

PARK SMART FLY GLOBAL

智能易泊飛 暢遊全世界



THIS MONTH'S CONTENTS

本月內容

COVER STORY 封面故事

First automated car park boosts GBA connections

首個全自動化停車場
加強大灣區交通聯繫



4

AIRPORT PARTNERS 機場夥伴

Cathay takes 180 first-time flyers to the skies

國泰帶領180名青少年首次翱翔天際

6

FEATURES 飛常事

Expo highlights aviation's future

博覽會聚焦航空業未來

8

AROUND THE AIRPORT 機場要聞

A place among the pantheon

榮耀殿堂

10

FOCUS 焦點

New routes open up the world

新航線 通世界

12



FOCUS 焦點

Shaping customer service together

共創卓越服務未來

13

GOING GREEN 環保天地

Driving decarbonisation

推動減碳進程

14

TIME OUT 忙裏偷閒

Creating magical experiences for staff and families

員工與家人共度奇妙時光

15



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翱翔天地

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FROM VISION TO REALITY

實現願景 共創未來

Airport Authority Hong Kong (AAHK) Chairman Fred Lam shared his insights on recent developments at Hong Kong International Airport (HKIA) and their implications for the city at the Standard Chartered Hong Kong Business Summit 2025 on 21 October.

During the session “Dialogue with Fred Lam – The Playbook to Reassert Hong Kong’s Edge”, he discussed how to transform strategic plans into tangible outcomes. As a key example, he cited the successful delivery of the large-scale Three-runway System – completed on time and within budget despite pandemic challenges – as a major milestone in future-proofing the airport.

He also highlighted the transformative impact of the Airport City vision, along with HKIA’s growing integration

with the Greater Bay Area through partnerships in Zhuhai and Dongguan. His insights underscored HKIA’s pivotal role in driving regional connectivity and reaffirmed its commitment to shaping Hong Kong’s future as a global aviation hub.

香港機場管理局主席林天福於10月21日出席「渣打香港商業峰會2025」，分享香港國際機場的最新發展，以及對香港未來發展的啟示。

在以「與林天福對話—重塑香港優勢

Hong Kong Business Summit 2025



的策略藍圖」為題的專題對談中，林主席闡述如何把策略願景轉化為實際成果，並以三跑道系統為例，指出即使面對疫情的種種挑戰，該項目仍能如期並在預算內完成，是機場邁向未來發展的重要里程碑。

他同時分享「機場城市」願景將為機場帶來重大轉變，並介紹香港國際機場如何透過與珠海及東莞的合作項目，擴大與粵港澳大灣區的融合。林主席強調香港國際機場在推動區域運輸聯繫的重要角色，並重申機管局堅定推動香港發展成為全球航空樞紐。

GLOBAL AIRPORT LEADERS’ ENGAGEMENT

全球機場領袖交流

AAHK Chairman Fred Lam took a trip to Toronto for the 74th Airports Council International

(ACI) World Governing Board Meeting on 25 October. The meeting was held in conjunction with the ACI North America & ACI World Annual General Assembly, Conference and Exhibition 2025 – the foremost global gathering of airport industry leaders.

The event provided an important opportunity for

leading authorities in airport management from around the world to meet and discuss the key issues facing the sector.

On behalf of AAHK, Chairman Lam also received the Airport Excellence Partner Recognition Award. This coveted accolade recognises airports that have achieved notable improvements in areas including aerodrome operational security, staff development and public safety.

機管局主席林天福於10月25日前往多倫多，出席第74屆國際機場協會世界理事會會議。是次會議與「2025國際機場協會全球周年大會暨北美地區周年會議與展覽」同期舉辦，是匯聚業界領袖的全球盛事。

是次活動為全球各地在機場管理方面的領先機構提供寶貴契機，讓他們一同就航空業所面對的主要議題交流意見，分享心得。

林主席亦代表機管局領取「機場卓越合作夥伴嘉許計劃獎」。該獎項旨在表揚在機場營運安全、員工發展及公共安全等多方面取得明顯進步的機場。



FIRST AUTOMATED CAR PARK BOOSTS GBA CONNECTIONS

首個全自動化停車場 加強大灣區交通聯繫

Travelling via Hong Kong International Airport (HKIA) has become significantly easier for passengers from the Chinese Mainland and Macao, following the first day of operation on 15 November of the “Park & Fly” car park, the latest transfer connection for passengers from the Greater Bay Area (GBA).

“Park & Fly” represents a revolution not only in parking at HKIA, but also the entire experience of driving to and using the airport. This innovative service allows passengers travelling in eligible vehicles, including single-plate vehicles, from Guangdong province and Macao via the Hong Kong-Zhuhai-Macao Bridge (HZMB) to park seamlessly using an automated system before continuing their journey to global destinations through HKIA – or to be conveniently dropped off or picked up. Notably, eligible passengers enjoy an exemption from Hong Kong immigration procedures, ensuring a smoother

journey through the airport.

Airport Authority Hong Kong (AAHK) Chairman Fred Lam and Secretary for Transport and Logistics Mable Chan welcomed passengers on the first day of the new intermodal service at the car park. Chairman Lam highlighted that “Park & Fly” reflects AAHK’s dedicated commitment to the GBA

market and regional integration. Alongside cross-boundary high-speed ferries, buses and high-speed rail, “Park & Fly” offers travellers from Guangdong and Macao an additional convenient option that brings the airport right to their doorsteps. This one-stop reservation service sets a new benchmark for future car park



“Park & Fly” commenced service on 15 November, welcoming its first passengers to experience the new intermodal service.
全新多式聯運服務「易泊飛」於11月15日正式啟用，迎來第一批使用的旅客。





Adopting advanced technology to ensure both efficiency and security, “Park & Fly” is Hong Kong’s first fully automated parking service. After leaving their cars to the automated system, passengers board a bonded bus directly to the airport’s restricted area for boarding.
 「轉機停車場」採用先進全自動科技，確保高效及安全，旅客在自動化系統停放車輛後，可登上專用接駁巴士直達機場禁區，再轉乘飛機到世界各地。

design. Chairman Lam said he also anticipates the launch of “Park & Visit” next year to further enhance inbound travel convenience.

Secretary for Transport and Logistics Mable Chan noted that the one-bridge, two-way connectivity enabled by “Park & Fly” car park benefits numerous industries and unlocks limitless opportunities. The initiative fully demonstrates Hong Kong’s proactive approach to smart transport and innovative services, while underscoring the city’s deeper integration into the nation’s overall development strategy.

Located within the restricted area of the Hong Kong Port of the HZMB and adjacent to HKIA, the five-storey “Park & Fly” car park is open 24 hours a day and offers 1,800 parking spaces initially and 3,000 when complete.

The first batch of travellers were full of praise for the smooth process and thoughtful support,

with clear guidance throughout the journey and quick access to the parking facility. This enthusiastic response underscores the growing demand for seamless intermodal solutions and sets the stage for continued success of “Park & Fly”.

香港國際機場全新的「轉機停車場」於11月15日正式啟用。此中轉設施為粵港澳大灣區旅客提供「易泊飛」服務，讓中國內地及澳門旅客經香港國際機場轉機出行更為便捷。

「易泊飛」不僅革新了香港國際機場的泊車服務，更為自駕前往機場乘飛機的整個體驗賦予新定義。這項創新服務，允許由廣東省及澳門經港珠澳大橋出發、符合條件的車輛（包括單牌車）上的旅客，透過自動化系統輕鬆泊車，然後轉乘香港國際機場的航班前往世界各地；旅客也可預約接送服務。值得一提的是，合資格旅客可獲豁免辦理香港出入境手續，使整個旅程更加順暢便捷。

香港機場管理局主席林天福及運輸及物流局局長陳美寶於這項全新多式聯運服務投入運作首天在停車場親迎

旅客。林主席表示「轉機停車場」彰顯機管局對拓展大灣區市場及加強區域融合的長遠承諾。除了跨境快船、巴士及高鐵外，「易泊飛」服務為廣東及澳門旅客提供多一種便捷選擇，將機場服務延伸至家門。此一站式預約服務，將為未來停車場設計建立新基準。林主席補充，預料機管局明年推出的「易泊遊」訪港泊車服務，將進一步提升旅客體驗。

運輸及物流局局長陳美寶指出，「轉機停車場」實踐「一橋雙向」交通聯繫，創造龐大機遇，令多個行業受惠。這個項目充分體現香港積極推動智能運輸及創新服務，亦展示香港進一步融入國家發展大局。

「轉機停車場」位於港珠澳大橋香港口岸禁區內，毗鄰香港國際機場。此五層高自動化設施提供24小時服務，首階段設1 800個泊車位，最終將擴至3 000個。

首批使用者對流程順暢及貼心支援表示讚賞，全程均有清晰指示，泊車體驗亦簡便快捷。旅客對新服務反應熱烈，反映市場對無縫多式聯運方案需求殷切，為「易泊飛」服務的持續發展奠下穩健基礎。



CATHAY TAKES 180 FIRST-TIME FLYERS TO THE SKIES

國泰帶領180名青少年首次翱翔天際

On 1 November, approximately 180 young participants experienced their first flight aboard “Cathay’s Discovery Flight 2025”. The 90-minute flight offered first-time flyers an unforgettable journey over Hong Kong on the airline’s newly retrofitted Boeing 777-300ER aircraft.

The event represents a key milestone in Cathay’s flagship youth development initiative, I Can Fly, designed to inspire and empower the next generation of aviation enthusiasts through three pillars: Education, Exploration and Discovery. The programme offers young people unique aviation experiences and social service opportunities to

broaden their horizons and build confidence, with the Discovery Flight embodying the “Discovery” pillar.

So far this year, the I Can Fly programme has engaged about 1,400 young people across Hong Kong, representing a vital investment in equipping the next generation with both the inspiration and skills needed to keep Hong Kong’s aviation industry thriving.

約180名青少年於11月1日參與國泰「空中之旅2025」，首次登上航班，在全新改裝的波音777-300ER客機上展開90分鐘的空中之旅，翱翔香港上空，



締造難忘回憶。

是次活動為國泰重點青年發展項目「飛躍理想計劃」寫下新里程，該計劃旨在透過「教育」、「發掘」及「探索」三大核心活動，啟發年輕人對航空業的熱情。「飛躍理想計劃」為青少年提供與別不同的航空體驗及社會服務機會，擴闊參加者視野，協助他們建立自信，而「空中之旅」則是「發掘」範疇的重點活動。

「飛躍理想計劃」至今已吸引約1,400名本港青少年參與，展現國泰在培育新一代人才對航空熱情及技術上的重大投資，為香港航空業發展注入新動力。



CARGO ON CAMERA

鏡頭下的貨運世界

Audiences were recently given a unique insight into cargo operations at Hong Kong International Airport (HKIA) by the TVB programme “A Race Against Time”.

Presented by Hong Kong Air Cargo Terminals Limited (Hactl) and Airport Authority Hong Kong (AAHK), it provided audiences with a behind-the-scenes peek inside the workings of Hactl’s SuperTerminal 1, tracking cargo from all over the world on its journey to HKIA. For the first episode, for instance, hosts Tony Hung and Tiffany Lau



travelled to South Korea to observe how high-value perishable products such as beef and peaches are certified and shipped to Hong Kong.

Premiered on 1 November, the four-episode series highlights HKIA’s world-class cargo handling capabilities and underscores Hong Kong’s leading role as a global air cargo hub.

無綫電視最近推出全新節目《空運世一》，帶觀眾深入了解香港國際機場



的貨運運作情況。

該節目由香港空運貨站有限公司及香港機場管理局攜手呈獻，帶領觀眾走進超級一號貨站，一睹箇中運作，了解全球貨物如何運抵香港及處理過程。首集中，主持洪永城與劉穎璇遠赴南韓，了解如牛肉和水蜜桃等高級鮮活貨品，如何完成認證流程，再運往香港。

節目於11月1日首播，一共四集，全面展示香港國際機場的世界級貨運處理能力，同時突顯香港作為全球航空貨運樞紐的領導地位。



PARTNERSHIP FUELS PILOT PIPELINE

攜手合作培育機師

On 19 November, 11 graduates from the first intake of the Hong Kong International Aviation Academy (HKIAA) Cadet Pilot Programme proudly announced their elevation to Second Officers at HK Express Airways.

Launched in 2023, the programme aims to provide greater opportunities for aspiring pilots and build a sustainable pipeline of aviation talent for Hong Kong. Since its inception, the programme has admitted nine intakes of prospective aviators.

HKIAA has also recently strengthened its training capabilities with the introduction of an A320

flight simulator. This addition enables the academy to better meet the evolving needs of the aviation industry by providing realistic training scenarios, enhanced safety protocols and more.

於11月19日，香港國際航空學院「見習機師培訓課程」正式宣布其第一班的11名畢業學員，獲香港快運航空聘請為二副機長。



「見習機師培訓課程」於2023年推出，旨在為有志成為機師的人士提供更多培訓機會，為香港建立可持續的航空專才培育機制。課程開辦至今已招收九批學員。

最近，航空學院亦提升其培訓設施，引入A320飛行模擬器，通過提供真實的培訓情景、提升安全程序等等，以更有效地配合航空業不斷轉變的需求。



A CULTURAL JOURNEY AT HKIA

機場文化之旅

Travellers at HKIA can now immerse themselves in the riches of multiple global cultures, following the opening of the new T Cube outlet in the Departures Hall on Level 7 of Terminal 1.

The shop offers a range of traditional handicrafts and design classics from around the world – perfect as souvenirs or gifts. It will also host regular free workshops where travellers can enjoy an unforgettable experience, learning the secrets of traditional crafts themselves. These interactive sessions offer a memorable and



enriching activity while waiting to board.

Driven by the passion for preserving cultural heritage, T Cube is dedicated to exploring the evolving role and value of local culture in modern society through systematic cultural education and protection.

全新店鋪叁三非遺館近日於一號客運大樓第七層離港大堂正式開幕，為香港國際機場旅客展現世界各地的文化魅力。

店內售賣多款來自世界各地傳統手工

藝品及經典設計作品，無論是自用留念還是送禮，都十分合適。叁三非遺館更會定期舉辦免費互動體驗工作坊，讓旅客親身嘗試這些傳統工藝，在候機時享受一段難忘且富有意義的文化體驗。

「叁三非遺館」憑着對文化保育的熱忱，致力透過有系統的文化教育及保育工作，探索本地文化在現代社會中不斷演變的角色與價值。



EXPO HIGHLIGHTS AVIATION'S FUTURE 博覽會聚焦航空業未來

The second edition of **Super Terminal Expo (STE)**, the leading international aviation and transportation gathering, was held at AsiaWorld-Expo from 4 to 6 November. A showcase of aviation innovations, the event also featured engaging discussions addressing key industry issues.

More than 6,000 international professionals attended the event, a threefold increase compared to last year. Themed “Shaping Asia’s Future Transportation Hubs”, it brought together over 200 airports, airlines and ground services, engineering, technology and transport companies, along with more than 120 brands and exhibitors – both figures up from the previous year.

Hong Kong International Airport (HKIA), one of the event’s main Strategic Partners, reaffirmed its commitment to industry growth at the expo’s opening ceremony. Airport Authority Hong Kong (AAHK) Chairman Fred Lam highlighted the role of the Three-runway System (3RS) in driving HKIA’s growth, with passenger throughput at HKIA having increased significantly, and the airport projected to handle

120 million passengers and 10 million tonnes of cargo annually in the future. He added that AAHK continues to expand multimodal transport services. Passengers from Guangdong Province and Macao can drive directly to “Park & Fly” car park and travel to global destinations via HKIA, with the launch of the new service this month.

Secretary for Transport and Logistics Mable Chan highlighted the ongoing expansion of Hong Kong’s air connections, citing recent Air Services Agreements signed by the Government with Chile and Poland. These agreements pave the way for broader international cooperation,

reinforcing Hong Kong’s position as a leading global aviation hub.

In a keynote speech to the STE conference, AAHK CEO Vivian Cheung focused on the transformative impact of the SKYTOPIA vision and the ongoing technological advancements at the airport.

Serving as a dynamic platform for knowledge exchange and collaboration, STE fostered dialogue among global stakeholders and stimulated new business opportunities across the aviation and transportation sectors, reinforcing the city’s role as a global event hub.

HKIA was awarded multiple honours





Super Terminal Expo brought together over 6,000 industry professionals, marking the beginning of a series of in-depth exchanges and business collaborations.
「超級樞紐博覽會」吸引全球超過6 000名專業人士參與，標誌着一系列深入交流與商業合作的開始。

at the STE Awards 2025, announced at a gala dinner at the expo on 4 November. The airport was honoured with Best Cargo Hub (Airports) and Best Terminal Innovation (Airport), while the HKIA Service Excellence Team bagged the Service Excellence Award for Passenger Experience.

HKIA's excellence was further recognised at the 12th Payload Asia Awards, where it scooped Cargo Airport of the Year – Asia Pacific for the fourth consecutive year and Air Cargo Technology Provider of the Year for the third consecutive year. The latter was recognition of its pioneering HKIA Cargo Connect, the world's first airport-led initiative to empower airline partnerships through an innovative, intelligent and interconnected digital ecosystem for the air cargo industry.

國際航空及運輸盛會第二屆「超級樞紐博覽會」於11月4日至6日在亞洲國際博覽館舉行。是次博覽會以展示航空創新成果為重點，並探討了多項業界主要議題。

博覽會吸引逾6 000名國際專家參與，人數較去年增加近三倍。活動以「塑造亞洲未來交通樞紐」為主題，匯聚超過200個來自機場、航空公司、地勤服務、工程、科技及運輸等領域的機構，

以及逾120品牌參展商，規模較去年進一步擴大。

香港國際機場是博覽會的主要策略合作夥伴之一，在開幕典禮上再次肯定其推動行業發展的決心。香港機場管理局主席林天福闡述了三跑道系統在推動香港國際機場發展的關鍵角色。隨著客運量明顯增長，預計未來機場每年將可處理1.2億人次旅客及1 000萬公噸貨物。林主席續指，機管局正積極拓展多式聯運服務，本月全新推出的「轉機停車場」，讓來自廣東省及澳門的旅客可直接駕車到停車場後經機場前往全球各地。

運輸及物流局局長陳美寶在活動上表示，香港正不斷加強全球航空連繫，而政府最近與智利及波蘭簽訂航空服務協議，進一步促進國際間合作，鞏固香港作為全球領先航空樞紐的地位。

在博覽會會議主題演講中，機管局行政總裁張李佳蕙闡述發展「SKYTOPIA」願景將

可帶來的轉變，以及機場持續在創科上的發展。

「超級樞紐博覽會」作為促進業界協作與知識交流的平台，成功推動全球航空及運輸界溝通與合作，開拓商機，鞏固香港作為國際盛事之都的地位。

於11月4日舉行的博覽會晚宴上公布了2025年度超級樞紐博覽會獎項，香港國際機場獲頒「最佳貨運樞紐（機場）」及「最佳客運大樓創新（機場）」獎項。此外，香港國際機場服務卓越團隊亦贏得「卓越服務」（旅客體驗）獎。

此外，香港國際機場在第12屆「Payload Asia Awards」上再獲殊榮，連續第四年榮膺「年度最佳貨運機場—亞太地區」，亦連續第三年獲得「年度最佳航空貨運技術供應商」獎項。後者對「HKIA Cargo Connect」作出肯定。此為全球首個由機場推出的數碼方案，透過創新、智能及互聯的航空貨運生態系統，促進航空公司間的合作，推動航空貨運業發展。



1 A PLACE AMONG THE PANTHEON

榮耀典堂

Hong Kong International Airport (HKIA) received the ultimate recognition at the 34th Annual TTG Travel Awards 2025 Ceremony & Gala Dinner in Bangkok, being honoured once again with the “Travel Hall of Fame”. The recognition reflects the widespread acclaim HKIA has received as a leading airport, having won the “Best Airport” in Asia honour at the awards more than 10 times.

This prestigious accolade highlights the industry’s appreciation of HKIA’s unwavering commitment to service excellence – a hallmark that has consistently distinguished HKIA among global travellers for many years.

The TTG Travel Awards are organised by TTG, Asia’s leading travel and tourism media and events company. Distinctive for being determined by votes from tens of thousands of readers of its publications, the awards genuinely reflect consumer sentiment. The awards introduced the “Travel Hall of Fame” in 2002 to honour the most exceptional travel-related organisations.

在曼谷舉行的第34屆「TTG旅遊大獎2025年度頒獎典禮暨晚宴」上，香港國際機場再度獲得「旅遊名人堂」的讚譽。該項榮譽肯定了香港國際機場的領先地位廣受認可，逾十次獲選為亞洲



「最佳機場」，成就斐然。

該項殊榮亦象徵業界對香港國際機場長期堅持卓越服務的讚賞與認可。香港國際機場憑藉專業服務精神，多年來贏得全球旅客的信賴。

「TTG旅遊大獎」由亞洲領先的旅遊與觀光媒體及活動公司TTG主辦，獎項均由數以萬計的讀者評選產生，充分反映消費者的意見。該大獎自2002年起設立「旅遊名人堂」，旨在表揚在旅遊業界長期保持優秀表現的機構。

2 REGIONAL PRIMACY RECOGNISED

區域領導地位再獲認可

The pre-eminence of HKIA was again reaffirmed with the “Asia Large Airport of the Year 2025” award at the CAPA’s Aviation Awards for Excellence. It was presented during the CAPA

Airline Leader Summit – Asia in Singapore on 30 October.

The award is given to the airport that has demonstrated outstanding industry leadership over the previous year. It serves as a recognition of HKIA’s commitment to constantly improving efficiency, driving improvements in the passenger experience and embracing innovation. Receiving another prestigious recognition – building on the honour earned in 2019 – underscores HKIA’s sustained excellence and leadership in the global aviation industry.

The CAPA Aviation Awards for Excellence are given to successful individuals and organisations who have also shown leadership in adapting to change.

香港國際機場的傑出表現再獲表揚，在CAPA舉辦的「航空卓越大獎」中榮膺「2025年亞洲最佳大型機場」殊榮，並於10月30日在新加坡舉行的「CAPA亞洲航空領袖峰會」上獲頒此獎。

該獎項表彰過去一年在業界展現卓越領導力的機場，肯定了香港國際機場在持續提升營運效率、改善旅客體驗，以及積極推動創新等方面所付出的努力。香港國際機場繼2019年後再度獲得CAPA獎項，更突顯其在全球航空業界中一直表現超卓，兼具領導地位。

CAPA的「航空卓越大獎」旨在表揚在面對行業變革時展現出傑出領導能力的個人及機構。





[3]



3 LEADERS DISCUSS DIVERSIFICATION OF REVENUE

業界領袖共議 收入多元化發展

Airport leaders from across East Asia gathered to explore strategies for airport development beyond flight operations at the 23rd East Asia Airports Alliance Executive Meeting on 3 November.

Hosted by Airport Authority Hong Kong (AAHK), this 23rd gathering of the organisation brought together representatives from the Chinese Mainland, Japan and South Korea for the half-day session “The Future of Airport Revenue: Leveraging Non-Aeronautical Opportunities”. The discussion focused on strategies to diversify airport development and revenue streams, ensuring long-term financial sustainability.

In addition to discussing revenue diversification, delegates toured the Integrated Airport Centre and witnessed the deployment of autonomous vehicles at HKIA. The discussions continued in a relaxing setting during a memorable cruise dinner hosted by AAHK Chairman Fred Lam.

東亞多個機場領袖於11月3日齊集第23屆「東亞機場聯盟年度會議」，共同探討航班營運以外的機場發展策略。

是次會議由香港機場管理局主辦，中國內地、日本及韓國的代表均有出席，並以「機場收入的未來：利用非航空業務的機會」為主題，在半天會議中探討如何

推動機場多元化發展及拓展收入來源，確保達致長遠的財務可持續發展。

與會代表除探討收入多元化策略外，亦參觀了香港國際機場的中央控制中心，並考察無人駕駛車輛的運作。其後，機管局主席林天福在遊艇上設宴款待，讓與會人士在輕鬆的環境下繼續互相交流。

4 A VIBRANT WATERFRONT TRANSFORMATION

海濱發展大計

AAHK Executive Director, Commercial Cissy Chan introduced SKYTOPIA to over 600 international marina experts, investors and operators, when she addressed one of the marina industry's leading events – the International Council of Marine Industry Associations (ICOMIA) World Marinas Conference 2025.

At the event, which took place in Venice from 15 to 17 October, she participated in the panel discussion “State of the Art of Marina Projects”. She highlighted the SKYTOPIA plans, which will transform HKIA into an Airport City. An important aspect of this vision is the largest marina in Hong Kong, offering over 500 berths to create a new air-ocean tourism hotspot in the city; and seamlessly

integrating other commercial and leisure experiences within HKIA.

Organised by the ICOMIA Marinas Group, the World Marinas Conference is a forum for industry leaders and marine professionals to engage in insightful discussions on shaping the future of global marina industry.

機管局商務執行總監陳正思出席2025年國際海洋工業協會理事會世界遊艇碼頭大會，於這項遊艇碼頭業界最具影響力的盛事中，向逾600名國際遊艇碼頭專家、投資者及營運商闡述SKYTOPIA發展項目。

大會於10月15至17日在威尼斯舉行，陳正思在「遊艇碼頭項目的最新技術與發展」專題討論環節中，闡述SKYTOPIA的發展計劃，以推動香港國際機場蛻變成為「機場城市」。這個願景下其中一項重點項目是建設全港規模最大的遊艇港灣，提供超過500個泊位，為香港帶來全新海空旅遊熱點，同時完美地結合機場內其他商業設施與休閒娛樂體驗。

世界遊艇碼頭大會由國際海洋工業協會理事會遊艇會小組主辦，匯聚業界領袖及海運業專家共同探討全球遊艇碼頭業未來的發展趨勢。



[4]

NEW ROUTES OPEN UP THE WORLD

新航線 通世界

Hong Kong International Airport (HKIA), a global leader in air connectivity, has further strengthened its position in recent weeks with a series of scheduled passenger service expansions. These additions ensure Hong Kong remains just a single flight away from an ever-growing number of important destinations around the globe, offering greater choice and convenience.

Services between Hong Kong and Abu Dhabi, a key Middle Eastern gateway, resumed on 3 November as Etihad Airways reintroduced its service between the two cities. Operating five times a week, the flight was welcomed with a water-cannon salute on arrival at HKIA, and the inaugural service operated at full capacity.

Following that, on 7 November, was the first commercial flight between Beijing and Hong Kong of the homegrown C919 narrow-body aircraft. Operated by Air China, the flight departed from Beijing Capital International Airport and was welcomed with a water-cannon salute upon arrival in Hong Kong. The welcome event was joined by government officials, airline representatives and other industry leaders. Hong Kong is the first destination outside the Chinese Mainland for regular services from C919, a testament to HKIA's position as a prime aviation hub in the region.

On 15 November, Mandarin Airlines resumed its scheduled passenger service between Hong Kong and Kaohsiung, a route that had been on hiatus



since 2020. The reinstated flights provide travellers with an even greater range of options when travelling to southern Taiwan.

These updates represent the latest phase in HKIA's ongoing expansion of global connectivity. With further route launches in the pipeline, the airport continues to consolidate its role as a global aviation hub.

香港國際機場是領先的國際航空樞紐，近日進一步拓展一系列定期客運航線，為旅客提供更多方便的選擇，只需乘坐直航航班即可飛往全球愈來愈多的重要航點。

於11月3日，阿提哈德航空恢復營運來往香港與中東的主要樞紐阿布扎比的航班，重啟這兩個城市之間的航線。該航線每周營運五班航班，首航全機

客滿，抵達香港國際機場時獲「射水禮」迎接。

於11月7日，由中國國際航空運營的國產窄體客機C919，首次執飛往來北京至香港的商業航班。航班從北京首都國際機場起飛，抵港後獲得「射水禮」歡迎，政府官員、航空公司代表及其他業界領袖一同出席歡迎儀式。香港為中國內地以外，首個提供C919定期航線的地點，足證香港國際機場作為區內重要航空樞紐的地位。

於11月15日，繼2020年起一度暫停後，華信航空恢復來往香港與高雄的定期客運航班。重啟航班進一步為往返台南的旅客提供更多出行選擇。

新增上述各項航線，標誌着香港國際機場持續拓展全球航空網絡的新里程。隨着日後將推出更多航線，有助機場繼續鞏固其全球航空樞紐地位。

SHAPING CUSTOMER SERVICE TOGETHER 共創卓越服務未來

Airport Authority Hong Kong (AAHK) underlined its commitment to continuous improvements in customer service at Hong Kong International Airport (HKIA) with its participation in several recent industry events.

At the Airports Council International (ACI) World Airport Experience Summit 2025, held in Guangzhou, China, AAHK shared insights on Airport Service Quality (ASQ) Departures and Accreditation during the ASQ Forum, highlighting the role in driving airport excellence. In the panel discussion “CX Accreditation as a Strategic Management Transformation Tool: Redefining Passenger Excellence”, AAHK discussed how it continues to enhance the passenger experience, with the customer experience accreditation serving as a powerful recognition of its commitment to continuous improvement.

HKIA also received renewal of ACI Customer Experience Level 4 Accreditation during the event's ASQ Awards Ceremony, marking a significant milestone in AAHK's ongoing commitment to service excellence.

Complementing this initiative, the newly introduced HKIA Customer Service Forum, held on 24 October at AsiaWorld-Expo, addressed many of the same themes. Jointly organised by AAHK and Aviation Security Company Limited with the theme “One Team, One Experience: Delivering Service Excellence” at HKIA, it attracted about 300 airport leaders and customer service experts, who explored strategies to improve the quality of airport customer service.

AAHK Executive Director, Airport Operations Steven Yiu addressed the



forum, emphasising the collective commitment of every team member to delivering service excellence. He highlighted that HKIA operates as a unified team, where collaboration and dedication are key to ensuring a world-class service level. The event also featured discussions led by prominent experts in customer service and aviation, inspiring continued excellence in every passenger journey.

香港機場管理局致力持續提升香港國際機場的顧客服務質素，近日積極參與多項業界盛事，展現其堅定承諾。

在中國廣州舉行的「2025年國際機場協會機場體驗全球大會」上，機管局於機場服務質素討論環節中，分享對機場服務質素調查與認證制度的見解，尤其是在推動機場追求卓越營運表現上扮演的角色。在專題討論環節「作為戰略管理轉型工具的客戶體驗認證：重新定義卓越乘客服務」中，亦分享了機管局持續提升旅客體驗，而該顧客體驗認證制度則肯定了機管局

力臻完善的承諾。

會上舉行的「機場服務質素大獎頒獎典禮」上，香港國際機場再度獲國際機場協會頒發「機場旅客體驗認證計劃」第四級認證，標誌着機管局努力精益求精，再創新里程。

此外，「香港國際機場顧客服務論壇」於10月24日在亞洲國際博覽館首度舉行，探討多項相關議題。該論壇由機管局與機場保安有限公司聯合主辦，以「同心同力：提供卓越服務體驗」為主題，吸引約300名機場管理層及顧客服務專家參與，共同探討提升機場顧客服務質素的策略。

機管局機場運行執行總監姚兆聰在論壇上致辭，強調每位同事需秉持專業精神，才能提供卓越服務。他指出，香港國際機場團隊上下一心，互相合作，敬業樂業，是確保服務水平達到世界級的關鍵。該論壇亦邀請多位客戶服務及航空業界專家分享見解，啟發與會者在日常工作中繼續努力，為旅客締造優質旅程。



DRIVING DECARBONISATION

推動減碳進程

Airport Authority Hong Kong's (AAHK) commitment to achieving net zero was commended at the CLP Smart Energy Award 2025 with a Sustainable Carbon Neutral Award – Excellence Award in the Public Utility category.

AAHK has set ambitious targets to reach net zero by 2050, with an interim goal of reducing its carbon footprint by 55% by 2035. To achieve these goals, AAHK has adopted a wide range of decarbonisation initiatives. These include a comprehensive decarbonisation roadmap and the Hong Kong International Airport (HKIA) Business Partners Carbon Support Programme. As part of these efforts, AAHK has adopted cutting-edge building analytics technology for the air handling units at Terminal 1 and the use of renewable diesel for ground service equipment, making it the first airport in Asia to use this low-carbon fuel in its operations.



The CLP Smart Energy Award is given to organisations that lead the way in carbon reduction with innovative energy-saving and efficiency initiatives.

香港機場管理局實現淨零碳排放的努力獲中電「創新節能企業大獎2025」頒發「可持續碳中和大獎—公用事業界別」的傑出評級。

機管局訂立進取目標，致力於2050年年底前達致淨零碳排放，同時亦訂下中期目標，到2035年減少實際排放量

55%。為實現這些目標，機管局已採取多項減碳措施，包括制定全面減碳路線圖及推出「香港國際機場業務夥伴減碳支援計劃」。相關舉措包括在一號客運大樓的空氣處理器中採用先進的建築物分析技術，同時以可再生柴油驅動地勤設備，此舉令香港國際機場成為亞洲首個在營運中使用低碳燃料的機場。

中電「創新節能企業大獎」旨在表揚透過創新節能方案，引領減碳進程的機構。

INNOVATIVE FEATURES BOOST SUSTAINABILITY RATING

創新設計提升可持續評級

The stellar sustainability standards applied to new buildings at HKIA have been recognised with a Final Gold rating for the Transit Mail Centre (TMC) from the BEAM Plus New Buildings v2.0 assessment by the Hong Kong Green Building Council. This follows the Provisional Gold rating it received last year.

Developed by AAHK, the two-storey, 11,300-square-metre TMC is a comprehensive mail logistics hub with both airside and landside access. It incorporates numerous green design features, including photovoltaic panels installed on its roof and a combination of passive and active energy-saving strategies. These measures have enabled the facility to achieve energy savings exceeding 25% compared to Electrical and Mechanical

Services Department Building Energy Code 2021 benchmarks.

香港國際機場於新建築中融入可持續發展特點而獲表揚。轉口郵件中心繼去年獲香港綠色建築議會授予「綠建環評新建建築2.0版」暫定金級認證後再獲肯定，獲得最終金級認證。

由機管局興建的轉口郵件中心，是一座

綜合郵件物流樞紐，樓高兩層，總面積約11 300平方米，連接機場禁區與非禁區範圍。該建築納入多項環保設計元素，包括於天台裝設太陽能電池板，以及結合被動與主動的節能策略，這些措施有助提高其能源效益至超出機電工程署建築物能源效益守則2021年版訂下的官方基準25%以上。



CREATING MAGICAL EXPERIENCES FOR STAFF AND FAMILIES

員工與家人 共度奇妙時光

Fun and laughter filled the air as more than 3,000 staff members from Airport Authority Hong Kong (AAHK) and its subsidiaries and their families gathered for a day of joyful activities at the “AA Family Fun Day 2025 @ Hong Kong Disneyland” on 25 October. Marking the first time the event has been extended to the wider AA group, the action-packed day was organised by the AA Staff Club to celebrate teamwork and togetherness.

The highlight of the day was an exclusive corporate programme that awakened everyone's inner child. From interactive games to a

dazzling live performance of the Disney Broadway musical “Let's Get Wicked 2.0”, staff members and their children were swept into a world of fun and imagination. The celebration continued as families and friends explored the park together, strengthening their spirit of togetherness and creating joy.



超過3 000名香港機場管理局及其附屬公司的員工攜同家人，於10月25日一同參加「機管局家庭同樂日2025」—香港迪士尼樂園一日遊，共度快樂無比的一天。該活動由機管局職員康樂會籌辦，首次延展到整個機管局機構，旨在加強團隊精神和凝聚力。

當天活動亮點為特別安排的企業節目活動，從互動遊戲到迪士尼百老匯音樂劇《惡人舞動迪士尼2.0》的華麗現場表演，讓大家重拾童心，走進充滿想像力的奇妙世界。隨後，員工與親友一同暢遊樂園，在歡欣的氣氛中加深彼此情宜，共享歡樂時光。

STRIKES AND SMILES AT BOWLING TOURNAMENT

歡笑喝采響徹保齡球賽

Staff at AAHK laced up their bowling shoes and took to the lanes in the spirit of friendly competition at the Bowling Tournament 2025, hosted by The Staff and Workers Union of Hong Kong Civil Airlines. AAHK also proudly supported the event to promote community well-being and build meaningful connections.

The tournament brought together 40 teams from 19 airport companies, fostering camaraderie and friendly competition among industry peers. This year, it was held for the first time at the newly opened bowling centre in The Kai Tak Sports Park, adding

a fresh dimension to the well-established event. The tournament continued to serve as a valuable platform for team-building and cross-industry engagement, showcasing the collaborative spirit within the aviation community.

機管局員工整裝上陣，參加由香港民用航空事業職工總會主辦的「2025年保齡球錦標賽」，在比賽中以球會友、

切磋球技。機管局亦榮幸成為賽事贊助機構，藉此推廣社區健康生活，並加強業界聯繫。

今年賽事雲集來自19間機場公司共40支隊伍，氣氛熱烈，展現同業間的友誼與良性競爭。比賽首次於全新啟用的啟德體育園保齡球中心舉行，為這項歷史悠久的盛事注入嶄新活力。賽事一向是促進團隊合作與跨界交流的平台，再一次體現航空業界的凝聚力與協作精神。



THE OUTSTANDING SERVICE AWARD SCHEME 2025 傑出服務獎勵計劃2025

The Outstanding Services Award Scheme, a new scheme from the Tourism Commission and the Hong Kong Tourism Board, recognises tourism workers who exemplify hospitality excellence. Following the previous issue, the second staff member from Airport Authority Hong Kong (AAHK) to be featured is Peter Chan of the Terminal & Passenger Experience Department.

Peter has been recognised for his professionalism, care and helpfulness to airport users in need.

由旅遊事務署及香港旅遊發展局推出嶄新「傑出服務獎勵計劃」，旨在表揚提供卓越待客服務的旅遊業從業員。繼上一期獲讚揚的同事，今期再介紹另一位香港機場管理局員工——客運大樓及旅客體驗部同事陳漢強，他憑藉專業態度、細心關懷及熱心助人的精神而獲得嘉許。



Peter Chan 陳漢強

Senior Operation Officer,
Customer Service
顧客服務高級營運主任

Terminal & Passenger Experience
Department, AAHK
機管局客運大樓及旅客體驗部

Peter has spent more than a decade helping customers at Hong Kong International Airport (HKIA), beginning with his participation in the Airport Ambassador Programme jointly organised by AAHK and the Hong Kong Federation of Youth Groups. He takes particular satisfaction in helping airport users in difficult

circumstances, finding solutions that resolve stressful situations.

One case that particularly stands out involved a Hong Kong family returning from an overseas trip, with one older member living with dementia and Parkinson's disease. Walking was already challenging for this passenger and became even more difficult after the overnight flight, making a wheelchair-accessible taxi essential for their onward journey. However, none were immediately available.

Peter recognised the family's difficulty and quickly spotted a wheelchair-accessible taxi at the end of the queue. With persistence and courtesy, he approached the drivers of the vehicles ahead of it one by one to seek their consent for the accessible taxi to move forward. His resourcefulness and determination not only secured a suitable taxi but also spared the elderly passenger from a prolonged wait, greatly reducing the discomfort that could have arisen. Peter's considerate and helpful service

was warmly acknowledged by the family, who appreciated his flexible and observant approach, which exemplifies the high service standards HKIA strives to uphold.

陳漢強 (Peter) 在香港國際機場從事顧客服務工作逾十年，最初曾參與由機管局及香港青年協會合辦的「機場大使計劃」，由此展開其機場服務事業。他尤其樂於協助身處困境的旅客，能替其化解難題為他帶來無比滿足感。

他印象最深刻的一次經歷，是協助一個外遊返港的香港家庭。當中有一名長者患有認知障礙症及帕金森症，行動本已不便，經過通宵夜航後更感吃力，需要乘坐可供輪椅上落的士返家，但當時現場並無即時可用的合適車輛。

Peter察覺到他們的困難，並發現的士站隊尾正有一輛無障礙的士。他隨即禮貌地逐一向前方司機解釋情況，成功爭取讓該車優先接載，其機靈且果斷的舉動不僅為旅客安排到合適的車輛，更避免長者久候不適。家屬非常欣賞Peter的細心體貼及靈活變通，充分體現了香港國際機場堅守的優質服務標準。

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