

DECEMBER 2020

HONG KONG BUSINESS AVIATION CENTRE SAFETY, SERVICE & STYLE



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RESILIENCE AT HKBAC DURING COVID-19 CHALLENGES

HKBAC RECOGNISED BY NATIONAL AIR TRANSPORTATION ASSOCIATION (NATA) FOR REACHING GLOBAL FBO SAFETY GUIDELINES

HKBAC's efforts in fighting COVID-19 has been acknowledged by the National Air Transportation Association (NATA). HKBAC has recently attained the NATA Safety 1st Clean Standard Certification, which is a clear testimony of our continuous effort to promote safety and quality standards. Rest assured that you are safe with HKBAC.



EXCLUSIVE PRIVATE ZONE IN THE EXECUTIVE LOUNGE

Customer feedback is one of HKBAC's driving forces to bring its services and facilities to higher standards. We value the feedback and have always done our best to respond and improve, whenever and wherever we can. The executive lounge at HKBAC has been upgraded with a new private zone this year for customers to enjoy quietness and privacy. Injecting into the lounge a new lease of life, the new feature is designed for flexible use, ranging from a semi-enclosed environment provided for conversations and work on business matters to a restful, spacious area simply to chill out, reading magazines or having a sip of our signature coffee in a tranquil atmosphere.



RESILIENCE AT HKBAC DURING COVID-19 CHALLENGES

CONTINUOUS ENHANCEMENT OF SAFETY PROTOCOLS

2020 has been an extremely challenging year for the business aviation community. HKBAC has also been deeply affected by the travel restrictions imposed on us all, and we yet take this opportunity to gear up ourselves during the times, express our solidarity and support to businesses in the region.

To manage the health risks of COVID-19, HKBAC has implemented the “Contingency Plan for Public Health Emergencies” which is delivered in parallel with the Hong Kong Government’s official response and local action plan for managing the COVID-19 pandemic.

HKBAC has implemented the following measures to uphold the highest level of safety and security standards.

Measures include but are not limited to:

- Temperature screening for all staff, tenants, customers, and visitors.
- All personnel are required to wear face mask in HKBAC premises at all times.
- Enhancing cleaning and disinfection with RAZE photocatalyst coating treatment at HKBAC facilities.
- Hygiene controlled access control introduced to offices and passenger lounge.
- Case reporting protocol introduced.
- Flexible working hours introduced for staff to avoid peak public transit hours.
- Observing workplace social distancing.



RESILIENCE AT HKBAC DURING COVID-19 CHALLENGES

HKBAC CONDUCTS EVACUATION AND REPATRIATION FLIGHTS DURING PANDEMIC

Business aviation provides humanitarian assistance in times of need because it can reach communities and locations that commercial aircraft cannot. For this reason, business aviation has been a vital tool in the supporting medical, evacuation, and repatriation missions in 2020.

In 2020, HKBAC supported several evacuation and repatriation flights, supporting stranded passengers and crew, and ensuring their safe return home. HKBAC provided timely, efficient services, ensuring the flights were ready to depart on time, while upholding the highest standards of operational safety and security, as well as complying strictly to the evacuation protocol set by the authorities.



RESILIENCE AT HKBAC DURING COVID-19 CHALLENGES

PREPARED FOR ANY OPERATIONAL ENVIRONMENT

The halt of traffic did not stop us from improving ourselves continuously. To further gear up ourselves even during the quiet times, HKBAC has launched an online training program that provides Safety Management System (SMS) and Security Training, enabling all staff to complete the mandatory training courses at ease even under flexible working arrangement during the pandemic.

As always, HKBAC also completed an annual fire drill with the Hong Kong Fire Services Department, meaning we are fully prepared for the unlikely occurrence of a fire on site. In addition, the team held typhoon preparation training, a cross-departmental desktop exercise using our specialist operational system, HKBAC Connect, that ensures smooth, swift, professional action in the case of a typhoon.



HKBAC SAFETY FUN DAY

Safety, but make it FUN! The HKBAC Safety Fun Day is a game-based learning event held annually with the aim to strengthen the safety awareness of our colleagues and tenants' staff. Themed "Proper uniform and PPE usage" and "Driving Regulations", this year's Safety Fun Day was held on 13 Nov 2020 ahead of the "fourth wave" in Hong Kong.

Participants had a great time and were rewarded with gifts after successfully completing the series of games.

In 2021, HKBAC will continue to invest in the development of safety culture among colleagues and tenants' staff.

