



Hong Kong Airport Services Ltd
香港機場地勤服務有限公司



2022

Sustainable Development Highlights

可持續發展亮點

About HAS 關於香港機場地勤服務

Established in 1995, Hong Kong Airport Services Limited (“HAS”) is a wholly-owned subsidiary of Cathay Pacific Airways Limited (“Cathay”). HAS provides comprehensive passenger services and ramp and cargo solutions to airlines at Hong Kong International Airport (“HKIA”), from check-in to baggage handling, cargo and baggage loading and unloading, flight dispatch, aircraft load control, and crew transportation. In 2022, HAS served 24 airlines at HKIA with a fleet of 2,800 Ground Support Equipment (“GSE”) and vehicles, and over 1,500 employees.

香港機場地勤服務有限公司（「香港機場地勤服務」或「公司」）成立於1995年，為國泰航空公司（「國泰」）的全資附屬公司。香港機場地勤服務為香港國際機場的航空公司提供全面的旅客接待服務和停機坪及貨運服務，包括辦理登機手續和行李服務、裝貨及卸載、停機坪服務、航機平衡調控及機組人員接送。在2022年，香港機場地勤服務為香港國際機場的24家航空公司提供服務，擁有共2,800部地勤支援設備及車輛，以及超過1,500名員工。



About this Report 關於本報告

HAS is delighted to publish the Sustainable Development Highlights 2022 (“the report”) to disclose our sustainability performance, engage with our stakeholders on sustainability topics that are material to our business, and identify challenges and opportunities for improvement in sustainability management. Unless otherwise specified, the report covers HAS’ information for the year between 1 January and 31 December 2022.

香港機場地勤服務欣然發佈《可持續發展亮點2022》（「本報告」），以披露公司的可持續發展表現，積極與持份者就重要議題作出溝通，並討論公司在可持續發展上面臨的挑戰和機遇。除非另有說明，本報告的內容涵蓋香港機場地勤服務在2022年1月1日至12月31日期間的資料。

Messages from the CEO and COO 行政總裁及常務總裁序言



Agatha LEE 李載欣
Chief Executive Officer 行政總裁

We are thrilled to present the HAS Sustainable Development Highlights 2022, showcasing our commitment to sustainability and our progress. In this reporting year, we are proud to have received the Certificate of Merit in the Hong Kong Awards for Environmental Excellence (HKAEE) 2021 – Transport and Logistics Sector, highlighting our dedication to sustainability. While the aviation industry started recovering in the second half of 2022, we will keep reducing our environmental impact for a sustainable future and uphold our vision to become the most customer-centric ground handling partner in Hong Kong.

我在此欣然呈上香港機場地勤服務《可持續發展亮點2022》，以展示我們對可持續發展的承諾和工作進展。在本報告年度，我們很榮幸獲得2021香港環境卓越大獎（交通及物流業）優異獎，突顯了我們推動可持續發展的決心。隨著航空業於2022年下半年開始復蘇，我們將繼續減少營運對環境的影響以創造可持續的未來，並堅持我們的願景——成為以客為本的最佳香港地勤服務代理商。



At HAS, our people are our most valuable resource and their contributions form the foundation of our journey towards sustainability. We are committed to minimising our environmental impact, particularly decarbonising our fleet and transitioning to low-carbon transportation. While we have made progress, we will continue building on it to reach our sustainability targets. Let's work towards a brighter and more sustainable future together.

香港機場地勤服務將員工視為寶貴的資源，我們一起盡力減少營運中對環境造成的影響，特別是減少車隊碳排放並逐步過渡至低碳運輸。我們並將繼續在此基礎上實現我們的可持續發展目標。我們一同努力，邁向更光明、更可持續的未來。



Cheuk LO 羅卓明
Chief Operating Officer 常務總裁

Our People 我們的同事

Investing in human capital is essential to our success. As a responsible employer, we strive to attract, nurture, and retain top talent. To achieve this, we have strengthened our talent development architecture with a series of new training workshops that equip our employees with essential skills to succeed in their current and future roles. These workshops cover a range of topics, including Basic Supervisory Training, Design Thinking, Change Awareness, and Appraisal Skill Workshops.

投資在人力資源對我們的成功至關重要。作為負責任的僱主，我們盡力吸引、培育和留住頂尖人才。為了實現此目標，我們新增設一系列的培訓工作坊以加強人才發展，使我們的員工具備能勝任現時和未來的崗位所需的技能。這些培訓工作坊涵蓋多元化的主題，包括基礎管理技巧、設計思維、應對改變以及評估技巧工作坊等。



In addition to fostering the development of technical knowledge and skills, we create a workplace environment that enables our employees to realise their full potential. To recognise employees' contributions to our success, we have implemented the "Star of the Month" programme, which acknowledges outstanding performance for customer service.

除了促進技術知識和技能的發展外，我們還創造一個使員工能夠充分發揮潛能的工作環境。為表彰同事對公司作出的貢獻，我們實施了「每月之星」計劃，以表揚同事在卓越客戶服務等範疇的傑出表現。

We strive to foster a working environment that prioritises wellness, diversity and inclusion so that everyone has the opportunity to flourish. To this end, we have organised several health talks that highlight the importance of both physical and mental well-being for our employees. Additionally, we recognise the significance of accommodating employees from diverse ethnic backgrounds. As such, we have been preparing for recruitment events specifically tailored to ethnic minorities, and developed recruitment and induction training materials in Chinese and English to support employees from various ethnic backgrounds.

我們致力營造一個促進健康、多元和包容的工作環境，讓每位員工得以茁壯發展。為此，我們舉辦了多次健康講座，強調身心健康對員工的重要性。此外，我們深明接納來自不同種族背景員工的重要性。因此，我們正在預備專門為少數族裔求職者而設的招聘活動，並準備中英雙語招聘和入職培訓材料，以支援來自不同種族背景的員工。

Performance in 2022 2022年績效亮點



Total employee number
員工總數



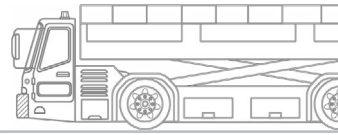
1,577

Total Training Hours
總培訓時數



116,979 hours
小時





We prioritise the well-being of our people and we believe it mutually benefits our people and the company by creating a positive and productive work environment. We take proactive measures to address the needs of all our employees, with particular attention to the ramp workers who are often exposed to extreme weather conditions.

During the summer months, we distributed iced water and herbal tea to our employees to remind them to stay hydrated and cool while working. We also distributed hand warmers and fresh fruits in December to keep our employees warm and healthy. By providing these simple yet necessary items, we would like to appreciate our people's hard work and show them that we value their health and comfort.

同事的福祉一直是我們的首要考慮。我們相信同事的身心安康有助於創造一個積極且有生產力的工作環境，達至同事和公司的雙贏。我們積極採取不同措施來滿足所有員工的需要，尤其是經常暴露在極端天氣環境下工作的停機坪同事。

在夏季，我們向員工派發冰凍飲用水和涼茶，提醒他們在工作時補充水分和慎防中暑。而在12月的寒冬，我們則派發了暖包和新鲜水果，讓員工保持溫暖和健康的體魄。透過提供這些簡單但切合員工需要的物品，我們希望表達對同事們辛勤工作的謝意，以及對他們身心安泰的重視。



Iced water distribution 派發冰凍飲用水

Herbal tea distribution 派發涼茶



Hand warmer pack distribution 派發暖包



Fruit distribution 派發水果

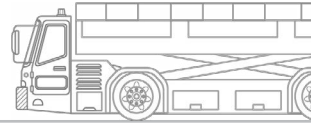
Community 社區

Being recognised as a “15 years+ Caring Company” reflects our commitment to caring for the community, which is one of our core values. In 2022, we demonstrated our commitment to the community by donating 5,500 rapid antigen test kits for COVID-19 to The Neighbourhood Advice-Action Council (Tung Chung Integrated Service Centre) and the Hong Kong Salvation Army, with the aim of supporting the underprivileged community.

作為獲頒「15年Plus商界展關懷」標誌的公司，關懷社區是我們的承諾，亦是我們的核心價值之一。在2022年，我們向鄰舍輔導會（東涌綜合服務中心）及香港救世軍捐贈了 5,500 件新冠病毒快速抗原測試劑盒，展現我們對回饋社區的承諾及對弱勢社群的支持。

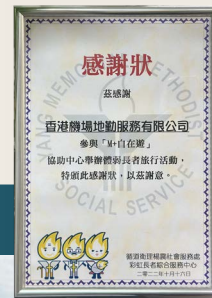
CASE STUDY 案例研究

Sharing Love with the Elderly 關愛長者



Established in 2004, the HAS Dynamic Volunteering Team consists of a group of dedicated employees who are committed to making a positive difference in the lives of others. In October 2022, the Team brought a group of elderly people to visit the M+ Museum. By visiting the museum together with the elderly, our volunteers were able to bring happiness to their lives. Additionally, this activity promotes social inclusion and highlights the importance of caring for the elderly. We will continue to support and encourage such initiatives to promote social responsibility and community engagement.

HAS緣動力義工隊成立於2004年，由一群有志於為他人帶來正面影響的員工組成。在2022年10月，義工隊帶領了一群長者參觀M+博物館。透過與長者一同參觀博物館，義工們為他們的生活帶來了歡笑。此外，這次活動有助長者融入社區，並強調了關懷長者的重要性。我們將繼續支持和鼓勵此類義工活動，以推動社會責任和社區參與。



Health and Safety 健康與安全

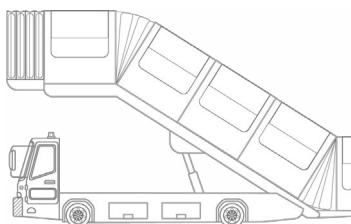
Ensuring occupational health and safety is important to us, and we are dedicated to providing a safe operational and working environment. We hold our business partners, suppliers, and contractors to the same high safety standards and encourage them to share our primary safety goal of achieving zero accidents or injuries.

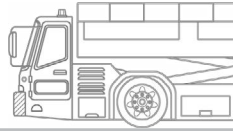
對我們而言，確保職業健康和 safety 至關重要。因此，我們致力提供安全的營運和工作環境。我們亦要求業務合作夥伴、供應商和承辦商同樣遵守高水平的安全標準，並參照我們「零事故、零傷害」的安全目標。



Our commitment and contribution to safety has been recognised through several recognitions in 2022. We are proud to have received the 2021/22 Airport Safety Recognition Scheme - HKIA Safety Excellence Award - Silver Award and the JAL Ramp Incident Free Commendation Certificate for the 14th consecutive year, which highlighted our commitment to safety excellence in the aviation industry.

我們在安全方面的承諾和貢獻獲得多項認可。在 2022 年，我們很榮幸在「機場安全嘉許計劃 2021/22」中獲頒發「香港國際機場安全卓越大獎」銀獎，以及連續第 14 年榮獲日本航空「停機坪零事故」嘉許狀，突顯了我們一直以來對航空業卓越安全表現的承諾。





As part of our commitment to making safety a top priority, we launched the Safety Ambassador programme in 2022. The program empowers a selected group of safety ambassadors from various departments to enhance workplace health and safety. To ensure the ambassadors are well-equipped with the necessary knowledge and skills, we provided them with a series of training sessions, visits, and activities.

In addition, we implemented several other noteworthy initiatives in 2022. The “You See, You Act” Safety Hazard Hunt was launched to promote a hazard-reporting culture, encouraging employees to report any potential safety hazards. We also launched the VeSafe Campaign (Vehicle Safety Campaign), which aims to enhance driving safety by providing an online safety quiz, behaviour check, workshop, and roadshow. Furthermore, we continued our the Weekly Management Walk programme, which involves regular walks throughout the workplace to identify potential safety risks and address them effectively.

作為我們將安全視作首要考慮的一部分，我們在 2022 年開展了安全大使計劃。該計劃讓來自各部門的安全大使們協助提升工作場所的健康與安全。為了確保大使們具備必要的安全知識和技能，我們為他們提供了一系列的培訓、參觀和活動。

此外，我們在 2022 年還實施了其他數項重點舉措。「見隱患、即處理」危害搜索有獎遊戲旨在推廣安全危害匯報文化，鼓勵員工報告任何潛在的安全隱患。我們亦推出了 VeSafe 安全駕駛活動，透過問答比賽、行為視察、講座和路演來提高駕駛安全。此外，我們持續進行管理團隊每週安全巡查，在工作場所定期巡視以識別並解決潛在的安全風險。

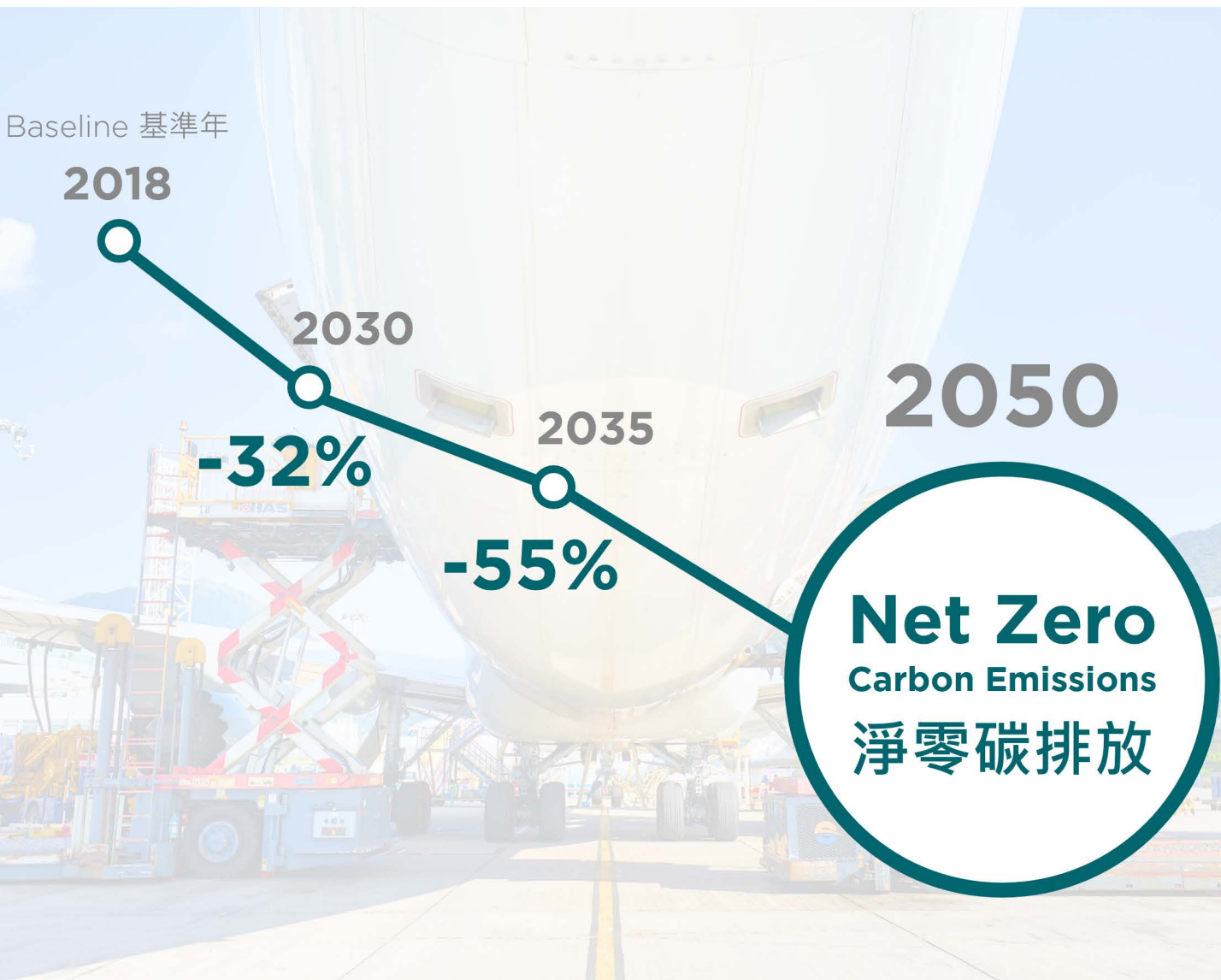


Carbon Reduction 減少碳排放

As a part of the aviation logistics industry, we understand that low-carbon transport is a crucial measure in combatting climate change. We are committed to reducing carbon emissions from our operations and have taken the pledge to support the Hong Kong International Airport 2050 Net Zero Carbon Pledge. Our pledge includes peaking our carbon consumption in 2024 and progressively reducing our emissions from 2028, to achieve a 55% absolute emission reduction by 2035 (with 2018 as the baseline year), and eventually net zero in 2050.

作為航空物流業的一份子，我們深明低碳運輸是應對氣候變化的一個關鍵。我們致力減低營運所致的碳排放，並已簽署香港國際機場2050年淨零碳排放承諾。我們承諾在2024年達到碳排放峰值，並於2028年起逐步減少排放，到2035年減少實際排放量55%（以2018年作基準），最終在2050年達至淨零碳排放。

Carbon Reduction Targets 減碳目標



To meet these targets, we are actively implementing measures to reduce our carbon footprint according to our carbon reduction roadmap. One key initiative is the gradual replacement of our ground support equipment and vehicles to improve fuel efficiency. We are also exploring cleaner energy options as a means to decarbonise our operations, such as the use of electric vehicles. By taking these steps, we aim to bridge the gap between our targets and our current performance and move closer to achieving our ambitious decarbonisation goals.

為了實現這些目標，我們正根據減碳路線圖積極落實減少碳足跡的措施。其中一項重要舉措是逐步更換我們的地勤支援設備及車輛，以提高車隊的燃料效益。我們亦正在探索較潔淨的燃料方案，例如採用電動車，以助我們在營運中減碳。透過採取這些措施，我們希望拉近現時的碳排放表現與目標的差距，向我們進取的減碳目標邁進。

Performance in 2022 2022 年績效亮點



Carbon Emissions 碳排放量

4,974 tonnes CO₂e
噸二氧化碳當量

3% lower than 2021
比 2021 年減少 3%



87% Fuel Consumption by Fleet
車隊燃料消耗

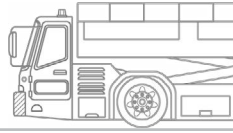


10% Electricity
電力



3% Refrigerant
製冷劑





As a company with a large fleet, fuel consumption is responsible for the majority of our greenhouse gas emissions, accounting for 87% of our total emissions in 2022. We are committed to actively monitoring and reviewing our fuel usage and taking steps to decarbonise our fleet.

To achieve this goal, we have developed a long-term fleet electrification plan, to electrify most vehicles and ground support equipment (GSE) as soon as possible. By the end of 2023, we aim to replace all private vehicles that go to the airside with electric ones and phase out 95 pieces of diesel-powered equipment, including conveyor belts, low deck loaders, and passenger steps.

作為一家擁有龐大車隊的公司，燃料消耗是我們的主要溫室氣體排放來源，佔2022年總排放量的87%。因此，我們密切監察和檢視燃料使用情況，並採取措施減少我們的車隊碳排放。

為了實現這個目標，我們制定了長期的車隊電動化計劃，將大部分地勤支援設備及車輛盡快電動化。到2023年底，我們的目標是將所有在機場禁區行走的私家車更換為電動車，並淘汰95台柴油設備，包括輸送帶、下艙裝載機和登機梯車。

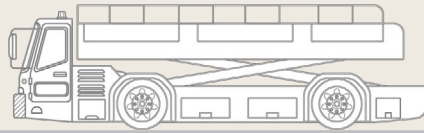


This initiative is expected to save almost **2,000 tonnes** of carbon emissions annually



這項計劃預計
每年可以減省
近**2,000噸**碳排放



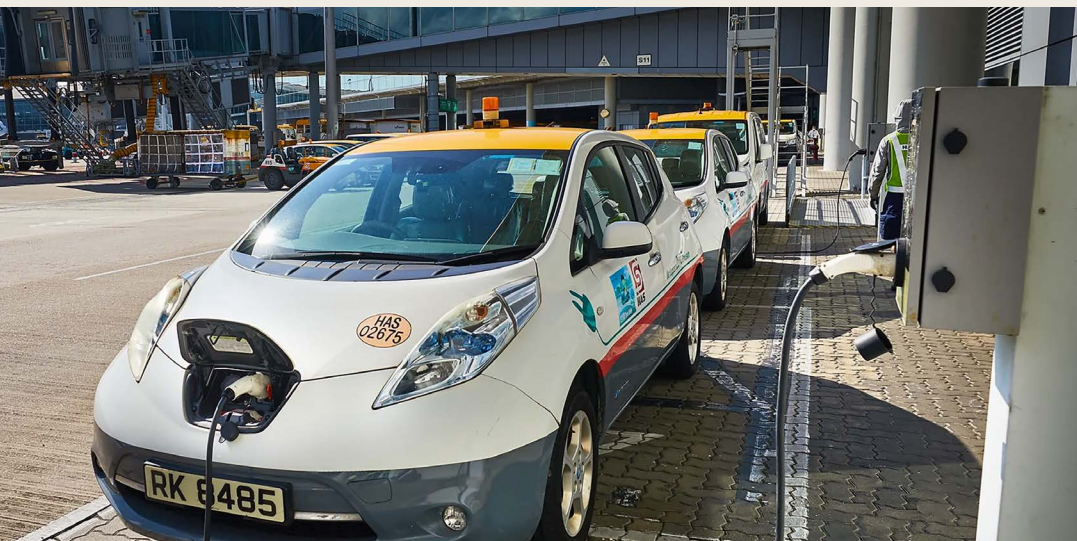


For equipment without an electric option available in the market yet, we actively review options every quarter and try to use the most fuel-efficient routing possible to minimise fuel use. We recognise that the transition to electric vehicles and equipment will take time, but we are committed to making progress towards our goal.

In the future, we will continue to decarbonise our fleet by implementing the GSE and Vehicle Replacement Programme, which will modernise our fleet with more fuel-efficient or electric vehicles. We are dedicated to reducing our carbon footprint and are proud to be taking steps towards a more sustainable future.

對於市場上尚未提供電動選項的設備，我們每季均會積極檢視不同方案，並盡可能使用最省油的路線，以盡量減少燃料使用。我們深知過渡至電動化車輛和設備需時，但我們會致力取得進展並持續向減碳目標邁進。

未來，我們將繼續透過實施地勤支援設備和車輛更換計劃，使車隊配備更現代化、更節省燃油的車輛或電動車，從而逐步減少來自車隊的碳排放。我們會持續不懈地減少碳足跡，並為能夠對實現更可持續的未來作出貢獻引以自豪。



Waste and Resources Management 廢物及資源管理

We are committed to reducing our environmental impact by minimising waste generation in procurement and operational planning and promoting waste reduction through reuse and recycling. We have set up recycling bins in our offices and require proper handling of waste and recycling materials by vendors. In addition, we require our canteen vendors to provide food recycling facilities for us. We will continue to enhance stakeholder awareness of waste management and improve our waste reduction efforts.

我們致力透過採購和營運規劃減少廢物的產生，亦鼓勵資源重用和回收，從而減少對環境的影響。我們在辦公室設置了回收箱，並要求相關清潔服務供應商妥善處理廢物和回收物。此外，我們要求員工餐廳承辦商為員工提供廚餘回收設施。我們將持續提高相關持分者對廢物管理的意識，進一步加強在減廢方面的工作。

Performance in 2022 2022 年績效亮點



Waste Diverted 避免堆填廢物

34.5 tonnes
噸



29% higher than 2021
比 2021 年上升 29%

97%



Paper
紙張

2%



Plastic
塑膠

1%



Metal
金屬



The aviation industry has extensively used single-use plastics (SUP), particularly during the COVID-19 pandemic. To achieve our goal of reducing SUP usage by 50% from our 2018 baseline by the end of 2022, we have proactively sought alternatives to substitute and eliminate SUP from our operations. For instance, we have actively collected unwanted plastic bags for internal reuse to avoid procuring new ones.

航空業一直廣泛使用一次性塑膠製品，尤其是在新冠疫情期間。我們的目標是在 2022 年底，將以 2018 年為基準的一次性塑膠用量減少 50%。為了實現此目標，我們積極尋找替代方案，以取代和減少我們業務中使用的一次性塑膠。例如，我們主動收集不需要的膠袋並進行內部重用，以避免購買新的膠袋。

**We surpassed our 50% reduction target
by eliminating 72% of SUP
compared to the 2018 baseline.**

我們達成了減少使用 50% 一次性塑膠的目標。

與 2018 年相比，我們減少了 **72%** 的一次性塑膠用量。

Feature Story
專題故事

Winning HKAEE Certificate of Merit
榮獲香港環境卓越大獎優異獎



我們很榮幸獲頒 2021 香港環境卓越大獎（交通及物流業）優異獎。為減少交通及物流業對環境造成的影響，我們致力於逐步轉向低碳運輸。同時，我們持續管理和檢視資源利用及廢物處理，以盡力減低業務對環境帶來的影響。

We are proud to be awarded the Certificate of Merit in the Hong Kong Awards for Environmental Excellence (HKAEE) 2021 - Transport and Logistics Sector. We strive to reduce the environmental impacts caused by the transport and logistics industry by gradually switching to low-emission transport. Meanwhile, we continue to manage and review resource utilisation and waste disposal to minimise the impact of our operations on the environment.





Hong Kong Airport Services Ltd
香港機場地勤服務有限公司

Feedback and Contact

We welcome feedback and suggestions.
If you have any comments on
the report, please contact:

Address

4/F, Cathay House,
11 Tung Fai Road,
Hong Kong International Airport, Lantau,
Hong Kong, China

Telephone

(852) 2928 0100 (General)
(852) 2928 0770 (Recruitment)

Fax

(852) 2928 0141 (General)
(852) 2928 3170 (Recruitment)

Website

www.has.com.hk

Email

hascom@has.com.hk (Business Enquiry)
recruitment@has.com.hk (Recruitment)

意見及聯絡方式

我們歡迎各界提出意見及建議。
閣下如對本報告有任何意見，
請以下列方式聯絡：

地址

香港特別行政區
香港國際機場
東輝路11號
國泰坊4樓

電話

總機 (852) 2928 0100
招聘 (852) 2928 0770

傳真

總機 (852) 2928 0141
招聘 (852) 2928 3170

網址

www.has.com.hk

電郵

商務 hascom@has.com.hk
招聘 recruitment@has.com.hk

