及鄰近有需要居民派發抗疫福袋，內有口罩、消毒搓手液、罐頭、湯料包、快速抗原測試包、2019冠狀病毒病資料單張，以及其他防疫必需品等。

PROMOTING CONTINUOUS LEARNING

推廣持續學習

Hong Kong International Airport Recreation and Community Engagement (HKIARaCE) continued to host a series of virtual talks for the airport community throughout April. To get ready for the Easter holiday, the first talk of the month taught viewers the art of creating beautiful Easter flower arrangements and gave tips to overcoming challenges in wrapping a bouquet. Participants were also introduced to flowers originating from different countries that they could use in their creations.

In the succeeding session, the airport community

expanded their horizons by discovering interesting snacks that have been flown in from different parts of the world.

The airport community can look forward to more interesting topics in May.

機場同業綜藝社於4月繼續為機場員工舉辦一系列網上講座。為迎接復活節假期，第一場講座教參加者製作美麗的復活節花束，並講解包裝花束技巧。參加者亦認識到來自不同國家的鮮花品種，以及如何在花藝創作中靈活運用。

在隨後的其他講座中，講者與機場員工一起發掘由外國空運到港的各種零食，研究世界各地的有趣小吃。

機場同業綜藝社將於5月舉辦更多有趣的專題講座，敬請密切留意。



SCAN
掃描

to enrol in
the virtual
talks in May
以報名參加
5月的網上
講座





The bell-shaped golden yellow flowers signal spring's arrival.
呈鐘形的金黃色花朵象徵春天悄然而至。

Every spring, Hong Kong International Airport (HKIA) is awash in the colours of the season. The airport's radiant natural environment is especially evident during the blossoming of the golden trumpet trees that light up the HKIA Historical Garden in March.

CHARMING GOLDEN SCENERY 金黃花海

The *Tabebuia chrysantha* is the national tree of Venezuela, and its golden yellow flower resembles a bell or wind chime. When in full bloom throughout the season, the golden trumpet trees are a fascinating and rejuvenating sight for the airport community and the public alike to appreciate.

每到春天，香港國際機場處處花兒盛放，春意盎然。於3月份，種植於香港國際機場古物園內的黃花風鈴木競相

綻放，形成一片金黃花海，為機場自然美景添上新姿。

黃花風鈴木是委內瑞拉國樹，其金黃色花朵呈鐘形或風鈴狀。花綴滿枝頭時，美不勝收，令人心曠神怡，吸引不少機場員工及市民前來欣賞。



The vivid colours of the golden trumpet trees illuminate the HKIA Historical Garden.
燦爛的黃花風鈴木恣意盛放，為香港國際機場古物園添上春色。