

Report from The Board of Examiners

(Gold Award)

評審委員會報告

(金獎)



Logistics has been regarded as one of the six key economic pillars in Hong Kong. As a matter of fact, Hong Kong has been renowned for its efficient and reliable air cargo handling services.

With the vision of "always become the preferred air cargo terminal and logistics service provider in Asia", Hong Kong Air Cargo Terminals Limited (Hactl) has earned its reputation as the leader in the air cargo industry in Hong Kong. In the light of its vision, Hactl has been expanding its operations in mainland China.

Hactl has been a leader not only in Hong Kong but also internationally, which handled 2.32 million tonnes of cargo in 2009. The company's particular strengths highlighted by the Board of Examiners include:

Leadership

To accomplish its vision, Hactl has developed key strategies including customer service, service quality, IT support and market branding to address the future challenges.

Riding on its leading position, Hactl is highly committed to Corporate Social Responsibility by taking the lead to organize a number of events such as: "The International Forklift and Pallet Building Competition" since 2006 with a view to enhancing occupational health and safety in the industry, and "The Air Cargo Community Charity Golf Day" since 2004 to raise funds for the needy.

Strategic Planning

Hactl is fully aware of its core competences which include the warehouse and IT infrastructure, and continues to enhance these capabilities.

The strategies and business objectives are well communicated to the workforce and other stakeholders through a multitude of channels and the balanced scorecard system.

物流被視為香港六大經濟支柱之一。事實上，香港早已因其高效而可信的空運服務聞名。

有著「成為亞洲區內顧客首選的航空貨運站及物流支援服務供應者」願景的香港空運貨站有限公司（香港空運貨站）贏得香港貨物空運業領頭羊的榮譽。在其願景指引下，香港空運貨站已經將其業務延伸至中國大陸。

香港空運貨站不止在香港業界，甚至在國際間也居領導地位，並在二零零九年處理二百三十二萬噸貨物。評審委員會認為該公司的優勝之處包括：

領導才能

為達成公司的願景，香港空運貨站制定了在顧客服務、服務品質、資訊科技支援和品牌定位方面的重要策略，以應對未來的挑戰。

香港空運貨站對企業社會責任有高度承擔。公司主辦了一系列的活動，例如：自二零零六年起舉辦「國際剗車及裝板比賽」，以增強業界的工作健康和 safety，及自二零零四年起舉辦「空運慈善高爾夫球賽」，為需要幫助的人籌募善款。

策略性規劃

香港空運貨站充份了解自己的核心競爭力，當中包括倉存和資訊科技設施，並繼續增強這方面的能力。

透過多種渠道和「平衡計分卡系統」，公



Customer Focus

The company has a well-established customer-focused Account Management System to take care of both operational and commercial needs of every customer, including regular meetings and headquarters visits with customers for relationship building and performance review. As a result, the company has been receiving a number of awards and recognition from its customers.

Measurement, Analysis, and Knowledge Management

Under the Balanced Scorecard System, KPIs have been established for various processes and staff, and the results are reviewed in the staff appraisal exercises regularly.

Hactl has exhibited particular strength in its IT capabilities. Its reliable and proven IT system has played a critical role in ensuring an efficient non-stop operations in air cargo handling.

Workforce Focus

Hactl has embarked on a large-scale cultural change programme to engage staff in coping with future challenges.

Hactl has also strived to create a workforce environment which is conducive to the long term success of the company. The company has emphasized on the importance of two-way communication and has been promoting continuous learning culture.

Furthermore, recreational events are organized for staff to promote a harmonious working relationship and healthy work-life balance. In addition, annual review of staff remuneration is conducted to ensure that the staff remuneration package is competitive.

Process Management

The company has developed a sophisticated work system built around IT and automation of which its operations are proven to be reliable. Key processes for export cargoes and import cargoes are

司的策略和業務目標充份傳達至員工和其他利益相關者。

客戶焦點

公司有一套完善的客戶導向賬目管理系統，以照應每個客戶的營運和商業需要，其中包括例行會議和總部接待，以利關係建立和業績評價。因此，公司獲得多個獎項，並得到客戶認同。

評估、分析和知識管理

公司實行平衡計分卡系統，當中訂立了各項關鍵績效指標以評估流程和員工表現，相關結果定期在員工評估活動中檢討。

香港空運貨站在資訊科技方面的表現特別優越。其可靠的資訊科技系統在確保有效維持空運貨物處理方面扮演著重要的角色。

工作團隊焦點

香港空運貨站現已開展了一個大規模的文化變革計劃，以增強員工應對未來挑戰的能力。

同時，香港空運貨站致力營造一個利於公司長遠發展的工作環境。公司強調雙向交流，並提倡持續學習的文化。

透過舉辦休閒活動，鼓勵和諧的工作關係和促進工作與生活的平衡。對員工的薪酬作年度評估，確保薪酬的競爭力。

程序管理

公司開發出一套基於資訊科技和自動化操作的精密系統。經驗證明，其運作非常

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well-defined in which customers' expectations are incorporated.

Improvements are identified through regular reviews of the service standards by the management as well as Service Improvement Teams. In addition, various schemes have been developed to encourage staff to improve services and recognize their contributions including Managing Director's Award Scheme and Customer Service Awards.

Results

The company is the first cargo terminal in the world which has attained the certification of Safety Audit for Ground Operations by the International Air Transport Association. The company has also won a number of international awards and accolades. In terms of reliability, Hactl has maintained a very low cargo mishandling rate.

The Board of Examiners is impressed by Hactl's contribution in the logistics industry in Hong Kong not only in terms of economic growth but also Hong Kong's position as a world class city.

可靠。重要的進出口貨物運輸程序清晰明確，並融入顧客的期望。

管理層和服務提升隊伍定期檢討服務標準和改善服務，又設立了如「董事獎勵計劃」和「顧客服務獎項」等一系列計劃，以鼓勵員工提高服務質量及嘉許他們的貢獻。

業績

香港空運貨站是全球第一所貨運站，獲得由國際航空運輸協會頒授的地勤服務安全審查制度證書，還贏得多個國際獎項和讚譽。香港空運貨站一直保持著很可靠的貨物運送服務，錯誤運送率處於低位。

評審委員會對香港空運貨站在物流業的貢獻留下深刻印象，除有助香港的經濟增長外，更有助鞏固香港國際大都會的地位。