

# Message from Chief Executive

## 行政總裁的話



2022 began with yet another wave of COVID-19 infections in Hong Kong, bringing further enforced quarantines and disruptions to our business.

Although Hactl did everything possible to minimise inconvenience to customers, we are very aware of the problems caused, and extend our grateful thanks to everyone for their patience and understanding. We will continue to do all we can to provide services of the high standard you have come to expect of us.

The market from Hong Kong has also not been at its best in recent months, impacted by the Ukraine conflict, global inflation issues, and disruptions to China's manufacturing sector. We expect things to level out as the year unfolds, but this reversal of the positive trends of the past two years is a salutary reminder that we should never think of constant market growth as inevitable.

On a more positive note, Hactl is continuing to look for ways of strengthening its business and providing long-term service resilience to its customers. Our latest step is our new Knowledge Management Initiative, in which we are devising innovative methods to pass on the invaluable expertise of our retiring senior staff to their younger colleagues. You can read about it in this *Hactlink*.

Our main story explores the growing trend towards online bookings, and the growth of third party booking portals. Meanwhile, Hactl's people have always been its greatest asset, and we are keen to support their welfare. That's why we have added a new library to our facilities, to help staff expand their horizons and provide a healthy distraction from work pressures. You can also read about it in this issue, along with the latest in our "Flavours of Hong Kong" series (which shows how the newest generation of owners are injecting modern day style into traditional family businesses), and our recent moves to be a good citizen in our community.

As always, I hope you enjoy this issue of *Hactlink*, and welcome your comments and suggestions. It remains for me to wish you continuing success in 2022. In the words of our latest ad campaign: "Whatever the future brings, you can count on us."

Wilson Kwong

2022年初，香港出現新一波疫情，而隨之加強的檢疫及隔離措施為貨站業務帶來不少挑戰。

儘管貨站團隊已竭盡所能減低對客戶的影響，但我們十分明白難免為大家帶來多少不便，為此我們衷心感謝大家的耐心與諒解。我們定會努力持續提供切合客戶所需的優秀服務。

至於香港近期的整體市場狀況，亦受到烏克蘭局勢、環球通脹升溫及中國製造業受疫情衝擊等不明朗因素影響。我們預計市場於下半年會轉趨平穩，但相信過去兩年驟然逆轉的市場走勢正正提醒我們，持續的市場增長並非理所當然。

但貨站仍然保持一貫的積極態度，透過各種方式提升營運效益，及為客戶提供更靈活和全面的服務。今期《貨運連線》為大家介紹貨站最近展開的「知識管理計劃」怎樣透過創新方式，把即將退休的資深員工的寶貴知識與經驗傳承予年輕同事。

今期「封面故事」則探討網上空運訂艙及第三方訂艙平台的發展趨勢。此外，貨站一向視人才為最寶貴資產，亦十分重視員工的福祉，故此我們特意開設全新圖書閣作為其中一項員工康樂設施，讓同事透過閱讀增廣見聞和紓緩工作壓力。「香港速寫」則帶大家看看兩位年輕一代店主如何為傳統行業注入新興元素。您亦可透過今期的其他文章了解到貨站怎樣履行社會責任，為社區作出貢獻。

一如既往，我希望大家喜歡這一期《貨運連線》，並提供寶貴意見。最後，謹祝大家事事如意，並以我們最新的廣告標語作結：「與你並肩前行 迎接幻變未來」(Whatever the future brings, you can count on us.)

鄺永銓