



# ABOUT THIS REPORT

The theme of our 2014 Sustainable Development Report is “Broadening Horizon”, HAS continues to explore new insights to achieve our initiatives in environmental protection, occupational health & safety, and social care. Our partnership with various companies & parties has provided us with a different and broader angle in shaping our sustainable development strategies. All these motivate us to move further and reach our business goals.

We have been reporting on our sustainability performance since 2007. This is our eighth Sustainable Development Report. This report provides our stakeholders with an overall summary on our performances in the areas covering Environment, Occupational Health & Safety, Our People, Business Partners and Community in 2014. The report also describes the vision and values we uphold which set us towards a more sustainable future.

## **Scope of the report**

The report covers all correlative material from Hong Kong Airport Services Limited in the 2014 calendar year. This report covers our owned or operated businesses and does not address the performance of our suppliers, contractors or partners, as well as all financial information, unless otherwise noted.

## **Global Reporting Initiative**

This report is prepared in accordance with the GRI G3.1 Sustainability Reporting Guideline. A GRI G3.1 Content Index details the extent to which each of the Guideline requirements have been covered in the report. This report covers 24 GRI performance indicators and has been set at Application Level B, according to the criteria described in the G3.1 Model. No external assurance was pursued for this reporting period.

The Sustainable Development Report 2014 and reports of previous years can be found on

[www.has.com.hk](http://www.has.com.hk)

# TABLE OF CONTENTS

Managing Director's Message	.....	<b>1</b>
Our Business	.....	<b>2</b>
Overview of 2014	.....	<b>3</b>
Sustainability Management	.....	<b>5</b>
Risk Management, Corporate Governance	.....	<b>5</b>
Stakeholder Engagement	.....	<b>6</b>
Environment	.....	<b>7</b>
Occupational Health & Safety	.....	<b>12</b>
Our People	.....	<b>16</b>
Business Partners	.....	<b>21</b>
Community	.....	<b>25</b>
Sustainability Performance Indicators	.....	<b>29</b>
GRI Content Index	.....	<b>31</b>

# MANAGING DIRECTOR'S MESSAGE

**We have a clear and compelling vision for our company: to excel as a regional full service ground handling agent in sustainable solutions. We have been putting safety, environment, our people and other stakeholders into our long-term business strategy.**

Air traffic at the Hong Kong International Airport (HKIA) has grown fast in the Year of 2014. The cargo and passenger throughput had achieved new records, and the demand on quality ground handling services has significantly increased. Being one of the major ground handling agents at the airport, we continue to strengthen ourselves in various ways in order to meet with the dynamic and competitive environment. The cutover of the new Passenger Services Customer Management (CM) System of our 2 biggest customers, Cathay Pacific Airways & Dragonair, in October 2014 was smooth and we also succeeded in recertification of ISAGO in November 2014. It is pleased to see the encouraging developments and achievements of HAS in the Year of 2014.

At HAS, we value our employees as the important asset of the Company. Their concerns and needs are vital in shaping a sustainable strategy on people development. More channels have been set up to foster a mutual communication with our employees, including the setup of Staff Coordination Team and the development of internal mobile apps "HAPPS".

In operating our business, safety is always our first priority. Our safety performance achieved an encouraging record in Year 2014, with a cumulative reduction of 47% in Lost Time Injury (LTI) Rate since 2010. We have worked closely with our stakeholders including the Airport Authority, business partners, and customer airlines to raise airport safety and security performance through various campaigns and programmes.

HAS continues its pledge to be responsible to our environment and minimize the operational effects from our business. As a member of Swire Group and Cathay Pacific Group, we support the group plan to achieve carbon neutral by reducing carbon emissions. Starting from 2011, we have replaced over 300 aged Ground Support Equipment (GSE) & Vehicles in our fleet into energy efficient ones. In 2014, electric loaders were also introduced to reduce emissions. Reducing carbon emissions is our long-term target and we believe we are moving in the right direction.

This is our 8th Sustainable Development Report introducing our sustainability effort in 2014. As always, we value your comments on how we could continue to improve on our reporting and performances.



**Raymond So**  
Managing Director

## Our Business

# OUR BUSINESS



Hong Kong Airport Services Ltd. (HAS) was found in 1995 with over 3,400 employees and a fleet of over 3,100 Ground Support Equipment (GSE) and vehicles. HAS integrated with Hong Kong International Airport Services Limited (HIAS) on 1 November 2008 and has become one of the largest one-stop ground handling services providers in Asia.

HAS provides passenger handling, ramp handling & cargo services. Our business covered over 50% and 24% market share respectively in ramp handling and passenger handling services at Hong Kong International Airport with a total of 23 airlines in 2014, including Cathay Pacific (CX), Dragonair (KA) and Air Hong Kong (LD).

There are 4 major areas; with two office premises in Dragonair House, one office t Cathay City, four offices within the Passenger Terminal Building and three premises at the Cathay Pacific Cargo Terminal (CPCT), to flexibly arrange immediate ground handling services to our airline customers.

HAS established a joint venture company "Shanghai International Airport Services Company Limited" (SIAS) with Shanghai International Airport Company Limited, Air China Limited and Shanghai Airport Authority in March 2012. SIAS provides ground handling services for both international and regional and domestic customer airlines at Shanghai Pudong International Airport and Shanghai Hongqiao International Airport.

Overview of  
2014

# OVERVIEW OF 2014



In 2014, HAS continued to commit in bringing sustainability into our business.

We devised short and medium term company improvement plans which cover work safety, service delivery, corporate branding & culture, staff communication & engagement and lean work processes.

This year more new elements have been introduced into our sustainability strategy and we wish to put them forward in our future plans.

## Overview of 2014

### **ENVIRONMENT**

HAS continued to minimize our influences towards the environment and the community by minimising carbon emissions.

Replacement programme of aged Ground Support Equipment (GSE) & vehicles continued in 2014 to achieve our reduction targets.

Our staff were also encouraged to share the green messages and adopt green living attitudes via environmental events and education.

### **OCCUPATIONAL HEALTH & SAFETY**

"Putting Safety First" is always the No. 1 goal of HAS. We encourage our staff to share their ideas on safety improvement to reduce the chance of injury occurrence.

Joint inspections were carried out with both internal and external parties to enhance safety performances.

HAS was succeeded in achieving ISAGO re-certification in November 2014.

### **OUR PEOPLE**

To cater for the implementation of new system of airline customers and ISAGO requirements, series of trainings and workshops was arranged to ensure adequate support was provided to our staff.

We have set up more channels to make internal communication easier. A mobile apps named "HAPPS" was developed which provides a quick and user-friendly channel in conveying Company updates to staff.

### **BUSINESS PARTNERS**

We continued to maintain good relationship with our business partners and provide professional & quality services to our customer airlines.

Supply Chain Management was another major focus this year. A closer link was set up with Swire Group companies to better manage supply chains.

### **COMMUNITY**

HAS continued to participate services to show our caring to the needy. Elderly, children and youth and under privileged groups remain to be our focus.

## Sustainability Management

# SUSTAINABILITY MANAGEMENT

Our Sustainable Development Committee reviews the effectiveness of the sustainability management strategy and strives for continuous improvements through data analysis, objectives and targets set-up, regular committee meetings and audits. Sub-committees are formed and serve as the platform for our stakeholders and employees to communicate in 5 main areas,

- Environment
- Occupational Health & Safety
- Employees
- Business Partners
- Community

We also adopted the SD policy developed by Swire Pacific and further develop our own policies and code of conducts in these 5 areas. We seek business growth while not compromising the environment, employees' wellbeing and community.

### **Risk Management**

HAS possesses a structured process to identify the risks associated with identified hazards and to determine how they are managed and mitigated. As a wholly-owned subsidiary of Cathay Pacific, we follow the risk management framework set by Cathay Pacific; and we adopt the risk management processes as described in the Corporate Risk Manual of the Group which includes the criteria for evaluating risks and the tolerable level that the organization is willing to accept together with the mitigating factors.

### **Corporate Governance**

HAS clearly delineates the responsibilities and accountability of the Board of Directors. The governance is executed through the Management Committee, which comprises of the Managing Director as a standing member and Board members appointed by Cathay Pacific Airways.

The role of the Managing Director is to report the Company performance at regular intervals. The Board members are responsible for following a set of principles that address conflicts of interest, confidentiality, remuneration, and compliance with laws, rules and regulations.



# Sustainability Management

## Approach To Stakeholder Engagement

Views from stakeholders are vital during the development of our business and long-term sustainability strategies. We systematically engage our key stakeholders via surveys and discussion groups to collect their views regularly.

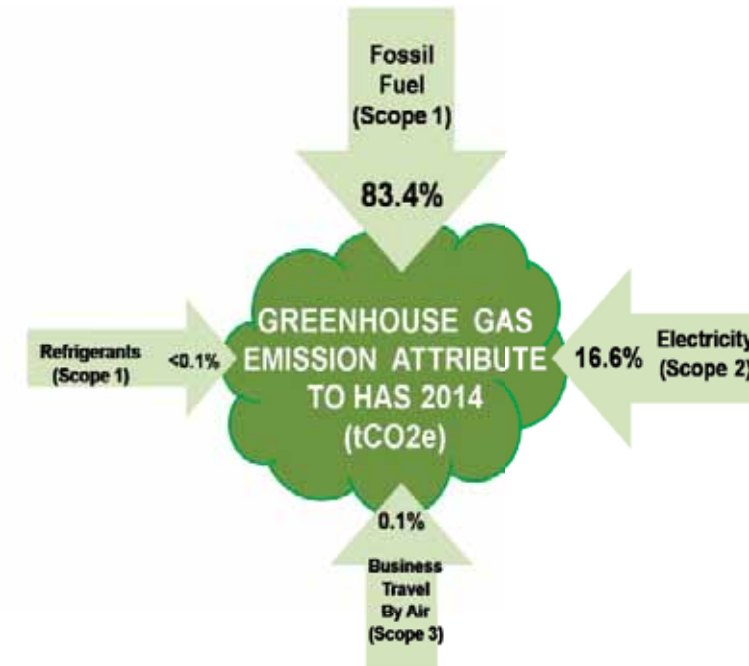
The latest Stakeholder Engagement Survey was conducted in 2014. In the survey, we collected feedbacks and opinions from our management staff on the degree of impacts from our stakeholders and their attitudes towards our Company. Apart from the survey which would be carried out regularly, we also engaged our stakeholders via different channels.

Stakeholder Group	Engagement Channel
<b>Customers</b>	<ul style="list-style-type: none"> <li>Participate in airlines performance campaigns</li> <li>Conduct customer satisfaction questionnaires</li> <li>Attend regular liaising meetings</li> <li>Organise joint-company site visits</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Deliver training &amp; development programmes</li> <li>Organise regular performance reviews, Joint Advisory Committee meetings</li> <li>Issue Company Internal newsletters</li> <li>Launch internal mobile apps "HAPPS"</li> <li>Offer Role Model Awards</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>Conduct regular supplier audits on Supplier Code of Conducts, Safety &amp; Environmental performances</li> <li>Arrange regular meetings</li> <li>Participate in site visits</li> <li>Engage in direct dialogues</li> </ul>
<b>Government &amp; Regulators</b>	<ul style="list-style-type: none"> <li>Participate in regular forums, conferences &amp; meetings</li> <li>Attend regular audits &amp; inspections</li> <li>Provide reports on regular basis</li> <li>Maintain direct and continuous communication</li> </ul>
<b>Business Partners</b>	<ul style="list-style-type: none"> <li>Engage in direct dialogues</li> <li>Arrange and attend on regular meetings</li> </ul>
<b>Investors &amp; their Advisors</b>	<ul style="list-style-type: none"> <li>Publish regular Company publications</li> <li>Arrange direct communication</li> </ul>

## Environment

# ENVIRONMENT

Being a responsible stakeholder of the community, we set up an Environmental Management System to manage the environmental aspects and impact in the Company. We also replace aged & less fuel-efficient GSE/ vehicles to reduce carbon emissions, reduce landfill wastes through recycling and encourage employees to take part in environmental protection.



## Managing Carbon Emissions

Reducing carbon emissions has been one of the major challenges we are facing. We set a target to reduce the carbon intensity per air traffic movement (ATM) by 12% by 2015, using 2007 as the base year.

Our carbon footprint is mainly contributed from fossil fuel consumption, electricity consumption and business travel; and our consumption in fossil fuel on Ground Support Equipment (GSE)/ vehicles accounted for over 80% of the total carbon emission.

## Environment

In 2014, we continued to incorporate different measures into our carbon reduction plan.

### **FLY Greener Programme**

We have been joining the FLY Greener Programme, a carbon offset programme launch by the Cathay Pacific Airways to offset our carbon emission generated by business trips since 2008. In 2014, we offset a total of 10 tonnes of carbon dioxide.[1.]



### **1. FLY Greener Programme**



### **2-4. Ground Support Equipment and Vehicles Replacement Programme**

### **Ground Support Equipment and Vehicles Replacement Programme**

The programme aims at replacing aged and less fuel-efficient GSE & vehicles to increase fuel efficiency and reduce carbon emission. Phase I of the programme was carried out from 2011-2014 and over 230 powered GSE and vehicles had been replaced. We will continue to carry out Phase II of the Programme in 2014-2016; and more fuel-efficient GSEs and vehicles will be introduced into our GSE fleet. [2-4.]

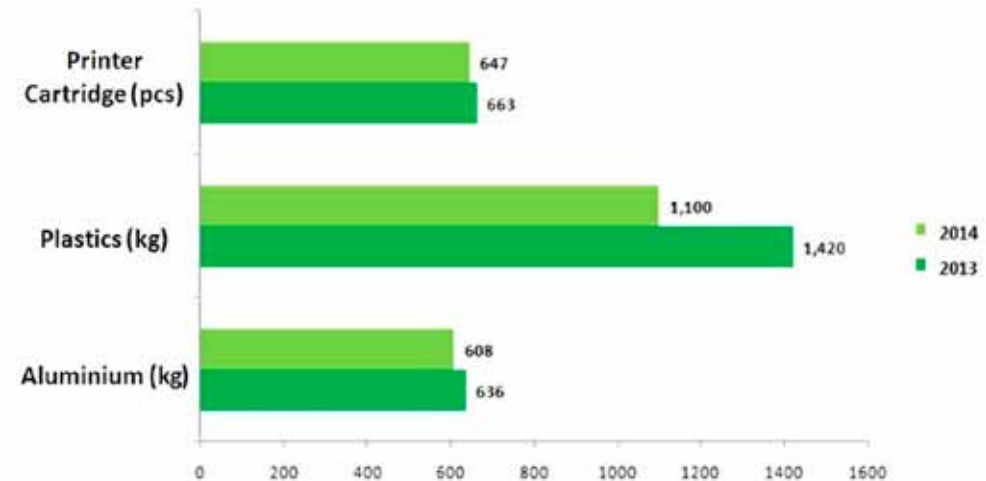
## Environment

### Managing Waste

We are committed to minimizing the amount of wastes generated from our operations. We promote recycling and carry out initiatives to separate wastes at source such as paper, plastics & aluminium. We were awarded with the "Class of Excellence" in the Hong Kong Awards for Environmental Excellence's Wastewi\$e Scheme for consecutive 11 years. We have successfully achieved waste reduction and recycling goals.

In 2014, we recycled over 8 tonnes of paper and offset over 10 tonnes of carbon dioxide.

**Waste Recycling 2014**



### More on recycling

- We have been working with Caritas Computer Workshop on the recycling of scrapped computers and electronic accessories. Donated items will be refurbished and passed to the hands of the needy, or they will be collected by the eligible recyclers for recycling. In 2014, we recycled over 60 computers and electronic equipment through this donation scheme.
- We encouraged the recycling of reusable Lai See Red Packets. We collected over 3, 000 reusable Lai See Red Packets from staff to support Greeners Action in 2014.
- We started donating tin and paper mooncake boxes collected from staff to the certified recycler via Project Green Moon initiated by Swire Properties since 2013. We continued the recycling effort in 2014 and target to achieve more in the coming years.

## Environment

### Engaging Employees

#### **Eco Tour 2014**

In April 2014, a tour to Tai O was arranged, allowing staff to enjoy the unique environment and culture at a local fishing village. Over 50 staff, with their families and friends participated in the tour.[5.]



5. Eco Tour 2014

#### **Sustainable Development Roadshow 2014**

We arranged a roadshow at various office premises with aims to tie a closer knot between our staff and sustainability. Games, charity sales and volunteer recruitment were arranged and more than 400 staff participated in this event. [6.]



6. Sustainable Development Roadshow 2014




#### **"Order Less Waste Less, More Blessings" Light Banquet 2014**

HAS pledged to reduce food waste by bringing our own food containers and taking away the leftovers. We invited staff's support and participation during the Company Annual Dinner 2014.

#### **"Say No to Shark Fin"**

Sharing the same belief as AAHK and other airport counterparts, we pledge not to serve unsustainable sourced shark fin in canteen or any Company function.

## Environment

Actions Done in 2014	Agenda Items for 2015
1. Purchased 4 new loaders powered by electricity 	1. Reduce the number of surplus festive products such as calendars and lai see red packets
2. Completed the GSE and Vehicle Replacement Programme in 2014 	2. Replace the foam boxes at staff canteen with containers which are biodegradable or made of paper
3. Reduced general paper consumption by 7.4% when compared to the 2013 data 	3. Further reduce the paper consumption by 36,000 pcs per year
	4. Continue the GSE & Vehicle Replacement Programme in 2015 to reduce carbon emissions

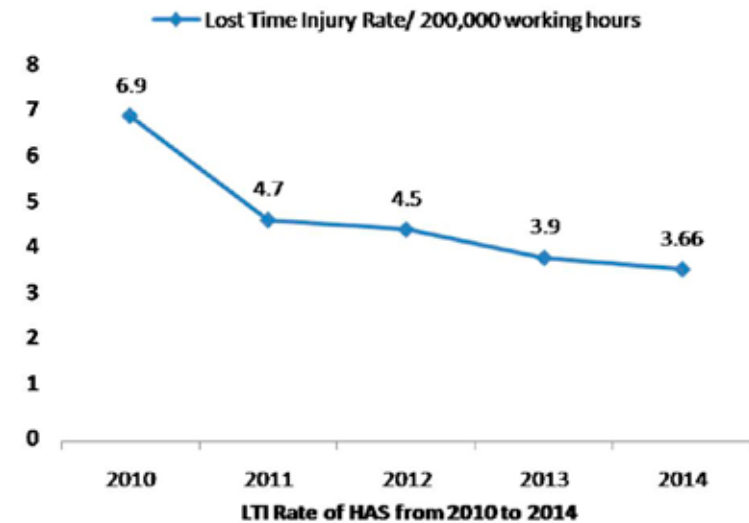
## Occupational Health & Safety

# OCCUPATIONAL HEALTH & SAFETY

Work safety is one of our core values and is of utmost importance. A Safety Management System is in place which outlines the details of our safety policies, procedures, organizational structure and accountabilities. We review our safety performances and perform safety audits regularly. We also provide regular trainings on health & safety to our employees.



## Our Safety Performance



The Lost Time Injury Rate (LTIR) has been decreasing over the last 5 years. The LTI Rate has reduced from 6.9 in 2010 to 3.64 in 2014.

# Occupational Health & Safety

## Workplace & Staff Safety

## Safety Culture & Training

### Ramp Safety Surveillance Programme

Airport Authority (AAHK) has implemented the Ramp Safety Surveillance Programme since June 2014. As one of the major ramp operators in the Hong Kong International Airport (HKIA), HAS carried out joint inspections with AAHK representatives at various locations. Cases are reviewed at the meetings arranged by AAHK and discussed among other ramp operators for arousing safety awareness and culture at our workplace. [1.]

### Safety & Security Recurrent Training

It is essential to provide regular trainings to staff to refresh their knowledge on Occupational Health & Safety and Airport Security. All HAS staff have to attend recurrent training on OSH & Airport Safety at least once every 3 years. The 3-year cycle has commenced in November 2014 and more cases are shared in the training to further strengthen staff awareness on both OSH & Airport Security. [2.]



2. Safety & Security Recurrent Training

### Quarterly and Yearly Ramp Safety Role Model Awards

Positive reinforcement could be an encouraging and effective way in maintaining workplace and staff safety. Ramp Safety Models are selected quarterly and yearly respectively for their outstanding safety performances and awareness. Ramp Safety Models would receive recognitions and prizes from management to show the Company's support towards a good and positive safety culture. [3.]



3. Quarterly and Yearly Ramp Safety Role Model Award Presentation Ceremony



1. Ramp Safety Surveillance Programme



## Occupational Health & Safety

### 2014 Safety Month

In October 2014, we organized a series of activities at different departments and office premises which were targeted to promote workplace safety and Airport Security. These messages were delivered through interactive games, stretching exercises, Job Observation Programme by Management, Safety Model recognition, seminars and exhibitions. With the support of various departments and sections, over 1,000 staff participated in this event and positive feedbacks were received. [4-5.]



4-5. 2014 Safety Month



### Staff Health & Wellness

Mental and physical health of our staff is also another value our Company advocates. We have been organizing activities promoting a happy, healthy and productive working environment.

- Smoke Cessation Talk by Lok Sin Tong
- Stretching Exercises [6.]
- Health tips via emails and electronic notice boards
- Employee Assistance Programme



6. Stretching Exercise

# Occupational Health & Safety

## Awards

### **2013-2014 Airport Safety Recognition Award**

HAS was awarded with the Corporate Safety Award in 2013/2014 by AAHK for achieving a great reduction in injury cases in Ramp operations. 20 of our staff were also awarded with individual achievements in different safety programmes. [7.]



**7. 2013-2014 Airport Safety Recognition Award**

### **Passenger Safety Campaign 2014 - "You See You Act" Role Model Recognition Scheme**

14 HAS staff were awarded with this honour by AAHK for assisting in promoting passenger safety in the airport. [8.]



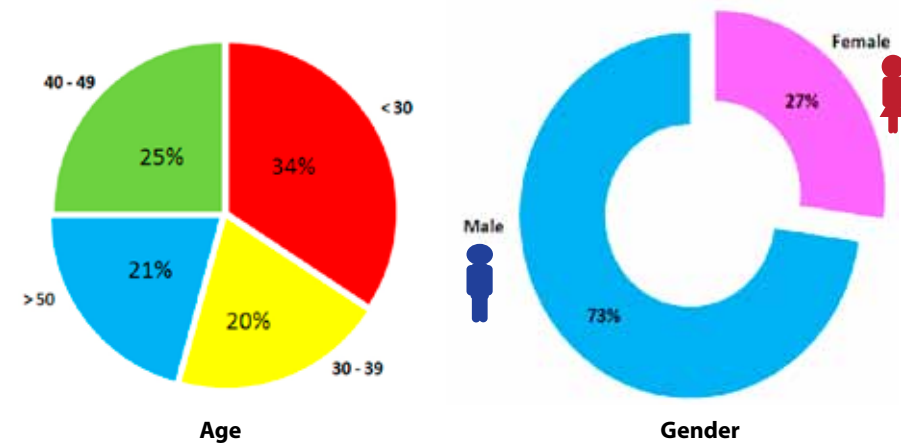
**8. Passenger Safety Campaign 2014 - "You See You Act" Role Model Recognition Scheme**

Actions Done in 2014	Agenda Items for 2015
1. Conducted Ramp Safety Job Observation to ensure all safety procedures were strictly followed	1. Arrange Pristine Condition Manual Handling Training to prevent injuries due to incorrect manual handling
2. Organized Safety Campaign/ Incentive Programme to arouse staff's safety awareness and establish safety culture	2. Set up operations safety supervisor team to strengthen safety monitoring
3. Arranged meetings of Incident Assessment Board to prevent recurrence of incidents	3. Continue the Ramp Safety Job Observations/ Inspections & Safety Campaign/ Incentive Programme
4. Renewed certification of ISAGO	

## Our People

# OUR PEOPLE

## Demography of HAS Employees



**Total 3,469 number of HAS employees in Hong Kong**  
(Data until December 2014)

We implement policies supporting the principles of the Cathay Pacific Corporate Code of Conduct regarding the issues on human resources, to create a safe, healthy and fulfilling work environment. Our people are valued as the essential asset of our Company. Our major workforce are based and hired in Hong Kong. Our staff are protected by our local hiring practices and they are also provided with various training and development programmes.

## Our People

### Team Engagement

#### HAS Joint Advisory Committees (JAC)

HAS Joint Advisory Committees (JAC) are elected by staff, comprised of staff from all departments and sections. The Committees play a key role in communicating between staff and the management. Through the Committees, a wide range of subject.

#### Staff Coordination Team & Communications

Communication has been a vital element in building and maintaining a positive working environment. Staff Coordination Team has been set up to enhance staff performances and communication. The team also offers support and assistance to our staff. [1.]



1. Staff Coordination Team & Communications - Halloween Party

#### Compliments

Compliment Notice Boards are set up at Passenger Services Department and Ramp & Cargo Services Department to encourage positive feedbacks and appreciations and to recognize their outstanding performances on safety and customer services delivery.

#### "A" FUN – Passenger Services Staff Appreciation Campaign

This campaign encourages the Supervisory grade or above staff of Passenger Services Department to recognize their outstanding subordinates, in the area of tidy grooming, excellent customer services and proactive working attitude. The campaign started from 16 December 2013 to 15 February 2014, total 792 "A" FUN cards were issued to the eligible staff, and the presentation ceremony was held on 12 March 2014. [2.]



2. "A" FUN – Passenger Services Staff Appreciation Campaign

## Our People

### Training and Staff Development

#### **Altéa Customer Management (CM) System Training**

Altéa Customer Management (CM) is the new airline operation system of Cathay Pacific (CX) and Dragonair (KA). The system has been implemented successfully since October 2014. Relevant trainings were delivered to more than 1,200 HAS employees from May 2014 and a series of drills were conducted to familiarise staff with the new system. [3.]



**3. Altéa Customer Management (CM) System Training for Passenger Services Department**

#### **Recurrent Trainings**

Recurrent training is essential to ensure our staff are kept updated and refreshed on the skills and knowledge required for their jobs. Based on the requirements of IATA Safety Audit for Ground Handling (ISAGO) issued by international Air Transport Association (IATA), we arranged recurrent trainings for frontline staff on GSE operations and baggage handling. [4.]



**4. On Job Training Enhancement**

#### **On-Job Training Enhancement**

The On Job Coaching Team of Ramp and Cargo Services Department and Line Training Team of Passenger Services Department are responsible for assigning well-trained and experienced mentors to observe and assess the performances of new joiners during the on-job training. Meanwhile the frontline new joiners can acquire and accumulate solid working skills via case sharing with their mentors besides the classroom training.

#### **Training Rooms Optimization**

To provide the best teaching quality and learning environment, we increased the number of training rooms and optimized the training facilities at the Passenger Terminal Building. Staff can excel real-time customer airlines' operating system during the training.

## Our People

### Work-Life Balance

#### Sports

- 25/1 Green Power Hike 2014 - Aviation and Airport Cup
- 20/4 HAS Intersectional Football Match
- 31/7 2014 Airport Bowling Tournament [5.]

#### Activities

- 26/4 ECO Tour - Tai O
- 19/7 Staff Family Activity: Airport Visit [6-7.]
- 12/7 & 18/7 Summer Movie Days
- 24/10 Annual Dinner [8.]
- 12/12 Staff BBQ Night
- 23/12 Christmas Chocolate Distribution

Support is offered to our employees and the tertiary students in order to develop their potentials and career in the Company.

- Employee Education Assistance Programme is offered to our staff who wish to pursue for continual learning and equip themselves with necessary skills and knowledge to further enhance their job proficiencies.
- Driving License Sponsorship Programme allows our staff to acquire specific types of driving license and advance their career within the Company.
- Nine students of Hong Kong Institute of Vocational Education (IVE) (Tsing Yi) completed their placement at HAS in April 2014, four students from this batch were awarded the Company's scholarships for their outstanding achievement.



5. 2014 Airport Bowling Tournament



6-7. Staff Family Activity:  
Airport Visit



8. Annual Dinner 2014

## Our People



### HAPPS

HAS introduced a Mobile Apps named “HAPPS” in mid May 2014 to enhance internal communication among the shift duty staff of Passenger Services Department. All Company and department news, including operational notices, performance data, events and activities enrollment, are instantly promulgated via the Apps. [9.]

**9. “HAPPS” - internal communication apps for the staff of Passenger Services Department**

Actions Done in 2014	Agenda Items for 2015
1. Launched mobile apps “HAPPS” to enhance staff communication 	1. Review and re-launch long service award to staff to recognize their dedication and contribution to the Company
2. Arrange staff training for the new airline operation system of Cathay Pacific & Dragonair 	2. Organise regular gatherings and meetings with top management to strengthen communication
3. Continued to provide staff with corporate learning and development opportunities 	3. Launch Employees’ Suggestion Scheme to encourage staff to make suggestions for improvement
	4. Launch new corporate training & development curriculum to enhance the continuous learning and development culture

# BUSINESS PARTNERS

The Business Partners Committee ensures that our business operations are conducted in a responsible manner to the society as well as meeting ethical standards, including integrity and fairness to all.

The committee is responsible for setting HAS Business Partners Policy and the Purchasing Policy to manage our supply chain. These Policies are set based on our group corporate vision, business nature and workflow. Our procurement process also takes references to the Swire Pacific Green Guidelines.





## Our Suppliers & Contractors

### **HAS Supplier Code of Conduct**

Our suppliers and contractors are contractually bound to comply with HAS Supplier Code of Conduct as part of the terms of relevant agreements. The same requirements are expected to cascade down whole supply chain to encourage the best practice in various aspects including ethical procurement, environmental protection, health and safety, and labour rights.

### **Work with Local Suppliers**

We always put the local labour as our preferred choices, and give priority to the local suppliers.

### **Annual Contractors Audit**

Annual contractor audits are carried out to monitor the operations of our vehicles & GSE contractors ensuring their compliance with HAS Supplier Code of Conduct, and to evaluate their performances on environmental protection, occupational health and safety, and quality assurance.

## Focus On Customers

### **Customer Satisfaction Survey**

Our airline customers are invited to participate in the quarterly Customer Satisfaction Survey to provide their comments on our service performances. Their comments become our index and inputs to review the quality of our services and foster a collaborative relationship with our airlines customers.

According to the result of Customer Satisfaction Survey 2014, all of our airline customers commented our ground handling services "At Agree Standard".

## Compliments & Recognitions

### **Swiss International Air Lines Limited (LX) – 2nd Place of Best Inter-Continental Station**

In May 2014, LX Hong Kong Station was awarded the honour of 2nd Place of Best Quality Station among all international stations for Year 2013. HAS being ground handling agent for LX HKG on both ramp and passenger services handling, had supported LX HKG to win this annual award for 2 consecutive years.

### **Japan Airlines (JL) Yearly Ramp Audit - “Ramp Incident Free” Certificate [1.]**

HAS was commended by Japan Airlines (JL) in achieving Japan Airlines “Ramp Incident Free” on 26 March 2014. HAS has obtained this recognition for 6 consecutive years.

### **2013/2014 HKIA Customer Service Excellence Program Award Presentation [2.]**

The objective of “HKIA Customer Service Excellence Program 2013/14” was to encourage airport community to provide excellent service to customers with extra care and patience. And it targets to create a pleasant airport experience for every passenger at HKIA. HAS received the following awards from the Airport Authority on 4 July 2014 that the contributions of our outstanding team were widely recognized.

- “Individual Excellence Award”,
- “Corporate Excellence Award”
- “Best Check-in Service Award – Waiting Time in Check-in Queue (Passenger Handling Agents)”
- “Cross-Company Excellence Award”



1. Japan Airlines Yearly Ramp Audit - “Ramp Incident Free” Certificate , the 6th consecutive years



2. 2013/2014 HKIA Customer Service Excellence Program Award Presentation

## Common Items Bulk Purchases Study

We continue to work closely with the Swire Group to study the possibility of common items bulk purchases among the subsidiaries of the Group, aim to ensure the stationery we are using match with the criteria listed in the Swire Green Guideline and HAS Supplier Code of Conduct, and to consume the group resources more efficiently.

Actions Done in 2014	Agenda Items for 2015
1. Continued the annual contractor audit on selected suppliers <span style="float: right; color: #e67e22;">On-going</span>	1. Continue to review Supplier Code of Conducts
2. Ensured the elements of Code of Conducts included in all agreements and contracts with suppliers <span style="float: right; color: #e67e22;">✓</span>	2. Work closely with Swire group & subsidiaries to study the feasibility of buying common items in bulk
	3. Liaise with the airport community & explore opportunities in sharing common resources for improving operational efficiency

# COMMUNITY

HAS commits to adopting corporate social responsibilities to bring our contributions to the community. Our HAS Dynamics Volunteer Team serves our community and participates in various charity programmes, elderly services, children and youth development and underprivileged families. Our volunteer team had accumulated over 150 service hours in 2014. [1.]



HAS is delighted to be awarded the **10 YEARS PLUS CARING COMPANY** logo by the Hong Kong Council of Social Services (HKCSS), in recognition of our commitment in caring for the community, caring for the employees and caring for the environment.



1. HAS Dynamics Volunteer Team

## Contributing To The Local Community And Around The World

HAS charity work is not only limited to our local neighborhood, but also worldwide via the actions below:

- The Community Chest Skip Lunch Day Charity coupons were sold on 20th March 2014, to support its integrated welfare services for the poverty residents
- HAS supported "Books for Love 2014", the second-hand charity book sales organised by Swire Properties in April 2014, to support children services offered by the Boys' and Girls' Clubs Association of Hong Kong. Total 182 books were donated by our staff for the charity sales. [2.]
- ORBIS Airplane Ornament Charity Sale was held at HAS and commemorative "DC-10 ORBIS Plane Pendant" were sold to support the Flying Eye Hospital. This helped Orbis to continue its sight-saving mission to the visually impaired people around the world.
- ORBIS Mid-Autumn Lantern Charity Sale was held in September 2014, to continue supporting the mission of Flying Eye Hospital.
- "Community Chest Dress Casual Day 2014" was held on 30 September 2014. Our non-uniformed staff could dress in casual wear during working hours by making donations.
- Chocolate Charity Sale was held from 7 November to 20 November 2014, all the proceeds were donated to Sheng Kung Hui St. Christopher's Home for offering child care services and social enterprises to the orphans and underprivileged families.



2. Books for Love 2014

## Deliver Our Care By Donations

- We contribute our surplus to satisfy the material needs of the needy through organising a number of donation campaigns jointly with the other charity organisations and the airport community in 2014, including,
- Scarf Donation on 23 January 2014 for the elderly of Ho Kin District Community Centre for Senior Citizens (Sponsored by Sik Sik Yuen).
- Gift Donation 2014 organised by HKIA cooperated with Hong Kong Salvation Army in January 2014, to collect food, toys, stationery and winter clothing.
- Food Drive 2014 for St. James' Settlement from 5 February to 21 February 2014, CNY food and gift were donated.
- Mooncake Donation for Hong Kong Salvation Army in September 2014, total 57 boxes mooncake were donated.
- Calendar Donation for Hong Kong Salvation Army in December 2014, total 355 pieces calendar were donated.
- Donation boxes owned by charity organisation "Changing Young Lives Foundation", are put at our staff canteen to support the children services development in Hong Kong and China.



## Community

### Elderly Home Visit

The Mid-Autumn Festival Elderly Home Visit 2014 was organised by Yang Memorial Methodist Social Service – Choi Hung Community Centre for Senior Citizens on 6 September 2014 to send our warm blessings to the elderly people in Wong Tai Sin District. Over 30 HAS staff and family members participated in the event. [3-4.]



3-4.The Mid-Autumn Festival Elderly Home Visit 2014

Actions Done in 2014	Agenda Items for 2015
1. Organised 14 community donations and programmes ✓	1. Revise the calculation method on service hours in accordance with the definitions set by Swire Group
2. Accumulated over 150 service hours ✓	2. Study the feasibility of introducing Community Leave to recognize the volunteering effort of our employees
	3. Work closely with Swire Group & group subsidiaries on the promotion of jointly volunteering & community events

# SUSTAINABILITY PERFORMANCE INDICATORS

## Environmental Management

	Unit	2007	2008	2009	2010	2011	2012	2013	2014
<b>Energy Consumption</b>									
Mobile - Diesel	GJ	116,639	109,953	101,202	106,297	140,368	111,710	118,278	123,932
Mobile - Unleaded Petroleum	GJ	2,202	2,760	3,281	3,234	3,749	4,179	4,619	5,514
Purchased Electricity (1)	GJ	10,473	9,026	10,417	10,145	9,749	9,588	9,767	10,292
<b>GHG Emissions</b>									
Direct Carbon Dioxide Emissions	Tonnes	8,692	9,109	7,534	8,044	7,860	8,370	8,731	9,130
Indirect Carbon Dioxide Emissions	Tonnes	1,571	1,354	1,563	1,522	1,598	1,571	1,709	2,401
Other Carbon Dioxide Emissions	Tonnes	(2)	22.9	25.0	21.0	18.0	17.0	12.0	8.1
Ozone-depleting Substance Emissions	Tonnes	0	0	0	0	0	0	0	0
<b>Water</b>									
Municipal water consumption	m3	9,701	10,429+	11,125+	9,334	11,253+	11,499+	12,631+	12,340+
Total water discharged	m3	9,701+	10,429+	11,125+	9,334+	11,253+	11,499+	12,631+	12,340+

(1): The electricity consumption in Cathay City, Dragonair House and Cathay Pacific Cargo Terminal are excluded.

(2): This information is excluded due to changes in the data collection system.

(+): Numbers are estimated.



# SUSTAINABILITY PERFORMANCE INDICATORS

## Social

	Unit	2007	2008	2009	2010	2011	2012	2013	2014
Total workforce	number	1,957	2,017	3,086	3,270	3,317	3,365	3,543	3,469
<b>By Type of Employment</b>									
Total Permanent Employee	number	1,730	3,033	2,607	2,672	2,467	2,638	2,828	3,004
Fixed Term and Temporary Contract Employees	number	227	489	479	598	850	727	715	465
<b>Total Hours Worked</b>	thousand hours	5,371	5,649	8,235	8,641	9,177	9,463	9,618	9,727
<b>Total Fatalities</b>	number	0	0	3	0	0	0	0	0
<b>Lost Time Injuries</b>	number	128	183	239	294	210	215	185(6)	179
<b>Lost Days due to Injuries</b>	days	4,424	6,516	18,292	21,124	17,594	13,307	16,831	15,822
<b>Lost Time Injury Rate(3)</b>		4.77	6.48	5.80	6.80	4.61	4.54	3.60	3.60
<b>Lost Day Rate (4)</b>		164.7	230.7	444.3	488.9	385.9	281.3	349.0	325.3
<b>Training</b>									
Average Hours of Training per Employee	hours	(5)	14.4	27.1	(5)	(5)	(5)	(5)	(5)
Executive - Top/Senior Management	hours	(5)	(5)	(5)	2.1	11.7	11.5	3.7	5.71
Executive - Middle/Junior Management & Supervisory	hours	(5)	(5)	(5)	26.9	39.6	31.7	27.7	23.6
Non-executive - Customer Facing Staff	hours	(5)	(5)	(5)	49.1	88.5	102.4	73.8	57.5
Non-executive - Non-customer Facing Staff	hours	(5)	(5)	(5)	20.6	24.4	20.8	26.9	19.3
Convicted Case of Corruption	case	0	0	0	0	0	0	0	0

(3): Lost Time Injury Rate = Lost Time Injuries / Total Hours Worked x 200,000\*. (This represents rate per 100 employees, based on 40 hours per week for 50 weeks a year.)

(4): Lost Day Rate = Total Days Lost / Total Hours Worked x 200,000\*. (This represents rate per 100 employees, based on 40 hours per week for 50 weeks a year)

(5): This information is excluded due to changes in the data collection system.

(6): This information has been updated.

# GRI CONTENT INDEX

This report was prepared with reference to GRI 3.1 Guidelines. The GRI Content Index below shows where relevant GRI indicators are covered in this report.

## Contents

About this report  
 Managing Director's Message  
 Our Business  
 Sustainability Management  
 Environment  
 Occupational Health & Safety  
 Our People  
 Business Partners  
 Community  
 Sustainability Performance Indicators  
 GRI Content Index

## GRI Indicators

2.1,2.6,3.1-3.7,3.10,3.11,3.13  
 1.1  
 1.2,2.2-2.5,2.7,2.8,2.10,3.13  
 1.2,4.1-4.7,4.8-4.10,4.12,4.14-4.17  
 DMA-EN,EN6(partially),EN16-17,EN18,EN19,EN22(partially)  
 DMA-LA,LA7(partially),LA8  
 LA1,LA8,LA10,LA11,LA13,SO3(partially)  
 DMA-EC,DMA-PR,EC6,PR5  
 DMA-SO  
 EN3,EN4,EN8,EN16-17,EN19,EN21(partially),LA1,LA7,LA10  
 3.12

We invite you to give feedback on our report and performance.  
Should you have any comments or questions, please contact us:

**Business Support Department**

E-mail      [sd@has.com.hk](mailto:sd@has.com.hk)  
Tel          +852 2928 0180  
Fax          +852 2928 0296  
Address     4/F, Dragonair House, 11 Tung Fai Road,  
              Hong Kong International Airport, Lantau, Hong Kong

**To view the full report**

[www.has.com.hk](http://www.has.com.hk)