

Fifth consecutive honour from SF Airlines

五度獲順豐航空嘉許

Freighter operator SF Airlines has presented Hactl with its “Best Business Partner” award for 2020. It's the fifth consecutive year in which Hactl has been honoured by the airline.

Hactl began handling SF from its first arrival in Hong Kong in 2010, providing terminal services only. The relationship was extended in 2013 with the addition of responsibility for ramp handling, and all documentation.

During the challenging environment of 2020, SF personally thanked one of Hactl's load control supervisors for monitoring the entire loading process on behalf of SF, which could not send its own staff to Hong Kong due to COVID-related restrictions. 2020 was also the first time SF had operated one of its B757 freighters into Hong Kong, so the airline was especially grateful for Hactl's additional support.

Launched in 2009, SF Airlines is a division of S.F. Holding, headquartered at Shenzhen's Bao'an International Airport. With two further bases, in Hangzhou and Beijing, it provides parent SF with dedicated express uplift using a 64-strong fleet of B747, B767, B757 and B737 freighters. SF Airlines has been steadily expanding its fleet, and is now China's largest freighter operator.

SF Airlines operates to over 70 destinations in China and abroad; in Hong Kong, it operates twice daily B737-400 freighters, one flight serving Ningbo (NGB) and the other Changsha (CSX).

香港空運貨站 (Hactl) 獲順豐航空頒發 2020 年度「最佳合作夥伴」榮譽。貨站已連續五年獲此殊榮。

順豐航空於 2010 年在香港投入服務，當時 Hactl 只為其提供貨站處貨服務，繼而於 2013 年服務範圍擴展至停機坪及所有文件處理。

新型冠狀病毒病疫情為過去一年的營運環境帶來不少挑戰，順豐航空人員亦受疫情相關規定的限制，未能來港監察航機的裝卸流程，而由 Hactl 人員代為擔起此重任。去年更是順豐航空首次利用 B757 貨機飛往香港，因此順豐航空尤其感謝 Hactl 在此艱難時刻予以全面及專業的協助和支援，更特別讚賞代為監察裝卸流程的 Hactl 載重平衡主任。

順豐航空於 2009 年成立，乃順豐控股旗下的子公司，總部設於深圳寶安國際機場。順豐航空憑藉其另外兩個設於杭州及北京的主要航站，透過 64 架 B747、B767、B757 及 B737 貨機的強大機隊，提供專業可靠的速遞服務。公司一直不斷拓展機隊規模，現已成為中國最大的貨機營運商。

順豐航空的服務範圍覆蓋國內外超過 70 個航點。在香港，順豐航空以 B737-400 貨機提供每日兩班分別飛往寧波及長沙的定期航班。

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“...so all aircraft unloading and loading must be completed within a tight 45 minute window.”

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Exceptional support

Says Qiu Zhuo, Head of Station Business Management Division of SF Airlines: “The award to Hactl was based on our operational experiences in 2020, and particularly recognises Hactl's exceptional support throughout the difficult operating environment of last year. This enabled us to continue working at optimum efficiency during a time of very high demand and numerous operational challenges.”

Adds Vivien Lau, Hactl Executive Director: “We are extremely flattered and grateful to receive this recognition from SF Airlines once again.

“Given the express nature of the SF operation, it requires close coordination with our customer, and constant readiness to accept pallets and loose cargo right up to the late cut-offs. On-time flight departures are absolutely essential to the integrity of their express services, so all aircraft unloading and loading must be completed within a tight 45 minute window.

“We are delighted to have been recognised, once again, for making a key contribution to preserving SF Airlines' very high service standards.”

服務超卓

順豐航空航空站業務主管邱卓表示：「我們在 2020 年得以維持順暢運作，實有賴香港空運貨站團隊的全力支持。他們的專業服務和協助，讓我們即使面對不斷急增的貨量和營運上的挑戰，仍可保持一貫的服務效率。因此我們特別頒發此獎項予香港空運貨站，表揚他們卓越服務水平。」

香港空運貨站執行董事劉敏儀表示：「我們很榮幸獲此殊榮，亦非常感謝順豐航空再次對我們的服務予以肯定。」

「鑒於順豐航空的速遞服務要求，貨站團隊必需與航空公司人員時刻保持緊密聯絡，為在最後交貨限時前所接收的緊急裝板貨物或散貨作好準備，以及時和安全地將之裝上航機。確保航班準時起飛對順豐航空的速遞服務至關重要，因此我們必須在 45 分鐘內完成所有裝卸程序。我們很高興再度獲此榮耀，以及協助順豐航空維持優秀服務水平。」