



PROTECTING THE
TREASURES OF
OUR WATERS
水中瑰寶 守護相傳

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AVIATION LEADERS DISCUSS FUTURE OF AIRPORTS

業界領袖探討機場未來發展



AAHK Chairman Fred Lam shares his insights at the regional board meeting of ACI APAC & MID.
機管局主席林天福在國際機場協會亞太及中東地區理事會會議上分享他的見解。

Airport Authority Hong Kong Chairman Fred Lam travelled to New Delhi on 15 April to attend the regional board meeting and regional executive committee meeting of Airports Council International Asia-Pacific & Middle East (ACI APAC & MID).

Chairman Lam is the Second Vice President of the ACI APAC & MID Regional Board, a position he assumed in January 2025. During the meetings, he met with senior

management from major airports. He also received updates on infrastructure development both on the ground and in the sky, as well as a report on air traffic flow management from the Civil Air Navigation Services Organisation.

The meetings were part of the ACI APAC & MID Regional Assembly, Conference and Exhibition held from 15 to 17 April. With the theme of "The Hub Race: Transforming Regional Airports into Global

Gateways", the event featured a series of insightful discussions and interviews, focusing on the future and transformation of airports, including leadership strategy, digitalisation and sustainability achievements. The event attracted more than 400 delegates and included over 20 exhibitors and 50 speakers.

香港機場管理局主席林天福於4月15日前往新德里，出席國際機場協會亞太及中東地區理事會會議和執行委員會會議。

林主席是國際機場協會亞太區及中東地區理事會第二副主席，於2025年1月上任。在會議期間，他與各大機場的高級管理層交流，聽取有關地面及空中基礎建設發展的最新動態，以及民用空中航行服務組織有關航空交通流量管制的報告。

會議是4月15日至17日舉行的國際機場協會亞太及中東地區大會、會議和展覽的其中一部分。活動以「樞紐競賽：地區機場轉型成為全球門戶」為主題，通過一系列深入的討論及訪談，聚焦機場的未來發展和轉型，涵蓋領導策略、數碼化及可持續發展成就。活動吸引了逾400位代表、20個參展商和50位演講者出席參與。

AAHK APPOINTS NEW CEO

機管局委任新行政總裁



Vivian Cheung has been appointed as Chief Executive Officer of AAHK, effective from 7 April for a three-year term. She was previously Chief Operating Officer of AAHK from December 2022, and doubled up as Acting CEO since June 2024. Her appointment followed an exhaustive, nine-month recruitment process.

Mrs Cheung made history by being the first home-grown CEO from within AAHK, having served in a wide range of senior management roles at Hong Kong International Airport in her airport management career

spanning over 30 years. She was Executive Director, Airport Operations from 2019 to 2022 and Founding President of the HKIAA in 2016.

張李佳蕙獲委任為香港機場管理局行政總裁，自4月7日起生效，任期三年。她於2022年12月獲委任為機管局首席營運總監，並自2024年6月起兼任署理行政總裁。經過為期九個月的嚴謹招聘程序後作出是次人事任命。

張李佳蕙擁有超過30年的機場管理經驗，先後在香港國際機場出任多個高級管理要職，更是歷來第一位機管局內部培育的行政總裁。2019年至2022年期間，她出任機場運行執行總監，並於2016年成為香港國際航空學院創校校長。

STEWARDS OF THE SEA

守護海洋



Secretary for Environment and Ecology Tse Chin-wan (second from right), Secretary for Transport and Logistics Mable Chan (second from left), Acting Director of Agriculture, Fisheries and Conservation Patrick Lai (first from right) and AAHK the then Acting CEO Vivian Cheung (first from left) officiate at the launch ceremony of the exhibition. The event is also attended by industry representatives, board member of AAHK and Legislative Council members. 環境及生態局局長謝展寰(右二)、運輸及物流局局長陳美寶(左二)、漁農自然護理署署理署長黎存志(右一)及機管局時任署理行政總裁張李佳蕙(左一)一同為展覽主持開幕儀式。一眾業界代表、機管局董事會成員及立法會議員均有出席。

The public can now discover the importance of marine biodiversity and learn more about the important role that Airport Authority Hong Kong (AAHK) plays in helping to promote a healthy marine environment at the new exhibition “Treasures of the Western Waters”.

Running from 2 April to 8 June in the public area at the Arrivals Hall A of Hong Kong International Airport (HKIA), the exhibition highlights the vibrant marine ecosystems of Hong Kong's western waters and brings them to life with a series of engaging interactive displays and games. Visitors can learn more about these biodiverse ecosystems along with some of the fascinating inhabitants of the western waters, including Chinese White Dolphins, gorgonian corals, oysters and a wide variety of fish.

Following the exhibition, AAHK will launch a raft of activities designed to showcase the wonders of the marine areas around the airport and AAHK's ongoing efforts to conserve and enhance marine ecology and

biodiversity. They include educational eco-tours for students and other stakeholders during 2025 and a fish restocking exercise on 6 June in line with the National Fish Releasing Day.

These efforts form a key part of AAHK's long-term strategy for implementing enhancement initiatives in its western waters and taking practical measures to enhance the diverse marine life and fishery around the airport. They align with AAHK's pledge to make HKIA the world's greenest airport. AAHK has also

implemented various voluntary marine ecology and fisheries enhancement projects, including the deployment of artificial reefs, shellfish reefs and more, with measurable beneficial impacts on the health of the local marine environment. With an injection of HK\$400 million in 2016, AAHK has also set up two independent funds, the Marine Ecology Enhancement Fund and Fisheries Enhancement Fund, to support marine ecology and fisheries projects.



In the launch ceremony, AAHK the then Acting CEO Vivian Cheung highlights that AAHK is committed to achieving a balance between airport development and environmental protection. 在開幕儀式上，機管局時任署理行政總裁張李佳蕙強調，機管局致力於機場發展與環境保護之間取得平衡。

公眾現可透過全新展覽「西部水域尋『保』記」，深入了解海洋生物多樣性的重要，以及香港機場管理局在促進健康海洋環境中所肩負的角色。

展覽在4月2日至6月8日期間在香港國際機場接機大堂A舉行，透過一系列互動動畫及遊戲，生動呈現香港西部

水域豐富的海洋生態系統。參觀者可探索這片生物多樣性極高的水域，認識中華白海豚、柳珊瑚、蠔類及各種魚類等多元的海洋生物。

展覽結束後，機管局將推出連串活動，展示機場周邊海域的生態奧秘，以及機管局一直以來在保育和提升海洋

生態與生物多樣性方面的努力。活動包括於2025年內為學生和其他持份者而設的生態旅遊教育，以及配合6月6日「全國放魚日」舉行的投放魚苗活動。

這些措施是機管局西部水域長遠提升策略的重要部分，透過實際措施加強保護機場周邊多樣的海洋生物及漁業，與機管局致力將香港國際機場建設成全球最環保機場的承諾一致。機管局亦自發推行多項海洋生態及漁業提升項目，包括鋪設人工魚礁和蠔礁等，對改善本地海洋環境健康成效顯著。此外，機管局於2016年注資4億港元成立「改善海洋生態基金」及「漁業提升基金」兩個獨立基金，支持相關項目發展。



The public actively participates in the interactive games in the exhibition, exploring the rich marine ecosystem in Hong Kong's western waters. 公眾人士積極參與展覽內的互動遊戲，探索香港西部水域豐富多元的海洋生態系統。





DREAMS TAKE FLIGHT

夢想啟航

Launched on 22 March with a refreshed format, Cathay's flagship community service programme, I Can Fly, will allow 2,000 youngsters aged 10 to 18 to explore their aviation dreams, inspiring them to contribute positively to society.

This year's activities are grouped under the pillars of Education, Discovery and Exploration. The programme kicked off with two consecutive I Can Fly Aviation Explorer Days, where 870 students from underprivileged backgrounds had the chance to learn about the exciting world of aviation. These events were supported by the Hong Kong government's Strive and Rise Programme,



community engagement partners and 70 Cathay volunteers. The programme will also include other activities, such as the I Can Fly Youth Academy, a five-month aviation training course, and in-flight experience via the I Can Fly Discovery Flight at the end of the year.

國泰社區服務旗艦活動「飛躍理想計劃」於3月22日以煥然一新的形式啟動，將幫助約2 000名10至18歲青年

探索航空夢想，並鼓勵他們積極回饋社會。

本年度活動分為「探知」、「探求」及「探索」三大核心範疇。計劃啟動後率先舉行連續兩天的「航空探索家體驗日」，在香港政府「共創明『Teen』計劃」、社區參與夥伴及70名國泰義工支持下，讓870名基層學生體驗航空世界的有趣面貌。該計劃亦包括其他活動，例如為期五個月的航空訓練課程「飛躍理想青年學院」，以及於年終舉辦的「飛躍理想探求飛行」，為參加者提供飛行體驗。



DIRECT FLIGHT TO GUILIN

直通桂林

With the opening of the new scheduled service by Greater Bay Airlines between Hong Kong International Airport (HKIA) and Guilin on 15 April, Guilin has become more accessible to travellers from Hong Kong. Operating twice weekly, on Tuesdays and Saturdays, the route further expands the airline's extensive range of destinations across the nation.

Located in Guangxi Zhuang autonomous region, Guilin is renowned for its spectacular natural scenery and fascinating range of traditional cultures.



Positioned along the stunning Li River, this city serves as the entrance to a uniquely scenic hinterland and stands as one of the most sought-after and trending tourist spots in Mainland China.

大灣區航空於4月15日開通往來香港國際機場與桂林定期航線，為前往桂林的旅客提供更多選擇。該航線從香港逢周二及周六共提供兩班航班，進一步

擴大大灣區航空在內地的航空網絡。

桂林位於廣西壯族自治區，以其秀麗的自然景致和迷人的傳統文化聞名。這座城市坐落於風景優美的灕江旁，擁有一些別樹一格的旅遊景點，是中國內地其中一個最受歡迎的旅遊勝地。



HACTL GOES HUNGARY

香港空運貨站
拓展匈牙利業務

Hong Kong Air Cargo Terminals Limited (Hactl)

has signed a contract with the new cargo carrier Hungary Airlines to provide a full suite of services at HKIA. These services include cargo terminal operations, aircraft loading and unloading, and documentation support for the airline's new scheduled service between Budapest and Hong Kong.

The new cargo route, serviced by Hungary Airlines' 62-tonne capacity A330F aircraft,



connects Hong Kong directly to the heart of Eastern Europe. The expansion furthers the global reach of both Hactl and HKIA, strengthening the airport's role as an international cargo hub.

香港空運貨站有限公司與新航空貨運公司匈牙利航空簽署合約，於香港國際機場提供全面服務，包括為匈牙利航空往返布達佩斯與香港的全新定期航班

提供貨運站營運、航機貨物裝卸及文件處理等服務。

匈牙利航空以載貨量達62公噸的A330F型貨機執飛新航線，接通香港與東歐核心地區。此次服務網絡的擴展將進一步延展香港空運貨站及香港國際機場的全球覆蓋範圍，鞏固機場作為國際貨運樞紐的地位。



PEACE OF MIND FOR PASSENGERS

安心出行

Travellers prioritising hygiene and sustainability during their voyage will be delighted with the latest retailer to open at HKIA. Located at the end of Check-in Aisle H on the Departures Level (L7), the Hong Kong-based brand INNOTIER uses patented technology to embed silver threads into recyclable fabrics – providing permanent antimicrobial protection, along with defence against ultraviolet light, odours and more.

Led by founder Juliana Lam, who has decades of research and development experience,



the brand offers a wide range of masks, travel apparel and accessories – focusing on hygiene, comfort, odourlessness and breathability. The products' odour-free nature also enhances hygiene by allowing items to be reused during travel, reducing the need for bulky luggage. Travellers can board their flights free from worries.

香港國際機場迎來本地品牌INNOTIER
全新專門店，為注重旅途衛生及環保的

旅客提供新選擇。該店位於離港層(第七層)H旅客登記行段尾，品牌以專利技術將純銀線織入可循環再造布料，賦予產品永久抗菌、抗紫外線及防臭等功能。

創辦人林曉盈憑着數十年研發經驗，創製兼具衛生、舒適、無異味及透氣的各款產品，包括口罩、旅行服裝和用品。其無異味特性不僅提升衛生標準，更因產品可在旅行期間重複使用，從而減少旅客攜帶大量行李的需要，讓旅程更輕鬆無憂。

BRIGHT IDEAS BOOST EFFICIENCY

創意構思 提升效率

Staff members from Airport Authority Hong Kong (AAHK) showed off a spectrum of ingenious inventions and smart ideas at the 2024/25 Work Improvement Team Convention on 27 March. Together, they strive to improve standards, enhance efficiency and boost cost effectiveness at Hong Kong International Airport (HKIA).

Held at the HKIA Community Building, this year's event was themed with the artistry of video games. More than 570 staff from AAHK and other airport community organisations took part. A total of 27 projects were submitted by nine departments of AAHK. With the then Acting CEO Vivian Cheung and other senior management sitting on the judging panel, the winners were selected from six shortlisted teams, who presented their ideas via creative videos at the event.

Winning the Grand Award – Gold was “Dom Dom Team” from Landside Department, recognised for their system to prevent tailgating and improve traffic flow for vehicles. The



Silver Award went to “Mr Bin” from Airfield Department for their smart detector, which tracks the remaining capacity of Foreign Object Debris (FOD) bins. “Two Directions” from Technical Services Systems Department received the Bronze Award for developing a tool to measure power rail angles for better connections with pantographs.

香港機場管理局員工於3月27日舉行的「2024/25創益先鋒發布大會」上，展示了一系列巧妙發明與創新構想。他們齊心協力，共同提升香港國際機場的服務標準、營運效率及成本效益。

今年活動以電子遊戲為主題，於機場員工綜合大樓舉行，吸引逾570名來自機管局及其他機場同業的員工參與。今屆計劃有來自機管局的九個部門合共提交27項提案，六支入圍決賽隊伍透過創意短片於活動現場分享其提案。機管



局時任署理行政總裁張李佳蕙及其他高級管理人員組成評審團，選出優勝者。

機場海陸運輸管理部的「響噹噹」團隊憑着防止尾隨闖入及提升車輛交通流暢度的系統，奪得「卓越大獎—金獎」。飛行區運作部的「燈神」團隊則以探測外來物垃圾箱剩餘容量的智能探測器榮獲銀獎。系統工程及維修部的「雙向之旅」團隊因研發可改善集電弓連接的電源軌道角度測量工具，獲頒發銅獎。



AAHK the then Acting CEO Vivian Cheung presents the Grand Award – Gold, Silver and Bronze to the winning teams. 機管局時任署理行政總裁張李佳蕙頒發卓越大獎—金獎、銀獎及銅獎予得獎隊伍。



Award 獎項	Team Name 隊伍名稱	Project 提案	Department 部門
Grand Award – Gold & Most Creative Award 卓越大獎—金獎及最具創意獎	Dom Dom Team 響噹噹	Develops a new “Drop Arm Barrier Warning System” to prevent tailgating and improve traffic flow for vehicles 開發新系統「闔得住」，以防尾隨闖入，提升車輛交通流暢度	Landside 機場海陸運輸管理
Grand Award – Silver 卓越大獎—銀獎	Mr Bin 燈神	Designs a smart detector to track the remaining capacity of FOD bins and reduce collection cycles 研發智能探測器，探測外來物垃圾箱的剩餘容量，減少收集次數	Airfield 飛行區運作
Grand Award – Bronze 卓越大獎—銅獎	Two Directions 雙向之旅	Invents a precision tool for measuring power rail angles to ensure a stable connection with pantographs 研發精密的工具測量電源軌道角度，以確保與集電弓連接穩定	Technical Services Systems 系統工程及維修
Certificate of Excellence, Inno-Office Award & Best Presentation Award 優秀表現獎、創新辦公室獎及最佳演繹獎	Infra 2.0 煙花2.0	Develops a digital seating map to locate the shortest route to a specific location in office buildings 開發電子座位表工具，找尋前往辦公大樓內指定位置的最短路徑	Technical Services Infrastructure 基礎設施工程及維修
Certificate of Excellence 優秀表現獎	Bag Pain in Your Area 袋價不菲	Improves baggage orientation and handling with a redesigned “Kick-down Bar” 重新設計「行李放平桿」，改善行李擺放角度及處理工作	Technical Services Systems 系統工程及維修
	Hi! APM 月台有聲音	Uses a tablet-based solution with artificial intelligence system allowing Automated People Mover Operation Controllers to broadcast messages instantly 透過平板電腦配合人工智能系統，讓旅客捷運系統控制主任能即時廣播訊息	APM & Baggage 旅客捷運系統及行李處理

1 DEAL SETS SCENE FOR AIRCRAFT PARTS LEADERSHIP

攜手合作 奠定飛機部件處理業務領導地位

On 19 February, Airport Authority Hong Kong (AAHK) signed a Memorandum of Understanding (MoU) with Elior Group SA, a prominent French aeronautic services company and part of a leading business group Derichebourg SA. It lays the foundation for Hong Kong to become Asia's first aircraft parts processing and trading centre. Under the MoU, AAHK and Elior Group SA will look into the development of professional services such as aircraft dismantling, parts recycling and related training.

The MoU was signed at a ceremony witnessed by senior management from AAHK and Elior Group SA, along with senior government officials including Financial Secretary Paul Chan. The agreement further solidifies Hong Kong's



role as an international hub for aviation and trade.

於2月19日，香港機場管理局與著名法國航空服務公司Elior Group SA

簽署合作備忘錄，為推動香港成為亞洲首個飛機部件處理及交易中心奠定基礎。Elior Group SA是領先企業Derichebourg SA的聯營公司，機管局和Elior Group SA將根據備忘錄探討在港提供飛機拆解、部件回收及人才培訓等專業服務。

機管局和Elior Group SA的高級管理人員，以及財政司司長陳茂波等高級政府官員一同見證簽署儀式。該合作備忘錄進一步鞏固香港作為國際航空及商貿樞紐的地位。

2 JOINING FORCES TO FOSTER TALENT

同心協力 培育航空人才



The Civil Aviation Talent Cultivation Alliance (Alliance), initiated by the Hong Kong International Aviation Academy (HKIAA), was officially launched

on 21 March in Zhuhai. The Chairman of the Alliance and HKIAA President, Simon Li, along with government officials from Mainland China and representatives of its founding members, attended the ceremony. The Alliance aims to better integrate aviation education with industry needs.

With a membership comprising 15 professional institutions in Mainland China, the Alliance will consolidate resources to develop and nurture a pipeline of talent for the aviation industry. This collaboration will draw on expertise from both industry and academia. HKIAA will offer a comprehensive suite of aviation programmes, with courses for trainers and professionals, as well as study tours and internships providing practical experience, to the member institutions.

由香港國際航空學院發起的「民航人才培育聯盟」於3月21日在珠海正式成立。聯盟主席兼航空學院校長李天柱，與中國內地政府官員及創始成員代表出席啟動儀式。聯盟旨在促進航空教育與業界需求深度融合。

聯盟匯聚中國內地15家專業院校，整合資源以培育航空業未來人才。

此合作將結合業界與學術界的專業知識，並由航空學院為成員機構提供全面的航空課程，包括師資培訓、專業課程、遊學交流，以及來港實習等實踐機會。

3 EXCELLENCE RECOGNISED AGAIN

卓越表現再獲肯定

Hong Kong International Airport (HKIA) has once again been lauded as the Best Airport in China at the 18th TTG China Travel Awards. The award presentation ceremony was held in Shanghai on 26 March.

Presented by leading business media company TTG China since 2008, the awards celebrate the nation's top performers in the travel trade industry, including airlines, hotels, service residences, travel services and more. Winners are selected through an industry-wide voting process that includes travel consultants, tour operators and destination

management companies.

In addition, AsiaWorld-Expo was named Best Convention & Exhibition Centre in China at the awards, underlining its status as Asia's leading exhibition, convention and event venue.

香港國際機場於第18屆「TTG China旅遊大獎」中再次獲評選為「中國最佳機場」。頒獎典禮於3月26日在上海舉行。

該大獎自2008年起由頂尖商業傳媒機構TTG China舉辦，旨在表彰中國旅遊貿易行業的傑出機構，涵蓋航空公司、酒店、服務式住宅及旅遊服務等。獲獎者由旅遊顧問、旅行社及目的地管理公司等業內人士投票選出。

此外，亞洲國際博覽館亦在「TTG China旅遊大獎」中獲評選為「中國最佳會議展覽中心」，彰顯了其作為亞洲領先展覽、會議及活動場所的地位。

4 CATERING TO DIVERSE DIETS

多元化的餐飲選擇

HKIA is dedicated to meeting the diverse dietary preferences of travellers from all over the world. To expand HKIA's food and beverage offerings, up to 15 outlets now feature Muslim-friendly dining options, including halal dishes, snacks, packaged food and beverages.

Highlights include the newly opened SAFFRON. With its downtown location having been the first to offer Persian cuisine in Hong Kong, SAFFRON brings authentic flavours from the region to passengers at HKIA, perfect for enjoying on the go. Further to cater for the needs of Muslim travellers, OldTown White Coffee has also introduced a new halal dining zone within the East to West Food Market at the West Hall on Level 6 of Terminal 1, where diners can enjoy a comfortable dining setting with full table service, while savouring a variety of Southeast Asian specialities.



A range of halal-certified packaged food souvenirs at Cookies Quartet and RELAY are also available. These options reflect AAHK's commitment to ensuring all travellers, regardless of dietary needs, can enjoy delicious and varied food at HKIA.

香港國際機場致力滿足來自世界各地有不同飲食需求的旅客，並提供多元化的餐飲選擇。現已有多達15間食肆和商店提供符合穆斯林需求的選擇，涵蓋清真主食、小吃、包裝食物及飲品。

當中，新開幕的SAFFRON別具特色。位於市中心的SAFFRON是香港首家波斯菜餐廳，其香港國際機場分店讓旅客在旅途中亦可品嚐地道的波斯風味。此外，為進一步照顧穆斯林旅客需要，舊街場白咖啡在一號客運大樓第六層西大堂食東西美食廣場增設「清真用餐區」，提供舒適用餐環境、全套餐桌服務，以及多種東南亞特色美食。

另外，曲奇4重奏及RELAY亦出售獲「清真認證」的食品。這些餐飲選擇體現了機管局的承諾，確保任何飲食需求的旅客，均能在機場享受各式各樣令人回味的餐飲體驗。

5 SEOUL VISIT INSPIRES YOUTH

青年首爾交流之旅 開拓視野

Nine participants from the
EXTRA MILE “Working Holiday@



Lantau” programme visited Seoul for four days of enlightening and educational activities between 21 and 24 March.

Their journey began with a visit to Incheon International Airport, where they explored its application of new technologies, including smart check-in, Smart Pass, guiding robots and indoor autonomous electric vehicles. Moving to the Samsung Innovation Museum, the participants gained further insight into the development of electronic technology; while a subsequent visit to the Seoul Robot and Artificial Intelligence (AI) Museum enabled them to

experience the potential of AI and robotics across various industries.

Echoing the mission of Working Holiday@Lantau, a one-year programme for youth, to attract and retain young talent at the airport, the trip demonstrated AAHK's commitment to community investment and nurturing the young generation for the aviation industry.

於3月21日至24日，「EXTRA MILE里·想高飛」項目下「工作x假期@大嶼山」計劃的九名參加者前往首爾，展開為期四天的啟發性學習之旅。

行程首站為仁川國際機場，參加者深入了解辦理智能登記手續、智能通行證、資訊機械人及室內自動駕駛電動車等創新技術應用。隨後，他們到訪「三星創新博物館」，探索電子科技的演進，並參觀「首爾機器人與人工智慧科學館」，認識人工智能及機械人技術於各產業應用的可能性。

「工作x假期@大嶼山」是為期一年的計劃，旨在為機場吸引及挽留青年人才。是次交流秉承該計劃的宗旨，展現出機管局對培養航空業新血、深耕社區的承諾。



PROMOTING HKIA ON THE GLOBAL STAGE 向全球推廣香港國際機場

With the commissioning of the Three-runway System, members of Airport Authority Hong Kong (AAHK) senior management have been showcasing the airport's recent developments and innovations at different international conventions.

AAHK Executive Director, Airport Operations Steven Yiu addressed attendees at the Passenger Terminal Expo 2025 in Madrid on 9 April. He shared how the expanded Airport City blueprint, SKYTOPIA, will transform Hong Kong International Airport (HKIA) into a world-leading destination, featuring key infrastructure such as the city's first one-stop art hub with a dedicated art storage facility, putting art creation, appreciation and trading under one roof. In the panel discussion "Artificial intelligence, automation and robotics – the airport is coming alive!", he also shared how AAHK has deployed autonomous

vehicles for airport operations and the future application for passengers at the landside.

Technology continued to take centre stage at the inaugural International Air Transport Association (IATA) Airport Summit (China) in Shanghai on 25 March. General Manager, Hub Development Ray Li highlighted innovations such as Flight Token, intermodal services and the concept of SKYTOPIA, emphasising their potential to redefine the passenger experience.

At the 2025 Airports Council International-North America / American Association of Airport Executives (ACI-NA/AAAE) Airport Customer Experience Symposium in Halifax, Canada on 4 March, Deputy General Manager, Terminal and Passenger Experience Joanne Ma shared AAHK's passenger-centric approach throughout the years. She detailed the initiatives ranging from smart technology to exceptional shopping and

dining experiences designed to enhance customer satisfaction.

隨着三跑道系統正式啟用，香港機場管理局高級管理人員近日分別出席不同國際會議，向全球展示香港國際機場的最新發展及創新成果。

機管局機場運行執行總監姚兆聰於4月9日在馬德里「國際客運大樓博覽2025」上發表演講，闡述擴大後的「機場城市」藍圖—SKYTOPIA將令香港國際機場發展成世界級地標。當中的重點基建項目包括全港首個集藝術創作、鑑賞與貿易一身的一站式藝術廊總匯，並配備專用藝術品儲存設施。在「Artificial intelligence, automation and robotics – the airport is coming alive!」專題討論中，他亦分享機管局如何應用無人駕駛車輛提升機場運作效率及未來於非禁區範圍為旅客服務的應用。

科技應用繼續是3月25日上海首屆「國際航空運輸協會機場峰會(中國)」的重要議題。機管局航空樞紐發展總經理李浩峰重點介紹「登機易」、多式聯運服務及SKYTOPIA概念等創新成果，強調這些技術和項目將重新定義旅客體驗。

於3月4日，客運大樓及旅客體驗副總經理馬婉儀在加拿大哈利法克斯舉行的「2025 Airports Council International-North America / American Association of Airport Executives Airport Customer Experience Symposium」上，分享機管局多年來以客為本的服務理念，闡述從智能科技到卓越購物餐飲體驗等提升顧客滿意度的措施。

AAHK Executive Director, Airport Operations Steven Yiu at the Passenger Terminal Expo 2025
機管局機場運行執行總監姚兆聰出席「國際客運大樓博覽2025」

Madrid 馬德里



Shanghai 上海

AAHK General Manager, Hub Development Ray Li at the IATA Airport Summit (China)
機管局航空樞紐發展總經理李浩峰出席「國際航空運輸協會機場高峰會(中國)」



Halifax, Canada 加拿大哈利法克斯

AAHK Deputy General Manager, Terminal and Passenger Experience Joanne Ma at the 2025 ACI-NA/AAAE Airport Customer Experience Symposium
機管局客運大樓及旅客體驗副總經理馬婉儀出席「2025 ACI-NA/AAAE Airport Customer Experience Symposium」



A HELPING HAND TOWARDS NET ZERO

攜手實現淨零碳排放

In partnership with the Business Environment Council, Airport Authority Hong Kong (AAHK) launched the first three-year Hong Kong International Airport (HKIA) Carbon Capacity Building Programme in 2022. The programme concluded in March 2025, with 15 knowledge-sharing events delivered throughout the period, including customised training and workshops benefiting over 400 participants, and insights shared by 38 external guests. A new three-year HKIA Carbon Capacity Building Programme is set to launch this quarter.

The programme is one of the AAHK's key initiatives catering to the airport community and aims to develop the skills and awareness required to achieve the HKIA 2050 Net Zero Carbon Pledge – empowering the pledged airport business partners to reduce carbon emissions across their



operations. The pledge commits to achieving Net Zero Carbon by 2050, with a midpoint target of 55% absolute emissions reduction by 2035 from a 2018 baseline.

香港機場管理局與商界環保協會合作，於2022年合辦首屆為期三年的「香港國際機場減碳技能提升計劃」。該計劃於2025年3月結束，期間共舉辦了15場交流活動，包括度身訂造的培訓課程及

工作坊，惠及400多名參加者，並邀請了38位講者嘉賓分享見解。新一屆為期三年的計劃將於本季度推出。

該計劃是機管局為支持機場同業而制定的其中一項重要措施，旨在培育實現香港國際機場2050年淨零碳承諾所需的技能及意識，協助承諾減碳的機場業務夥伴在營運過程中減少碳排放。該承諾內容包括致力在2050年年底前達至淨零碳排放，並設下中期目標，以2018年水平為基準，到2035年減少實際排放量55%。

CLEANER FUEL POWERS GROUND SERVICES

潔淨燃料 驅動地勤設備

Efforts to decarbonise ground services at HKIA received a boost with the announcement that Cathay Cargo Terminal and Hong Kong Airport Services Limited (HAS by Cathay) started piloting the use of hydrotreated vegetable oil (HVO) as an alternative fuel for ground services equipment on 19 March.

HVO is a renewable biofuel

that generates over 80% fewer lifecycle carbon emissions than traditional diesel. HAS by Cathay is the first ramp handling operator to deploy HVO at HKIA, where ramp handling equipment is among the major sources of ground-based carbon emissions. Cathay Cargo Terminal's adoption of the fuel follows other environmental efforts

including the electrification of its forklifts and other vehicles, as well as the first end-to-end trial of an autonomous electric tractor for cargo operations inside the cargo terminal and between it and HKIA's west cargo apron.

3月19日，國泰貨運站與香港機場地勤服務有限公司 (HAS by Cathay) 宣布開展試行計劃，以氫化植物油作為地勤設備的替代燃料，推動香港國際機場減少地勤設備的碳排放。

氫化植物油是一種可再生生物燃料，其生命周期碳排放量較傳統柴油少逾80%。HAS by Cathay是首家在香港國際機場應用氫化植物油的停機坪服務營運商。地勤設備是機場地面碳排放的主要來源之一，國泰貨運站採用該燃料前，已推行多項環保措施，包括採用電動叉式起重車及其他電動車，並成為首家在貨運站內及貨運站與香港國際機場西貨運送停機坪之間，試行無人駕駛電動拖車運送貨物的企業。



MAKING THE WHOLE WORLD FEEL WELCOME

讓全球旅客賓至如歸

Hong Kong International Airport (HKIA) serves global travellers from various backgrounds. Therefore, cultural sensitivity is essential for Airport Authority Hong Kong (AAHK) staff in customer-facing roles.

Four sessions of Cultural Sensitivity Training were conducted recently, enhancing the cultural awareness and cross-cultural communication abilities of more than 130 participants. The sessions featured interactive group activities and insights from cultural ambassadors – helping participants effectively



manage racial stereotyping, understand the cultural and religious needs of airport users, and get practical tips for fostering open dialogue. Participants left with enhanced skills for making HKIA more welcoming to everyone.

香港國際機場為全球不同背景的旅客提供服務。因此，文化敏感度對香港機場管理局前線員工而言極為重要。

最近共完成四次的文化敏感度培訓，成功為130多名參加者提升文化認知和跨文化溝通能力。課程設計融入互動小組研討，以及與文化大使分享經驗等，引導學員掌握如何有效管理種族偏見、了解機場旅客的文化和宗教需求，以及建立開放對話的實用溝通技巧。參加者經培訓後，技能均獲得提升，使香港國際機場更受歡迎。

PREPARING ADORABLE PURSES

製作精緻錢包

Staff members at HKIA came together to make their own leather purses in a fun and creative workshop on 7 April.

Organised by HKIA Staff Clubhouse, it attracted more than 40 participants with the opportunity to develop their craft skills through the workshop. Following step-by-step guidance from the instructors, the staff members learnt stitching techniques to make their purses with precision.

By the end of the workshop, each participant took a stylish new purse home – perfect for personal use or as a delightful gift for a friend.

於4月7日香港國際機場員工歡聚一堂，參與創意趣味十足的工作坊，親手製作獨一無二的皮革錢包。

工作坊由機場員工會所主辦，吸引了超過40名參加者，藉此提升自己的手藝。在導師的細心指導下，參加者學會了縫紉技術，並製作出精緻的錢包。

工作坊完結後，參加者將親手製作的時尚新錢包帶回家，無論是送禮自用，均非常合適。



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 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 for Customer Service Staff 表揚顧客服務員工



▶▶ **Marty Lau**
劉蔓莉

Operation Officer,
Customer Service
顧客服務營運主任

Terminal & Passenger Experience,
Airport Authority Hong Kong
香港機場管理局客運大樓及旅客體驗

▶▶ **Noel Ho**
何兆琪

the boarding gate for the latest flight information, where I was assisted by Marty and Noel. They were highly professional and did their best to help me. Not only did they check the updated flight departure time but also proactively contacted the airline to enquire about potential compensation. They discovered that the airline was offering meal vouchers to the affected passengers, a detail that had never been brought to my attention. They ensured my acknowledgement of the offer and helped me get in touch with the airline. Without their assistance, I would have missed it. I am extremely grateful for the support they provided, which hugely improved my experience during the extended delay. Their dedication and helpfulness made this stressful situation much more manageable."

「我在香港國際機場轉機時，航班延誤了六個多小時。於是我前往登機閘口附近的旅客服務櫃檯查詢最新的航班資訊，當時值班的正是Marty和Noel。她們表現非常專業，並竭盡全力為我提供協助。她們不僅幫我查看更新後的航班起飛時間，更主動聯絡航空公司，查詢有關航班延誤的賠償事宜。她們發現航空公司正為受影響旅客提供餐券，而這一點我原本並不知情。在確保我知悉這項措施後，她們立即協助我聯繫航空公司。如果沒有她們相助，我可能會錯過領取餐券的機會。我非常感謝她們，大大改善了我行程延誤期間的體驗。她們敬業樂業，助人為本，令我本來十分緊張的情緒得以紓緩。」

- Tony, a passenger
旅客Tony

"My flight was delayed for more than six hours while I was transiting through HKIA. I approached the customer service counter near

THE WORLD THROUGH YOUR EYES 放眼世界

Airport community colleagues can submit their most thrilling adventures throughout pictures of the world with captions to hkianews@hkaairport.com for the chance to receive an HKIA cash coupon valued at HK\$100. The selected images will be published in HK Airport News.

機場同業員工提交在旅途拍攝的精采照片至 hkianews@hkaairport.com，並附上說明，即有機會獲得100港元的香港國際機場現金券。獲選照片將於《翱翔天地》刊登。

Brian Shiu
蕭亦浚

A breathtaking view from the top of Rusutsu Resort, Hokkaido, overlooking the majestic Mount Yotei. 從北海道留壽都度假村山頂俯瞰雄偉的羊蹄山，景色令人嘆為觀止。

