

Double-whammy in AFLAS awards

勇奪兩項AFLAS大獎

“Even throughout the challenging pandemic, Hactl has continued its relentless drive to be the model green air cargo terminal operator.”

Hactl and its value-added logistics subsidiary, Hong Kong Air Cargo Industry Services Limited (Hacis), both received honours at the 2021 Asian Freight, Logistics and Supply Chain (AFLAS) Awards.

Hactl was named “Best Green Air Cargo Terminal Operator”, for the second time in the past three years. Hacis meanwhile won the “Best Logistics Service Provider – Warehousing” category, newly-introduced for 2021.

The awards, launched in 2015, recognise leadership, consistency in service quality, innovation, customer relationship management and reliability. An initial nomination round, based on criteria set out by the organisers, is followed by the 15,000 readers of *Asia Cargo News* selecting their favourites from the four most nominated companies in each of the 49 categories.

香港空運貨站有限公司 (Hactl) 及旗下提供物流增值服務之全資附屬公司——香港空運服務有限公司 (Hacis)，在 2021 年度「亞洲貨運物流及供應鏈大獎」(AFLAS) 雙雙獲頒殊榮。

Hactl 榮膺「最佳綠色空運站」大獎，乃三年內第二度得此殊榮。Hacis 則奪得 2021 年度新設的「最佳物流服務供應商——庫儲」大獎。

「亞洲貨運物流及供應鏈大獎」於 2015 年成立，旨在嘉許傑出領導能力、優秀服務水平、創新科技、卓越顧客關係管理及可靠營運措施的企業。根據主辦機構制定的評選標準進行初步提名後，於 49 個組別各選出 4 間入圍機構，繼而經由逾 15,000 名《Asia Cargo News》讀者投票選出得獎者。



「即使在疫情下，貨站仍努力跨越不同挑戰，積極於貨站內推行各項環保措施，達至綠色空運貨站的目標。」

Relentless drive

The 2021 winners were announced at an awards ceremony held in the New World Millennium Hong Kong Hotel, where Ringo Chan (Executive Director of Hacis) received the Hacis trophy, and Amy Lam (Executive Director and Chief Financial Officer of Hactl) received the “Best Green Air Cargo Terminal Operator” award from *Asia Cargo News* Publisher Darren Barton.

Says Ringo: “Hacis is best known for its road feeder services to and from China, but we have been developing our portfolio of logistics support services for some years, and it’s very gratifying to win an award that clearly recognises the strong progress we have made.”

Amy adds: “Even throughout the challenging pandemic, Hactl has continued its relentless drive to be the model green air cargo terminal operator. We are very grateful to all those in the logistics business who have rewarded our effort, investment and achievements with their votes.”

持續努力

頒獎典禮在千禧新世界香港酒店舉行。香港空運服務有限公司執行董事陳樹華代表 Hacis 接受「最佳物流服務供應商——庫儲」獎項，而香港空運貨站有限公司執行董事及首席財務官林苑薇則從《Asia Cargo News》出版人 Darren Barton 手中接過大獎。

陳樹華表示：「Hacis 快捷無縫的穿梭中港兩地陸路聯運服務，一直備受同業和客戶支持及讚賞，多年來我們更不斷拓展全面物流支援服務。此獎項印證 Hacis 團隊持續擴充業務範疇及提升服務水平的努力，讓我們感到十分鼓舞。」

林苑薇補充說：「即使在疫情下，貨站仍努力跨越不同挑戰，積極於貨站內推行各項環保措施，達至綠色空運貨站的目標。我們非常感謝所有業界同儕及客戶，對我們於環保方面所作出的努力、投入的資源及和成就的佳績，予以肯定及投下支持的一票。」

“All in all, Hactl has done an incredible job during a period that was fraught with difficulties and complications.”

「總括而言，Hactl在一個充滿困難和極具挑戰的情況下，仍能保持其卓越的服務水平，實在難得。」

Saudia Cargo says a “Big Thank-You”

沙特貨運的衷心致謝

Saudia Cargo has presented its “Outstanding Operational Performance Award” to Hactl, in recognition of excellent cargo handling service throughout 2020.

Hactl has handled Saudia’s Hong Kong operation since 2002. The airline currently operates nine scheduled flights per week to Jeddah, utilising B747-400F and B777F with 95 tonne- and 85 tonne capacities respectively. Saudia also performs up to 4 ad hoc charter flights to and from Hong Kong per week.

Despite the challenges of 2020 and the COVID-19 epidemic, says Saudia Cargo’s Vice President Operation Network Performance, Hassan Aldessi, there was no adverse impact on his airline’s operations: “Our flights all departed on schedule, and all handling took place within the allotted turnaround time.”

沙特阿拉伯航空貨運（沙特貨運）頒發「傑出營運表現獎」予香港空運貨站（Hactl），以表揚貨站團隊於2020年的專業及卓越服務。

貨站自2002年起為沙特貨運於香港的航班提供處貨服務。沙特貨運目前使用每班載貨量分別達95公噸及85公噸的波音747-400貨機及波音777貨機，每周除提供9班前往吉達的定期航班，更有多達4班來往香港的特別加班包機。

沙特貨運營運網絡績效副總裁 Hassan Aldessi 表示，即使去年空運業面對不少挑戰，以及新型冠狀病毒疫情帶來的打擊，沙特貨運仍能保持正常運作。他說：「我們的航班均準時起飛，而且所有裝機和卸貨工作亦於指定時間內妥善完成。」

Incredible job

He continues: “All information related to crew handling was forwarded in a timely manner. All in all, Hactl has done an incredible job during a period that was fraught with difficulties and complications.”

Throughout 2020, Saudia Cargo was under pressure to move large quantities of PPE, test kits, and other urgent medical supplies, in addition to general cargo traffic. Meanwhile, as handler for more than 40 freighter operators, Hactl was experiencing unprecedented demand: handling over 100 freighters per day, and up to 16 at the same time during the epidemic’s peak. Notwithstanding, Saudia’s ground handling service levels never suffered, and it told Hactl it had received no complaints from customers and other stakeholders.

“On behalf of Saudia Cargo,” continues Mr. Aldessi, “We would like to say a ‘Big Thank-You’ to all Hactl’s teams and departments involved in the smooth cargo operations, helping us to maintain our own high standards throughout 2020.”

卓越服務

Hassan 續說：「所有與機組人員的相關安排訊息均及時傳遞。總括而言，Hactl在一個充滿困難和極具挑戰的情況下，仍能保持其卓越的服務水平，實在難得。」

在2020年期間，沙特貨運除了運送一般貨物外，亦肩負起運大量個人防護裝備、病毒測試產品及其他緊急醫療用品的重大任務。與此同時，Hactl作為服務超過40家貨機營運商的空運貨站營辦商，亦面對龐大的處貨量：貨站在疫情期間平均每日處理超過100架貨機的貨物，更在疫情高峰時於同一時段內處理多達16架貨機。儘管如此，貨站為沙特貨運所提供的優秀處貨服務水平並未有受到絲毫影響，沙特貨運更向Hactl表示，他們沒有接到任何客戶及持份者的投訴。

Hassan 續說：「我謹代表沙特貨運衷心感謝Hactl團隊於去年間，盡心協力維持整個處貨流程順暢運作，讓我們能夠為客戶提供一貫的高水平服務。」