

Legislative Council Subcommittee
to Follow Up Issues Relating to the
Three-Runway System at the Hong Kong International Airport

2017 Hong Kong International Airport Workforce Survey

Airport Authority Hong Kong

18 October 2017



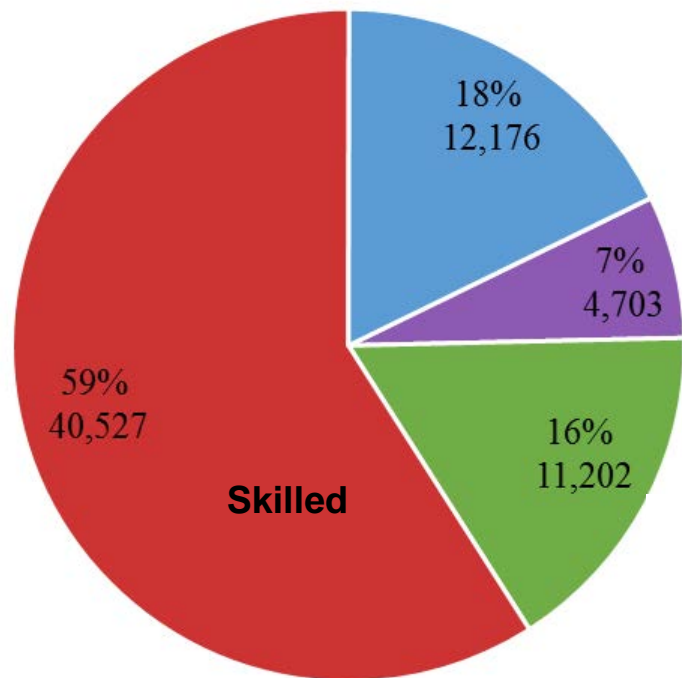
2017 HKIA Workforce Survey

	2017 (Data as of 31 Dec 16)	2015 (Data as of 30 Jun 15)
No. of Companies Invited	453	413
No. of Participating Companies	434	413
Response Rate	96%	100%
No. of Employees Reported	72,511	70,154
	(+3.4%)	



Employees by Job Category

2017



357 responding companies covering 68,608 employees

- Managerial & Above
- Professional
- Skilled
- Manual/Low Skilled

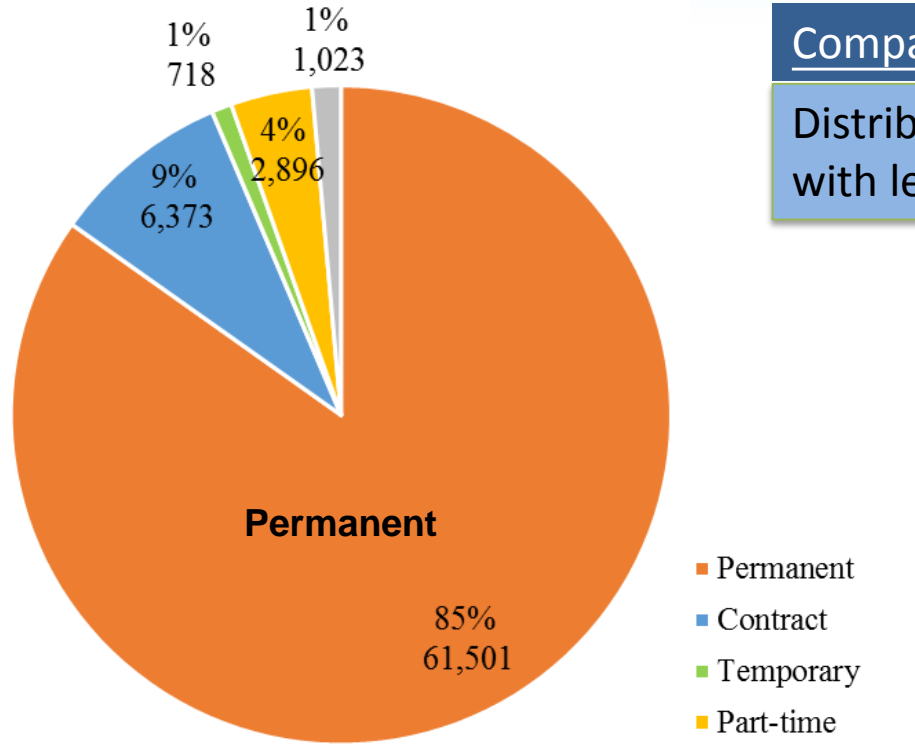
Comparison between the 2015 and 2017 Surveys

Distribution was **largely similar**. Over half of the employees were skilled employees, while professional positions increased from 9% to 16%.



Employees by Employment Type

2017



434 responding companies covering 72,511 employees

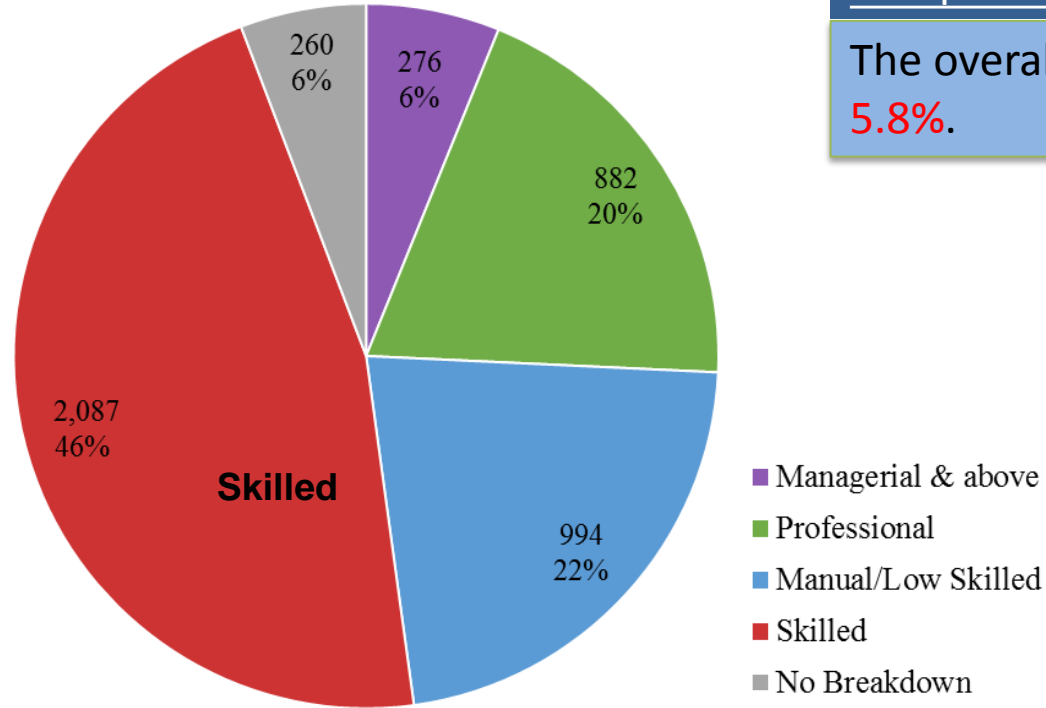
Comparison between the 2015 and 2017 Surveys

Distribution was **largely similar** with less than 15% non-permanent employment.



Vacancies by Job Category

2017



423 companies
No. of vacancies = 4,499

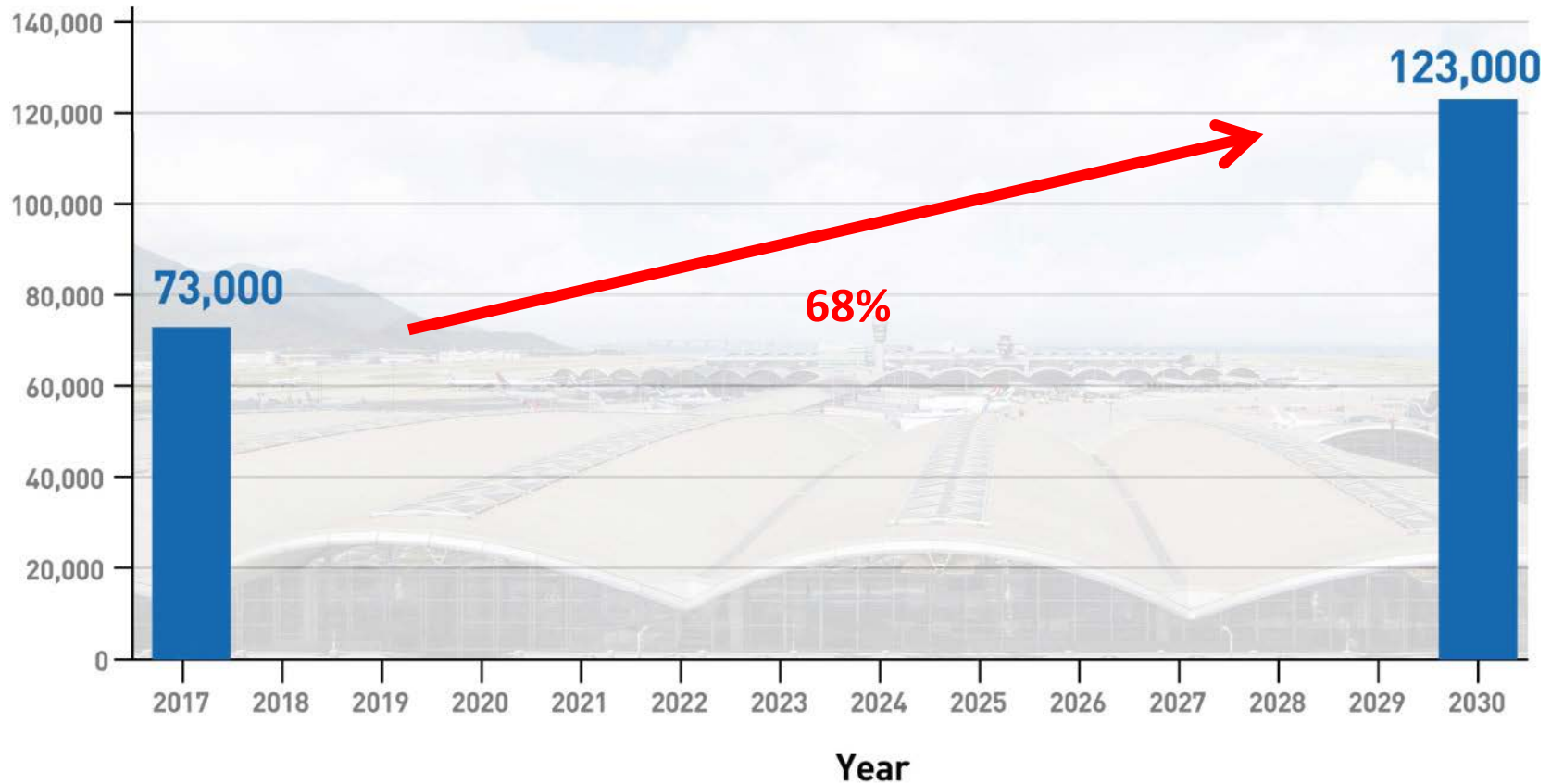
Comparison between the 2015 and 2017 Surveys

The overall vacancy rate **decreased from 6.6% to 5.8%.**



HKIA Workforce

No. of Workers



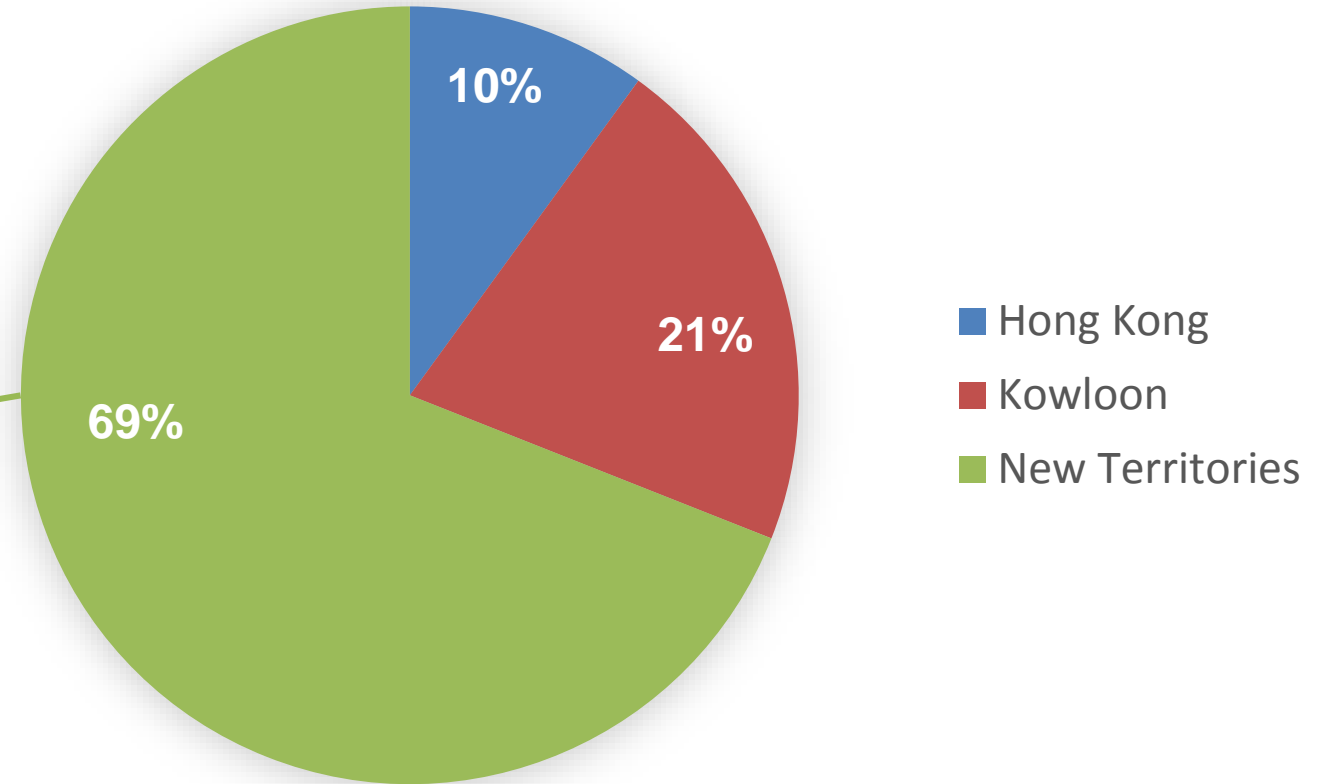
Measures to attract people to work at HKIA

- a) Enhancement of transportation services
- b) Improvements to the working environment
- c) Enhance staff welfare / wellness and community spirit
- d) Attracting new workers and talents
- e) Use of technologies



Accessibility to and from Airport – Employees by place of residence

Airport Staff

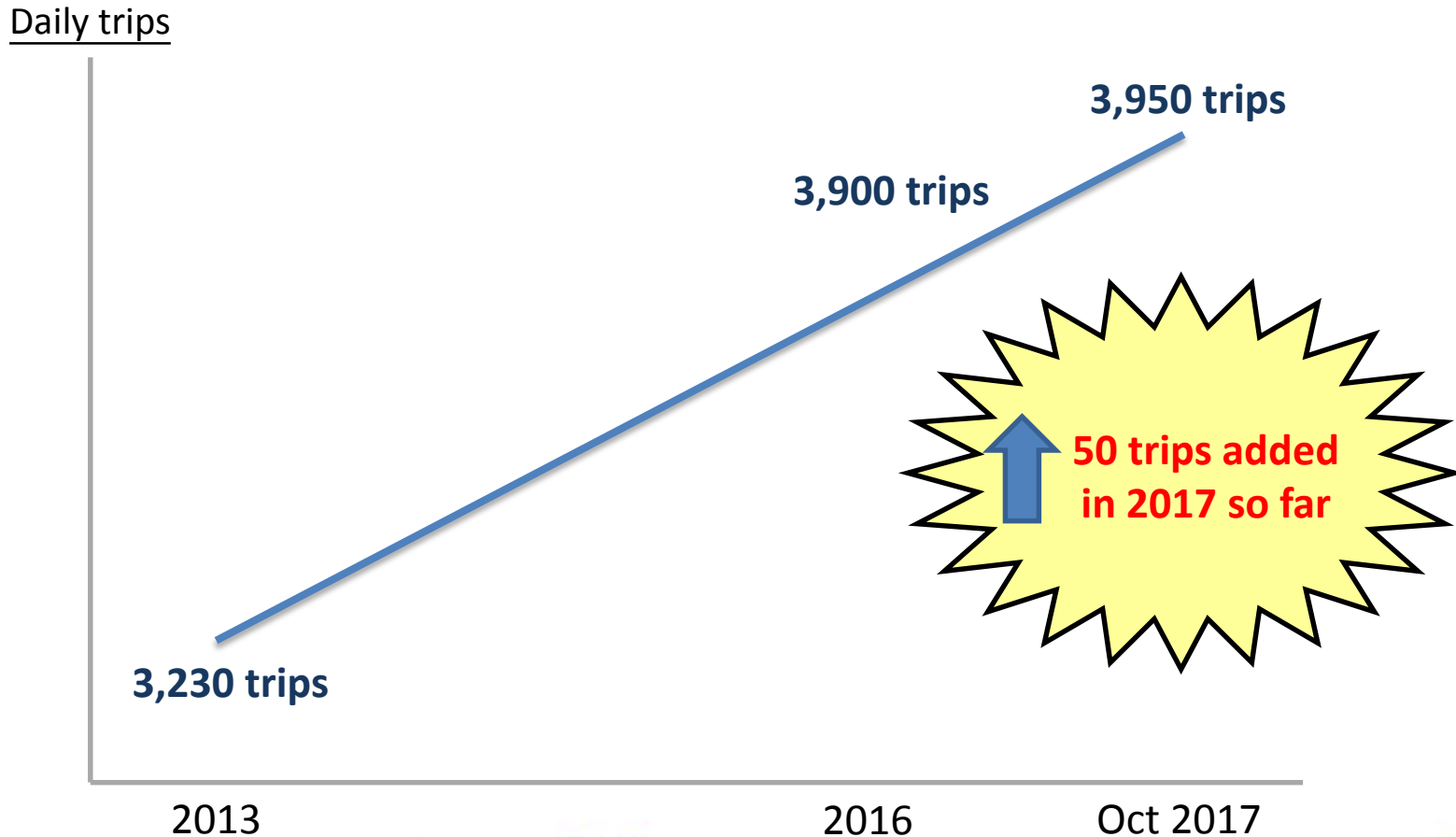


Location	Percentage
Tung Chung	13%
Tin Shui Wai / Yuen Long	12%
Tuen Mun	9%
Kwai Tsing	8%
Shatin / Ma On Shan	7%



Enhancement of transportation services – Increase daily bus frequency

Airport Transport Liaison Group formed in December 2012



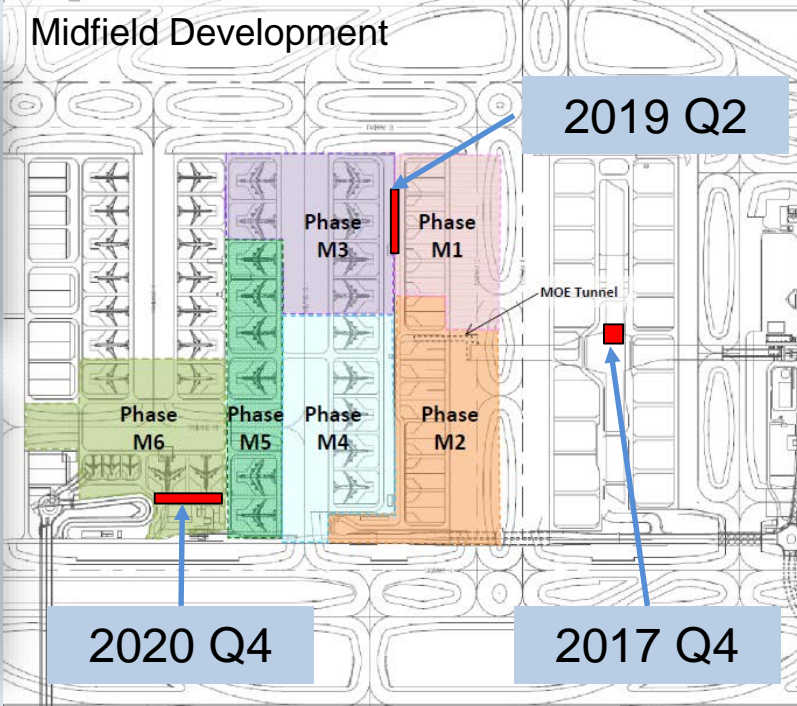
Some 720 daily trips were added since 2013, mainly to areas of high demand in the New Territories, such as Tuen Mun, Yuen Long, Tin Shui Wai, Tai Po, Tung Chung, Tseung Kwan O, etc.

Further enhance bus service

- 14 Overnight Express (“NA”) Routes in total
 - 6 new routes introduced since 2017
 - 2 routes still require subsidy under AA’s subsidy arrangement, with gradual increase in patronage
- 1 new “A” Route added in 2017
 - 22 “A” Routes in total
- Free Overnight Staff Shuttle within HKIA (operated by AAHK)
 - Service operating hours: 00:01 – 02:30
- Free Airside Staff Shuttle (operated by AAHK)



Improvements to the working environment - 4 resting lounges in use, 4 more between end-2017 and 2020



Improvements to the working environment (Apron)

Vending machines on apron resting areas



Installation of benches



Toilet revamp



Water distribution truck



Improvements to the working environment (Baggage Hall)

LED Light Replacement



Ventilation



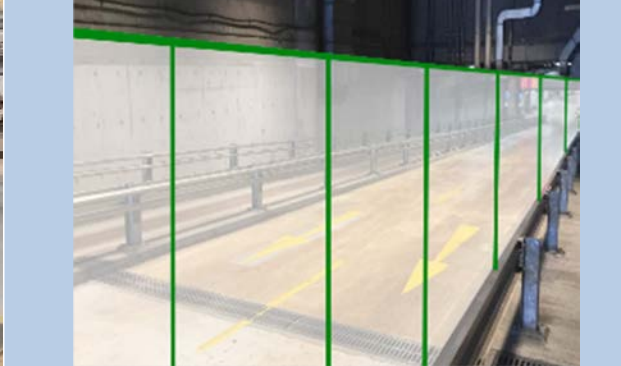
High Speed Door



Seating Area



Sound Barrier



Safety Revamp



Enhance staff welfare/ wellness and community spirit

Discounted Staff Meal



Staff Sales (Retail shops)



Discount Medical Consultation



Various Staff Recreation Activities



Airport Preschool (with subsidy from AAHK)

- For children of airport staff below the age of three
- Operate from Monday to Friday; service hours: 8am-6pm (can be extended to 8pm)
- Service charge for 17/18 YR: HK\$3,580 per month
- Operation commenced in March 2017 providing 46 spaces
- Permanent facility by 2019; around 90 to 100 spaces will be provided



Airport Community Centre and New Staff Catering Facility

- To be completed by 2019
- To be located in the New Car Park 4 Extension which is currently under construction



Mandatory contract requirements

- Back-to-back salary payment
 - to remove potential malpractice by employers
- Paid rest day
- Paid meal break
- One rest day every 7 days
- Annual increment – CCPI
- “Hire back” $\geq 50\%$
and etc...

Note: Service quality is regarded as more important than the bids of contracts



Attracting new workers and talents

In the first 9 months of 2017, AAHK organised:

~110 School Talks/ Visits

~130 Airport Visits

3 Job Fairs
(Career Expo/ District-based Job Fairs)



Hong Kong International Aviation Academy

- The Academy first rolled out courses in April 2017. As of August, the Academy offered 74 courses and enrolled 2,000 students. 83% of the students are airport staff.

Professional Programmes

Including: Airfield/ Terminal Operations and Management, Airport Crisis and Business Continuity Management, Introduction to Aviation Law, Air Traffic Control, Safety and Security Training

No. of students

> 800

Beginners Programmes

Including: Introduction to HKIA, Essential English for Airport Service Providers and Agents, Air Transport Day Camp, Certificate in Airport Services and Operations, Seminars of Customer Services

> 900



Use of technologies



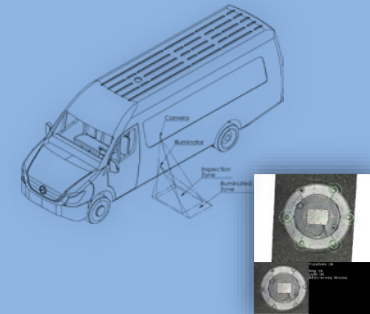
Self Service Bag Drop



Stack@Ease
for Baggage Loading



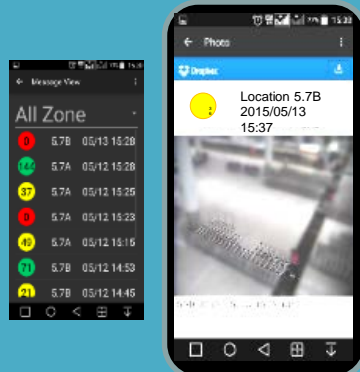
Baggage Tagging
Robot



Airport Ground
Lighting Inspection
System



Floor Rail Baggage
Unloader



Trolley Counting
System



Cleaning Robot



Driverless Tractor/
Driverless Shuttle



THANK YOU

