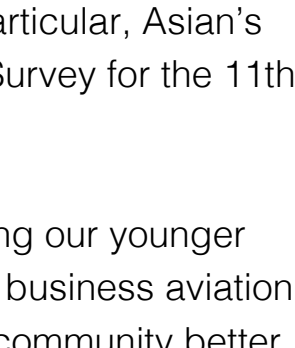




HKBAC Update

Your Business Aviation Partner in Hong Kong for 20 years and Beyond

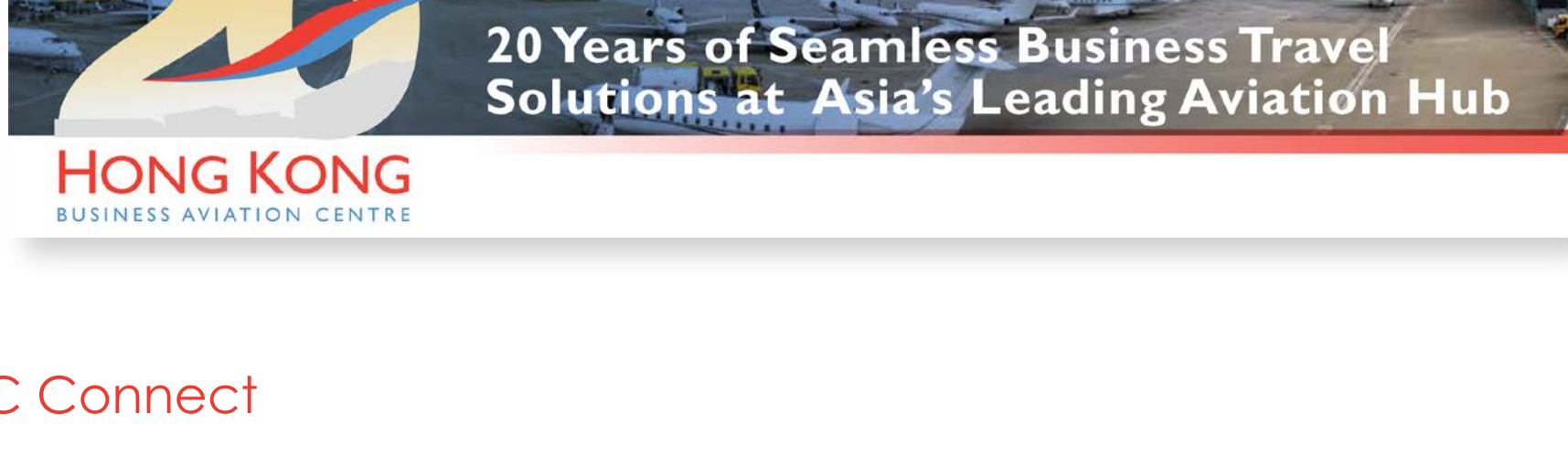
Year 2018 marks the 20th anniversary of the Hong Kong Business Aviation Centre (HKBAC). Started operation from a container in 1998, HKBAC has since grown to become a world renowned Fixed Base Operator (FBO). To date, we have contributed two solid decades of prestigious business aviation undertaking known for our unparalleled standards in safety, service and style. The construction of the three hangars demonstrates our progressive advancement and continuously expanding capabilities. Other milestones include a new dedicated crew lounge, an overhauled customer lounge, not to mention winning industry accolades, in particular, Asian's best FBO awards in the Pro Pilot PRASE Survey for the 11th year consecutively.



HKBAC has spared no effort in enlightening our younger generations, sharing with them insights in business aviation, and the spirit of contributing to make our community better, through visits and seminars across academic institutes.

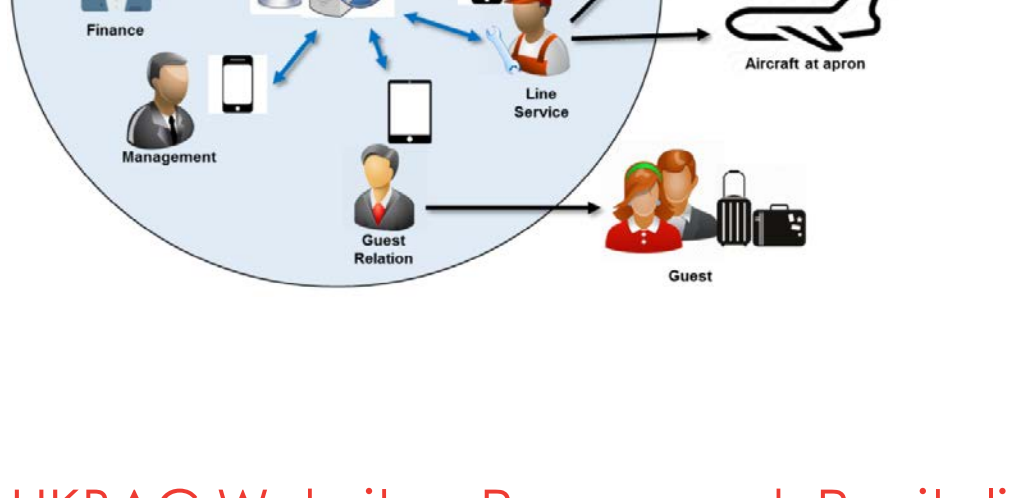
Over the last 20 years, we have met a lot of challenges such as the increasingly frequent torrential weather conditions, constraints in parking slots, the SARS epidemic in 2003 and financial tsunami in 2008. Despite the difficulties, with a dedication to providing the most esteemed service to our customers, we have managed to ride out hard times and emerge with a more resilient, sustainable competitive advantage.

To commemorate HKBAC's 20th anniversary, which coincides with the avid development of the business aviation industry in Hong Kong over the same period, we are going to organize an industry forum and a celebration to share our joy and gratitude with friends, partners and stakeholders in the industry, also to look into the future against the exciting prospect of initiatives such as the Greater Bay Area development and Belt and Road. While we look back with pride, we are humbled by the vast array of new possibilities in front of us. Let's explore together to our mutual benefit.



HKBAC Connect

In line with our long-standing focus on customer feedback, our new integrated customer ordering platform "HKBAC Connect" was launched internally in February 2017 and gradually roll-out to operators in Q2 2018 which provides



user access to the latest flights and relevant information at the finger-tip. Convenience and peace of mind to customers are guaranteed now that one can view one's own flight schedules all on one display interface.

Highlights of HKBAC Connect features include:

- Automatic email notification of the actual time of arrival (ATA) and the actual time of departure (ATD)
- Easy navigation
- Enabling customers to submit and monitor ground handling requests, and to make or change requests 24/7 anywhere around the world
- Display of all requested service status in real time on one page

Learn more about HKBAC Connect by visiting our website (www.hkbac.com) or contacting our customer service team on +852 2949 9000 please.

HKBAC Website - Revamped, Revitalised



We are delighted to announce that our updated, revamped website was launched in March 2018. The fresh and simple design makes for easy, seamless navigation for any information about us you may wish to locate. There are also new features which may render your journey and operational planning more convenient, including:

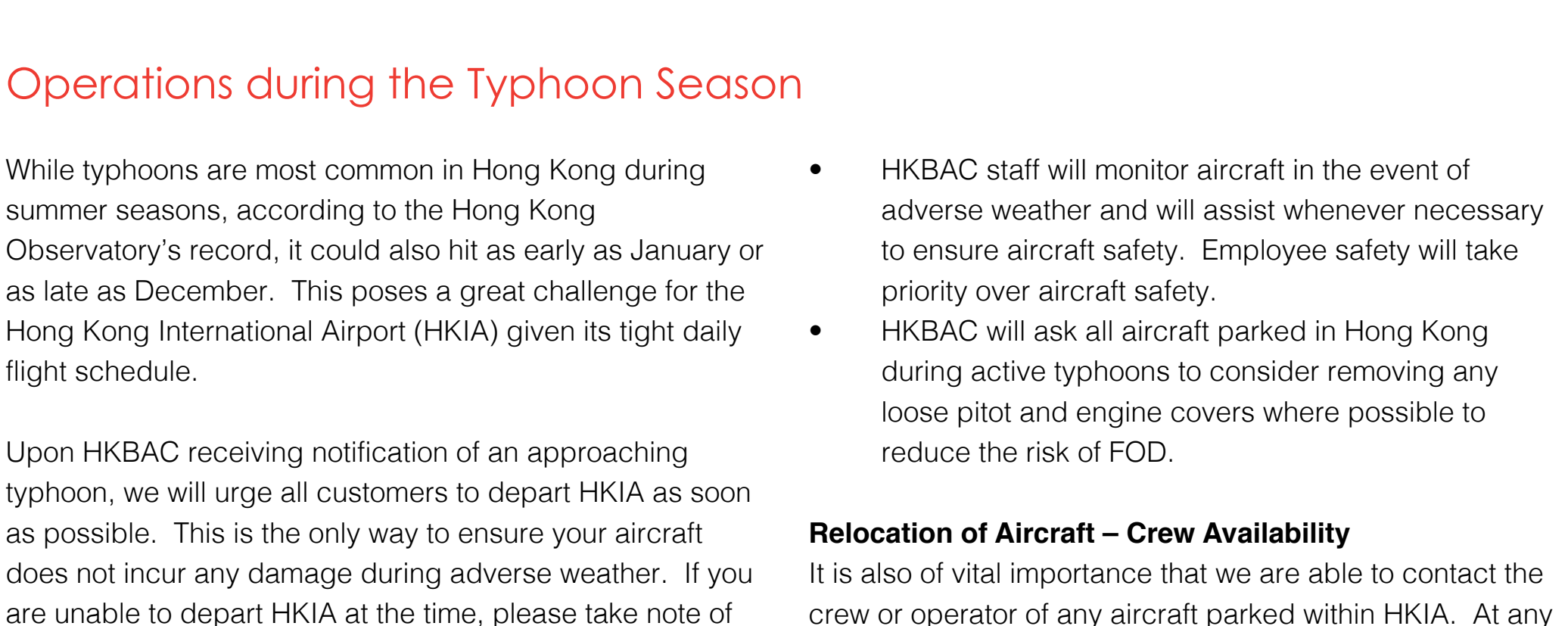
- Latest and up-to-date news on VHHH and BAPS
- Careers page – one-click to our HR

- Newsroom page – keeping all posted of our updates
- Contact Us page with Feedback Form

Should you have any comments and/or suggestions, please do not hesitate to drop us a message. We value any help to serve you better and to strengthen our relationship further.

Explore our company culture and updates on: <https://www.hkbac.com>

About VHHH



Operations during the Typhoon Season

While typhoons are most common in Hong Kong during summer seasons, according to the Hong Kong Observatory's record, it could also hit as early as January or as late as December. This poses a great challenge for the Hong Kong International Airport (HKIA) given its tight daily flight schedule.

Upon HKBAC receiving notification of an approaching typhoon, we will urge all customers to depart HKIA as soon as possible. This is the only way to ensure your aircraft does not incur any damage during adverse weather. If you are unable to depart HKIA at the time, please take note of the following procedures developed in compliance with the HKIA's Emergency Procedures Manual ("EPM"):

- All operations may be stopped or limited depending on typhoon level and severity for the protection of aircraft and employees.
- All aircraft hangar spaces will be filled upon request on a first-come first-serve basis and will be fully utilized during this time for aircraft protection.
- Hangar doors will be closed once typhoon signal No. 3 (T3) is in force and will remain closed during the entire period of any T8 or higher event unless in case of emergency or with permission of HKBAC Management.
- Aircraft parked within the HKBAC Apron will be spread out from the current 3M spacing to 6M to reduce the possibility of aircraft collision.
- If HKBAC has "excess" aircraft, we will attempt to reposition them to remote parking stands to increase aircraft spacing.
- HKBAC will request all aircraft be fuelled where possible to add weight to the aircraft in line with any customer request and maintenance manual requirement. Reference should be made to the Guidelines for Aircraft Ramp Handling under Strong Wind Conditions (App. 12-A of EPM of HKIA).
- HKBAC will place extra heavy chocks on aircraft where possible to reduce the potential for unintended aircraft movement.

- HKBAC staff will monitor aircraft in the event of adverse weather and will assist whenever necessary to ensure aircraft safety. Employee safety will take priority over aircraft safety.
- HKBAC will ask all aircraft parked in Hong Kong during active typhoons to consider removing any loose pitot and engine covers where possible to reduce the risk of FOD.

Relocation of Aircraft – Crew Availability

It is also of vital importance that we are able to contact the crew or operator of any aircraft parked within HKIA. At any given time, the Airport Authority and/or HKBAC may require an aircraft to be moved with no prior notice; hence, may need the crew to act as a brake rider for their aircraft.

Therefore we request that HKBAC be provided with a 24-hour contact number upon any aircraft arrival. If you are unable to attend to HKBAC at short notice, please appoint a licensed HKAR-145 support team who can assist during the required period. HKBAC will be pleased to engage an appointed team on your behalf.

Relocation of Aircraft – AOM Part D – Section 2 – No.5

During airport emergency or any unforeseen circumstances, the Apron Control Centre (ACC) may require urgent relocation of an aircraft from a parking stand for its safety or to minimise interruption to airport operations. It is thus an essential operational requirement that airlines or their ramp handling agents make provision for their aircraft to be moved at short notice, at most within 30 minutes from the time when an instruction is given by ACC. Such provisions should include arrangement for access to the flight deck to release parking brakes, and availability of suitable tow bars, aircraft tractor and towing crew.

Liability

While HKBAC will take all precautionary steps to reduce the impact of any typhoon, we will not accept any liability towards aircraft damage due to the effects of adverse weather. Please refer to HKBAC's terms and conditions for reference: <https://www.hkbac.com/terms/>

Airport Lightning Warning System (ALWS)

To reduce the risk of injury to airport staff working in exposed areas, the Airport Authority (AA) has introduced the Airport Lightning Warning System (ALWS) with classifications in either AMBER or RED. AMBER warning means lightning activity is expected at the Airport while RED warning means lightning activity is detected at the Airport.

At HKBAC, the Airport Lightning Warning Signal Lights are installed at the Executive Terminal Building (outside the CIO Hall) and at the North Apron. The alarm intends to alert all personnel on the prevalent status of the Airport Lightning Warning.



AMBER Warning

- All personnel on apron should be alerted and be prepared for RED warning.
- Minimize towing and pushback operations.
- Do not commence outdoor work above wing level of aircraft. For any work that is in progress, be prepared to suspend and seek shelter once ALW changes to RED.
- Minimize operation in Northern Stands and use vehicles for transportation.

RED Warning

- For all outdoor activities on the apron, the following precaution should be adhered to:
 - Push back operation is prohibited.
 - For Arrival Aircraft, passenger handling should cease; aircraft to hold on the apron until "RED" warning stand down.
 - For Departure Aircraft, ramp operation to cease until "RED" warning stand down.
- If aircraft is ready for pushback but not yet started, aircraft tractor operator will suspend push back and wait until "RED" warning stand down.
- Cease the following maintenance/servicing activities:
 - Aircraft refueling / defueling operations
 - All other servicing/maintenance activities conducted on the ramp

Personal Safety Guidelines

- Do not take shelter under aircraft fuselage and wings.
- Avoid contact with the external parts of aircraft.
- Keep clear of tall objects.
- Keep clear of metal objects and aircraft (including aircraft tyres).
- Do not hold metal objects such as tools or umbrellas.
- Do not work on high stands or platforms.
- Avoid using mobile phone and walkie-talkie on the ramp.
- Remain alert for cancellation of "RED" warning

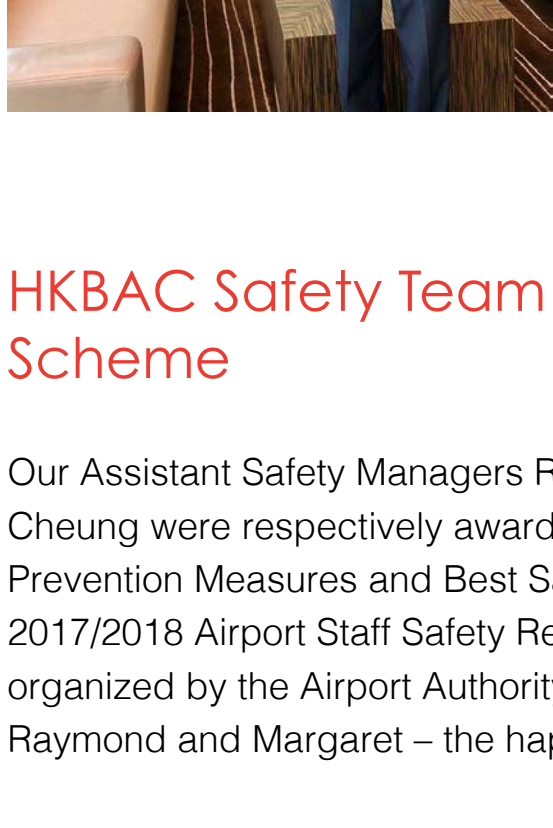
HKBAC Highlights

Reminder on wearing Reflective Vests at Airside

According to the Airport Authority Hong Kong, reflective vests shall be worn by all apron personnel when performing duties, such as conducting aircraft walk-around checks, walking through the HKBAC Apron to parked aircraft or conducting any maintenance works, at the HKBAC Apron and remote parking stands. The high visibility clothing should be in compliance with British Standard EN 471.

Visibility is one of the key considerations in safeguarding ramp operation safety. It is therefore essential that all personnel working on the apron are provided with High Visibility clothing and that such clothing is being worn at all times. HKBAC reserves the right to reject any person non-compliant with the safety requirements from entering our ramp area.

Above & Beyond – Kitty Lee recognized by AIN for her excellence in Customer Service



Our Customer Service Supervisor Kitty Lee was recognized in the 2018 AIN FBO Survey for excellence in customer service.

Kitty joined HKBAC 16 years ago and the award is a great honour and encouragement. When asked what has contributed to her success, Kitty humbly

shared some tips. First of all, she would review every flight plan/crew file of the flight and familiarise with the destination(s) and background. Should the pilots encounter any problem, she would immediately take note of the situation and provide alternative solutions for consideration. Helping to address the customer's problem and assisting in solving it are very key elements in customer service.

Kitty would like to take this opportunity to thank our customers and pilots for their unfailing support over the years. She would also like to pay tribute to her mentors for their guidance and to her co-workers for unremitting team work to ensure smooth operations.

HKBAC Safety Team honoured at 2017/2018 Airport Staff Safety Recognition Scheme

Our Assistant Safety Managers Raymond Tsoi and Margaret Cheung were respectively awarded for offering Accident Prevention Measures and Best Safety Supervisor in the 2017/2018 Airport Staff Safety Recognition Scheme organized by the Airport Authority Hong Kong. Well done, Raymond and Margaret – the happy duo.

the responsibility of all personnel at HKBAC, no matter frontline staff, tenants or management, that everyone should maintain HKBAC as a safe working and operational environment. We shall continue to uphold this principle and our proud safety culture!

