

2015



[Sustainable Development Report]

CPSL is committed to embedding sustainable principles in all aspects of our activities. In practices, CPSL takes into consideration of environmental, social, economic factors when making business decisions.

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CEO Message

Cathay Pacific Services Limited (CPSL) has operated the Cathay Pacific Cargo Terminal since 2013. Our terminal, designed for an annual air throughput of 2.6 million tonnes, is dedicated to providing highly efficient cargo handling to support Hong Kong as the air cargo hub of choice in Asia.

The Cargo Terminal incorporates innovative design features to support sustainability and embed best practices into every aspect of operations, helping us to achieve the best environmental standards.

CPCT is the first air cargo terminal which has installed the chilled-ceiling air-conditioning system, reducing up to 40 percent of energy consumption. This is just one of the measures we have implemented to ensure sustainability across the Terminal. Others include:

- High performance cladding is used on the exterior of CPCT for durability, longevity and to prevent the need for replacement.
- Power regeneration mechanism is in place for the Materials Handling System.
- The emitted heat from the air-conditioning system is recycled for the hot water supply.
- Where possible, waste separation is handled at source.
- Electric vehicles are used to support green airport operations.

Our policies provide us with a robust framework to manage the environmental, social and economic risks and opportunities of our business decisions. The Sustainable Development Steering Committee is led by myself and supported by various functional managers to oversee five areas - which are Community, Environment, Business Partners, Occupational Health & Safety and People, to direct our Sustainable Development strategy and initiate different measures across the Company.

Kelvin Ko
Chief Executive Officer

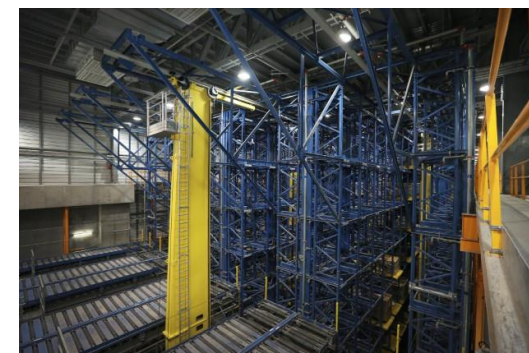
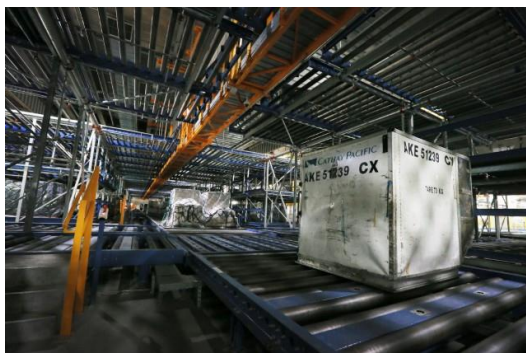


Our Business

Cathay Pacific Services Limited ('CPSL') is a wholly-owned subsidiary of Cathay Pacific Airways. CPSL operates the latest air cargo facility in Hong Kong – Cathay Pacific Cargo Terminal ('CPCT'), serving airlines operating at Hong Kong International Airport.

CPCT is a HK\$5.9 billion infrastructure Terminal with a designed annual throughput of 2.6 million tonnes, increasing Hong Kong's air cargo capacity by 50 percent to 7.4 million tonnes per year. We provide best-in-class services with dedication and flexibility, helping to sustain the competitiveness of Hong Kong as the logistics hub of choice in Asia.

Innovation and passion are key traits that guide the dynamic team at CPSL. We serve our customers with enhanced efficiency, reliability and visibility, improving the customer experience and creating added value to help our customers grow their business.



Vision & Mission Statement



Our vision is to be the world's best air cargo terminal in terms of innovation and customer service and to enhance Hong Kong's reputation as the logistics hub of choice in Asia.

我們的企業愿景，以成為全球最佳的航空貨運站為旨；並以創新及優質客戶服務，提升香港為亞洲區內首選物流樞紐的聲譽。

We put safety and security first
安全及保安是首要任務

We nurture a dynamic team
培訓活力充沛的團隊

We provide tailored logistics solutions
提供適切的物流方案

We build partnerships
建立夥伴關係

We strive for excellence
致力精益求精

We are a socially and environmentally responsible company
重視履行企業社會責任

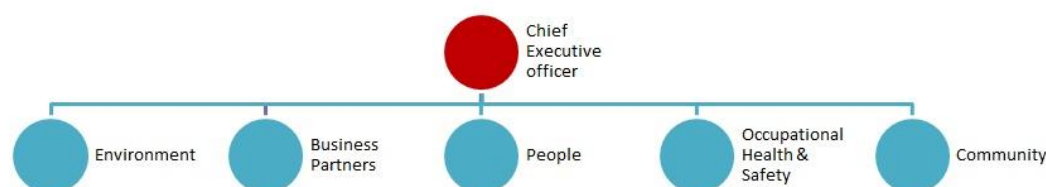
Facts & Figures

Designed Annual Capacity	2.6 million tonnes
Site Area	109,000 sqm
Gross Floor Area	246,000 sqm
Container Storage System (CSS) Positions	2,445
Bulk Storage System (BSS) Positions	4,224
Temperature Control Storage	2,000 sqm
Dangerous Goods Storage	240 sqm
Truck Docks	170 positions
Truck Parking	59 positions

Governance of Sustainability

The Governance of Sustainable Development is led by the Chief Executive Officer (CEO) at Cathay Pacific Services Limited (CPSL). Our CEO is accountable for the Sustainable Development Strategy across the business. The primary focus of our strategy is to mitigate our social and environmental impact while performing our daily cargo terminal operations. Most importantly, it is our utmost concern to address sustainable development issues and integrate them into our business operations. To achieve this, regular Steering Committee meetings are held to review the progress of our overall strategy and address new initiatives and issues as they arise.

Structure of Sustainable Development Steering Committee



Community	:	Commerical
Environment	:	Engineering
Occupational Health & Safety	:	Safety & Security
Business Partner	:	Procurement
People	:	Personnel

The committee focuses five aspects of our sustainable initiatives which are separately responsible by the functional managers, covering a wide range of issues. They include energy utilization programme, materials handling parts reuse, investment in nurturing youth, training & development opportunity, people engagement and communication, Health and Safety awareness, supply chain code of conduct in purchasing and so on. It aims at executing our sustainable strategy as directed by the committee and integrating sustainable element into different aspects of our business operations and engaging our stakeholders.



Community

Our commitment to the community is a core part of our Sustainable Development Strategy. We focus on youth-related initiatives with the aim of nurturing their interest in the air cargo industry.

Community

Supporting Community Programme

CPSL also supports various Cathay Pacific Group community programmes and holds other special projects to raise youth's interest in the aviation sector.

We supported the Dragonair Youth Aviation Academy (KAYAA) Career workshop 2015 and hosted around 50 youths to our facility. We also partnered with Asia Airfreight Terminal Company Limited (AAT), DHL Group (DHL), Hong Kong Air Cargo Terminals Limited (Hactl), Hong Kong Association of Freight Forwarding and Logistics Limited (HAFFA) and the Hong Kong Special Administrative Region Qualifications Framework Secretariat (QFS) to organise an industry-wide campaign, Air Cargo Carnival, in October last year.

Open to the public and members of the airport community, the carnival aimed to increase public understanding and awareness of airfreight operations through various participatory activities, including terminal visits, careers talks, historical exhibitions, and interactive game booths.

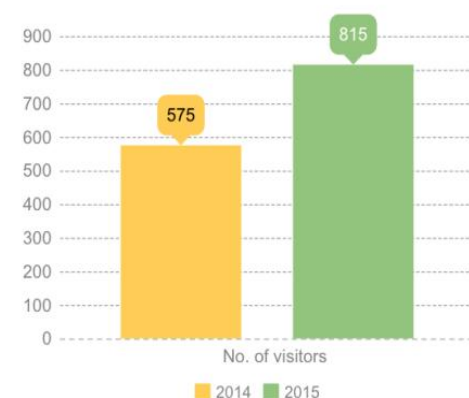


Community

Cathay Pacific Cargo Terminal Visits

Cathay Pacific Cargo Terminal, a \$5.9 billion investment of Cathay Pacific with an annual cargo throughput of 2.6 million tonnes, is open to aviation logistics related institutes and NGOs for different programme visits. In 2015, more than 800 visitors from 15 organisations benefited from the programme. Visitors are given the opportunity to witness air cargo operations in the restricted area and learn about how we deploy the latest technology to enhance operational efficiency.

Cathay Pacific Cargo Terminal Visit





Environment

It is our goal to minimise the impact we have on the environment, and look for innovative and environmentally-friendly ways to mitigate the potential risks. To achieve this, our key focus is energy consumption and the sustainable use of our physical infrastructure.

Environment

Indoor Air Quality

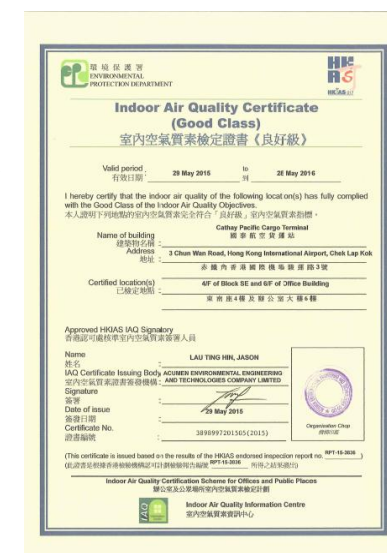
With people breathing every second of every minute, the cleanliness of the air we breath in is very important to our health. We spend 70 percent of our time indoor, in offices and at homes. People especially the elderly and those with existing respiratory conditions or heart disease are more susceptible to the effects of indoor air pollution. Good indoor air quality safeguards the health of the building occupants and contributes to their comfort and well being. As a participant in the Indoor Air Quality (IAQ) Certification Scheme for Offices and Public Places implemented by Environmental Protection Department of HKSAR, we have conducted yearly indoor air quality monitoring of our management office and customer service counter in CPCT, and have consistently received a 'Good Class' rating since 2015.

Energy Consumption



Cathay Pacific Cargo Terminal contains many design features to support sustainability. These include the use of a chilled ceiling cooling system at the terminal's office building, which could save up more than 30 percent in power consumption compared to conventional air conditioning systems, and the use of high performance cladding for the Terminal Exterior.

There are also a range of on-going initiatives to support green operations. In 2015, energy saving initiatives were introduced to save about 3 million kWh of electricity per year by switching off some cargo/passenger lifts; and the implementation of the multiple energy efficient projects, including the installation of induction lamp, circuitry modification with timers, BMS incorporation, energy optimization review on the chiller plant, replacement of LED lights inside the cold room, recycling of heat emitted by the air-conditioning system for the hot water supply, to name just a few.



Environment

Use of High Efficiency Motors and Energy Feedback in MHS

Since the design stage of the Terminal, the MHS has been well engineered for sustainability by using high efficiency motors to fulfil IE2 class which is the current standard in EU countries. Some motors also able to return potential energy transformed into electrical energy feeding back into power lines for energy saving. An average 9 percent saving has been recorded on monthly basis.



Environment

Waste Management

The malfunctioning parts taken out during Materials Handling System (MHS) maintenance are rebuilt and reused to reduce waste. For the past two years, parts worth more than HKD1.7 millions have been rebuilt and re-used. In addition, recycling of Plastic, Paper and Metal has increased by nearly 50 percent (in volume) when compared to 2014.

Category	Unit	2014	2015	%(+/-)
Plastic Recycle	kg	420,698	616,052	46%
Paper Recycle	kg	33,047	49,960	51%
Metal Recycle	kg	164	244	49%



Eco-friendly Vehicles and Equipment

We are committed to using more eco-friendly vehicles and equipment, for example, by ordering solar-powered ramp handling equipment, pioneering the use of Euro IV loaders. CPSL is also expanding the charging facility at CPCT to cope the growth of EV.



Business Partners

We promote sustainable development with our business partners and endeavour to ensure that our suppliers protect and respect the welfare of workers and ensure they meet or exceed all regulatory requirements.

Business Partners

Sustainable Development Policy and Supplier Chain Sustainability Code of Conduct is issued and available on our website. The code sets out the standards required by all of our business partners and covers regulatory compliance, forced labour, child labour, health and safety, environmental issues, compensation and working hours, human rights, subcontractor management and ethics. We request that our suppliers not only comply with the code, but that they include our clauses on every purchase order and contract. The clauses are as follows:-

Supplier to comply with of Cathay Pacific Services Limited

1. At all times when processing the Products/Services, the Supplier is to arrange for it and for each of its employees, agents and subcontractors to comply with CPSL 's current Sustainable Development and/or Code of Conduct for Suppliers. "Processing the Products/Services" includes, for example, design, sale, distribution and servicing of, and any other matters in connection with, the Products/Services.
2. The Code is published on Cathay Pacific Services Limited 's website at www.cpsl.com.hk. It may be amended from time to time.
3. By accepting the order, the Supplier recognises and agrees to the following:
 - a) that the Supplier has read the Code of Conduct; and
 - b) that the Supplier, its employees, agents and sub-contractors are complying, and will comply, with the Code of Conduct when processing the Products/Services; and
 - c) that the Supplier will keep itself informed of any amendments to the Code of Conduct by regularly consulting the latest edition. So that CPSL can make sure the Supplier is complying with the Code, the Supplier is to allow CPSL as CPSL reasonably requests to inspect the processing of the Products/Services.
4. If the Supplier becomes aware that the processing of the Products/Services may breach the Code of Conduct, then it is to notify CPSL as soon as reasonably practicable. Then, the Supplier is: (a) promptly to provide CPSL with a corrective action plan to the satisfaction of CPSL; and (b) to implement the plan within a period on which CPSL and Supplier agree.



Occupational Health & Safety

We put safety first and provide a safe, secure and healthy working and operational environment for our staff, customers and other stakeholders.

Occupational Health & Safety

Safety is one of the core elements in CPSL, which integrates in our business operations and is the number-one priority. We are fully committed to provide a healthy and safe working environment to our colleagues, contractors, suppliers and other stakeholders. To achieve this, we have developed and implemented a safety management system with policies, operational procedures and practices complying with the requirements. The system is reviewed and audited periodically to maintain the integrity. To ensure all new joiners understand our safety values and practices, they are required to attend the safety induction training. In addition, other trainings such as fork-lift operation, first aid and promotional activities such as safety quizzes and safety slogan competitions were organised to increase the safety awareness of our colleagues and contractors, and safeguard the culture of CPSL.

Safety Awareness Training

Training is an essential part of our safety management system to ensure our colleagues and contractors to have the safety knowledge and competency to handle their work properly and safely. We organised various safety and health trainings to our colleagues and contractors in 2015.

Working at Hot Weather Training

Working at the apron during the summer time is very hot. To prevent heat stroke and protect the health of our colleagues and contractors, we have led training sessions on working in hot weather/environments to ensure everyone understands the hazards and preventative measures they should take. We also provided cooling towels and drinks for our colleagues to enable them to work more comfortably. The feedback from the programme was very positive. Around one hundred people have attended the training and activities to date.



Occupational Health & Safety

Safety Week 2015 (16-20 Nov 2015)

To increase the safety awareness and enhance the safety culture at CPSL, we organised a safety week in 2015 comprising of a series of activities such as tractor driving speed checks, a safety slogan competition, an online safety quiz and safety talks. The feedback from colleagues and contractors was positive, with more than 500 people participating in the activities during the Week. Some highlights of Safety Week include:

- ✓ Behavioural Based safety Observation for Freighter Ramp Handling and Terminal ULD Transfer
- ✓ Traffic Safety (Speed Check on our Ground Support Equipment)
- ✓ On-site and Online Safety Quiz
- ✓ Safety Slogan Competition
- ✓ Safety & Health Talk by Labour Department (18 Nov 2015)



The emphasis of the Week was put on Ramp Safety and the keynote event was the Behavioural Based Safety Observation (BBSO). Alongside the Ramp Handling safety promotion, all staff were invited to participate in the online Safety Quiz and Safety Slogan Competition, and gifts were given to selected winners.

Behavioural-Based Safety Observation

At the Terminal, the forklift is one of main pieces of equipment handling the cargo in the loading and unloading areas. To reinforce our safety first culture, we organised a behavioural-based observation training for forklift drivers, contractors and supervisors. The event was very successful, with around one hundred of people participated in the training.



Occupational Health & Safety

Airport Safety Recognition Scheme 2015

The Airport Safety Recognition Scheme 2015 was organised by the Airport Authority. The aim of the Scheme is to recognise operators at Hong Kong International Airport who make a significant contribution to airport safety by achieving safety targets and delivering sustainable safety performance. For the 2015 Airport Safety Recognition Scheme, CPSL obtained the following awards:

- ✓ Best Safety Supervisor: 1
- ✓ Good Safety Suggestion: 7
- ✓ Accident Prevention Measures: 1
- ✓ Corporate Safety Performance Award: 1



AAHK Aviation Logistics Franchisees Safety Campaign

AA safety campaign targeting the aviation logistics franchisees included a series of safety competitions on safety, fire safety, workplace housekeeping and safety workshop participation. In 2015, CPSL was honoured to receive the Interim Safety Performance Award from the Airport Authority Hong Kong, recognising the CPSL team's concerted efforts to uphold our promises by further reducing our Lost Time Injury Rate (LTIR) in the first half of 2015.



People



We nurture a dynamic team.

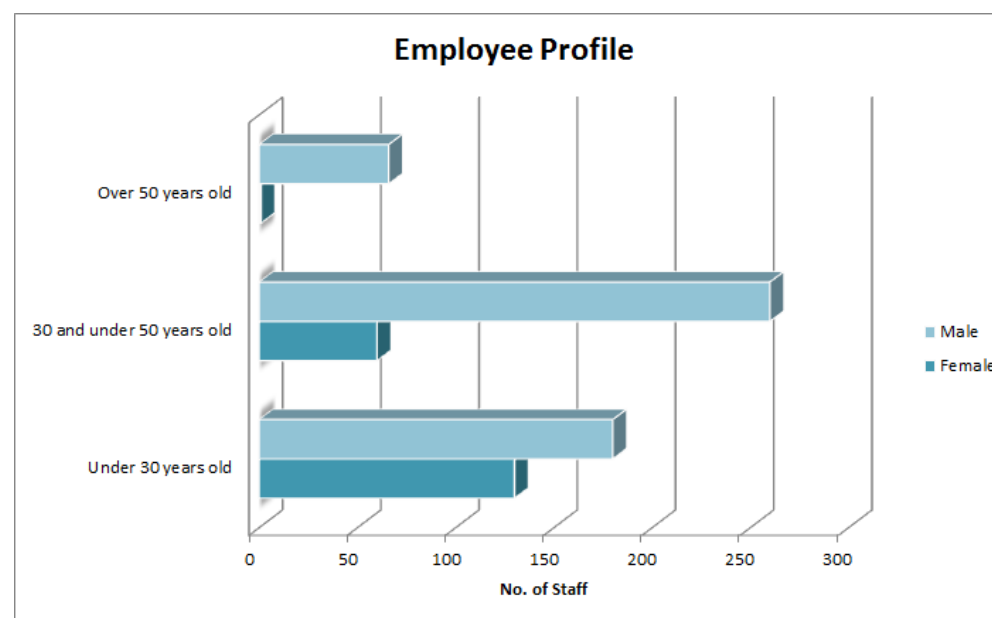


People

Our Workforce

Cathay Pacific Cargo Terminal provides 1,800 job opportunities to the industry. We join hands with different business partners to offer end-to-end solutions to our clients ranging from airlines, forwarders/truckers to walk-in customers. In addition to the contractors, Cathay Pacific Services Limited (CPSL) employed 697 direct full time employees as of 31 December 2015. 27.4% of workforce is female employees while 72.6% is male employees. 15,555 training man hours were provided in 2015. The overall employee profile is as follows:-

As of date	31-Dec-2015		
			Total
Age Group			
Under 30 years old	130	180	310
30 and under 50 years old	60	260	320
Over 50 years old	1	66	67
Grand Total	191	506	697
%	27.40%	72.60%	100.00%



People

People Development Programmes

CPSL continues to invest in people development and provide career growth opportunities to nurture the talent and ensure succession pipeline within the Company. In doing so, there are three different programmes designed to support the employee development. They are Engineering Scheme A Trainee Programme, Information Analyst Programme and Supervisor Trainee Programme.

Engineering Scheme A Trainee Programme

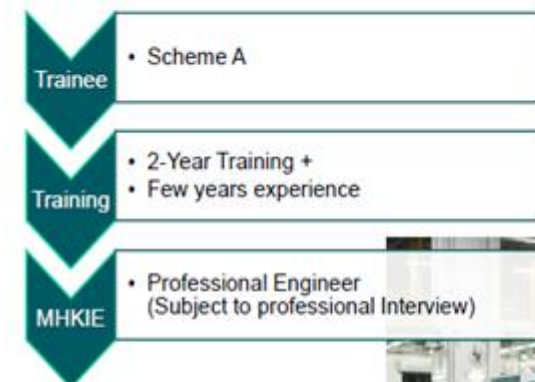
We consider that the qualities required by a Professional Engineer can best be developed and attained by graduates who have thoroughly integrated their theoretical knowledge with the practical skills required to apply that knowledge. The purpose of the Engineering Scheme "A" Trainee Programme is to provide engineering graduates with the opportunity to achieve this necessary reinforcement of theory with practice.

The overall aim of the Engineering Scheme "A" Trainee Programme is based on the need to foster the qualities required by a Professional Engineer, including:

- Technical Competence
- Managerial & Leadership Skill
- Business Communications
- Ethical & Professional matters
- Social Awareness

The aim of the programme is to ensure both career development and a depth of understanding and awareness of the practical requirements of being an Engineer at CPSL.

Engineering Trainee



HK E THE HONG KONG INSTITUTE OF ENGINEERS



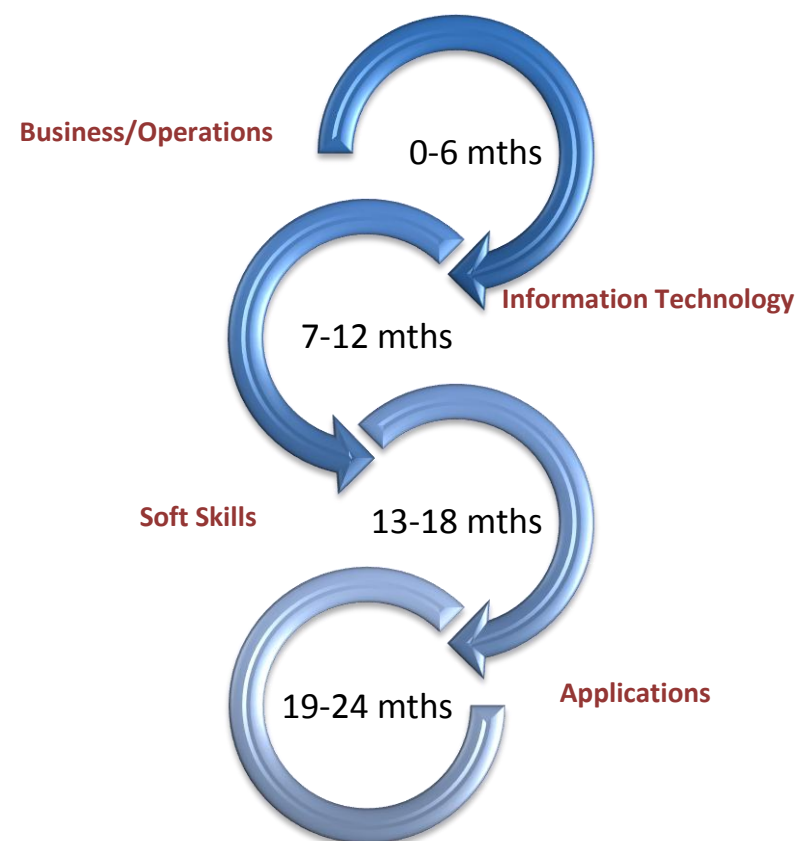
People

Information Analyst Programme

To support the most advanced warehouse operating and material handling systems, we attract and retain talented IT students. The objectives of the programme are to help our analysts perform efficiently and effectively by building their:

- Operation Knowledge and Network
- Core Application Knowledge
- Technical IT skills
- Understanding of IT Services Support and Service Delivery Processes
- Soft Skills

Over the course of two years, intensive training and exercises are provided, offering candidates the chance to work with the end users and to participate in IT projects that make a positive difference to the Company. Apart from the Basic training that will be provided in the first 6 months, each IA will join 4 sub-programs on areas relating to Business/Operations, Applications, IT and Soft Skills. Through classroom training, exercises, attachment and job assignments, we offer coaching and performance feedback throughout the Programme, to help the IAs better prepare to advance in their career.



People

Supervisor Trainee Programme

The air cargo industry is constantly changing and as such, we are looking for staff who are open-minded, energetic, flexible and interested in developing their career and staying on top of the latest cargo terminal operations and logistics solution trends. Our talent management programme was launched to provide potential candidates with opportunities and a clear path to drive their career forward and grow with the Company.

The Supervisor Trainee Programme aims at nurturing potential candidates to strengthen the junior level of supervisory function in our Operations. The Programme is open not only to external fresh graduates with Tertiary Education Qualifications, but also internal Cargo Services Officers/Senior Officers who have completed a year of service and back office staff. Selected trainees will go through structured, tailored-made and comprehensive training that lasts 12 to 24 months, subject to their work background.



People

People Engagement and Communication

CPSL focuses on how we can more effectively communicate and engage with all our people, to keep them better informed, aligned with strategic direction and more engaged. We will look after existing and new communications channels, people engagement opportunities and build an environment where our people better understand the business direction and feel more connected to the Company. In 2015, following initiatives were implemented:

- ✓ Staff Platform on Track (SPOT Mobile App)
- ✓ Google +
- ✓ E-board
- ✓ News Flash
- ✓ Town Hall Meetings
- ✓ Supervisor Focus Group
- ✓ Staff Interim Survey
- ✓ Staff Committees on roster, Food & Beverages and Consultations
- ✓ Welcome Speech by Management in orientation Programme
- ✓ Thank You Candy
- ✓ Summer Care Drinks



People

People Engagement and Communication



People

Work-Life Balance



People

Work Life Balance



Awards & Recognitions

CPSL is committed to service excellence and ensuring global standards are met in every aspect of operations. We have achieved the following awards and certifications:



Awards:

- ✓ 2015 Hong Kong Awards for Environmental Excellence - Transport and Logistics - Certificate of Merit
- ✓ CILT Award 2015 - Enterprise Award



Certifications:

- ✓ Cargo 2000 Quality Management System (C2K)
- ✓ European Union Third Country Regulated Agent (RA3)
- ✓ ISO 20000 Information Technology Service Management System
- ✓ ISO 28000 Supply Chain Security Management System
- ✓ Transported Asset Protection Association (TAPA) Class A Certification
- ✓ IATA Safety Audit for Ground Operations Program (ISAGO)
- ✓ World Health Organization Good Distribution Practices (GDP)



Performance Indicators

Table 1: Social Performance

		2014			2015		
	Unit	Male	Female	Total	Male	Female	Total
Workforce							
Permanent employees - Full time		478	187	665	487	184	671
Permanent employees - Part time		4	4	8	2	1	3
Total permanent employees	Number	482	191	673	489	185	674
Fixed term and temporary contract employees		17	5	22	17	6	23
Total employees	Number	499	196	695	506	191	697
Supervised workers		1395	592	1987	976	401	1377
Total workforce	Number	1894	788	2682	1482	592	2074
				No. of Permanent employees as at 31 Dec 2014	No. of Permanent employees as at 31 Dec 2015		
By age group							
- under 30 years old				315			303
- 30 to 50 years old				317			318
- Over 50 years old				41			53
Total	Number			673			674
By gender							
- Male staff				482			489
- Female staff				191			185
Total	Number			673			674

Performance Indicators

Table 1: Social Performance (cont'd)

	Unit	2014	2015
Training and Education			
Executive			
- Top / Senior Management		330	115
- Middle / Junior management & supervisory		3,203	3,420
Non-executive			
- Customer Facing Staff		17,566	11,599
- Non-customer facing operational / technical		-	-
- Others		195	421
Total	No. of Hours	21,294	15,555
Occupational Health & Safety			
Total Hours Worked Own Staff	No. of Hours	1,530,613	1,724,136
Lost Days Nos due to Injuries	Days	366	22
Lost Time Injury	Numbers	4	5
Lost Time Injury Rate	Numbers	0.52	0.58
Lost Day Rate	Numbers	47.82	2.55
Total fatalities contractors Nos	Numbers	-	-
Total fatalities own staff Nos	Numbers	-	-

Table 2: Environmental Performance

	Unit	2014	2015
Electricity	kWH	37,795,350	36,928,460
	kWH / tonne	25.34	21.90
Towngas	MJ	2,581,056	3,277,277
Gasoline	Litres	23,432	35,039
Diesel	Litres	147,225	468,964
Water	m ³	68,666	66,326
Paper Product	kg	33,026	47,315
Plastic Recycle	kg	420,698	616,052
Paper Recycle	kg	33,047	49,960
Waste Food Recycle	kg	6,583	2,344
Metal Recycle	kg	164	244
Waste - Commercial	kg	139,428	138,834

Appendixes


CATHAY PACIFIC SERVICES LTD
 國泰航空服務有限公司

SUSTAINABLE DEVELOPMENT POLICY ISSUED ON 1 MAY 2015

SUSTAINABLE DEVELOPMENT POLICY

Cathay Pacific Services Ltd (CPSL) is committed to embed sustainable development principles into all aspects of our activities. In practice, CPSL would take account of environmental, social and economic considerations when making business decisions. Whenever we do business, we will strive to:

- Put safety first and provide a safe, secure and healthy working and operational environment for our staff, customers and other stakeholders;
- Promote sustainable development with the others in the industry we operate;
- Take all reasonable steps to ensure that the impact of our operations on the environment is identified and appropriately managed;
- Be an employer of choice by respecting our staff and providing an environment in which they can realise their potential;
- Endeavour to ensure that our suppliers protect and respect the welfare of workers;
- Promote good relationships with the community of which we serve;
- Ensure that we meet or exceed all regulatory requirements, including social and environmental requirements, in the jurisdictions in which we do business.


Kelvin Ko
 Chief Executive Officer
 1 May 2015

Sustainable Development Policy – Rev 1 (1 May 2015)_ENG



CATHAY PACIFIC SERVICES LTD
 國泰航空服務有限公司

ENVIRONMENTAL POLICY ISSUED ON 1 DECEMBER 2014

ENVIRONMENTAL POLICY

Cathay Pacific Services Ltd (CPSL) takes its environmental responsibilities seriously. All the Company's decisions, actions and day-to-day operations are undertaken with the environment in mind. Specifically, CPSL is committed to the following:

- Compliance with applicable environmental legislations, regulations and other requirements;
- Effective environmental management throughout all business practices to ensure that all activities and services that have the potential to significantly impact the environment are identified and controlled appropriately;
- Implementation of specific measures to prevent pollution, minimise the consumption of energy and natural resources and reduce waste through 'replace, reduce, reuse and recycle' initiatives;
- Incorporation of environmental considerations into the purchasing process, and the promotion of environmental management and improved environmental performance throughout the supply chain;
- Setting the performance targets and objectives for pollution prevention, environmental compliance and continual improvement to the Environmental Management Plan;
- Provision of training & implementation of relevant procedures and practices to achieve the performance targets and objectives;
- Establishment of metrics for measuring the effectiveness of the Environmental Management Plan in meeting targets and objectives;
- Close liaison and communication with all stakeholders, including suppliers, customers and local communities, to ensure the needs of external parties are considered in our environmental commitments;
- Environmental Management Plan will be reviewed by senior management regularly to ensure ongoing effectiveness.


Kelvin Ko
 Chief Executive Officer
 1 December 2014

SQD/SQS/Environmental Policy – Rev 2 (01 DEC 2014)_ENG


Contact Us

Thank you for reading this report.

Feedback

We welcome your views and feedbacks on CPSL's sustainability performance.

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