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CE’s Message
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I am pleased to welcome Jin Air to join the Hactl family. We are committed to providing the most neutral, highly efficient and quality services as always.

On behalf of Hactl, I am delighted to receive the “Ground Handler of the Year 2013” Award from Payload Asia in Singapore. Thanks to our airline customers and business partners who took time to cast a vote for us. Receiving this industry award the second time is a big encouragement to the dedicated Hactl staff who work round-the-clock, throughout the year to deliver the best possible service to our customers.

As a responsible company, we have continued to support charitable events. On 27 October, a group of 30 volunteers participated in the popular annual Sedan Chair Race at the Matilda Hospital Hong Kong to support the fund-raising event for several charities. Our teams raced for both time and fun. The great team spirit paid off. In the Fancy Dress Fun Race we were awarded 1st runner up for the Best Dressed Team award.

The Cathay move-out transition was completed with the export cargo cut over in early October. While committed to providing support if needed before end of the year and continuing to handle horses and dangerous goods for Cathay until early next year, we will begin to pursue other business opportunities. With the support of our dedicated staff and loyal customers, I am confident that we have a promising future.

Although slightly early, I would like to take this opportunity to wish you all a very happy Christmas and prosperous New Year. I look forward to welcoming you at our Christmas Cocktail Party on 6 December in the “Exhibition Hall” on the 6/F of Hactl.

我謹此歡迎真航空加入香港空運貨站大家庭。我們會一如既往，致力為他們提供中立、高效和專業之地勤服務。

香港空運貨站榮獲《Payload Asia》頒發「2013年度最佳地勤服務供應商」大獎，我很高興能代表貨站在新加坡接受嘉許，並希望藉此感謝各航空公司客戶及業務夥伴抽空參與投票以示支持。貨站員工日以繼夜努力工作，全年無間地為客戶提供最佳服務，能夠蟬聯這項大獎對我們來說實在是一大鼓舞。

作為香港空運業翹楚，我們經常參與各項慈善活動，積極履行社會責任。貨站於10月27日派出30名義工參加在山頂明德國際醫院舉行之慈善輪椅比賽。兩支參賽隊伍分別出戰「速度挑戰賽」和「搞笑挑戰賽」，充分發揮團隊精神，後者更憑創意打扮勇奪「最具娛樂獎」亞軍。

隨著國泰在10月初開始處理其出口貨物，搬遷計劃亦告一段落。如有需要，貨站年底前仍會提供協助，並會繼續處理其馬匹及危險品至年初。現在，我們正把握機遇，探索新商機。能夠獲得員工的支持和客戶的擁戴，我對貨站的業務前景充滿信心。

最後，我謹預祝大家聖誕快樂，新年進步，並期待於12月6日在貨站六樓展覽廳舉行的聖誕酒會上跟大家暢聚。

MARK WHITEHEAD
韋浩德

Hactl link • November 2013
Exciting Times for Air Canada Cargo with e-freight Adoption and Market Expansion

Air Canada Cargo, a branch of the national carrier, is Canada’s largest cargo service provider and has been growing in stature since the start of its operation in 1937. Currently, it provides direct cargo services to over 150 destinations in 50 countries, across key markets in all five continents.

Lise-Marie Turpin, Vice President of Air Canada Cargo, and Garry Blagrave, Director of Cargo Sales & Service, Asia & Pacific, visited Hactl in mid-September and were delighted to speak to Hactlink about their strategic expansion in recent years and the airline’s proactive deployment of e-AWB, which represents a critical step towards the full realisation of e-freight across their cargo network.

Seizing Opportunities in Tough Times

The prolonged economic downturn in the US and Europe has hindered growth of the global airfreight market. However, recent economic indicators have shown encouraging signs. “The Canadian economy follows the US closely. We are hoping that the positive developments in the US and Europe will translate into a steady and sustainable growth in consumer confidence and demand for manufactured goods, enabling us to see some improvements early next year,” said Lise-Marie.
Economic evolution often affects the flow of trade, which is why Air Canada Cargo maintains an eye on various emerging markets, enabling them to refine their international growth strategies and seize opportunities when they arise. China is one of the world’s key manufacturing centres, most competitive markets for air travel, and has a rising demand for high-end products and quality food, making it a hugely important hub. Air Canada has therefore increased weekly frequency to a total of 21 flights to Beijing in order to expand its China reach starting 1 June. South America is another market that Air Canada Cargo is keen to actively develop.

“We are confident that the broader the network, the better we will be able to tap into different markets,” said Lise-Marie.

**e-Air Waybill (e-AWB) – A New Era for Air Cargo**

In addition to seizing the opportunities arising from the world’s booming markets, Air Canada Cargo has also demonstrated their enthusiasm for IATA’s multilateral e-AWB agreement, which greatly speeds up cargo processing, reduces costs and improves customer service. First launched across its Canadian network and at its US hubs in 2011, with key stations Hong Kong, Tokyo, London, Frankfurt and Paris having followed in September and October of this year, Lise-Marie regards Air Canada Cargo’s e-AWB adoption as a key milestone to moving towards a paperless, accurate and efficient e-freight community.

“Cargo has been lagging behind the times and the implementation of e-AWB is a far larger project than we previously thought. To get the momentum going, we have to publicise the benefits even more proactively in order to build confidence in the air cargo community, engaging all the stakeholders such as governmental bodies, regulators, forwarders, shippers and airlines to embrace this global industry-wide initiative,” Lise-Marie emphasised.

Today, Air Canada Cargo has achieved 3% e-AWB penetration on international trade lanes, and is aiming for 30% by end of 2015.
Hactl — A Role Model to be Emulated

Hactl’s reputation as the largest independent air cargo terminal operator in Hong Kong has provided Air Canada Cargo with unbiased, premium services since the very beginning of Air Canada’s Cargo operations in Hong Kong.

“Your knowledgeable and professional team has been very attentive and responsive to our needs, striving to offer us flexible and customised solutions. Since the very beginning of our relationship, Hactl has been considered as a member of Air Canada Cargo’s extended family,” said Garry. “As air cargo is about speed, we see the need for value-added services. Air Canada always aspires to be faster and better at what we do and Hactl’s solid operational experience, dedication to innovative technology and leading status in the industry will certainly help us move forward, and will therefore remain our preferred partner in the years to come.”

Growth Continues

With signs of renewed outlook in 2014, Air Canada is excited to take delivery of 42 new aircraft to its mainline fleet. It will have received five B777s by March 2014, and will add a total of 37 B787s with delivery of the first aircraft expected in Q1 2014.

“From the cargo perspective, we expect that the increased belly capacity will bring us new business opportunities. Combined with our market expansion plan and commitment to adopting e-freight, Air Canada can certainly retain its market competitiveness, as well as contribute to a green and improved community,” Lise-Marie concluded.

香港空運貨站為業界典範

香港空運貨站為香港最具規模之獨立貨站營辦商，能為客戶提供中立可靠之處貨服務。加航貨運始於香港設立分站時已委任貨站為其地勤服務供應商。

自從該貨站為加航貨運大家庭的一份子。貨站的專業團隊服務殷勤，一直為我們提供靈活及定制處貨方案。而貨運講求效率，我們對增值服務的需求日增。加航時刻期望做得更快更好，而貨站憑藉豐富運營經驗、先進科技及領先地位三大優勢，定能有效協助我們的發展。展望未來，香港空運貨站仍是我們的首選合作夥伴。]

空運業務 穩步發展

鉴于2014年空運業前景明朗，加航將接收42架新飛機，預期明年3月前接收5架777型客機及陸續引進37架波音787型客機。

Turpin總結道：「從貨運角度而言，我們希望能藉著擴充機隊提升貨運承運量而增加商機，同時透過拓展業務及推行電子貨運，加航將保持其市場競爭力，並為推動環保及優化空運業作出貢獻。」
VIP Horse Racing Night Hosted by Jardine Pacific

On 11 September, Ben Birks, the new Chief Executive of Jardine Pacific Limited, hosted an exclusive dinner to show his appreciation for the support of China National Aviation Corporation and some other key mainland carriers, namely Air China, China Southern Airlines, China Eastern Airlines and Xiamen Airlines, who have been valuable customers of its subsidiaries, Hactl and Jardine Aviation Services Group.

It was an enjoyable evening at the prestigious Jockey Club’s Private Box, where everyone savoured a scrumptious dinner and experienced the exciting atmosphere of horse-racing.

Welcome Jin Air

The Korean low-cost carrier Jin Air has appointed Hactl as its Ground Handler to provide physical cargo handling, documentation and ramp handling services from 1 November 2013.

Jin Air was established in January 2008 and wholly financed by Korean Air. Since October 2011, it has been operating international passenger flight services between Hong Kong and Incheon. To better utilise the belly capacity on this route, Jin Air has commenced cargo services on its B737-800 passenger flights five times a week, and the frequency will be increased to daily starting from 30 November 2013. We are delighted to be the ground handler of Jin Air in Hong Kong and will deliver the best service in an efficient manner.

怡和太平洋賽馬夜款待貴賓

怡和太平洋有限公司行政總裁白堅斯先生於9月11日在跑馬地馬場私用廂房設宴款待中國航空（集團）有限公司及內地各主要航空公司高層，包括中國國際航空、中國南方航空、中國東方航空及廈門航空，以答謝他們對公司旗下香港空運貨站和怡和航空服務集團業務的長期支持。

當晚，眾貴賓在雅緻的環境下品嚐精美佳餚，同時欣賞精彩賽事，氣氛輕鬆愉快。

歡迎真航空

香港空運貨站獲真航空委任為「地勤服務供應商」，於2013年11月1日起為其提供貨物處理、空運文件處理及停機坪服務。

真航空於2008年成立，為南韓之廉價航空公司，由大韓航空全資擁有。2011年10月，真航空採用波音737-800客機，直航往返仁川及香港，並於本年11月1日起利用客機貨艙位置提供貨物運載服務。現時，此航班每週提供五班航機，並於11月30日起增至每日一班。香港空運貨站對此熱烈歡迎真航空，並會竭誠為其提供專業高效的地勤服務。
Hactl Named “Ground Handler of the Year” by Payload Asia

Hactl has been voted “Ground Handler of the Year” for the second year in a row at the Payload Asia Awards 2013. This prestigious annual industry Award recognises the air cargo supply chain organisations that have made a positive impact in the industry. This year, the top three finalists of each of the 23 awards were selected by judges who reviewed 80 nominations, followed by a vote cast by nearly 18,000 readers and customers.

Donald Urquhart, Editor of Payload Asia said, “We have tried to make the Awards as transparent and legitimate as possible. Of the 23 awards, seven are Editor’s Choice Awards and 16 are based on short listing by a panel of industry experts before they are put up for online voting. This year we have tightened the voting system and limited one vote per reader/customer. All results were audited by an independent auditing firm. We have no bias towards any winners. This is the uniqueness of our awards.”

Held at the Pan Pacific Singapore Hotel on 17 October, the gala dinner was well attended, with 30 tables and more than 200 guests from the industry, doubling the attendance numbers of 2012’s Awards. “We are delighted at the positive response to our awards and the participation,” said Mr Urquhart. “Many executives in the industry are flying in from all over the world to support this.”

Receiving the award at the Gala Dinner and Presentation Ceremony in Singapore on 17 October, Mark Whitehead, Chief Executive of Hactl, was delighted to acknowledge the relentless efforts of his 2,500 staff. He voiced his heartfelt appreciation for our staff who work hard to deliver uncompromised ground handling services. Gratitude was also expressed to the airline customers and business partners for trusting Hactl to always deliver a quality service and for making an effort to cast a vote for Hactl.

Mr Donald Urquhart, Editor of Payload Asia at the Awards Gala Dinner & Presentation Ceremony (Payload Asia) 編輯編輯Donald Urquhart在頒獎晚宴中致詞
Alberta Delegation Visits Hactl

Premier Alison Redford of the Alberta Government led a group of Canadian delegation to visit Hong Kong from 13 to 16 September. Her stop in the city was part of her trade mission to mainland China. Led by the Hon. Teresa Woo-Paw, Associate Minister of International & Intergovernmental Relations, a visiting group comprising government officials, trade commissioners from Consulate General of Canada, as well as Air Canada and Edmonton International Airport representatives visited SuperTerminal 1 on 14 September. Mr J. Ian Burchett, Consul General of Canada in Hong Kong was among the guests present to welcome the group.

Highlight of the Hactl tour was to visit our cold room facilities and learn about the operational flow of handling the Alberta’s beef shipment. The delegates were all impressed by the high standard of quality control that Hactl has been upholding.

Senior Executives of Emirates SkyCargo Visit Hactl

Nabil Sultan, the newly appointed Divisional Senior Vice President of Emirates SkyCargo, visited Hactl on 7 October. Sultan is responsible for developing Emirates’ cargo business in the region and chose Hong Kong and Shanghai as his familiarisation tour destinations in Asia. He was greeted by our senior executives and was truly impressed with our efficient operation.
Introducing Innovative GPS Trucking Service

With the adoption of the location tracking function, Hactl is taking air cargo management services to a new level. The COSAC-Mobile GPS Trucking Service is a value-added solution for the supply chain industry, enabling real-time monitoring and more transparent air cargo management.

More Efficient IPD Cargo Release

From 22 October onwards, truck drivers using COSAC-Mobile can input the Import Pre-declaration (IPD) number and the registration plate number to register for the new service. When the driver activates the function, we will start tracking the truck’s location in real time two hours before the planned collection time and date, enabling us to better prepare for the right goods to be collected at the right time.

With the GPS Trucking Service, freight forwarders are able to monitor a truck’s progress by logging into COSAC-Plus, selecting the Display Import Pre-declaration Record function (CID) and reviewing its location. Such real-time information enables freight forwarders to manage their cargo pickup and monitor progress far more efficiently.

Continued Improvement

Since the launch of COSAC-Mobile in August 2012, we have introduced a number of mobile features, including cargo tracking, flight schedule tracking, truck paging, storage charge calculation and our newest venture, the recently launched GPS Trucking Service. We will continue to invest in innovative technology, bringing further value-added services to enable more efficient and cost-effective air cargo management solutions for the air cargo industry.
嶄新「車輛定位追蹤」
服務正式推出

香港空運貿易站採用定位技術進一步提升航空貨運管理
水平。COSAC-Mobile「車輛定位追蹤」服務能為用戶
提供一個實時監控及更具透明度之空中運送管理平台，是
航空貨運供應鏈中一項最新增值方案。

放貨安排 更趨妥善

由10月22日起，貨車司機可透過COSAC-Mobile手機
應用程式輸入「貨物標識號」（IPD No.）及
提貨車輛之車牌號碼，即可啟動「車輛定位追蹤」
服務。貨站會於「預定提貨時間」前兩小時起利用定
位技術掌握車輛位置，以確保放貨安排，讓司機適時
提貨。貨運代理亦可登入COSAC-Plus空運貨物管理
系統，選取「顯示申報提貨記錄」功能（CID），以實時
監控車輛所在位置，達至有效管理提貨日程及監控有關
進度。

善用科技 力求進步

香港空運貿易站自2012年8月推出COSAC-Mobile手機
應用程式以來，已加入多項功能，包括貨件追蹤、查詢
航班狀況、設定車輛入倉提示、倉存費用計算及新增
之車輛定位追蹤服務。我們將繼續投放資源研發新
科技，推出更多增值服務，為空運業界帶來更高效和
更具成本效益的貨物管理方案。

New Features on COSAC-AWB
Increase Efficiency

Two new COSAC-AWB features are now
available — co-loaders can be authorised
to input shipment details to the system
directly, and freight forwarders will be
notified of the updated cargo status
via system-generated emails or faxes,
saving time and manpower to contact
airlines through other channels. As
recommended by IATA, freight forwarders
who use COSAC-AWBs will be given a
cargo receipt in pdf format.

COSAC-AWB
新功能
提升處貨效率

COSAC-AWB增強了兩項功能 — 代理商
獲授權後可將貨物資料直接輸入系統；
貨運代理毋須聯絡航空公司便可直接透過
系統發出之電郵或傳真獲悉最新貨件
狀況，省時省力。根據國際航空運輸協會
指引，貨站會向使用COSAC-AWB的貨運
代理發出pdf格式之貨物收據。
Hacis Introduces New Services

Hacis is delighted to announce three value-added services for the air cargo community, including a facilitation scheme for ECFA Transshipment Cargo, and two service enhancement initiatives for its SuperLink China Direct services.

Facilitation Scheme for ECFA Transshipment Cargo

The Economic Cooperation Framework Agreement (ECFA) signed between the Mainland and Taiwan allows shippers to enjoy lower tariff on direct consignments. The same benefit applies to traders who have transshipment cargo routing via Hong Kong but an advance application to the Hong Kong Customs and Excise Department (C&ED) is required. Now, Hacis can manage all these process on behalf of the traders upon the arrival of ECFA consignments in Hong Kong, making Hong Kong an attractive transshipment hub between Taiwan and Mainland China. Certificates have been successfully obtained for four transshipments this year.

香港空運服務有限公司推出新服務

香港空運服務有限公司（Hacis）推出三項增值服務，包括「ECFA轉口貨物便利計劃」及兩項「超級中國幹線」新服務，為空運業提供更佳的物流支援方案。

「ECFA轉口貨物便利計劃」

內地與台灣簽訂之《海峽兩岸經濟合作框架協議》（ECFA）讓貨主在兩岸之間進行貨物直接運輸同時可享受關稅優惠；中轉香港貨件只需事先向香港海關提交申請亦可獲得同等待遇，Hacis現推出「ECFA轉口貨物便利計劃」，協助出入口商在貨物抵港時處理所有相關申請程序，藉以提升香港成為兩岸轉口貿易樞紐之吸引力。今年，Hacis已成功為四票中轉貨物申請確認書。
Cold Chain Service Supports Perishable Shipments

Following the successful experience of handling pharmaceutical shipments between Hong Kong and mainland China, Hacis is expanding its reliable Cold Chain Service to include perishable products, such as fresh fruit, live and frozen seafood on temperature-controlled trucks. A trial between Hong Kong and Shenzhen airports is expected to be done by the first quarter of 2014.

To ensure safe and in-time delivery of perishable products transiting via Hong Kong, Hacis is now in discussion with relevant Hong Kong government departments and China Inspection Co. Ltd (CIC) to optimise the application procedure of various certificates. Moreover, Hacis will be working with Hactl closely to arrange priority cargo and document transfer, aiming to make delivery within shortest possible time upon flight arrivals at SuperTerminal 1.

Full ULD Transfer Service

Hacis can arrange full ULD transfer of air transshipment from overseas to Mainland China via Hong Kong by road. The minimal connection time will be significantly reduced, bringing time and cost efficiency to our customers. Without the need for break down and build up, the quality of goods will be retained in even better condition.

The first trial of full ULD transfer was completed in August 2013. The Hacis team is now in talks with the Hong Kong and China customs to optimise the operation flow. We are aiming at launching our service next year.

For details, please email Hacis Commercial & Market Development Team at business@hacis.com.

Cold鏈服務運送鮮活貨物

繼成功以嚴格溫控之冷藏車經香港運送醫療藥物至中國內地，Hacis現進一步把服務擴展至鮮活貨物，並計劃於2014年首季前在香港及深圳機場試點推行。

為確保香港轉運之鮮活貨物如新鮮水果、鮮活及急凍海產能安全及準時運抵目的地，Hacis正與香港相關政府部門及中國檢驗有限公司就申請相關許可證的申請流程、同時與香港空運貨站團隊緊密合作，安排在貨機抵港時優先處理有關貨物及文件，務求在貨物抵達超級一號貨站後以最短時間內把鮮活貨物運送至中國。

預裝貨物陸路聯運服務

Hacis現可提供預裝貨物陸路聯運服務。中轉香港貨物毋須經過拆集程序即可經香港國際機場運輸至中國內地，在運送過程中能保完整狀態及大大縮減最短中轉時間，為客戶帶來更快捷及更具成本效益之多式聯運方案。

Hacis於2013年8月成功試行此項新服務，並積極與香港和中國海關商討如何優化流程，預計可於明年推出。

有關服務詳情，請與香港空運服務有限公司商業及市場拓展部聯絡，電郵business@hacis.com。
Space Mission Accomplished in Sedan Chair Race

October saw Hactl’s two teams battling it out against 52 others from local corporations, associations, clubs and schools as they raced the 2.1km course around the Matilda International Hospital during the 39th Sedan Chair Race & Bazaar Event.

Entering both the Serious Challenge and the Fun Challenge, our teams mastered sedan chair transport over a perilously bumpy lane and demonstrated strong team spirit as they ran for this great cause. Congratulations to the Fun Challenge team for bagging first runner-up in the Best Dressed Team award. Donning spacesuits for the “Travel Around the World” theme, our team transported the ‘patient’ from the outer space to the hospital on an ‘ambulance’!

The highlight of the event this year was the Korean TV station SBS team who flew in for the race. We were delighted to have a chance to practise with them and being interviewed by the station. It was a fun and exciting Sunday that we all enjoyed.
Geopark Coastal Clean-up

Our hardworking Volunteer Team donned their gloves and headed to the sea on 12 October to take part in a coastal clean-up organised by the Tai Po Environmental Association. The 15 volunteers cleared Ma Shi Chau’s shoreline of a massive 194kg of rubbish, contributing to geoconservation of the Hong Kong Global Geopark of China. The day was concluded with a guided tour to better understand its unique sedimentary rock formation and marine ecology.

地質公園海岸清潔日

香港空運貨站義工隊於10月12日參加了由大埔環保會舉辦之馬屎洲海岸清潔活動。他們一行15人合力清理海岸，共收集得194公斤垃圾，為香港地貌保育盡一分力。「馬屎洲特別地區」為法定保護區，屬中國香港世界地質公園範圍，主辦單位特別為義工們安排了導賞團，以加深他們對沉積岩地質結構及海岸生態之認識。

Hactl Completes Oxfam Trailwalker

Having participated in Oxfam Trailwalker for over 20 years, Hactl’s team of four once again completed the 100km trek along the MacLehose Trail with the support from our crew. The team set off from Pak Tam Chung in Sai Kung on 15 November and finished at Tai Tong Holiday Camp in Yuen Long.

Oxfam Trailwalker has been regarded as one of the toughest team challenges and the largest fundraising sporting events in Hong Kong. This year, 1,200 teams made up of 4,800 dedicated hikers took part, aiming at raising HK$30 million to support Oxfam’s poverty alleviation and emergency relief projects worldwide.

貨站健將完成樂施毅行活動

香港空運貨站已參與「樂施毅行者」活動逾20年。今年，貨站再次派出四人隊伍參賽。他們於11月15日從西貢北潭涌出發，走畢長達100公里之豪理徑，抵達終點元朗保良局賽馬會大棠渡假村。

「樂施毅行者」被視為全港最艰巨之隊際挑戰賽，是最大型遠足籌款活動之一。今年，活動共吸引了1,200隊，即4,800名毅行者報名參加，目標為樂施會籌得3,000萬港元善款，以支持世界各地之扶貧救災工作。