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2018 marks an important milestone for both the Hong Kong Airport Authority and CPCS as we celebrate 20 years of operations at Chap Lap Kok. In the past two decades, alongside the expansion of the HKIA, our production volume has more than doubled while the operating facility has expanded by over 20%. This is a remarkable achievement — and one that could not have happened without the support from the Airport Authority and the dedication of the CPCS teams!

As a food production company and a key player in the airport logistics chain, people are a vital component in helping CPCS to achieve its vision: to be the most valued catering services partner in Asia. We put relentless focus on quality and creativity to support our customers in achieving their ultimate goals — and it is our people that underpin everything we do. To help our colleagues develop and excel, CPCS has put tremendous effort into people development over the years.

A good example of that commitment is our Supervisor Trainee Program, which was launched back in 1995. This program offers degree holders in related disciplines a promising career in the inflight catering business. Over the course of the two-year training programme, the trainees become well versed in the core operations of CPCS and are groomed to become our next generation of leaders. We are proud that quite a few of our current middle and senior management positions in the company are held by people who started out as Supervisor Trainees.

Our commitment to people development is also reflected in our recently-launched Youth Program which targets to recruit youngsters with a desire to develop a career in our industry. The programme lasts for 9 months, featuring job and role rotation in the Food Production Department and Operations Services Department. The training and development will focus on working experience (on-the-job training), coaching network (feedbacks assessments) and classroom training to provide an all-rounded coverage of the business.

Yet, the most resource-intensive training and development initiative in recent years is the Lean Management Program, which involved more than 50% of our teams going through special training aimed at improving operational efficiency at every level. We believe this investment is worthwhile not only to benefit the operation but also to improve the working environment for our staff. To expedite the training programme, CPCS also worked with the training and development teams within the Swire Group including the Swire Leadership Program and Cathay Pacific’s Lean Academy.

To our delight, the ongoing commitment to the development of people has been acknowledged by the Employee Retraining Board (ERB), which recently awarded CPCS the status of “Manpower Developer” in the ERB Manpower Developer Award Scheme 2017-2018. This is a great recognition of the effort we have put into manpower training and development and in fostering an organizational culture that is conducive to lifelong learning.

To qualify as a Manpower Developer under the ERB scheme, we were assessed across five categories: Leading a Learning Culture, Resources Planning, Training and Development System, Performance Management, and Corporate Social Responsibility in Manpower Development. The ERB ran benchmarking exercises in each of these five areas among other non-SME organizations and the results showed CPCS outperforming in every category.

What all these various programmes show is that we take our people seriously at CPCS. We will continue to put resources and effort into developing our talents to support our business expansion and providing superior services to our valued customers.
CPCS Annual Spring Cocktail was held on 2nd March this year and it happened to be the Chinese Lantern Festival. Decorations with over 50 colorful lanterns delighted guests from various airline customers as well as CPCS suppliers. It was the first cocktail party hosted by our newly appointed Chief Executive Officer, Mr. Andy Wong and General Manager, Mr. Martin Xu. They joined our honorable guests in toasting to thank all our business partners for the supports and wish everyone a great success in the years to come.

Special thanks to our culinary team for preparing all delicious dishes and supporting the event throughout the night. Everyone did have a pleasant evening!
Airport Safety Recognition Scheme

Occupational Health and Safety

It’s a great pleasure that CPCS’ safety performance has been recognized by the Airport Authority once again in the 2017-2018 Airport Safety Recognition Scheme. A prize presentation ceremony was held at the Regal Airport Hotel in March 2018.

In the ceremony, CPCS received not only the Corporate Safety Performance Award but also the award on Accident Prevention Measures which recognizing our contributions in occupational safety and health. Such prevention measures include the new roller shuttle safety device at loading bays to prevent contusion accidents and catering truck safety indicators to avoid collision with aircraft. These safety initiatives can prevent staff injury and maintaining a safe working environment in the Hong Kong International Airport.
New Customers

CPCS is delighted to announce Shandong Airlines, Myanmar National Airlines, Drukair and Air Belgium joined our big family, bringing the total number of airline customers to 52, the ever-highest number in CPCS’ history. With increasing number of customers served, everyone at CPCS will work extra miles to offer our best and premium catering services to all our valuable airline customers.

Shandong Airlines (SC)

Shandong Airlines was established on 12th March 1994. It is based in Jinan, China and is owned by Air China.

Starting from 26th January 2018, it starts operating three passenger flights daily from Hong Kong to Jinan. CPCS is honored to provide full catering services for passengers and crew.

Myanmar National Airlines (UB)

Myanmar National Airlines is the national flag carrier of Myanmar, based in Yangon. It has the most extensive route network within Myanmar. It was originally established in 1948 as Union of Burma Airways, which is now one of the most historic airlines in Asia.

It flies 4 times a week between Hong Kong and Yangon. With effect from 2nd February 2018, CPCS provides UB passengers and crew with full catering services.

A cake was presented to the UB crew to celebrate our partnership.

Drukair (KB)

Drukair - Royal Bhutan Airlines is the flag carrier of the Kingdom of Bhutan, headquartered in the Western dzongkhag of Paro. It was founded in 1981. It operates chartered flights from Hong Kong to Paro. CPCS provided catering services to KB on 13th, 19th and 24th February 2018.

To celebrate our partnership with SC, CPCS presented a cake to the crew on the first flight.

Providing inflight catering to SC

Providing inflight catering to UB

Providing inflight catering to KB
Air Belgium (KF)

Found in 2016, Air Belgium (KF) is a Belgian airline headquartered in Mont-Saint-Guibert and based at Brussels South Charleroi Airport, deploying A343 aircraft.

Her inaugural flight between Hong Kong and Charleroi was launched on 4th June 2018. CPCS was honored to be appointed as the inflight meal supplier.

At the initial stage, it operates a frequency of two flights per week between CRL/HKG/CRL. In the very near future, Air Belgium plans to connect Belgium to other major destinations in China such as Beijing, Shanghai, Xi’an, Wuhan, Zhengzhou and Taiyuan.

Providing inflight catering to KF

To celebrate our partnership with KF, we presented a cake to the crew on 8th June 2018.

Partnership with VS

To celebrate our 5 years’ partnership with Virgin Atlantic Airways Hong Kong, our Customer Service Manager Ms. Janet Kwan and Airline Account Manager Mr. KK Leung met Mr. Stephen Chow, VS Airport Manager, Ms. Amy So, Mr. Danny Hui at their airport office on 09th April 2018. We presented some beer and nice cakes for celebration.

Mr Stephen Chow (right) – VS Airport Manager and his team celebrated the occasion at their airport office.
El Al to fly new Dreamliner to Hong Kong

Israel’s national carrier, EL AL Israel Airlines, has launched an upgraded service by deploying the B787-9 aircraft on its six weekly flights between Tel Aviv and Hong Kong effective 18 March 2018. The 787-9s can seat 282 passengers in two cabins – 32 in business class and 250 in economy.

A celebration ceremony for the inaugural Boeing 787 Dreamliner flight from Tel Aviv to Hong Kong took place in the Plaza Premium Lounge on 4 March 2018, hosted by Massada Apelman, the former General Manager of EL AL Hong Kong, and Rachel Skuratovsky, General Manager of EL AL Hong Kong. Dr Rafael Aharoni, Chairman of the Israeli Chamber of Commerce in Hong Kong, and Ahuva Spieler, Consul General of Israel in Hong Kong, were the officiating VIP guests at the event. The inaugural flight was greeted by a water salute on the apron of Hong Kong International Airport.

In appreciation of this memorable day, CPCS presented a tailor-made celebration cake to EL AL. Trust and loyalty go together and are essential to successful partnership. Building upon the strong foundations of these business relationships, CPCS will endeavor to be the most valued catering services partner in Asia, and focus on quality and creativity to support EL AL in providing their passengers with an unparalleled flight experience on the Dreamliners.
CPCS was honored to receive the Hong Kong International Airport (HKIA) Environmental Management Recognition Scheme – Merit Award to recognize our environmental protection measures.

The Scheme was organized by the Airport Authority of Hong Kong (AA) to acknowledge strong environmental performance by the HKIA’s business partners and tenants to meet the AA’s commitment to operate one of the world’s greenest airports.

This year’s scheme focuses on waste management to help AA’s business partners and tenants to better prepare for the HKSAR Government’s municipal solid waste (MSW) charging scheme. CPCS was proud to be one of the 102 business partners and tenants that were presented with awards to commend our exceptional efforts in waste management.

The award presentation ceremony was held on 28th March 2018 at the HKIA and it was officiated by Mr Wong Kam-sing, Secretary for the Environment; Mr Fred Lam, Chief Executive Officer of the AA; Mr Wilson Fung, Executive Director, Corporate Development of the AA; and Ms Cissy Chan, Executive Director, Commercial of the AA.

CPCS will continue putting our greatest efforts in developing waste management plans and set targets for waste reduction and recycling to reduce and prevent waste in our daily operations.

Welcoming speech by Mr Wong Kam-sing, Secretary for the Environment

Awardees with the icon – “Big Waster”

Mr Martin Xu (right) - General Manager, and Mr Henry Ho - Assistant Environmental & Hygiene Manager with the certificate
Upcycling Initiative – Turning Rice Packaging Waste into Household Recycling Bags

CPCS cooperated with St. James Settlement Upcycling Centre to transform our used rice packaging into a household recycling bags to enhance public awareness on the upcoming Waste Charging Scheme in Hong Kong.

Announced by Mr. Wong Kam-sing, the Secretary for the Environment, there will be a quantity-based municipal solid waste charging scheme launched in the second half of 2019 at the earliest to encourage wider implementation of effective waste reduction and recycling measures. The policy is imposed on all sectors that incentivizes organisations and individuals to reduce waste at the source and practice clean recycling.

CPCS is fully aware of the scheme and trying every means to encourage the public to recycle in household as much as possible. The recycling bags were sold in the Chinese New Year Market during Chinese New Year at the Hong Kong Victoria Park. Gaining a positive feedback from the public, we would further enhance the design of the recycling bags and we hope to reach a wider audience.

Let’s Dump Less, Save More and Recycle Clean!
CPCS is proud to receive the 2017 Hong Kong Awards for Environmental Excellence (HKAEE) – Bronze Award in the Manufacturing and Industrial Services Sector from the Honorable Mr. Lam Chiu-Ying, Chairman of the Hong Kong Environmental Campaign Committee at the Hong Kong Convention and Exhibition Centre on 4th May 2018.

CPCS has been awarded the Bronze Award for the second year to demonstrate our excellence green management practices and our contributions to environmental protection.

The HKAEE commends organisations in 15 different sectors that have demonstrated outstanding environmental performance. The three judging criteria are
(1) green leadership,
(2) programme and performance, and
(3) partner synergy.

This year, the number of entries competing for the HKAEE reached a record high of 1614, more than a fourfold increase compared with 2008, when the awards were first launched.

We will continue to implementing various green measures in our daily operation and initiating sustainable development programmes in shaping a sustainable built environment!
Did you begin as an Asian cuisine chef?
S: I began working in a French restaurant as a Western cuisine chef and developed my career in Island Shangri-La.

How did your career as an Asian cuisine chef come about?
S: In 2014, I had an opportunity to be the Head Chef of Hotel JEN Café Malacca, which aimed to provide the authentic Malaysian and Singaporean hawker fare street-style food to customers. Before opening the restaurant, I embarked on exhaustive research trips to Malaysia and Singapore to ensure a sense of authenticity and pay respect to the regional delicacies. I am proud that Hotel JEN Café Malacca has been named a Bib Gourmand restaurant in the MICHELIN Guides for 2014 and 2015 and I enjoy the tastes and infinite possibilities of the Malaysia and Singapore cuisines. From that time, I became an Asian cuisine chef.

What was the most impressive sight you ever encounter in CPCS?
S: It must be the large kitchens in CPCS! Besides, CPCS’ meal combinations to different airlines were also impressive to me. As our customer portfolio is diverse and so as their cuisine requirement, we are always facing challenges of meeting their needs. Therefore, I should always keep learning and be innovative to input new ideas in our inflight meals.

What is your vision for joining CPCS?
S: I enjoy self-learning and collaborating with people. Although I’m working in the HALAL Kitchen, I am also familiar with Malaysia and Singapore cuisines. I hope my professionalism can provide more new elements in our inflight meal offerings which are welcome by the passengers.

What do you do in your spare time?
S: I love outdoor activities. I go hiking in my spare time. I’m targeting the 100KM Oxfam Trailwalker.
New Face: 
Mr. Frank Ho, 
Sous Chef

“Maybe you would find that it difficult for people to get familiar with others. But when it comes to cooking and eating, no one can stop me from talking” said Chef Frank Ho, Sous Chef - Western Culinary of CPCS.

Can you tell us more about yourself?
F: Well, I live with my wife and two daughters. Before joining CPCS, I worked in hotels, such as Four Seasons and Island Shangri-La, etc…. Therefore, I had already met and worked with Sunny.

Did you always want to be a chef?
F: My love on cooking was inspired by my uncle. Since childhood, I saw my uncle making his stove to cook. I think his passion for cook was remarkable! I still remember the traditional snake meat dishes he’d made. Also, I have another uncle who used to be a Chinese Chef. This is the reason why I have great passion for being a chef.

What do you enjoy most about working in CPCS?
F: After joining CPCS, I can enjoy a work-life balance. Now, spending time with my family is my new hobby and I couldn’t be happier! Besides, I also enjoy working with “The CPCS big family” here, and I think there is still a lot for me to learn in this dynamic company.

What is your vision for joining CPCS?
F: I hope I can share my experiences with my colleagues in the company. By using the well-equipped kitchen here, we could do the job better and better in the future.

What do you do in your spare time?
F: I love swimming in my spare time. I target to swim before I go to work every day in this summer.

Frank and his family
News From Sister Kitchens

CPCS TPE

New Customer

Welcome our new customer Air France, once again back to Taiwan market.

Air France restarted flights on the Taipei-Paris route from 17 April after a break of 20 years, offering three flights per week under a codeshare agreement with China Airlines. The flights operate between Taiwan Taoyuan International Airport and Charles de Gaulle Airport and the in-flight meal services are provided by CPCS TPE.

Air France is planning to increase its services on the route, according to the executives in increase the Air France-KLM Group.

Best Catering Award 2017 to CPCS Taipei

CPCS Taipei is honored to receive the best catering award 2017 from Shandong Airlines SC in appreciation of the best performance in the provision of catering services. CPCS Taipei will keep up the good work and strive for providing the outstanding catering services to our valuable customers.

Mr. Vincent Tseng (Left), Manager CPCS Taipei received the award from Mr. Jiang Chengda, Vice president of Shandong Airlines Group
Promotions

In April 2018, Chef Brando Perez, the ex-Executive Sous Chef, was promoted as Executive Chef. He is now responsible to prepares Filipino, Asian and Western cuisines. He also ensures the smooth operation of entire production flow and warehouse.

Congratulations to Chef Brando Perez!

New Account Representatives

On the other hand, to provide a one-stop solution to customers, we newly recruited two Account Representatives in January and March respectively. Mr. Bacabac Kim is providing seamless services to CX, KE, OZ, Pan Pacific, Lucky Air and 5J; while Mr. Omolon Jake is taking care of PAL and PALex.