

CARGO CLAN

QUARTER FOUR 2014

Team Europe

歐洲團隊

- New routes 新增航線
- Special expertise 專業運送
- Dutch flowers 荷蘭鮮花



Flies to

140+

destinations

飛往逾140個航點

HIGHER ORDER
THE PUZZLE GAME OF
MAXIMISING SPACE

運籌帷幄
拼砌出最大載貨空間



SWISS SERVICE

Daily flights to Zurich

瑞士直航服務
每日飛往蘇黎世航班





Brighter skies ahead 光明前景

After a four-year wait we finally have a stronger peak season. Increased consumer demand in the United States, the release of new smartphones and bottlenecks in sea cargo have all contributed to a much-improved last quarter. Reduced fuel costs have put money in consumers' pockets and reduced our fuel bill. We are hopeful that this will roll over into a strong first quarter of 2015.

We continue to expand the network with new passenger services to Manchester in December 2014 and Zurich in March 2015, following our recent freighter launches in Calgary and Phnom Penh.

We hope the festive season brings good news for all our customers, and we would like to thank you for your support and wish you all the best for the holidays. I'm looking forward to brighter skies in 2015.

經過四年的期盼，較為強勢的年終旺季終於來臨。由於美國消費都需求上升、新款智能手機上市，加上海路運輸呈現瓶頸，帶動第四季的業務大幅增長。燃油成本下調，不僅為消費者節省開銷，亦降低了我們的燃料費用。在這些有利條件下，預期強勁的勢頭將持續至2015年第一季。

我們的航空網絡持續擴展，繼加利及金邊成為貨運航點後，前往曼徹斯特的客運航線已於2014年12月開通，而往來蘇黎世的客運服務亦定於今年3月啟航。

在這歡欣佳節，我們希望各位客戶生意興隆，貨如輪轉。謹此感謝各位一直以來的鼎力支持，並向大家獻上誠摯的節日祝福。期望2015年能為我們展現更光明的前景！

James Woodrow
Director Cargo
國泰貨運董事章靖

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Regional
Manager Cargo,
Europe, Ray
Jewell says
demand is rising
for specialist
products

歐洲地區貨運經
理Ray Jewell指
出，市場對專業貨運
服務的需求上升

Photo by David G. McIntyre

Bespoke service

特殊任務

Cathay Pacific Cargo's wide range of specialist products ensure that shippers get a highly specific service

國泰貨運提供一系列專業貨運服務，確保能滿足付運人的特定要求

WHILE THE economies of European countries have lagged behind those in most other regions, Cathay Pacific has pursued a regional strategy based around the airline's diverse selection of specialist products.

Ray Jewell, Regional Manager Cargo, Europe, says that the airline's strategy relies on the expertise that the Cathay Pacific teams throughout Europe have developed, as well as the airline's extensive network.

"Our network is a huge advantage," he says. "We are very much a network-driven carrier and that is probably one of our biggest competitive advantages. The network and where we fly, whether it's in Southeast Asia, North Asia, or China, is a big selling tool."

However, Ray says that the focus is, of course, not on special products alone, as there was extra capacity coming online in Europe with new Boeing 747-8 freighters and new B777 passenger routes to Manchester

在歐洲經濟狀況落後於世界大部分地區，國泰航空就在當地的地區市場策略，主力提供有多種選擇的專業貨運服務。歐洲地區貨運經理Ray Jewell表示，執行這個策略，全賴國泰在歐洲的專業團隊，以及覆蓋廣泛的航空網絡。他說：「我們的航空網絡是一大優勢。我們是以航空網絡推動業務的公司，這也是我們的競爭優勢。不管是東南亞、北亞洲或中國，航空網絡及航點都是我們的一大賣點。」

不過，Ray同時指出，專業貨運服務在歐洲並非唯一的重點，隨著全新的波音747-8貨機投入服務，及以廣體客機波音B777客機營

and Zurich that provide good belly capacity in wide-bodied planes.

"We understand that we can't have special products as our sole strategy. We certainly want to specialise, though, because we see that is what the market is increasingly asking for, and where a successful future lies. We have expensive equipment and facilities, and new aeroplanes, so we can't afford to be driven by tonnage alone."

Ray outlines these specialist products and how they are used in Europe:

PHARMA ^{UFT} "Europe is quite a sophisticated market with pharmaceutical manufacturers and shippers in almost every country. There are markets where we are stronger, of course, but all of our key markets have good potential and special requirements. Cathay Pacific has four basic pharmaceutical sub-products.

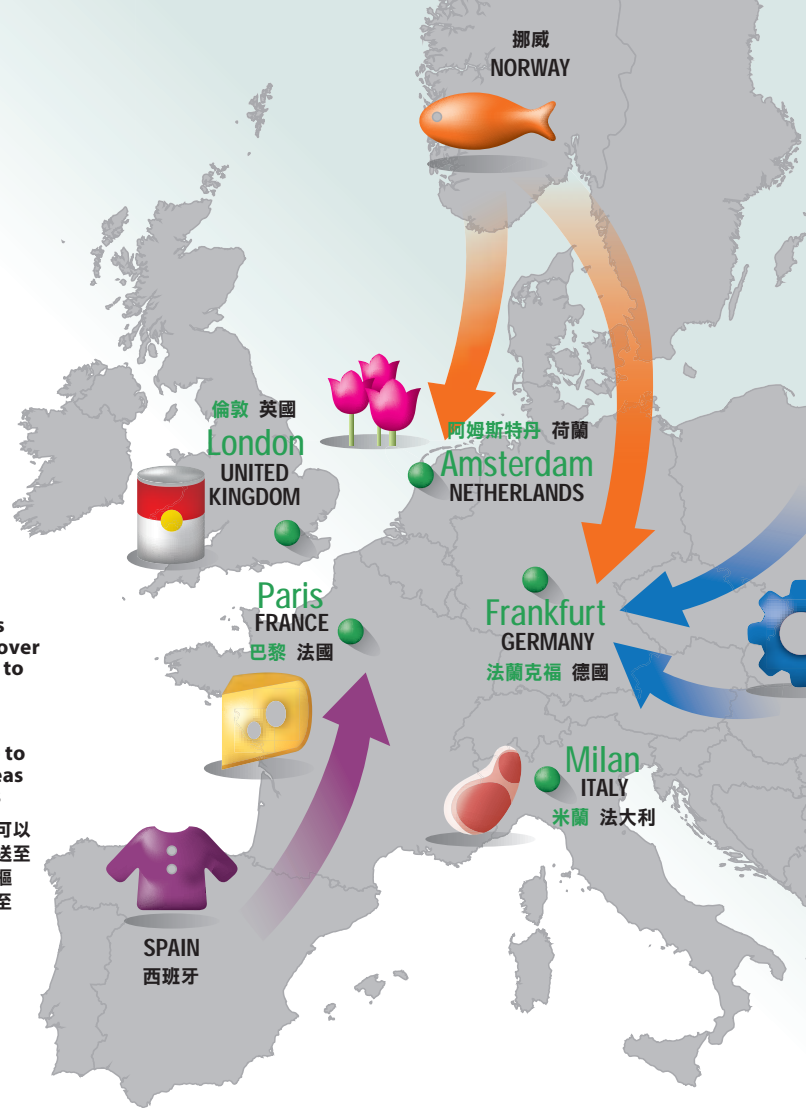
"**EXPERT ^{UFT}** is our product for large, heavy, or outsize pieces of freight. As the name says, we are 'experts' in carrying this type of cargo. Our fleet of the newest nose-door B747 freighters and our very experienced team in Europe facilitate this product and keep it a key to our product offering. Every market in Europe has uplift demand for this product, which is everything from big steel plates and pipes to highly sophisticated turbines, helicopters and jet engines.

"**FRESH ^{UFT}** is another big product for Cathay Pacific. Like Pharma, these are highly perishable goods, much of it foodstuff. We fly salmon from farms in Norway out of our hubs, fine foods from France and Italy, flowers from the Netherlands and packaged food items from the UK.

"Under the **PRIORITY ^{UFT}** brand we fly all products, goods and documents, that need special, expedited handling at both ends of the flight and, if required, in transit. Mail and package

Trucking gives customers all over Europe access to Cathay Pacific capacity and frequency by sending cargo to its core overseas shipping hubs

歐洲各地的客戶可以從陸路將貨物運送至國泰的海外貨運樞紐，然後再空運至其他地方



express falls in this category of course, though any cargo needing extra speedy handling with top priority we fly with this product. It's interesting to note that online retail, much on the increase, is a big user of **OUR PRIORITY ^{UFT}** product.

運往來香港及曼徹斯特和蘇黎世的新客運航線，提供了不少腹艙貨運空間，提升了歐洲的運力。

Ray繼續說：「我們明白不能只以專業貨運服務作為唯一策略，但確實需要提供更專業的服務，因為我們看到市場對此需求日增，也是未來發展的成功關鍵。我們擁有昂貴的設備及設施，又有新的航機，因此不能僅著眼於貨運量。」

以下是Ray簡介國泰為歐洲市場提供的各類專業貨運服務：

PHARMA ^{UFT} 「歐洲的市場非常成熟，幾乎每個國家都有醫藥製造商及付運人。當然，我們在某些市場實力較為雄厚，但其實每個主要市場都具有良好的發展潛力，亦各有特別

的需求，所以國泰也因應需要，為客戶提供四種基本運送醫藥產品的服務方案。」

「**EXPERT ^{UFT}** 是專為大型、重型或體積超大的貨物而設，顧名思義，我們是運送這類貨物的『專家』。我們最新的波音B747貨機設有機鼻艙門，方便裝卸貨物，而我們經驗豐富的歐洲團隊更會全力提供這項服務，並令它成為我們的主要服務。歐洲各個市場對這項服務的需求均有所增長，不論是運送大型的鋼板、管道、高度精密的渦輪機、直升機以至飛機引擎，均需要此服務。」

「**FRESH ^{UFT}** 是國泰另一項主要貨運服務。一如 **PHARMA ^{UFT}** 運送的產品，這類貨物容易變壞，其中大部分是食物，例如挪威養殖的三文魚、法國和意大利的高級食材、荷蘭的鮮花及英國的包裝食品等，都是由我們經各主要航點空運到目的地。」

「**PRIORITY ^{UFT}** 為優先處理貨物服務。所有需要在出發地、目的地甚或中轉站獲得特別或加快處理的產品、貨物及文件，都屬於這一類別。快遞郵件和郵包固然歸入這一類別，而任何需要優先特快處理的貨物，也同樣會納入此類別。值得注意的是，正在迅速增長的網上零售業，正是 **PRIORITY ^{UFT}** 服務的大客戶。」



Some outsize and super-heavy cargo require cranes for secure and safe loading

為確保安全，一些體積特大或特別重的貨物在裝卸時會使用起重機

Strategic forces

有求必應

It takes careful planning and no little amount of ingenuity to overcome the challenges faced by moving cargo to and from Europe

運送貨物出入歐洲必須有周全的計劃與靈活應變的能力方能面對各種挑戰

Andy Cripps Assistant Cargo Services Manager, London

Andy and his seven team members ensure the smooth running of the Cargo Services Department at Heathrow and support the sales team by providing a quality product to customers.

SPECIALIST PRODUCTS: We specialise in what our customers require us to, but by sheer volume: mail, pharmaceuticals, perishables, live animals and outsize or super-heavy cargo. You name it, chances are we've handled it: the Pope's vehicle, Formula 1

cars, armoured vehicles, escalators, *Mamma Mia!* stage equipment, radioactive materials, perishables, museum artefacts, aircraft engines. The list goes on and on...

CHALLENGES: Each product brings its own challenges: mail by huge volumes (especially at Christmas), pharmaceuticals and the controlled temperatures they require, outsize by the loading and securing of the cargo.

MEMORABLE SHIPMENTS: A road sweeper vehicle we moved to Dubai. The size of the vehicle should have

倫敦貨運服務助理經理 Andy Cripps

Andy及其七位團隊成員致力確保於希斯路機場的貨運服務部運作暢順，為客戶提供優質服務，以此支持營業團隊的業務。

專業服務：我們的專業就是滿足客戶各種要求，曾經運送大量的郵件、醫藥產品、鮮貨、動物，以至體積特大和特別重的貨物，可謂包羅萬有。只要說得出的，我們都處理過，例如教宗的座駕、一級方程式賽車、防彈車、扶手電梯、音樂劇《Mamma Mia!》的舞台設備、放射性物料、鮮活貨品、博物館藏品、飛機引擎等，種類之多，不能盡錄。

挑戰：不同貨物各有挑戰，例如聖誕期間數

been loadable, but differed when we received it and it had been loaded onto a 20-foot pallet. It was a matter of inches, but we would have had to float the pallet. To avoid this we removed a top light and let air out of the tyres to reach the required height.

Anna Malmberg Cargo Manager Scandinavia and Finland

Anna and Sales Executive Henrik Karlsson make up the Cathay Pacific Cargo team based in Stockholm. They deliver cargo to Amsterdam and Frankfurt for uplift, and monitor it all the way to the destination.

CHALLENGES: Sweden is a very long country (1,574 kilometres from top to bottom) with different climate zones. In winter, darkness surrounds us all day long for weeks or months. Winter snowfalls and icy roads can be tough, especially when you consider the long-distance forwarding involved in our **EXPERT LIFT**, **DG LIFT**, **PHARMA LIFT** or **PRIORITY LIFT** special products.

MEMORABLE SHIPMENT: An **EXPERT LIFT** shipment of transformer parts from Ludvika (Sweden) to Jakarta consisted of three giant pieces of

cargo, each weighing 4.5 tonnes. We picked it up at the customer's warehouse in Ludvika and trucked it to Frankfurt for uplift.

Benedetta Guerreschi Assistant Manager Cargo Services, Milan

Bernadetta and her team of four take care of flight operations for cargo services, providing weight and balance details, supervising unloading and loading, and supporting the sales and reservations department with checks on size, weight and other factors.

SPECIAL PRODUCTS: On the export side we have good traffic of pharmaceuticals and perishables. Italian food is much requested around the world and our aircraft from Milan and Rome are always full of delicious goods. Our market has high-brand cars such as Lamborghini, Ferrari and Maserati. Helicopters are popular as the AugustaWestland factory is located near Milan Malpensa airport. We specialise in big-machinery handling.

CHALLENGES: We need to handle pharmaceuticals with care, especially with regards to temperature excursions, and the same goes for

perishables. With big and heavy shipments we, of course, strictly follow and respect all safety requirements.

MEMORABLE SHIPMENTS: The most memorable shipment has been an AW139 helicopter, since it was close to the size limit for loading onto a Boeing 747 freighter. The most difficult shipment, though, was an item 18 metres long, which had to be loaded from the nose and positioned in the centre of the aircraft without using aircraft locks. That meant we had to use 60 straps to tie it down to the aircraft floor.

Guy Crabbe Cargo Sales and Services Executive, Brussels

Guy and the four members of his team ensure everyone knows the procedures and is well trained to handle freight in a professional and safe way.

CHALLENGES: At Brussels we have a lot of **DG LIFT** and **PHARMA LIFT**. We make sure everyone is trained for the handling of dangerous goods as there is a zero tolerance for errors on these shipments. Double-checking is mandatory to make sure no mistakes occur, and to ensure a smooth



operation we need to inform all parties involved of what we expect from them.

TRAINING: We have a lot of training before you can work as a loadmaster on Cathay Pacific Cargo flights. All of our operations people are sent to Hong Kong for proper training for two weeks, and we ensure they have all the necessary licences.

MEMORABLE SHIPMENT: A shipment to Chennai that weighed 28 tonnes. We needed to hire a crane to make sure the loading was done in a safe way. You need to make sure you have enough people at the aircraft side because heavy pieces can get stuck inside the aircraft. Strapping the heavy shipment inside the aircraft takes a lot of time, so you need to make sure you have enough people and equipment.

Knut Wagner Assistant Manager Cargo Services & Operations Germany & Eastern Europe

Knut and the 15 people in the Cargo Services & Operations Department in Frankfurt form three teams: Import Services, Export Services, and Flight Operations. The teams are headed by two coordinators who work with

量龐大的郵件；運送須控制溫度的醫藥產品；以及裝載特大貨物，並將之穩妥安放機艙內。

難忘的貨運任務：將一輛大小本來符合裝載規格的掃街車運往杜拜，但收貨時發現，車子已裝在20呎的集裝板上，因而高出數呎。為免移動集裝板，只好拆除車頂燈，並放掉輪胎的氣，以符合高度限制。

斯堪的納維亞及芬蘭貨運經理 **Anna Malmborg**

Anna及營業主任Henrik Karlsson組成駐斯德哥爾摩的國泰貨運團隊，負責把貨物運往阿姆斯特丹及法蘭克福裝載上機，並監督整個運送過程，直至貨物抵達目的地。

挑戰：瑞典從南到北綿延1,574公里，不同地區氣候迥異。某些地區冬季整天不見日光，漫長的黑暗可持續數周或數月。冬雪及道路冰封令長途運送 **EXPERT UFT**、**DG UFT**、**PHARMA UFT** 及 **PRIORITY UFT** 等專業服務的特殊貨品更困難。

難忘的貨運任務：以 **EXPERT UFT** 將以三件體積超巨型，各重4.5噸的變壓器零件，從瑞典Ludvika運往雅加達。我們先從Ludvika的客戶貨倉提貨，然後以貨車把貨物運往法蘭克福裝載上機。

米蘭貨運服務助理經理 **Benedetta Guerreschi**

Benedetta與四位團隊成員負責貨運航機的運作，提供載重及平衡的詳情，監察裝卸過

程。此外也協助營業及預訂部門檢查貨物尺寸、重量及其他重要資料。

專業服務：我們將大量醫藥產品及鮮貨運送出口。意大利食品廣受全球青睞，從米蘭及羅馬出發的航機總是滿載美食；還有奢華汽車品牌如林寶堅尼、法拉利及馬莎拉蒂等。直升機也很常見，因為直升機製造商AugustaWestland的廠房就在米蘭馬爾彭薩機場附近。我們擅長運送大型機械。

挑戰：必須小心處理醫藥產品，尤其是全程的溫度控制，鮮活貨物亦然。另外，運送大型重物時須嚴格恪守一切安全標準。

難忘的貨運任務：運送一架AW139直升機，其體積差點超出波音747貨機的上限。至於最難處理的則是一件長達18米的貨物，必須從機鼻艙門進入，然後把貨物置於航機正中，不能使用鎖扣，只能以60條繫帶把貨物綁在機艙的地板上。

布魯塞爾貨運營業及服務主任 **Guy Crabbe**

Guy和四位團隊成員確保相關人等熟知程序，訓練有素，以專業態度及安全方法處理貨物。

挑戰：在布魯塞爾，我們處理很多**DG UFT**及**PHARMA UFT**的貨運，並確保每名員工受過處理危險品的訓練，因為絕不容許任何差池。為求萬無一失，必須雙重查核，同時會向所有相關部門說明我們的要求，以確保運作暢順。



Cathay Pacific Cargo's Milan office often ships Italian supercars (far left)
Outsize shipments can sometimes require innovative solutions, such as using straps (centre) to secure cargo to the aircraft floor, or deflating a road sweeper's tires (left) to fit it into the hold


國泰貨運米蘭辦事處經常要運送意大利的超級跑車（最左圖）

運送體積特大貨物需要發揮創意，例如用繫帶（中圖）將貨物固定於機艙地板上，或將大型掃街車的車胎（左圖）放氣以符合高度要求

them on a shift basis. The roles of both coordinators are the key to success.

SPECIALIST PRODUCTS: EXPERT , PHARMA , DG , PRIORITY .

CHALLENGES: There are challenges with the safe uplift of every single shipment, which must be calculated and checked for loadability according to our various manuals and Boeing's restrictions in advance. Sometimes we visit the shipper's premises to discuss and consult with them on the options for packaging and transportation.

MEMORABLE SHIPMENTS: We have handled various EXPERT  shipments in the past: a speedboat, expensive cars, special trucks, ship spares and steel plates. The most difficult shipment was metal rings with a cross-section of 480 centimetres, which usually would not fit through the doors of our freighters.

Ramon Borgers Cargo Services Supervisor, Amsterdam

The Cargo Services team comprises Ramon, three Cargo Services Officers and a Customer Services Coordinator, all involved in day-to-day operations.

MAIN SHIPMENTS: One of our main export products is fresh-cut flowers, famous in the Netherlands. On a monthly basis we transport about 90,000 kilograms from Amsterdam to Hong Kong, mostly uplifted in the belly of our passenger aircraft. (See story opposite on the flower auctions.)

We also forward large volumes of other perishables such as young plants to Kunming and Nagoya. The speedy handling and shortened minimal connection time at our new cargo terminal in Hong Kong gives us an advantage over other airlines and there are more destinations in our region which can be offered as almost a direct flight for sensitive products.

SEASONALITY: Peak periods for the flower traffic are prior to Valentine's day, Lunar New Year, Mothers' Day and Christmas.

Thierry Chagnon Assistant Cargo Services Manager, Paris

Thierry and his team of five in the Cargo Services Operations Department oversee ground handling and cargo-terminal-operator supervision, and implement and review new procedures.

培訓：員工須接受嚴格培訓方能成為國泰貨運航機的裝卸專家。所有參與運作的員工都要到香港接受兩星期相關培訓，而我們亦會確保他們持有一切所需牌照。


難忘的貨運任務：把一件重達28公噸的貨物運往欽奈，要租用起重機以確保裝載安全。同時航機上也要有足夠人手，因為重磅貨物可能堵在機艙內。把重磅貨物在機艙內繫牢亦需時甚久，故須確保人手及裝備齊全。

德國及東歐貨運服務 及營運助理經理 Knut Wagner

Knut與法蘭克福的貨運服務及營運部15名成員組成進口服務、出口服務及航班營運三個團隊，在兩名統籌主管領導下輪班工作。兩名統籌主管的工作是業務成功的關鍵。

專業服務： EXPERT , PHARMA , DG  及 PRIORITY  運送貨物

挑戰：要安全裝載每件貨物，就得面對不同的挑戰。運載貨物前，必須按內部裝卸指引及波音航機的規定，計算及查驗貨物是否可裝載運送。有時還會到訪付運人的付貨地點，與他們商討各種包裝及運送的方法。

難忘的貨運任務：我們曾經處理過形形色色的 EXPERT  貨物，包括快艇、名貴房車、特種貨車、船隻零件及鋼板等。最難運載的貨物是橫切面達480厘米的金屬環，因為這樣的尺寸一般都沒有辦法通過貨機的艙門。

Helicopter manufacturer AugustaWestland has a factory close to Milan Malpensa airport and the Cathay Pacific Cargo team in Milan often has been involved in shipping the company's aircraft to customers

由於直升機製造商 AugustaWestland 的工廠鄰近米蘭馬爾彭薩機場，國泰貨運在米蘭的團隊經常參與將該公司製造的直升機運送給客戶



阿姆斯特丹貨運服務監督 Ramon Borgers

貨運服務團隊由Ramon、三名貨運服務主任及一名客戶服務統籌員組成，負責日常的營運。

主要貨物：其中一種就是荷蘭著名的鮮花，每月從阿姆斯特丹運送約90,000公斤往香港，大部分裝載於客機腹艙。（詳情請參閱鮮花拍賣市場的介紹）我們也運送大量鮮貨往昆明及名古屋，包括植物幼苗。在香港的國泰航空貨運站的迅速處理，能將在香港中轉的時間大大縮短，令我們更具優勢。若是區內航點，更能為對溫度敏感貨品提供近乎直航的貨運服務。

旺季：情人節、農曆新年、母親節及聖誕節等節日來臨前，都是運送鮮花的高峰期。

巴黎貨運服務助理經理 Thierry Chagnon

Thierry及其五人團隊隸屬貨運服務營運部，負責地面理貨及管理貨運站操作員的工作，並負責執行和檢討各項新程序。

專業服務：EXPERT 、PHARMA 、DG 、FRESH  及 WINE  運送貨物。

難忘的貨運任務：2011年巴黎大雪後，星期日的貨機服務取消，但我們要運送分別放在八塊主艙集裝板上、而且需要溫度控制的貨物到孟買。訂單經重新安排至星期二的航班上。可是，在當天那滿載貨物的航機正準備要離開停機坪時，付運人要求將該批藥品運回給生產商重新檢定品質。我們遵照貨主的決定，迅速



The Netherlands is renowned for its fresh-cut flowers

荷蘭以出產各式鮮花馳名

TULIPS FROM AMSTERDAM 來自阿姆斯特丹的鬱金香

At 5:30am each weekday, selling starts at the famous flower auction in Aalsmeer in the Netherlands' capital Amsterdam, where export companies buy fresh flowers for clients in Hong Kong. The blooms are immediately transported to their facilities and packed in specially designed boxes for air transport. At about 8am the shipments leave the auction for the Cathay Pacific warehouse. They must arrive at 8:30am at the latest for the departing flight, says Ramon Borgers. "We plan dedicated equipment on the Amsterdam to Hong Kong flight for quick build up/break down, so no delays in the process may occur."

After delivery at the warehouse, the build-up team weighs the shipment and builds up according to instructions. All cargo is then towed to the apron for loading into the aircraft, which departs at 12:45pm.

On arrival in Hong Kong, at 7am local time the next day (10am CET), the flowers are unloaded and the majority will be released to the clients at 9am. By 11am (24 hours later) the flowers are available for the Hong Kong public at the flower markets or can be seen at several five-star hotels in the city.

阿姆斯特丹著名的阿斯米爾鮮花拍賣市場逢周一至周五清晨5時30分開始拍賣鮮花，出口公司會按香港客戶的訂單買貨，然後將鮮花送到工場，以特為空運而設的盒子包裝。鮮花約在早上8時從拍賣市場運往國泰的貨倉，最遲早上8時30分就要抵達，準備裝載上出發的航機。Ramon Borgers說：「我們在阿姆斯特丹飛往香港的航機上準備了專用設備，可以迅速組裝及卸貨，確保不會有任何延誤。」

鮮花送往貨倉後，組裝隊會為貨物量重，並按指示組裝。組裝後所有貨物會拉往停機坪，裝上於中午12時45分起飛的航機。

航機在翌日當地時間早上7時（中歐時間凌晨1時）抵達香港。鮮花於機上卸下後，大部分可於早上9時送交客戶。到了早上11時（即24小時後），香港市民已可在花墟及市內數家五星級酒店看到這些鮮花。



SPECIALIST PRODUCTS:

EXPERT , PHARMA , DG , FRESH ,
WINE .

MEMORABLE SHIPMENTS: In 2011 following heavy snow in Paris, our Sunday freighter was cancelled. We had eight main-deck pallets, which needed temperature control, destined for Mumbai. The shipment was rebooked but was delayed until Tuesday. Just before the fully loaded aircraft pushed-back from its parking bay, the shipper required the pharmaceuticals to be sent back to the manufacturer for quality control. We followed the shipper's instructions and re-issue the documents immediately. The shipper and the agent told us we were the only airline to react so quickly by offering a "service straight from the heart".

HEAVIEST SHIPMENT: A single steel plate to Incheon weighing about 27 tonnes. This piece had been loaded on a 20-foot pallet weighing 565 kilograms plus spreader boards, so we were close to the maximum allowed weight for a 20-foot floating pallet, which is 28,842 kilograms.

BUSY PERIOD: During the Beaujolais nouveau campaign. This year we will

load about 2,000 tonnes of wine with six extra freighters within a two-week period.

Peter Reisinger Cargo Sales & Service Executive, Zurich

The cargo team comprises Peter, a Cargo Services Officer (soon to be two) and a Cargo Sales and Services Executive, looking after reservation, space control, disposition and sales.

SPECIALIST PRODUCTS:

PHARMA , EXPERT , DG .

CHALLENGES: Maintaining the temperature for demanding shippers, and oversize and heavyweight pieces.

MEMORABLE SHIPMENTS: A 10-metre sailing mast that had to be loaded through the nose door. We had heavy pieces of 15,000 kilograms and 19,000 kilograms respectively. Also aircraft engines.

SEASONALITY: The busiest period is normally the pre-Christmas rush, but demand has become like a rollercoaster and is very unpredictable. The seasonal challenges are snow and icy roads for trucking during winter.

安排及處理一切的文件及流程。付運人及代理其後說，我們是唯一可以如此迅速應變的航空公司，並稱讚我們「用心服務」。

最重的貨物：運送一塊重27公噸的鋼板往仁川。鋼板裝載在一塊20呎、重565公斤的集裝板上，加上分流板的重量，已接近20呎移動集裝板所能負荷的28,842公斤上限。

旺季：旺季在Beaujolais新酒推廣期間。今年要運載約2,000公噸葡萄酒，兩星期內須額外動用六架貨機。

蘇黎世貨運營業及服務主任 Peter Reisinger

Peter的團隊由他本人、一名貨運服務員（不久將增至兩位）及一名貨運銷售及服務主任組成，負責預訂、艙位空間分配、安排及銷售。

專業服務：PHARMA 、EXPERT  及 DG  運送貨物。

挑戰：因應貨主的嚴格要求來保持貨物的溫度；另一挑戰是處理特大與超重貨物。

難忘的貨運任務：一根10米高的帆船桅，必須從機鼻艙門進入。我們也曾運載分別重達15,000公斤及19,000公斤的特重貨物，還有飛機引擎。

旺季：通常在聖誕節前最繁忙，但需求有如過山車般大起大落，難以預料。積雪及冰封道路是陸路接駁運輸在冬季要面對的挑戰。 **CC**



Handling heavy freight requires care, processes and manpower. At the Cathay Pacific Cargo Brussels office, a dedicated five-man team ensures all procedures are followed and that cargo is secured correctly, safely and efficiently

處理重型貨物需要細心、按部就班的程序與充足的人手。國泰貨運在布魯塞爾的辦事處有一個五人小組，專責確保運送過程按照程序要求，使貨物可安全穩妥而有效率地運送往目的地

Shipments for each Cathay Pacific Cargo flight are carefully allocated to optimise space and revenue

國泰貨運在安排每個航班的貨物時都經過用心考慮，務求善用空間，達至最高效益



Space flights

艙位空間

Organisation of air-cargo to maximise efficiency is the name of the game for Cathay Pacific Cargo's dedicated Space Control team in Europe
國泰貨運的歐洲艙位控制團隊全力統籌空運服務，確保運載效能達至最高水平

EACH MONTH, Cathay Pacific Cargo Revenue Manager Europe Steffen Braig and his team work out the complicated puzzle of how to shift air cargo so that customers are happy but also with an eye on profitability.

From the Frankfurt office, Steffen coordinates the allocation of space on all aircraft in Europe in close communication with the European Cargo Managers as well as the European Space Control leaders from all eight Cathay Pacific Cargo offices in Europe. Their aim is to have the maximum possible utilisation on all flights for the best yield.

Under the Cathay Pacific system in Europe, no particular port owns the space just because a freighter or passenger aircraft happens to land there. All of Cathay Pacific's European capacity is put into one pot and the space is allocated according to the demand and the yield.

This system works well in Europe because the ports are relatively close together and almost all the cities that Cathay Pacific flies to are within feasible trucking distance of each other and other markets.

"It almost doesn't matter which extreme of the continent you are talking about," says Ray Jewell, Cathay Pacific Regional Manager Cargo, Europe. "We do trucking from one end of the continent to the other,

and to and from all major cities in between." The job of Steffen and the space teams is to optimise the space and secure the maximum revenue for it.

The freighters out of Europe have allocations fixed quarterly. Each week, a utilisation performance report of the European freighters and passenger flights is reviewed. If an allocation is not being used for three weeks in a row and another port can fill the space for the same or higher rate, the use-it-or-lose-it principle applies. After cross-checking with the port concerned, the allocation is swapped.

The system still allows for ad-hoc booking requests. "If one allotment from one port on a specific flight is fully booked, this port will contact me with the ad-hoc shipment details as

國泰貨運歐洲收益經理Steffen Braig和他的團隊，為求令客戶稱心滿意，同時確保盈利，每個月都絞盡腦汁調配空運服務，情況就像拼砌一幅複雜的拼圖。

Steffen在法蘭克福的辦公室與國泰貨運在歐洲八個地區的貨運經理及艙位控制主管緊密地聯繫，從而協調歐洲所有貨機上的艙位分配。他們的目標是所有航班都能達到最高使用率，以取得最大收益。

按照國泰的歐洲貨運管理系統，即使貨機或客機在指定航點降落，也不代表該航點可以使用機上的艙位空間。國泰在歐洲的運力是全部加起來整合計算，再按需求及收益分配艙位空間。

這個系統在歐洲行之有效，因為國泰在歐洲的各個航點距離相對較近，都位於陸路接駁服務可達的範圍內。

國泰航空歐洲地區貨運經理Ray Jewell表示：「無論在歐洲多遙遠的角落，我們都可以用陸路接駁服務將貨物由一端送到另一端，以



In Europe, freight is trucked to ports from all over the continent
在歐洲，貨物由歐洲各地以貨車運往各個航點

well as the selling rate," says Steffen. "Then I can cross-check if we can take this shipment on the required day."

The European allotment master file is reviewed monthly. "A further allotment usage check will be done at the end of the operating month to see if specific allotments have to be adjusted or if the defined allotments can be used the following month also."

Steffen and his team continually compare European yield levels. "This means that we observe the development of each market in Europe. We are working with the utilisation measurement tools to check if there is a gap which can be filled by another port."

Some of the Cathay Pacific specialist products have regular allocations, such as frequent PHARMA **UFT** shipments from Brussels via Amsterdam, from Paris or from Zurich via Frankfurt. The demand for PHARMA **UFT** from Europe is a significant part of Cathay Pacific's business and the teams maximise space for this high-value product, says Steffen.

He points out that this system enables Cathay Pacific to provide customers with a reliable service that protects regular steady traffic on the different flight dates and keeps any offloads to an absolute minimum.

Ray Jewell says the system offers big advantages for Cathay Pacific customers. "It's making sure we have capacity where and when the customer needs it, while at the same time giving priority to his higher value shipments and getting the most out of our own investment."

及來往各大主要城市。」Steffen及艙位團隊的工作，就是充分利用所有航班的艙位，確保獲取最高收益。

由歐洲起飛的貨機每季都會釐定配額。相關部門每周都會檢討歐洲貨機及客機的使用量報告。如果某航點連續三星期沒有用盡配額，而另一航點的使用量能填補這個空缺，甚至有更高的用量，在這個情況下，部門就會根據「不使用便浪費」的原則，在與相關航點核實之後，對調它們的運送配額。

這個系統亦接受臨時訂單。Steffen解釋：「如果由某個航點起飛的特定航班已經用盡配額，這個航點就會聯絡我，並提供這份臨時訂單的資料及收費價格。之後我就會複查能否在顧客要求的日子，運送這批貨物。」

歐洲配額的總方案每個月都會進行檢討。Steffen補充說：「每個營運月份結束時，我們會進一步檢查配額使用量，檢視個別配額是否需要調整，以及已定的配額在下個月份是否仍然適用。」

Steffen和他的團隊會不斷比較歐洲的收益水平。「這表示我們會觀察歐洲每個市場的發展趨勢。我們會利用計算使用量的工具，查看運送配額中是否有缺口，可以讓其他航點來填補。」

Steffen表示，國泰的專業運送服務獲得固定艙位配額，例如PHARMA **UFT** 貨運服務，便頻繁地從多條航線運送貨品，包括從布魯塞爾出發途經阿姆斯特丹；及由巴黎或是蘇黎世經法蘭克福的服務。歐洲對PHARMA **UFT** 的龐大需求，是國泰貨運業務中非常重要的一部分，團隊會盡可能安排最多的艙位空間，處理這類高回報的運送服務。

他指出，這個系統讓國泰能夠為客戶提供可靠的服務，確保在不同的航班營運日子，都定時提供穩定的交通運輸，令因艙位不足而要卸下貨物的情況減至最少。

Ray Jewell解釋這個系統為客戶帶來很大好處，他說：「系統確保客戶在有需要時，無論在何時何地，我們都有能力提供運載服務。這樣不僅可以優先處理客戶的高價值貨運，同時也令我們的投資獲得最大回報。」 **CC**



RECORD HAUL 破紀錄載運量

TWAS a good year for Beaujolais nouveau – a light-bodied French wine that is meant to be drunk when young and fresh – and for Cathay Pacific Cargo.

Jean-Luc Py, Cargo Manager France, says that for 2014, Cathay Pacific expects to have carried about two million kilograms of the wine, a record volume. Most of the wine is flown to Japan where the appetite for Beaujolais nouveau remains strong.

In addition to scheduled European freighters, six Boeing 747-8F freighters returning from the United States flew to Paris to uplift the wine and shipments were also carried in wide-bodied passenger aircraft. The 777-300ER passenger flight CX288 from Frankfurt on 3 November had a record payload of 33 tonnes of cargo, of which 22 tonnes was Beaujolais.

對於酒體清淡、要趁新鮮品嚐的法國 Beaujolais新酒來說，2014年是一個好年頭，對於國泰貨運亦一樣。

法國貨運經理Jean-Luc Py指出，國泰在2014年估計運載了破紀錄近200萬公斤的紅酒。當中大部份是運到日本，可見當地對 Beaujolais新酒的需求持續強勁。

為應付訂單，國泰貨運在原本已安排的歐洲貨機外，額外調動六架波音747-8F貨機由美國回程時到巴黎載運紅酒，又動用廣體客機加入運載行列。在11月3日，由法蘭克福起飛、編號CX288的777-300ER客機，載運破紀錄的33公噸貨物，當中22噸是Beaujolais。 **CC**

WINE **UFT** is the latest specialist product from Cathay Pacific Cargo. Special features of WINE **UFT** are a cool container option to keep wine within designated temperature ranges during flight, along with expert handling and tight security.

WINE **UFT** 是國泰貨運最新推出的專業貨運服務。WINE **UFT** 的服務特色包括可應客戶的選擇提供冷凍集裝箱，於指定溫度範圍內運送葡萄酒，以及提供專業處理和嚴密的保安措施。

Swiss service 直航瑞士

IN MARCH 2015, Cathay Pacific will launch a non-stop daily passenger flight to Zurich, Switzerland, which will also become an important port in the cargo network.

Ray Jewell, Regional Manager Cargo, Europe, says Switzerland's big pharmaceutical industry will be a significant source of new business. "We've been doing a lot of business out of Zurich already, with shipments trucked primarily to Frankfurt and also to Paris," he says. "With these new flights, we'd expect to increase pharmaceutical shipments."

Ray notes that a lot of valuable

items are flown out of Switzerland to Hong Kong as it is the world's top importer of Swiss watches, according to the Federation of the Swiss Watch Industry. This means **SECURE LIFT** may also be a popular product.

Cathay Pacific Cargo schedule for Hong Kong (HKG) – Zurich (ZRH)

國泰貨運香港(HKG)–蘇黎世(ZRH)航線時間表

Flight No. 航班編號	Routing 航線	Depart 啟程時間	Arrive 抵達時間	DAY OF WEEK 運營日子
CX383	HKG-ZRH	0015	0655	Daily 每日
CX382	ZRH-HKG	1330	0645 +1	Daily 每日



Zurich will become an important air-cargo destination from March

蘇黎世將於3月起成為國泰航空的重要貨運航點

國泰航空將於2015年3月開辦每天往返瑞士蘇黎世的直航客運服務，新航線亦會成為國泰貨運網絡的重要航點。

歐洲地區貨運經理Ray Jewell表示，瑞士龐大的醫藥業勢將成為新業務的重要來源之一。「我們現時已有許多貨運訂單是由蘇黎世出發，包括經陸路運往法蘭克福和巴黎。有了新的航班服務，我們期望增加醫藥貨運業務。」

Ray指出，瑞士有大量貴重物品空運出境；根據瑞士鐘錶工業聯合會的數據，香港是全球入口最多瑞士腕錶的地方。這顯示**SECURE LIFT**也可能成為受歡迎的運送服務。**CC**

Diabetics do it better

What if we only hired diabetics to work in the active cold chain? Would they take more care handling healthcare products? We think they would. They know what happens if they don't get insulin.

Of course we don't just employ diabetics. But we do share their understanding of the value of what we ship in our containers.

We educate the members of the active cold-chain on the difference they make to the lives of diabetics and others who rely on healthcare products. Because people do a better job when they understand the importance of why they are doing it.

Gunay Hadjimehmed is a diabetic. And his son Mehmet works for us.

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The Active Cold Chain



Hallowed ground

體壇聖殿

Europe's historic stadiums and sporting arenas top the list of must-see destinations for fans across the globe

歐洲不少歷史悠久的球場及體育場館成為
全球各地體育迷的「朝聖」地點

By Jonathan C. Brown

AS SPORTS fans, it's difficult to contemplate our lives without conjuring up memories of our favourite sporting moments. These points in time are plucked from the hallowed turf and arenas that bear witness to some of the greatest sporting events in history. Here, we take a look at three historic European sports venues that are well worth a visit next time you're in town.

對體育迷來說，總會有一些永誌難忘的精采比賽場面。這些回憶，或多或少會與某個地位猶如「聖地」的球場或體育館相關。這些場地曾經見證不少歷史上最精采的比賽，就讓我們一同遊歷歐洲三個歷史悠久的體育場地；若你有機會造訪它們所在的城市，全都值得一遊。

OLD TRAFFORD Manchester, England

Nicknamed the Theatre of Dreams, Old Trafford has been the home of world-famous Manchester United Football Club since 1910. With a capacity of more than 75,000, in Britain the stadium is second only to London's Wembley Stadium in terms of size. Old Trafford is also the ninth-largest football stadium in Europe.

Designed by the revered British architect Archibald Leitch, Old Trafford is a real marvel of architectural beauty. From the Bridgewater Canal on the north side of the stadium to the train tracks on the south, its presence cuts through the local skyline with a graceful ease.

During World War II the stadium suffered two major bombing incidents and was all but destroyed, forcing



Old Trafford has
has been home
to Manchester
United Football
Club since 1910

Old Trafford球場
自1910年起已是
曼聯主場

the team to play at Maine Road, the former ground of their fiercest rivals, Manchester City.

Manchester United's modern era of footballing dominance began in the early 1990s and with this success came further redevelopments to the stadium.

In 2003, Old Trafford hosted an all-Italian UEFA Champions League final between Juventus and AC Milan.

In 2012, a nine-foot-high statue of Manchester United's longest-serving and most successful manager Sir Alex Ferguson was erected outside the stadium alongside statues of other Old Trafford greats, including Sir Matt Busby and the "United Trinity" of George Best, Dennis Law and Sir Bobby Charlton.

The Red Devils, as the team is nicknamed, have won a total of 61 trophies across all competitions.

OLD TRAFFORD球場 英國曼徹斯特

Old Trafford球場外號「夢劇場」，自1910年便是世界著名足球勁旅曼聯的主場。球場可容納逾75,000名觀眾，是英國規模第二大球場，僅次於倫敦的溫布萊球場，也是全歐洲第九大球場。Old Trafford球場由備受尊崇的英國建築師Archibald Leitch設計，堪稱建築傑作。球場北面是運河Bridgewater Canal，南面是火車路軌，為當地的天際線平添優雅閒適。

二次大戰期間，球場曾遭兩次轟炸，幾被夷為平地，曼聯被迫在同市宿敵曼城的主場緬恩路球場比賽。

曼聯近代的黃金時期始於1990年代初，由於戰績彪炳，Old Trafford球場亦多番重建，2003年更成為歐洲聯賽冠軍盃決賽場地，由兩支意大利球隊祖雲達斯及AC米蘭爭標。

2012年，球場外樹立曼聯任期最長及最成功領隊費格遜爵士的九呎高銅像，與前任領隊畢士比爵士，及「曼聯三聖」佐治貝斯、丹尼士羅及卜比查爾頓爵士等的銅像並列。

有「紅魔鬼」之稱的曼聯，於各項賽事中共贏得61座獎盃。

Official tours to Old Trafford run seven days a week, from 9:40am-4:30pm, excluding match days.

January 2015 fixtures:
11 Jan vs. Southampton
31 Jan vs. Leicester City

Booking enquiries:
toursenquiry@manutd.co.uk
+44 161 868 8000

除了有球賽的日子，Old Trafford球場每星期七天均有參觀導賞團，從上午9時40分起至下午4時30分止。

2015年1月賽事：
1月11日：對賽修咸頓
1月31日：對賽李斯特城

購票查詢：
toursenquiry@manutd.co.uk
+44 161 868 8000

www.manutd.com

Circuit de la Sarthe Le Mans, France

The 24 Hours of Le Mans is the world's longest-running endurance car race and has been held almost every June since 1923 in the city of Le Mans in north-western France – a mere two-hour drive from Paris.

The 24 Hours of Le Mans retains an almost mythical status in the annals of endurance-race history. Marques such as Aston Martin, Bentley, Ferrari and Porsche, to name just a few, have all tested the limits of motor-engineering prowess at the track.

The race is a non-stop 24-hour endurance test with only momentary breaks for teams to tweak engines or change drivers. It takes place on a semi-permanent track called Circuit de la Sarthe that has 38 turns and covers a whopping 13.629 kilometres in circumference, taking in large sections of public road.

Renowned drivers at Le Mans include two Hollywood superstars in Paul Newman and Steve McQueen. McQueen made the 1971 movie *Le Mans*, which included actual footage of him driving in the June 1970 race.

The 24-hour race is not the only major event held at Circuit de la Sarthe. Part of the track is used to form the 4.185-kilometre-long Bugatti circuit, which each year hosts the Grand Prix de France motorcycle race.



Circuit de la Sarthe賽車道 法國勒芒

勒芒24小時耐力賽是全球比賽時間最長的汽車耐力賽。自1923年起，幾乎每年6月都會於法國西北部、距巴黎只有兩小時車程的勒芒舉行。賽事在汽車耐力賽史上擁有近乎神話的地位。雅士頓馬田、賓利、法拉利及保時捷等各大汽車品牌紛紛在勒芒的賽道上，測試引擎工程技術的極限。

賽事為24小時無間斷的耐力賽，參賽車隊只會作短暫小休，以微調機件或更換賽

車手。賽事於半永久設置的Circuit de la Sarthe賽道舉行，共有38個轉彎，全長達13.629公里，大部份賽道位於公共道路上。

勒芒賽事的著名車手包括兩位荷李活巨星Paul Newman及Steve McQueen，後者主演於1971年上映的電影《Le Mans》，片中更有他於1970年6月駕車出賽的真實片段。

勒芒24小時耐力賽並非於Circuit de la Sarthe賽道舉行的唯一賽事，其中一段全長4.185公里的布加迪賽道，也是每年舉行法國格蘭披治電單車賽的賽道。

**Le Musée des 24 Heures –
Circuit de la Sarthe**

Located close to the Circuit de la Sarthe, this museum looks at the history of the 24 Hours of Le Mans race, with more than 100 vehicles on display, along with films and archive photographs.

**January: 11am-5pm, Friday
and weekends**

**February, March: 11am-5pm,
every day except Tuesday**

Admission: €8.50

www.lemusee24h.com

**Le Musée des 24 Heures –
Circuit de la Sarthe 博物館**

這間博物館鄰近Circuit de la Sarthe賽道，展出與勒芒24小時耐力賽有關的歷史，展品包括逾100部賽車，同時還有影片及多幀舊照片，令人目不暇給。

**1月：逢星期五及週末上午11時
至下午5時開放**

**2月、3月：每天上午11時至下午
5時開放，逢星期二休息**

入場費：8.5歐元

www.lemusee24h.com



STADIO GIUSEPPE MEAZZA (San Siro) Milan, Italy

From FIFA World Cups, boxing matches and concerts, to seasonal Milanese derbies and weekly Serie A football clashes, few stadiums in the world can claim the grandeur and prestige of the San Siro.

Officially called Stadio Giuseppe Meazza but better known as the San Siro, the stadium in the fashion capital of Italy is home to two of Italy's great footballing dynasties, AC Milan and Internazionale, also known as Inter Milan.

The San Siro first opened its turnstiles to the public on 19 September, 1926, when a packed stadium of 35,000 fans witnessed a historic 6-3 Milanese derby win for Inter over AC Milan.

The imposing structure was a gift

from then AC Milan President Piero Pirelli to the city.

Various developmental phases have been undertaken since and the San Siro is now one of the largest football stadiums in Europe, with an 80,018-seat capacity. The San Siro's arrival on the world stage came during the 1934 World Cup, when it hosted three games including a semi-final between Italy and Austria. Italy won the match 1-0 and went on to the win the tournament itself with a 2-1 win over Czechoslovakia.

The "Theatre of Football" became the focus of international attention once again in 1990 when Italy hosted the World Cup for a second time. The opening game of Italia '90 was the perfect showcase for a newly expanded and refurbished San Siro stadium.

聖西路球場 意大利米蘭

從FIFA世界盃、拳擊賽事、演唱會，以至季度的米蘭打吡賽及每周的意大利甲組足球聯賽，均在聖西路球場舉行，世上沒幾個場館的宏偉與聲望可堪與之媲美。

球場正式名稱為Stadio Giuseppe Meazza，但球迷都愛稱之為聖西路球場，坐落於意大利的時裝之都，是意大利兩支勁旅AC米蘭及國際米蘭的主場。這座宏偉球場是前任AC米蘭主席Piero Pirelli贈予米蘭市的禮物。

聖西路球場於1926年9月19日啟用，當天有35,000多名球迷經過旋轉閘門進場觀看比賽，座無虛席，見證歷史一刻，該場比賽國際米蘭以6比3大勝AC米蘭。

聖西路球場自此不斷擴建，現已成為歐洲其中一個規模最大的球場，觀眾席最多可容納80,018人。聖西路球場於1934年的世界盃登上世界舞台，舉辦了三場賽事，包括意大利隊對戰奧地利隊的準決賽。意大利以1比0獲勝打入決賽，之後再下一城，在決賽以2比1擊敗捷克隊奪標。

1990年，意大利二度主辦世界盃，令這個「足球劇院」又再次成為國際焦點。聖西路球場擴建及翻新後的宏偉面貌，在揭幕戰展現於全世界球迷眼前。CC

January 2015 fixtures:

6 Jan, AC Milan vs. Sassuolo
11 Jan, Inter vs. Genoa
18 Jan, AC Milan vs. Atalanta
25 Jan, Inter vs. Torino

Booking enquiries:
tour@milanosansiro.com,
+39 02 404 2432

2015年1月賽事：

1月6日：AC米蘭對薩索羅
1月11日：國際米蘭對熱拿亞
1月18日：AC米蘭對亞特蘭大
1月25日：國際米蘭對拖連奴

購票查詢：
tour@milanosansiro.com,
+39 02 4042432

www.sansiro.net

On the **move** 步步高陞

Anand Yedery's new role is to oversee a growing market, but the real challenge is to stay ahead of the competition. 新上任的Anand Yedery負責管理一個迅速增長的市場，務求帶領國泰貨運在激烈的競爭中突圍而出。



Cricket and cargo:
Anand Yedery
板球與貨運：
Anand Yedery

“**IT'S THE PERFECT** region to be in,” says Anand Yedery, Regional Cargo Manager South Asia, Middle East & Africa. Anand replaces Ashish Kapur, who is now Country Manager UAE & Oman, and he says he is optimistic about the prospects for his region and India in particular.

“India is one of the fastest-growing economies in the world and has the second-largest population,” Anand says. The International Monetary Fund projects a growth rate of 5.6 percent for India's economy in 2014. Next year, it is predicted to grow by 6.4 percent, compared with global growth of 3.8 percent.

Anand says India's strong domestic consumption is driving both imports and exports. Another advantage for India is its equal balance of the two. “All of our South Asia freighters are profitable,” he says. “Today we operate 21 freighters into India. A couple of years back we were barely operating four or five. I think you will see more freighters coming into India in 2015.”

Anand says that a little more than 90 percent of the region's revenue comes from South Asia – encompassing India, Bangladesh and Sri Lanka – while the remainder comes from the Middle East and Africa.

Cathay Pacific's special products are a strong selling point. Under the **EXPERT LIFT** segment, the airline carries a large number of aircraft engines, with

teams specialising in uplifting cars and helicopter cabins in ports such as Delhi and Hyderabad.

PHARMA LIFT serves only 20 percent to 30 percent of the pharmaceuticals moved in the region, making it a great opportunity to tap into. The **FRESH LIFT** category is strong in Sri Lanka, the Maldives and South Africa, where tuna and abalone are carried regularly.

But the region is not without its challenges. Infrastructure is poor in the many South Asian airports that have not been privatised. And many competing airlines keep yields low.

Anand is grateful to his predecessor, Ashish, who introduced electronic air waybills (e-AWB) and the International Air Transport Association's Cargo Account Settlement Systems (CASS) into regional operations. Anand will now focus on implementing the system in other regional markets.

Anand has worked for Cathay Pacific for 10 years, with posts in Mumbai and Chennai, looking after passenger sales. “I play cricket and I love watching cricket,” he says, adding that he is looking forward to the regional cricket sixes tournament played between teams representing Cathay Pacific ports in India, Sri Lanka, Pakistan, Bangladesh and Dubai.



泰航空南亞、中東及非洲地區貨運經理Anand Yedery說：「能駐守這個地區最理想不過。」上一任貨運經理

Ashish Kapur調任阿聯酋及阿曼地區經理後，由Anand接任。這位繼任人對這個地區的發展非常樂觀，認為印度的情況尤其理想。

Anand指出：「印度是全球增長最快速的經濟體之一，人口亦是全球第二。」國際貨幣基金組織推算印度在2014年的經濟增長為5.6%，來年預測更會增加至6.4%，較全球經濟增長率3.8%為高。

Anand認為印度強大的本土消費能力正帶動全國的出入口業務。印度的另一個優勢，是能做到出入口平衡。他說：「我們所有南亞貨機都有盈利。數年前，我們只有四至五班貨機來往印度，但現在已有21班貨機，2015年相信會有更多貨機往來該地區。」

Anand表示，區內收入超過90%均來自南亞，當中包括印度、孟加拉和斯里蘭卡，其他則來自中東和非洲。

國泰的專業運送方案是一大賣點。我們用**EXPERT LIFT**的運送方案，去運送大量的飛機引擎，而德里和海得拉巴等航點更處理汽車和直升機機艙等貨件的專家。**PHARMA LIFT**服務目前只佔區內總進口醫藥運輸的兩至三成，可見仍有極大發展潛力。**FRESH LIFT**服務在斯里蘭卡、馬爾代夫和南非三地的業務都發展穩健，吞拿魚和鮑魚是當地常見的運載貨物。

不過這個地區並非全無挑戰。例如不少南亞機場尚未私營化，基建設備亦未如理想。區內競爭非常激烈，利潤不免微薄。

Anand很感謝前任經理Ashish將電子空運提單（e-AWB）及國際航空運輸協會的貨運費用結算系統（CASS）引入區內，現在Anand可專注將系統移植至其他地區市場。

Anand加盟國泰已十年，曾被派駐孟買及欽奈，主管客運銷售。他說：「我喜歡打板球，也愛看板球。」他期待區內的六人板球賽開鑼，本屆多個國泰航點都有隊伍參加，包括印度、斯里蘭卡、巴基斯坦、孟加拉和杜拜。**CC**



Cool heads

冷靜處理

Delivering large temperature-sensitive products needs planning, coordination and quality service. Two record-breaking examples show how the Cathay Pacific Cargo teams delivered the shipment 處理大量需要溫度控制的貨物，需要周詳計劃、高度協調及超卓服務，最近兩宗史無前例的個案，說明國泰貨運團隊如何以專業方式完成任務

CASE 1

Planning and procedures proved to be vital for a recent massive Dangerous Goods (DG) shipment from China to the United States, which also required the cold chain be maintained for the duration of transportation.

A medical company in Jiangsu Province needed to move 40 drums of pharmaceuticals weighing 8,614 kilograms (50 cubic metres) to John F. Kennedy International Airport in

New York. The drums were covered with thermal blankets and were delivered from Jiangsu to a warehouse at Shanghai's Pudong International Airport in refrigerated trucks.

Eight RAP t2 dry-ice-based active containers from Envirotainer were required for the shipment, a new record for Cathay Pacific for the number of cool containers moved from Shanghai at one time.

Former Pudong Cargo Services Manager Hunter Chen explained that

Envirotainer (below) provides a smooth cold-chain for shipments to destinations as diverse as New York (left), Shanghai (middle) and Sydney (right)

Envirotainer集裝箱（下圖）為貨物提供順暢的冷凍鏈運送到不同目的地，例如紐約（左圖）、上海（中圖）及悉尼（右圖）



個案一

近期一宗從中國運送往美國的危險品（DG）貨物，可見周詳策劃及適當程序是關鍵所在。此外，在整個運送的過程中，貨物必須保持在有效的冷凍鏈。

江蘇省一家醫藥公司需要運送40桶重8,614公斤（50立方米）的醫藥品前往紐約甘迺迪國際機場。這些大桶以隔熱毯覆蓋，並使用冷凍貨車從江蘇運往浦東國際機場的貨倉。

這次貨運需要用八個Envirotainer RAP t2「主動式」乾冰集裝箱，打破了國泰由上海出口的貨運，單次使用冷凍集裝箱數目的紀錄。

planning started with a coordination meeting on 26 August explaining the PHARMA **LIFT** Standard Operation Plan. This was attended by the customer, DHL Global Forwarding (DGF), and all parties involved including the cargo terminal handling agent, the Shanghai security authorities and ramp-handling agents. They were coordinated by Cathay Pacific during the handling until the shipment left Pudong International Airport.

Special arrangements for this big movement included a dedicated handover point as well as a coordinated, expedient X-ray process. A specially arranged warehouse handling team was set up by the cargo terminal operator.

The customer was invited to observe the operation's on-site handling. Thermal blankets were required to cover the shipment at all times until it was loaded into the container. Cathay Pacific Cargo coordinated with the security office and received its full support for the arrangement.

While the operation was well-planned, there can always be unexpected incidents. Hunter explained that the importance of planning and communication was dramatically revealed when one of the containers was found to be red light blinking during handling.

An urgent request for a replacement was sent to Cathay Pacific and to Envirotainer in Hong Kong. The new container arrived at Pudong at midnight and swift handling enabled the whole shipment to catch the booked flight on 30 August.

The result? One very happy client. DGF sent a letter of thanks and particularly commended the way the situation was recovered. The Cathay Pacific team showed "great attitude, capability and flexibility... for its handling of this tricky case, we cannot express the extent of our gratitude!" the letter said.

"This case makes us truly confident with Cathay Pacific's service for any temperature-sensitive cargo operation in the future."

CASE 2

The integrity of food is of vital concern around the world, and a restaurant chain in China needed to ensure that the quality of its ingredients was beyond reproach. The company needed to import top-quality produce – quickly.

HAVI Freight Management, as the Supply Chain Solutions provider, specialised in servicing restaurant chains and contacted Cathay Pacific for an air-freight solution. The produce was sourced from Australia, and the Cathay Pacific Cargo teams in Shanghai, Hong Kong and Sydney swung into action.

Specific requirements for cold-chain compliance were given by HAVI Freight Management, and Cathay Pacific Cargo teams convened to ensure that the expectations were met. The planning started on 26 August and the shipments – Envirotainer RAP t2 containers (cool containers using dry ice and batteries) – flew between 3 and 19 September.

The number-one demand from HAVI Freight Management was to ensure that the product's specifications were maintained. That meant that Cathay Pacific Cargo had to maintain the temperature between 1°C and 4°C for the entire journey. The Cathay Pacific Cargo team in Pudong checked the containers' condition upon arrival.

"We reached this demand successfully," reported Hunter. "The agent was very pleased and satisfied with Cathay Pacific Cargo's service and sent us a letter of appreciation."

It is believed that this was the biggest temperature-sensitive shipment using Envirotainer RAP t2 containers that Cathay Pacific Cargo had ever handled.

PLANNING AND EXECUTION

Organising these large cold-chain shipments required a series of carefully planned processes.

The first involved a joint meeting with all parties to work out the local import handling procedure,



to clearly define each party's responsible person, to establish emergency contact details and to clarify each party's roles and specific responsibilities.

Other procedures included: pre-planning; pre-clarification with Hong Kong and destination ports on handling capability; an on-site DG acceptance check; shipment security screening; container pre-cooling and dry-ice loading; cargo build-up and tie-down inside the container; temperature and battery volume monitoring and recording; aircraft loading; and onward carriage monitoring after departure until the shipments were released to the consignee.



Recent shipments using Envirotainer ensured food produce was kept cool between Sydney (left) and Shanghai (middle), and that Dangerous Good arrived safely on a flight from Shanghai to New York (right)

近期使用Envirotainer集裝箱的貨運任務，確保農產品在悉尼（左圖）運往上海（中圖）的過程中維持冷凍；並將危險品從上海安全運抵紐約（右圖）



A Cathay Pacific working group, led by Hunter, dealt with agents in various face-to-face meetings, by phone as well as email. Also, making use of chat groups via smartphone proved to be an effective means of communication.

A WeChat group was set up that involved the teams from all parties including DGF, Cathay Pacific Cargo, and the Shanghai Pudong International Airport Cargo Terminal (PACTL) duty managers for real-time communication.

Relevant documentation included air waybills, a serviceability checklist for the cool containers, documents for import customs and those for guaranteed clearance.

前浦東貨運服務經理陳俊紅說，他們於8月26日召開協調會議，會上詳述PHARMA **LOGISTICS** 醫藥產品運送服務的標準托運操作流程，與會者包括客戶敦豪全球貨運，以及參與運送的各相關單位，包括貨運站營運代理商、上海保安當局及地勤服務代理，並由國泰協調相關單位，直至貨物離開浦東國際機場。

這次大型貨物運送的特別措施，包括安排指定的移交點，及經協調的應急X光檢驗，同時貨運站經營商亦特別成立了一隊貨倉處理小組。

客戶獲邀在現場觀察貨物的處理。貨物在運送全程須以隔熱毯覆蓋，直至裝載進集裝箱。國泰貨運與保安當局緊密協調，獲他們全力支持相關安排。

雖然運送方案計劃周詳，但意外難免。陳俊紅指出，策劃與溝通不可或缺，尤其是他們在處理貨物期間，突然發現其中一個集裝箱不停閃著紅燈。

他們馬上向香港的國泰航空Envirotainer辦事處要求盡快更換集裝箱。新的集裝箱在午夜運抵浦東，而全賴迅速的處理，整批貨物才可如期裝上預訂的8月30日航班。

結果如何？客戶非常滿意。敦豪全球貨運發函致謝，特別嘉許國泰貨運的應急處理，讚揚國泰團隊以「良好的態度、辦事能力與靈活性來處理這宗棘手個案，我們實在不勝感激……此個案令我們對國泰在未來處理任何需要溫度控制貨物的運送，充滿了信心。」

個案二

世界各地均重視食物安全，而中國一家大型連鎖式餐廳集團必須確保食材的品質完美，因此需要快速運送優質的農產品進口。

專門服務連鎖式餐廳的HAVI Freight Management，為這家餐廳集團安排供應鏈方案，他們聯絡國泰航空尋求空運方案。付運的農產品是由澳洲採購，而國泰貨運在上海、香港及悉尼的團隊迅即投入行動。

HAVI Freight Management提交了冷凍鏈協定的特別要求，國泰貨運各個團隊隨即集會開會，商討如何達到客戶的要求。策劃始於8月26日，貨物在9月3日至19日期間，使用Envirotainer RAP t2集裝箱（採用乾冰及電池的主動式集裝箱）運送往中國。

HAVI Freight Management首要的要求，是確保貨品能保持規格，這表示國泰貨運必須全程維持於攝氏1-4度的恆溫。國泰貨運浦東團隊在貨物送抵後檢查航空集裝箱的狀況。陳俊紅說：「我們成功符合這項要求，代理非常高興及滿意國泰貨運的服務，並致函感謝我們。」

這次相信是國泰貨運歷來採用RAP t2集裝箱運送對溫度敏感貨物的最大宗個案。

策劃與執行

安排這些大型冷凍鏈貨物運送，需要跟隨一系列步驟。

首先，所有參與單位必須出席聯席會議，共同建立本地進口處理程序，清楚確定各方負責人，建立緊急聯繫方法，並釐清各方的角色與責任。

其他程序包括：前期策劃；與香港及目的地港口預先確認處理運力狀況；危險品即場驗收；貨物安檢；集裝箱預冷及裝載乾冰；在集裝箱內存放及牢固貨物；監察溫度與電池容量及記錄；裝載上機；離境後的運送監察，直至貨物安全送交收貨人手上。

陳俊紅主管的國泰工作小組，與代理透過面談會議、電話及電郵聯繫。使用智能手機的群組通訊已證明是有效的溝通方法，因此他們建立了WeChat通訊群組進行即時通訊，群組成員包括各相關單位：敦豪全球貨運、國泰貨運，以及上海浦東國際機場貨運站（PACTL）的值班經理。

運送貨物所需文件包括空運提單、冷凍集裝箱服務範圍清單、進口清關及擔保文件等。**CC**



By Marissa Carruthers

Driving **forces** 發展動力

Cambodia's thriving overseas trade in garments, textiles and agriculture has helped propel the growth of the country's nascent economy

成衣、紡織品及農產品的出口貿易迅速增長，
帶動柬埔寨的經濟發展

Tourism growth has helped to transform Phnom Penh; the garment industry (right) and agriculture (below right) are key sectors that boost Cambodia's promising economy

旅遊業的蓬勃發展，促使金邊煥發新貌；成衣業（右圖）及農業（右下圖）是帶動柬埔寨經濟穩步上揚的主要產業



WHILE THE majority of developed countries have battled against the black cloud of the global economic crisis, Cambodia has bucked the trend to enjoy a burgeoning economy. Between 2011 and 2013, GDP rose by more than 7 percent each year, with the Asian Development Outlook 2013 forecasting 7.5 percent growth for 2014 as the European and American markets continue to recover from the credit crunch.

The kingdom's exports have helped push its economy forward, with the garment industry playing a major

role in this growth. According to the National Bank of Cambodia, exports averaged more than US\$1.2 billion each quarter from 2009 to 2013, peaking at more than US\$1.8 billion in the third quarter of 2013.

Imports hit an all-time high of more than US\$2.6 billion in the last quarter of 2013, comprising primarily of petroleum products, vehicles and fabrics from China, Thailand, Hong Kong, Vietnam, Taiwan and South Korea.

Textiles account for about 70 percent of the country's total exports. The sector employs more than 600,000 people, producing mainly garments and footwear. Cambodia's garment

當

大部分已發展國家仍在奮力擺脫全球經濟危機的陰霾，柬埔寨經濟卻蓬勃發展，穩步上揚。2011至2013年間，柬埔寨的國內生產總值按年上升超過7%，隨著歐美市場逐步從信貸緊縮中恢復過來，《2013亞洲發展展望》更預測柬埔寨2014年的GDP增長將高達7.5%。

出口貿易是帶動柬埔寨經濟起飛的功臣，當中又以成衣業最為重要。柬埔寨國家銀行指出，2009至2013年間，該國每季平均出口額超過12億美元，2013年第三季更衝破18億美元。

柬埔寨的進口額亦於2013年第四季突破26億美元，創歷史新高。進口貨物主要是來自中國、泰國、香港、越南、台灣及南韓等地的石油產品、汽車和布料。



The rise in the cost of **labour** in other countries has directly contributed to the **growth** of the **textile** industry here

其他國家的**勞工**成本上升，促使
柬埔寨**紡織業**迅速**成長**

exports to the United States and Europe increased by 11.3 percent last year.

A tax-free relationship with the US and the EU, low labour costs and improved working conditions for workers are the prime reasons behind this rapid growth in textile exports, says Tivea Koam, a spokesperson for Better Factories Cambodia.

"The low labour cost is an attraction to buyers and investors," Koam says. "The rise in the cost of labour in other countries like China has also directly contributed to the growth of the textile industry here. As orders leave China, they enter other countries, like Cambodia, Bangladesh, Vietnam and Indonesia."

Agriculture is another main driver, and rice production is ripe country-wide. In 2013, milled rice exports



Garments (far left), textiles (left) and rice (above) helped Cambodian exports yield more than US\$1.8 billion in the third quarter of 2013

2013年第三季，柬埔寨的出口總額超過18億美元，成衣（最左圖）、紡織（左圖）及稻米（上圖）是推動出口貿易急速成長的主要功臣

doubled to almost 400,000 tonnes with much more produced for domestic use.

Kann Kunthy, Chief Executive of Battambang Rice Investment Co., says the government has set the rice export quota at more than one million by 2015 as more foreign investment is pumped into the country's "Rice Bowl" – Battambang in the northwest. "This is an area that is definitely going to grow into the future," he says.

紡織品可謂主宰柬埔寨的出口貿易，約佔全國出口總額的70%。目前，當地紡織業聘用超過60萬名僱員，主要生產成衣及鞋履。去年，出口至歐美的紡織品總額錄得11.3%的升幅。

「柬埔寨工廠改善計劃」發言人Tivea Koam表示，與歐盟和美國簽訂免稅協議、勞工成本低廉，以及工作環境有所改善，皆是促使紡織業出口迅速發展的主因。他說：「低廉的勞工成本是吸引買家及投資者的一大因素，而中國等地的勞工成本上升，更促使柬埔寨紡織業迅速成長，直接得益。不少訂單從中國轉至柬埔寨、孟加拉、越南及印尼等國家。」

農業是另一股主要的經濟動力，全國上下的稻米產業欣欣向榮。2013年，柬埔寨的白米出口量倍增至接近40萬公噸，而內銷量更大大超出這個數目。

Kann Kunthy是馬德望省的稻米投資公司 Battambang Rice Investment Co的行政總裁，他表示，地處柬埔寨西北部的馬德望省是該國的「米倉」，隨著愈來愈多海外投資者到當地投資，政府已決定將2015年的稻米出口配額，上調至100萬公噸以上。Kunthy認為：「這個地區未來的發展潛力絕對不容小覷。」 CC

Cathay Pacific Cargo schedule for Hong Kong (HKG) – Phnom Penh (PNH) 國泰貨運香港(HKG)–金邊(PNH)航線時間表

Routing 航線	Flight No. 航班編號	Depart 啟程時間	Arrive 抵達時間	Stopover 中途停留	Day of the week 運營日子
Hong Kong 香港 – Phnom Penh 金邊	CX079	9:15	18:50	Singapore 新加坡, Penang 檳城	Friday 星期五
		10:45	20:10		Sunday 星期日
Phnom Penh 金邊 – Hong Kong 香港	CX078	20:50	00:25 +1		Friday 星期五
		22:20	01:55 +1		Sunday 星期日



Welcome to **Calgary** 卡加利喜迎新航班

Hats off for the inaugural Cathay Pacific
freighter flight to Alberta, Canada
慶祝國泰貨機順利首航加拿大阿伯特省

IT WAS A cowboy-themed event for the celebration of Cathay Pacific Cargo's inaugural freighter flight to Calgary, the largest city in the Canadian province of Alberta.

On 18 October, the CX084 service to Calgary was greeted with a water-cannon salute arranged by the Calgary Airport Authority. White Stetson hats were the day's fashion accessory for Director Cargo James Woodrow and General Manager Cargo Sales and Marketing Mark Sutch, who joined the regional cargo team and a group of customers to welcome the first flight.

Director Cargo James Woodrow (left in main photo) welcomes the first Calgary cargo flight with team members and airport officials

國泰貨運董事韋靖（主圖左一）與團隊成員及機場官員迎接首航卡加利的貨機

國泰貨運前往加拿大阿伯特省最大城市卡加利首班貨機的歡迎慶典，以牛仔為主題，充滿歡樂氣氛。

10月18日，國泰CX084開往卡加利的航班，抵埗時獲卡加利機場管理局安排水炮禮歡迎。國泰貨運董事韋靖與貨運營業及市務總經理薩孟凱均戴上白色牛仔帽，配合當日慶祝活動的主題。兩人聯同地區貨運團隊及多位貨運客戶迎接首班航機。





James Woodrow (third from left) with guests at *Mamma Mia!*
韋靖 (左三) 與前來欣賞音樂劇《Mamma Mia!》的嘉賓合照



A fab ABBA night out

與眾同樂

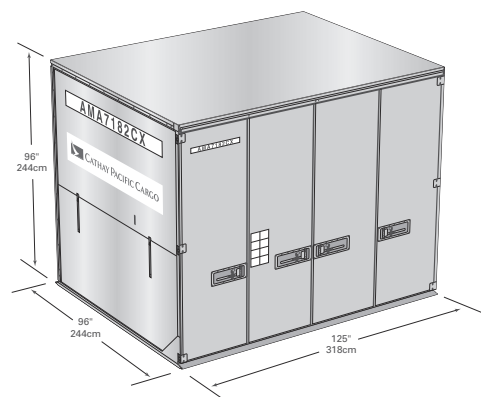
Cathay Pacific welcomes
guests to *Mamma Mia!*
國泰航空歡迎嘉賓蒞臨欣賞
音樂劇《Mamma Mia!》

THE SMASH hit *Mamma Mia!* returned to Hong Kong this year, and Cathay Pacific was proud to support the production as its Official Airline. On 22 October, more than 100 guests enjoyed a show at the Hong Kong Academy for Performing Arts.

風靡全球的《Mamma Mia!》音樂劇今年重臨香江。國泰航空有幸成為指定航空公司，支持今次演出。10月22日，國泰航空邀請逾100位嘉賓在香港演藝學院一起欣賞這齣音樂劇。

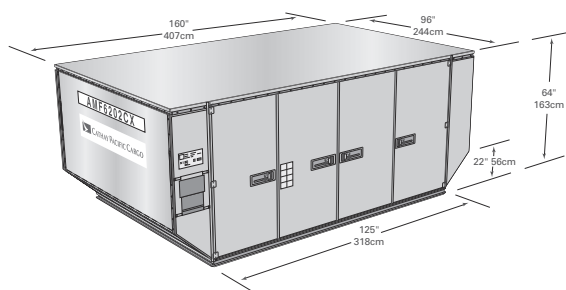
These are the Unit Load Devices (ULDs) that Cathay Pacific Cargo provides. Please visit www.cathaypacificcargo.com for detailed descriptions of each of the ULDs.

以下是國泰貨運提供的各式集裝箱。有關服務詳情，請瀏覽www.cathaypacificcargo.com，並參考各款集裝箱的詳情。



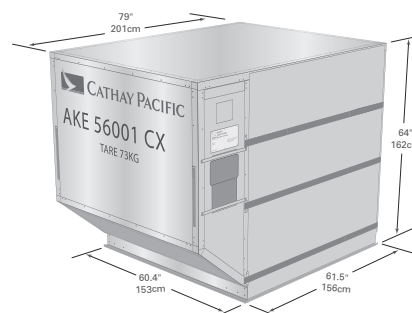
TYPE: AMA CONTAINER

ATA Code	: M1
Internal Volume	: 621 cu. ft. 17.58 mc
Tare Weight	: 477kg
Maximum Gross Weight	: 6,804 kg
Loadable Aircraft Type	: 747F



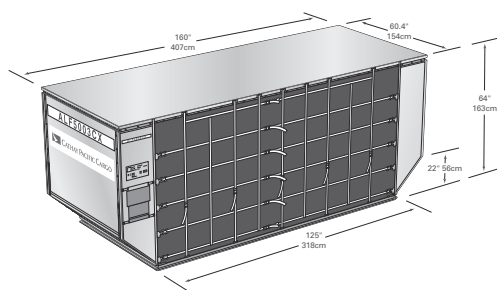
TYPE: AMF CONTAINER

ATA Code	: LD36
Internal Volume	: 516 cu. ft. 14.6 mc
Tare Weight	: 315 kg
Maximum Gross Weight	: 5,035 kg
Loadable Aircraft Type	: 747, 747F, 777, Airbus



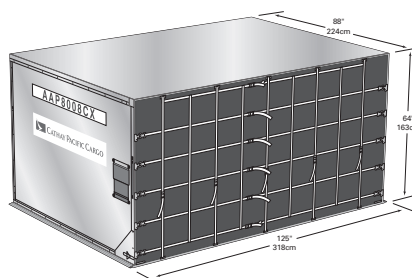
TYPE: AKE CONTAINER

ATA Code	: LD3
Internal Volume	: 152 cu. ft. 4.3 mc
Tare Weight (Light weight/Aluminium)	: 73 kg/100 kg
Maximum Gross Weight	: 1,588 kg
Loadable Aircraft Type	: 747, 747F, 777, Airbus



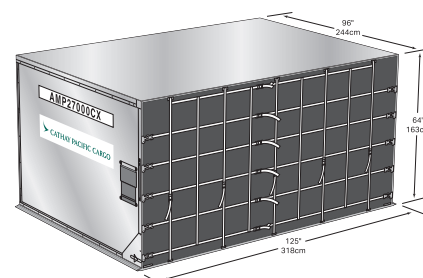
TYPE: ALF CONTAINER

ATA Code	: LD6
Internal Volume	: 310 cu. ft. 8.78 mc
Tare Weight	: 157 kg
Maximum Gross Weight	: 3,175 kg
Loadable Aircraft Type	: 747, 747F, 777, Airbus



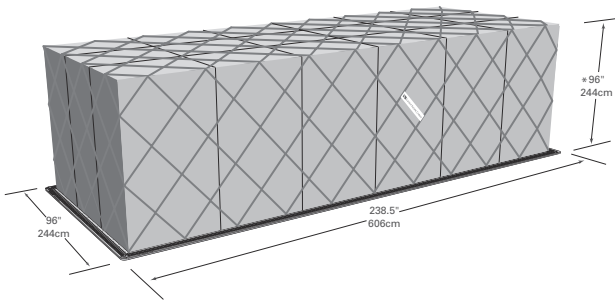
TYPE: AAP CONTAINER

ATA Code	: LD9
Internal Volume	: 371 cu. ft. 10.51 mc
Tare Weight	: 220 kg
Maximum Gross Weight	: 4,626 kg
Loadable Aircraft Type	: 747, 747F, 777, Airbus



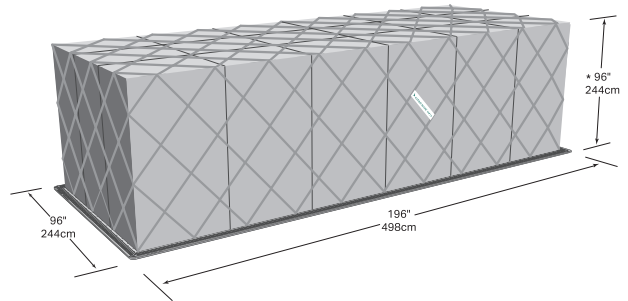
TYPE: AMP CONTAINER

ATA Code	: N/A
Internal Volume	: 406 cu. ft. 11.5 mc
Tare Weight	: 241 kg
Maximum Gross Weight	: 6,804 kg
Loadable Aircraft Type	: 747, 747F, 777, Airbus



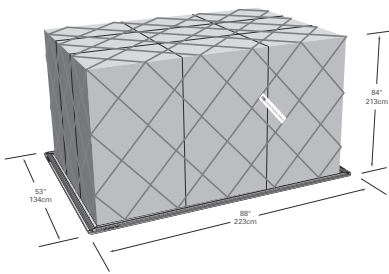
TYPE: PGA PALLET

Size – Base	: 96" x 238.5"	* Q6 Contour
– Height	: *96", **118"	** Q7 Contour
Tare Weight	: 565 kg	
Maximum Gross Weight	: 13,608 kg	
Loadable Aircraft Type	: 747F	



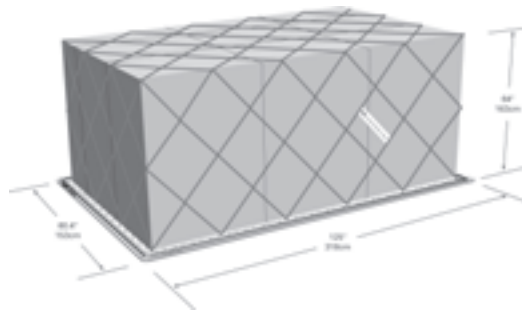
TYPE: PRA PALLET

Size – Base	: 96" x 196"	* Q6 Contour
– Height	: *96", **118"	** Q7 Contour
Tare Weight	: 446 kg	
Maximum Gross Weight	: 11,340 kg	
Loadable Aircraft Type	: 747F	



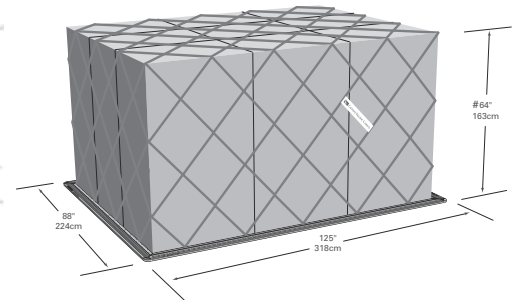
TYPE: PEB PALLET

Size – Base	: 53" x 88"
– Height	: 84"
Tare Weight	: 55 kg
Maximum Gross Weight	: 1,800 kg
Loadable Aircraft Type	: 747F



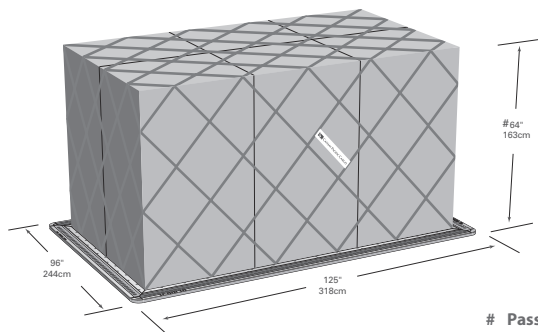
TYPE: PLA PALLET

Size – Base	: 60.4" x 125"
– Height	: 64"
Tare Weight	: 103 kg
Maximum Gross Weight	: 3,175 kg
Loadable Aircraft Type	: 747, 747F, 777, Airbus



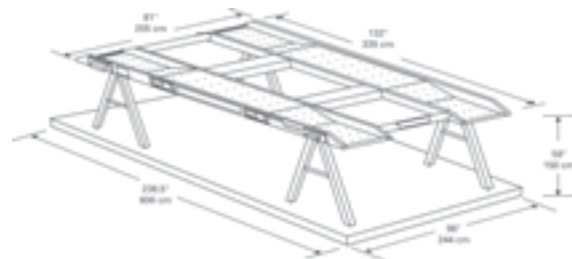
TYPE: PAG PALLET

Size – Base	: 88" x 125"	# Passenger Flight
– Height	: #64", *96", **118"	* Q6 Contour
Tare Weight	: 114 kg	** Q7 Contour
Maximum Gross Weight	: 4,626 kg (LD), 6,033 kg (MD)	
Loadable Aircraft Type	: 747, 747F, 777, Airbus	



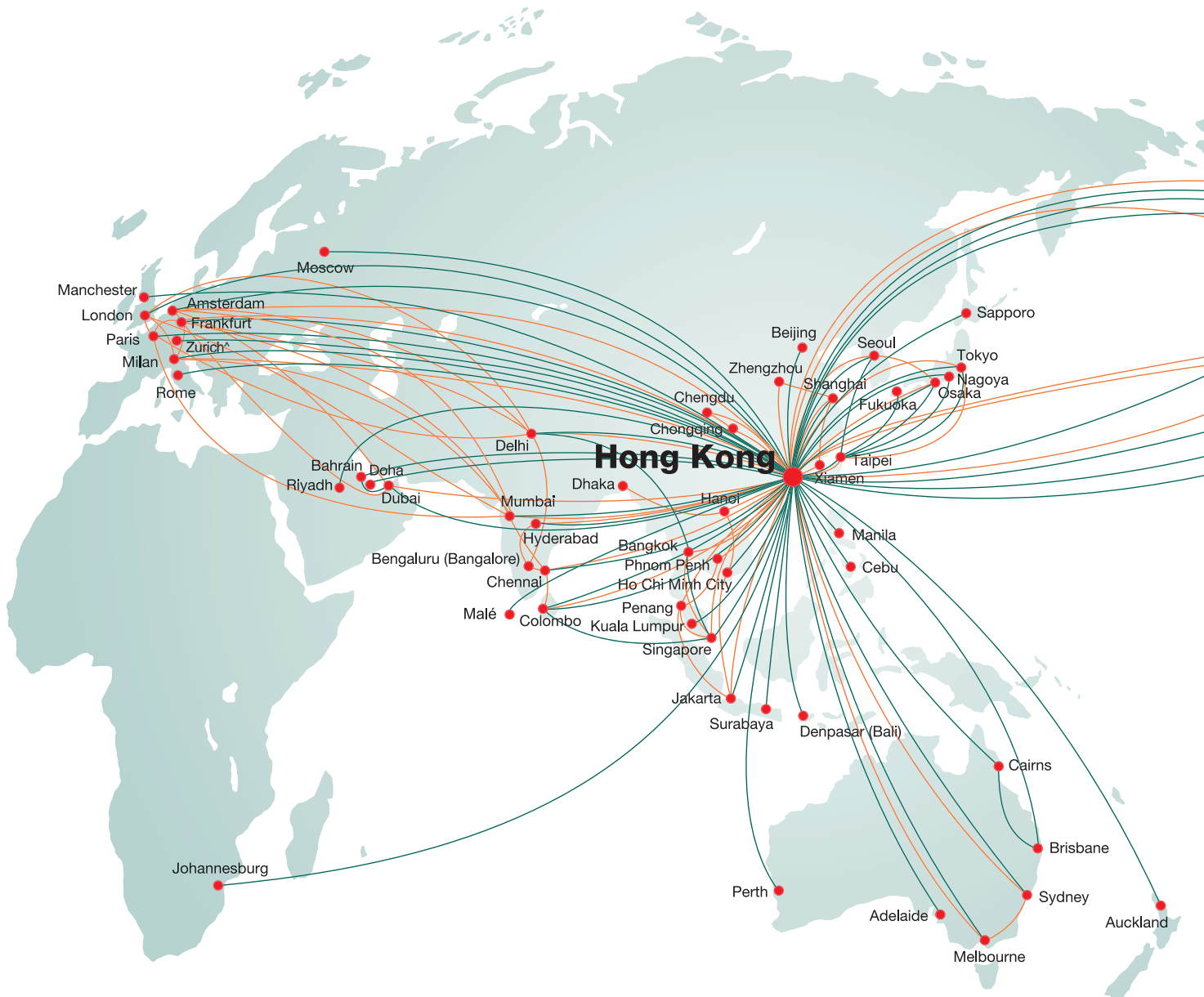
TYPE: PMC PALLET

Size – Base	: 96" x 125"	# Passenger Flight
– Height	: #64", *96", **118"	* Q6 Contour
Tare Weight	: 120 kg	** Q7 Contour
Maximum Gross Weight	: 5,035 kg (LD), 804 kg (MD)	
Loadable Aircraft Type	: 747, 747F, 777, Airbus	



TYPE: VZA, VRA – CAR RACK

Size	: Fitted on PRA/PGA pallet
Max Width of the upper car	: 79.5"
Max Width of the lower car	: 85.6"
Max Height of the upper car	: 56"
Max Height of the lower car	: 57"
Tare Weight	: 344 kg
Maximum Weight of each car	: 2,268 kg
Maximum Gross Weight	: 11,340 kg
Loadable Aircraft Type	: 747F
Standard CX car strap must be used to secure the vehicle on the rack and pallet	



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DRAGONAIR NETWORK



- Cathay Pacific Passenger Service
- Cathay Pacific Freighter Service
- Dragonair Service

Technical stop only

* No cargo uplift service

^ Cathay Pacific passenger service to Zurich commences on 29 March, 2015; and Boston commences on 1 May, 2015

Information correct at time of printing. Please check the latest availability of service on www.cathaypacificcargo.com or www.dragonaircargo.com



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