



## Report Summary

(Gold Award)

## 報告摘要

(金獎)



Headquartered at Hong Kong International Airport, Hong Kong Air Cargo Terminals Limited (Hactl) is the world's leading air cargo terminal operator. We started our business in 1976 with a commitment to providing quality services to airlines, supporting the position of Hong Kong as an international air cargo hub.

SuperTerminal 1, the US\$1 billion facility opened in 1998, is the largest single air cargo terminal handling the world's highest amount of international cargo. It has a potential capacity of 3.5 million tonnes per annum.

In addition to physical cargo handling, Hactl also provides an extensive range of customer-driven services including air cargo documentation handling, freighter ramp handling and logistics support services, serving more than 90 airlines and 1,000 freight forwarders. With over 34 years of dedicated services at the Hong Kong International Airport, Hactl's reputation in quality services is second to none in the industry.

### Leadership

As the operator of the largest and busiest air cargo terminal in the world, Hactl is committed to upholding Hong Kong's position as the premier air cargo hub in the region. The company is well proven in all aspects of operations, providing the highest level of efficiency, reliability and security throughout its service provision, adding value to the entire airfreight industry.

The Hactl management team sets very high standards in continuously enhancing the quality of its services. The company's vision, mission, core values as well as business objectives are clearly communicated to staff, customers, business partners and the industry.

Being the recognized leader within the industry, Hactl has a well-established corporate social responsibility programme.

Provided by Hong Kong Air Cargo Terminals Limited  
本報告摘要由香港空運貨站有限公司提供

香港空運貨站有限公司（香港空運貨站）座落於香港國際機場，是世界首屈一指的空運貨站營辦商。香港空運貨站於一九七六年開始營運，致力為航空公司客戶提供優質服務，鞏固香港作為國際空運樞紐的地位。

「超級一號貨站」耗資超過十億美元投資興建，於一九九八年落成啟用，是現時全球規模最大的單一航空貨運站，國際貨量冠絕全球，每年可處理高達三百五十萬公噸貨物。

香港空運貨站共為九十多家航空公司及一千家貨運代理客戶提供周全的一站式服務，包括貨物處理、文件處理、停機坪作業及物流支援服務等。憑藉我們在香港國際機場營運超過三十四年的經驗，香港空運貨站所提供的卓越服務，一直傲視同儕。

### 領導才能

作為全球最大及最繁忙的空運貨站營辦商，香港空運貨站致力鞏固香港作為亞洲空運樞紐的地位。香港空運貨站的營運表現一直受到各界肯定，獲公認為最有效率、最穩定及保安最嚴密的空運貨站，不斷為整個空運界增值。

為不斷提升服務質素，香港空運貨站的管理團隊對服務質素的要求極為嚴謹。工作團隊、顧客、商業夥伴以至業界均清楚知道我們的企業抱負、使命、信念、商業目標，以及對服務水平的要求。

作為業界的佼佼者，香港空運貨站制定了一套完善的社會企業責任方案。環境保育及社區參與一直是我們實現公司以



Commitment to environmental protection and engagement with the community form a core part of Hactl's vision for sustainable growth of the company as well as Hong Kong's air cargo community.

### Strategic Planning

Our commitment to service excellence has earned us the name of the leading air cargo terminal operator in the region, well recognized by customers and industry partners worldwide. With changing industry landscape in the air cargo market which requires an even higher attention in customer care, Hactl works relentlessly to streamline processes and enhances efficiency to meet and exceed customers' needs.

Corporate strategies are set to support our company mission in delivering the highest quality of service for customers. Meticulous strategic reviews and planning on company development directions are conducted regularly where strategic actions are set for further business growth.

### Customer Focus

Hactl embraces the essence of customer care – understanding customers' needs, offering solutions and surpassing their expectations, ultimately contributing to mutual business success. A series of customer-focused programmes are in place:

- a well-established Key Account Management System
- a customer satisfaction management system for efficient monitoring and tracking of comments from customers
- annual customer forums run by Hactl senior management to facilitate discussions and idea exchange with customers on all aspects of Hactl services and future development
- On-going customer satisfaction survey conducted by an independent external research consultancy on Hactl's behalf

Customer feedbacks are circulated to top management as a useful

至於香港空運業可持續發展的核心項目。

### 策略性規劃

香港空運貨站素來以卓越的服務質素聞名國際，顧客及業界夥伴對此亦推崇備至。近年來空運市場環境瞬息萬變，為滿足顧客對服務質素日漸提高的要求，我們不斷優化每個步驟及程序，以提升效率，致力為客戶提供遠超預期的優質服務。

香港空運貨站訂立了一系列的企業策略，以達成我們為客戶提供高質素服務的目標，同時亦會定期進行詳細的策略檢討及規劃公司未來的發展方向，以促進公司的業務增長。

### 客戶焦點

香港空運貨站深明客戶服務的重要 — 我們致力理解客戶需要、提供解決方案及比預期更高的服務水準，以達至業務雙贏。一系列以客戶為本的服務包括：

- 完善的客戶管理系統
- 顧客滿意度管理系統，能有效地監察及跟進客戶意見
- 舉辦年度客戶論壇，由香港空運貨站管理層與客戶溝通並交流意見，讓客戶對貨站的所有服務及相關範疇提供意見
- 委託獨立市場研究顧問定期進行顧客滿意度調查

所有客戶的意見均會轉達至貨站的管理層，讓管理層在日後制定政策及計劃公司未來發展藍圖時，作為重要依據，同時亦確保貨站所收集的客戶意見，能支持貨站的持續發展。



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source of reference for mapping out the company's development blueprints, ensuring all comments received are gauged for continuous improvement.

### Measurement, Analysis, and Knowledge Management

Hactl implements various programmes and activities to strive for continuous improvements to reinforce a quality customer service culture. Each department sets relevant quality objectives and performance benchmarks for each identified measurement area, with results regularly gauged and reviewed by senior management.

The company has also established, documented and implemented a Quality Management System in accordance with the requirements of and in compliance with ISO 9001. Adequate resources are provided to support, control, monitor, measure and analyze the Quality Management System processes to achieve the planned results, and for continuous improvement.

### Workforce Focus

Forging stronger employee engagement has always been instrumental to Hactl's pursuit of quality services over the past 34 years. At Hactl, effective human resources management plays a crucial role in bonding the Hactl family members together. The company takes pride in providing our staff members with satisfying and enjoyable careers.

Apart from providing long-term career prospects, we also believe that the positive corporate culture will also enhance job satisfaction and accordingly performance.

ASPIRE the Culture Project Team: ASPIRE was established in October 2008 as one of the early initiatives of the company's Culture Project. ASPIRE helps cultivate the five core values namely "Trust", "Respect", "Professionalism", "Integrity" and "Teamwork" among our staff.

### 評估、分析和知識管理

香港空運貨站實施了不同的項目及活動，以確保公司能不斷進步，鞏固以優質見稱的客戶服務文化。每個部門會為不同的範疇訂立相關的服務質素目標及表現準則，並由管理層定期檢閱及審視。

公司更已獲得 ISO 9001 國際認證，成功建立及實施了一套有效的質量管理系統。我們投放了充足的資源以支援、控制、監控、量度，以及分析此系統，從而達到預期的目標並持續改善服務質素。

### 工作團隊焦點

提升員工歸屬感及協助他們融入公司文化，在過去三十四年以來一直都是香港空運貨站矢志追求優質服務的重要元素。提倡有效的人力資源管理策略，正是維繫香港空運貨站各服務團隊合作精神的不二法門，我們為能夠讓員工得到一份具滿足感及愉快的工作而引以為傲。

除了為員工帶來長遠的事業發展機會，我們亦相信正面的企業文化能有效增加員工對工作的滿意度，從而提升工作表現。

「思樂兵」卓越文化項目小組：香港空運貨站在二零零八年十月開展了一個嶄新的文化計劃，組織了一個名為「思樂兵」的卓越文化項目小組，協助公司向同事推廣五個核心價值，名為「互信」、「尊重」、「專業」、「誠信」及「團隊」。

### 程序管理

為確保貫徹一致的服務質量、效率和安全，



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### Process Management

To ensure consistent service quality, efficiency and safety, Hactl has clearly defined and well documented Company Operating Procedures that emphasize precision, clear work flow and service processes. Given the huge volume and high value of cargo Hactl handles everyday, the systematic checking and maintenance of all its cargo handling systems and equipment is always a top key priority, ensuring the highest possible service reliability.

In addition, to preempt possible service interruptions from happening, Hactl has a Risk Management Working Group comprising different departmental managers to identify key risks on all service areas and to activate respective controls to mitigate the occurrences. Regular drills and Business Continuity Planning exercises are conducted to test the preparedness of the organization in all unforeseen circumstances, again ensuring service continuity and total customer satisfaction.

All in all, the company adopts a holistic approach to ensure staff at all levels share mutual understanding in terms of risk management.

### Results

As the largest single air cargo terminal operator in the world, Hactl is well aware of the role it plays in sustaining air cargo and logistics development in Hong Kong, in particular to enhance the status of Hong Kong as the premier international air cargo hub. In 2009, Hactl handled 2.32 million tonnes of international air cargo, continuing to outperform many other key hubs in the world and contributing significantly to the international ranking of Hong Kong as the world's No. 1.

Hactl's SuperTerminal 1 is reputed for its massive operations and unique design, inter-weaving IT-driven solutions with automated cargo-handling facilities, driving the growing operational efficiency

香港空運貨站明確訂立標準作業程序，強調精確與清晰的工作流程，以及可靠的服務程序。香港空運貨站考慮到每天要處理大量高價值的航空貨件，為提供最穩定的服務，我們一直將貨物處理系統及設備的定期檢查及維修列作首要任務。

另外，為避免服務中斷，香港空運貨站成立了一個由各部門經理組成的風險管理工作小組，以評估服務上各方面的潛在危險，啟動有關之機制以減少事故發生。公司定期進行演習及檢閱業務持續計劃，以測試部門處理突發事件時的準備，確保香港空運貨站能為全港空運業提供無間斷的處貨服務，滿足客戶最大需要。

總括來說，香港客運貨站落實了一套全面的風險管理制度，以確保公司上下清晰理解風險管理的需要。

### 業績

作為全球最大的單一空運貨站，我們清楚了解香港空運貨站在保持香港空運界及物流業發展的角色，並以提升香港作為國際空運樞紐的領導地位為首要目標。在二零零九年，香港空運貨站共處理二百三十二萬公噸的空運貨物，遙遙領先世界各地其他主要貨站，令香港繼續成為首屈一指的國際空運樞紐。

香港空運貨站的超級一號貨站設計獨特，龐大的貨物處理量，以精密科技為主導的處貨方案，加上全自動化的貨物處理系統，使香港空運貨站的營運效率不斷提升，進一步鞏固了香港空運貨站在全球的領



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of the terminal and reinforcing its leadership position worldwide. As a result, Hactl is naturally the preferred air cargo terminal for new airlines operating to Hong Kong. To date the company is the partner of choice of majority of the airlines operating to Hong Kong.

Hactl's worldwide status is reflected from its gaining of an array of awards and accolades, both locally and internationally, in recognition of its professionalism, quality service and commitment to Hong Kong. Hactl is synonymous to Hong Kong Inc.

Looking ahead, the company is committed to the continuous pursuit of quality, partnering with its customers to work towards a constant uplifting of the industry benchmarks, sustaining the long-term logistics and economic development of Hong Kong.

導地位。因此，對於剛開展服務至香港的航空公司而言，香港空運貨站自然成為其首選的空運貨站。時至今日，我們已成為大部份於香港開展業務的航空公司的合作夥伴。

香港空運貨站在國際享負盛名，憑藉一貫的專業精神、優質的服務及對香港的承諾，屢獲本地及國際重要獎項及殊榮，香港空運貨站的成就與香港的發展息息相關。

展望未來，我們會竭力追求更優質的服務，與客戶共同努力不斷提升業界水平，以持續香港物流與經濟的整體長遠發展。

