

出國報告（出國類別：其他）

## 98 年度執行中華航空澳洲雪梨 外站場站查核兼施國際航線查核

服務機關：交通部民用航空局

姓名職稱：陳鳴輝/約聘人員

龍文馨/約聘人員

派赴國家：澳洲雪梨

出國期間：98.06.06-06.12

報告日期：98.07.07

# 民用航空局因公出國報告資料表-其他類別

出國報告摘要：

## 壹、行程摘要

- 98.06.05-98.06.06 CI-051 (TPE-SYD)  
國際航線航路及客艙查核
- 98.06.07-98.06.12 中華航空雪梨外站查核
  - 98.06.07 查核計畫簡報及準備事項
  - 98.06.08 華航分公司簡報  
紀錄文件系統查核  
夜間機坪作業檢查 CI-056
  - 98.06.09 代理公司作業查核
  - 98.06.10 機坪作業檢查 CI-051/052  
停機坪加油作業及設施檢查
  - 98.06.11 CI-055/056 機坪作業檢查  
貨運代理公司作業查核
  - 98.06.12 查核結果彙整及簡報  
(本日無班機)
- 98.6.13 CI-052 ( SYD-TPE)  
國際航線航路及客艙查核

## 貳、 澳洲雪梨機場摘要

澳洲雪梨機場 Sydney Airport Corporation Limited(SACL)已轉為民營，公司名為 South Cross Airports Corporation Holdings Ltd.。目前每年皆因應市場及法規變動需求新增擴建、改進動線及整體環保環境，例如重整現行三萬平方米出境樓層，並再增加 7300 平方米，供旅客全程動線更順暢，修繕更為寬敞，擴建出境前之行李交運作業系統及入境之行李運送及領取系統，與飛機停機坪空橋滑行道等基礎設施升級，其目標訂在 2024 年將能容納超過二千萬國際旅客。機場工作人員與旅客保安檢查是雪梨機場首務之急，持續與澳洲政府保安部門密切合作，已投入九千萬提供旅客通關行李百分之百檢查，同時並不影響旅客通關等候及飛機準點。本年起新建機場水資源回收系統，預計在國際線設施之淨水消耗量要降低百分之三十。整體擴建預期將使雪梨機場成為雪梨地區主要之就業發電機，每年有佔全澳洲航空運輸旅客百分之四十六運量及價值三百六十億元國際貨運進出。

雪梨國際機場分為三個航廈，有接駁車互通

T1—國際機場

T2—國內機場與廉價航空機場

T3—澳洲航空公司國內機場

其中以國際機場 T1 規模最大，航站內共有 24 個登機空橋。

澳洲雪梨機場 2009 年之主計畫基於：

- 未變更宵禁管制、未變更飛航路徑、未變更飛機起降空域、未新建跑道、未變更區域航空公司之進出機坪安排。
- 跑道安全：依照澳洲民航局及國際航空標準，擴大跑道起降兩端之安全淨空區。
- 新建貨櫃搬運機械系統及地面裝備存貯設施供航空公司及貨運業者使用。

由於法規、行李檢查系統及安檢人員體系建置完善，雪梨機場保安檢查特色為所有通關行李檢查不做抽樣，落實做到百分之百，極為不易。華航在 2008 年 8 月 7 日已實施澳洲外站保安計畫，近期華航已配合澳洲政府新增保安規定，制訂修訂之版本，在 2009 年 3 月 20 日送請澳洲交通部核准。

機場相關資料如附件一

## 參、外站查核結果摘要（檢查項目：靜態資料檢查及機坪作業檢查）

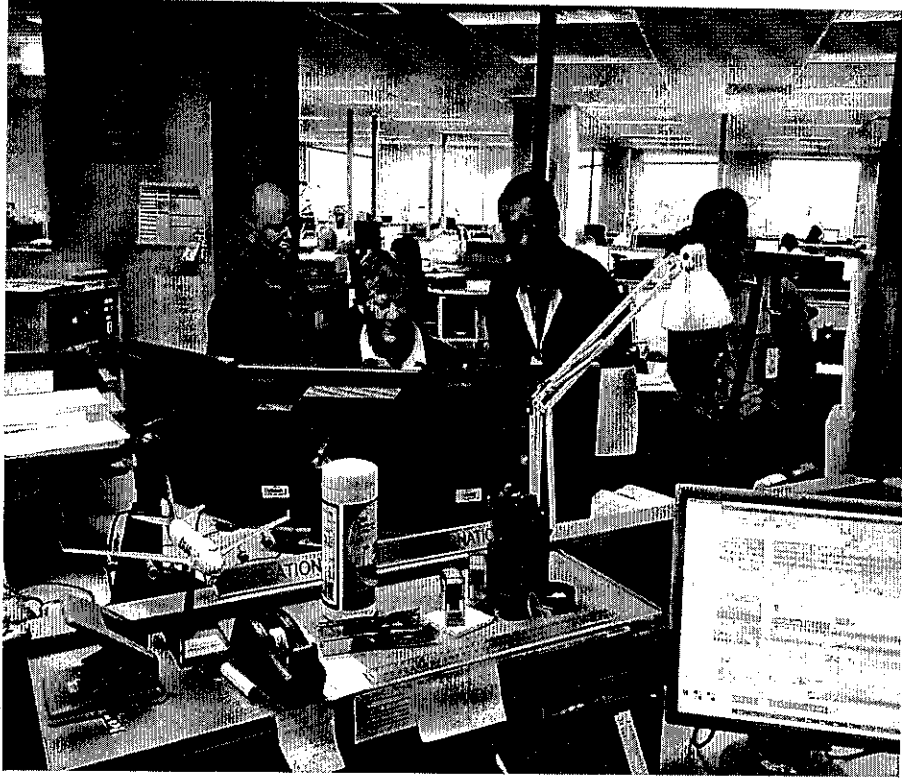
雪梨分公司總經理謝世謙於本（98）年二月份上任，對於民航機關之飛安查核極為重視。本次依據本局最新外站簡報大綱，提報雪梨分公司工作概況（簡報資料如附件二）。華航機場經理史正本於澳洲工作逾二十年，其分公司員工之管理、分工、值班等井井有條，訓練紀錄查證情況良好。史經理負責機場客、貨運、保安、機務代理業務運作整合之監督，與機場管理單位及代理公司之協調監督互動密切良好。本次查核事前充分聯繫，流程安排順暢，對其公司往來航班之日常運作影響降至最低。

本年起，該站華航現使用 A330 機型每週飛航七班，航務、運務、裝載均委由澳航（Qantas）代理，機務多年來為澳航（Qantas）代理，去年方改由國泰代理，貨運作業委由 AAE（Australian Air Express）代理，餐勤則委由 Gate Gourmet Catering 代理，經本次查核，發現各代理公司作業皆能依照華航相關作業程序手冊消化納入各公司之內部作業手冊，機場經理定期與代理公司開會傳達公司有關飛安要求，作業狀況均確實能掌握。

整體而言，本次查核並無重大缺失，2006 年本局雪梨外站檢查主要缺點在手冊方面，本次檢查其技術手冊內部管制系統，與國內業管單位互動密切，已明確顯示無該缺失，謹將本次查核所見事項及若干建議如加強酒測等數項建議供分公司參考。

茲摘要如後：

- 一、雪梨本站大部分業務代理委由澳航（Qantas）代理，澳航為飛安紀錄優良航空公司，各項運作及管理均非常良好，所有進入機坪作業人員與訪客均須著反光背心並經安全講解且簽署自願安全承諾書，方能進入機坪。

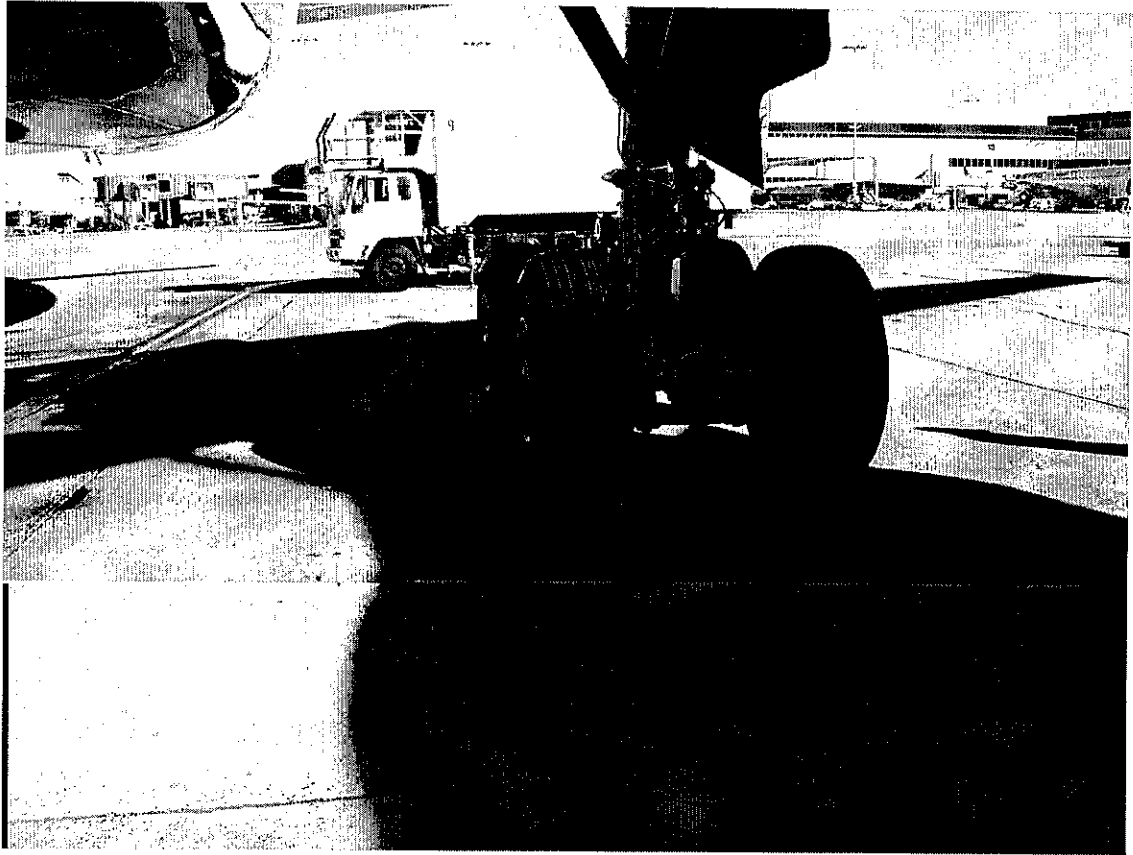


澳航 Qantas 飛航監控中心

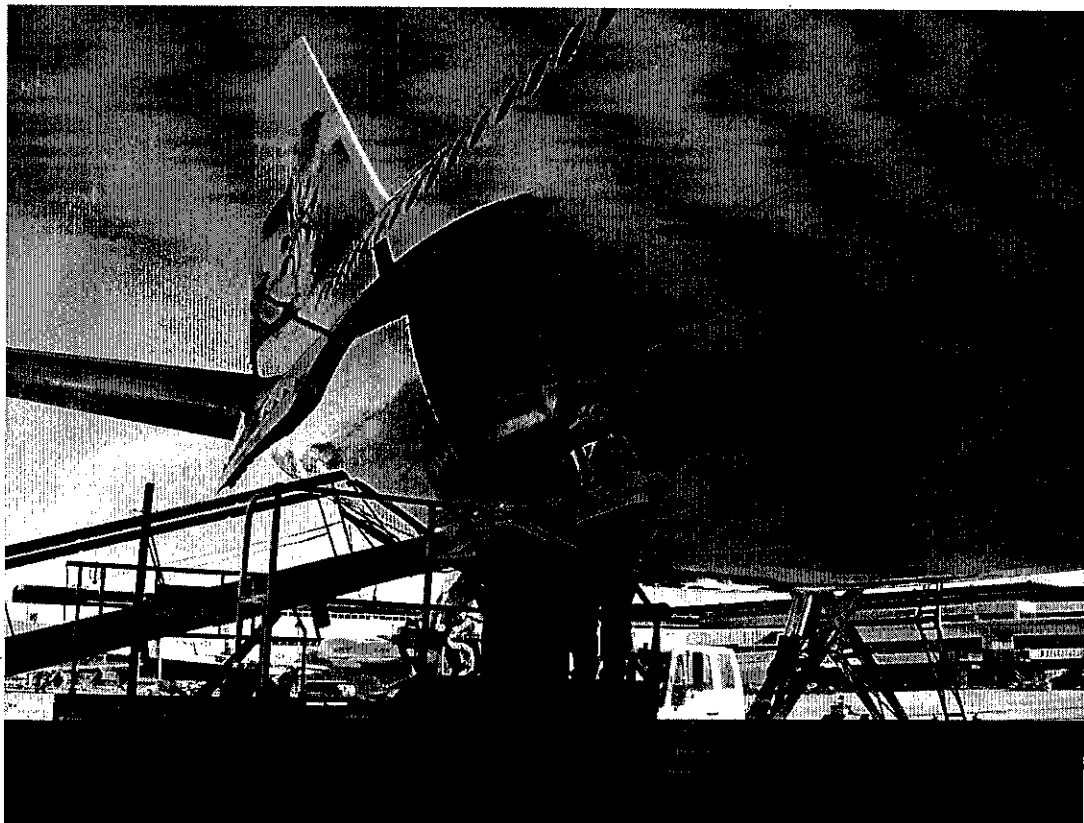


澳航 Qantas 飛航監控中心





飛機到站機坪檢查



飛機到站卸貨機坪檢查



澳航 Qantas 地勤作業

CI-052

組員：PIC Capt. 虞周榮

檢定證號 102492

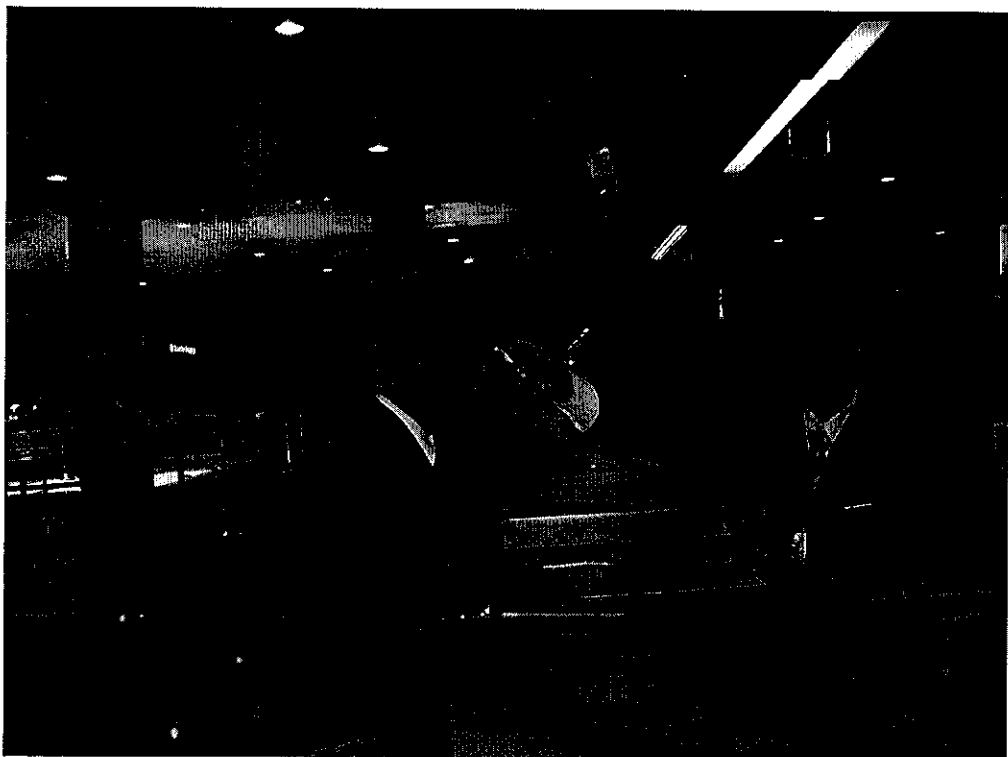
RP 楊景文

檢定證號 302179

FO 楊適修

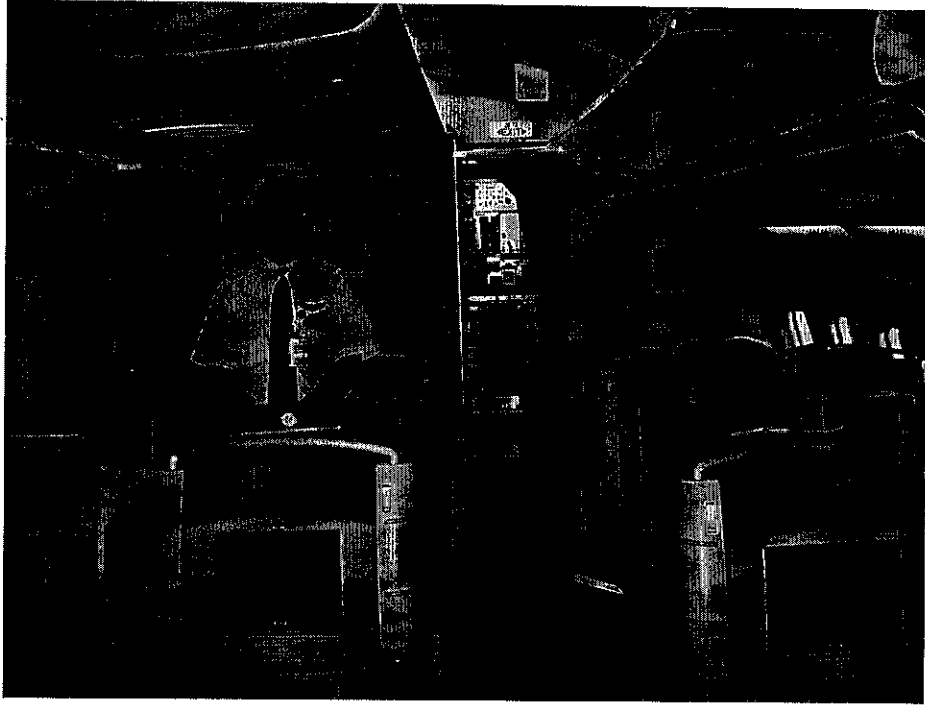
檢定證號 302357

依規定時間到場，執行耳溫檢測、檢查飛機、證照查驗、



組員報到執行耳溫檢測

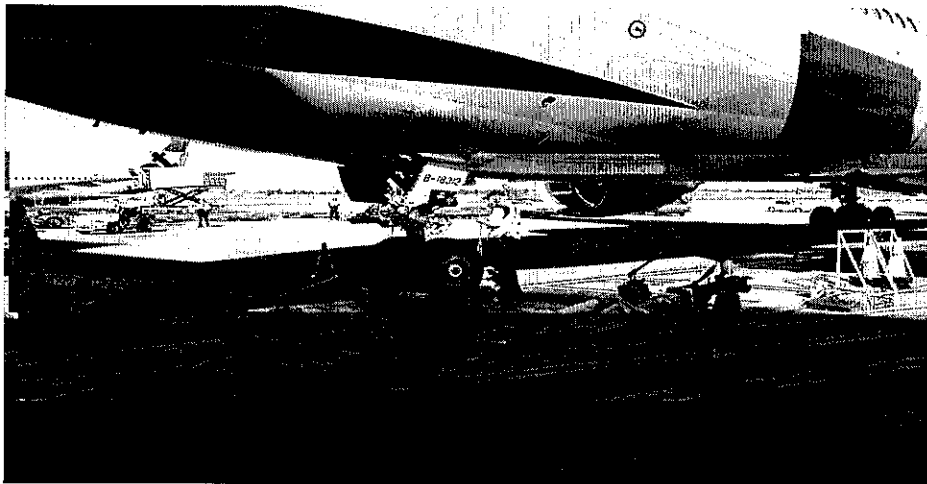




機長執行任務提示

飛行前裝備檢查、前後艙任務提示、發現飛航計畫遺漏 ETOP 資料，機長立即用 ACAS 傳送請 TPE 再送一份正確飛航計畫，副機長及國泰機務完成 360 度及過境地面檢查，機組員完成準備後旅客登機，準時後推離場。

四、機坪地面甚為清潔，惟一張貨櫃標籤散落鼻輪左側，無人處理，經華航史經理提醒 QANTAS 地勤人員應主動處理。其每一停機位均配置 FOD STATION，地面無其他外物，圖片如示：

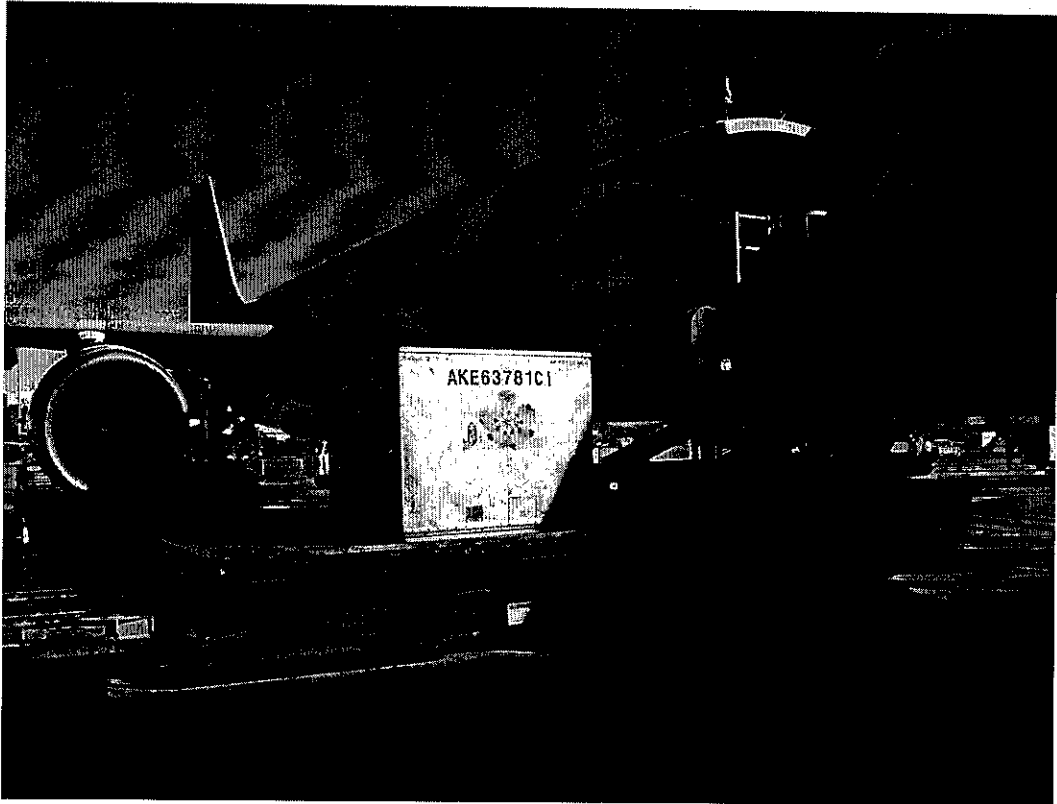


停機坪檢查

- 五、依據華航提供之外站各類手冊清單，查核該站各代理公司使用手冊及複訓光碟，皆為最新版本。
- 六、飛行組員依規定實施酒測且有紀錄備查，建議機坪機邊地勤代理及機務簽放工作人員亦宜不定期執行酒測，以維地安。
- 七、簽派由 Qantas 代理，該公司飛安紀錄情況良好，現為華航聯管中心集中簽派，經實地瞭解運作均充分配合華航手冊程序之要求。
- 八、飛航監控 Flight Watch，澳航雪梨機場總部新引進全球 flight watch 程式甫行運作，現場示範，凡台灣飛至澳洲，起飛後之 Flight Watch 均能於螢幕及時監控。
- 九、澳航裝載部門 (Load Control) 負責機邊作業，依華航 Ground Operation Manual 執行工作。



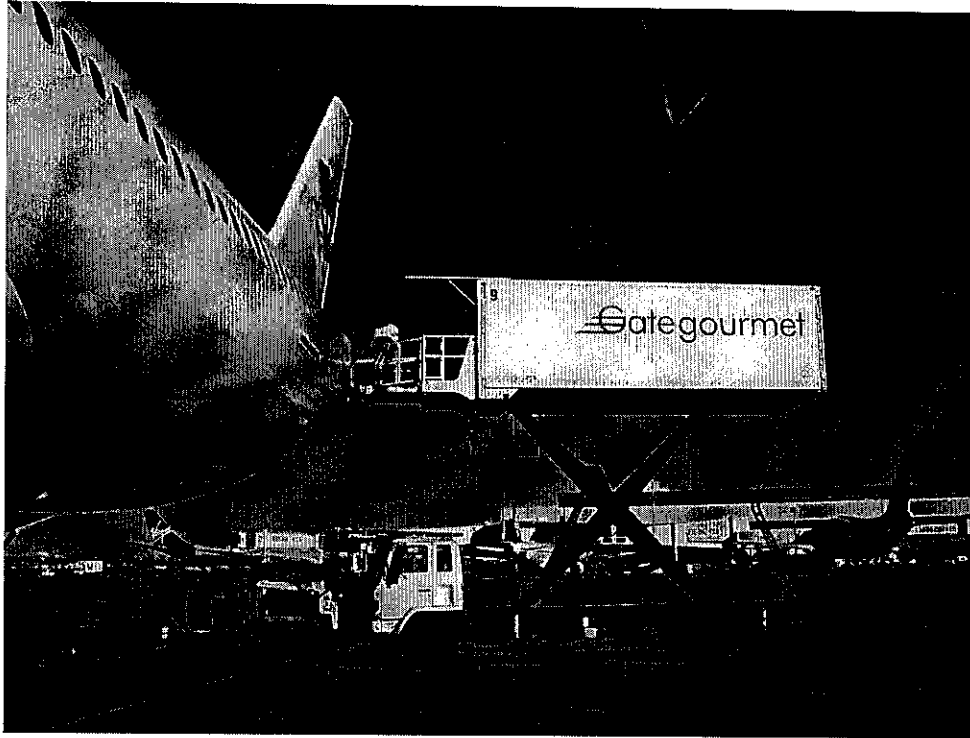
貨運裝載



貨櫃裝載



下貨艙作業



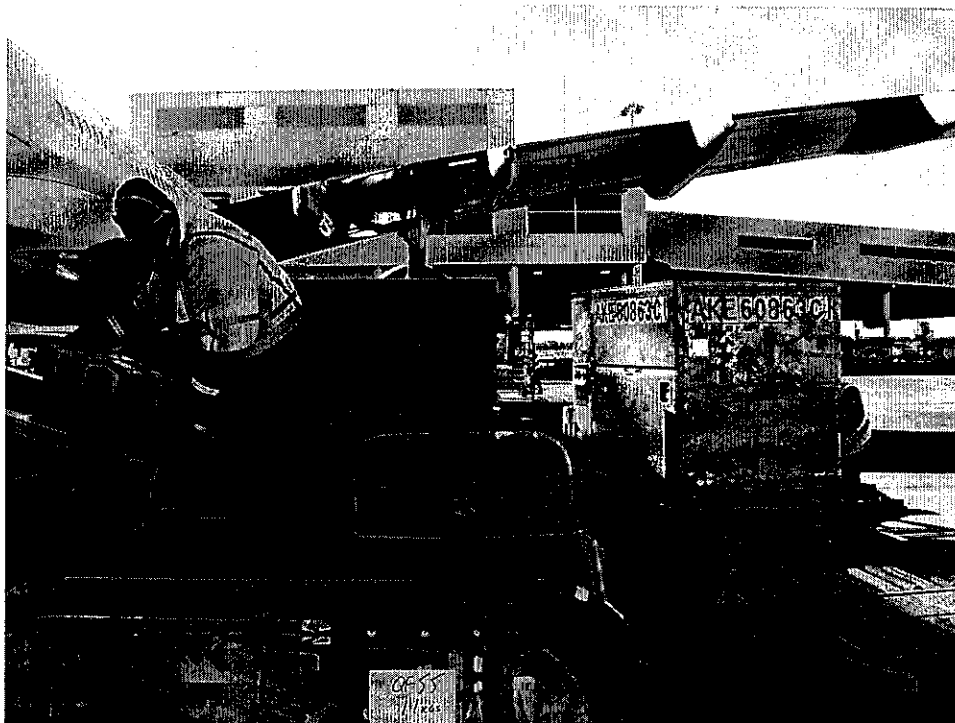
空廚作業



貨櫃作業

十、貨運作業委由 AAE (Australian Air Express) 依

IATA Standard ground handling agreement ( effect. July 1, 2007) 代理，其實務作業則使用本局核備之華航 Ground Operation Manual 及 IATA 之貨運操作手冊，其現場稱重計每三個月校驗精確度。其危險品訓練由澳航 Qantas 核發證照並懸掛於辦公室備查，另設專人管制危險品合格人員之年度複訓，日常使用 Qantas 危險品檢查清單作紀錄。



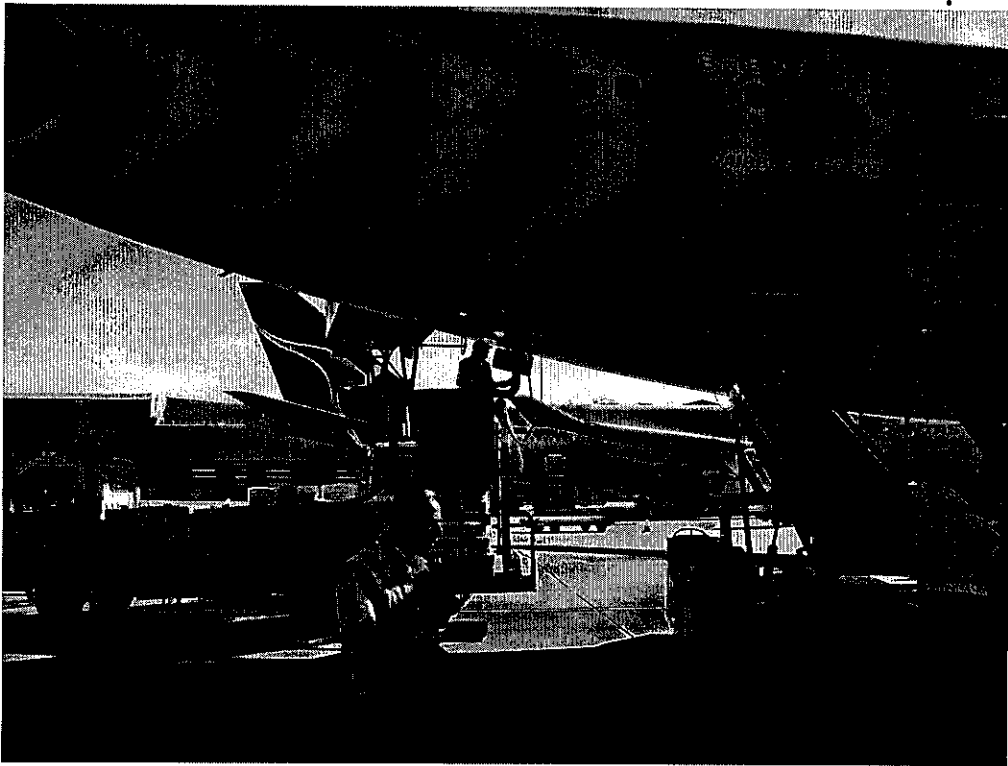
貨運作業

- 十一、修護工廠於九十七年六月間已派員執行本站稽核，所發現之 5 項缺點均已改正，惟本次查核對象已改為國泰機務，其簽放人員資格名冊皆經本局核准。
- 十二、機務手冊 26 份，技術文件均已電子化，國泰 Cathey 派有專人管理，定期與工廠發布之清冊核對，保持最新狀態。航務手冊 SYDKK 共二冊，A330 on board 航務手冊清單共 35 冊。
- 十三、雪梨站國泰 Cathey 適航簽放名冊於 2009. 06. 08 新版，A330 合格簽放人員共十員。機務複訓係每二年由工廠寄送研讀光碟，由各授權人員自行研讀測驗，完成後作成紀錄備查後才納入 Cathey 公司內部品管授權名冊，國泰 Cathey 專人每月於電腦管制系統檢視更新授權人員名冊 資料，送華航修護工廠品保部確認。
- 十四、雪梨站未存放公司器材，與國泰簽有 pool parts 合約，停機坪拖機工具 / 裝備由澳航提供，檢查國泰線上維修器材存放井然有序，航材規劃位置明

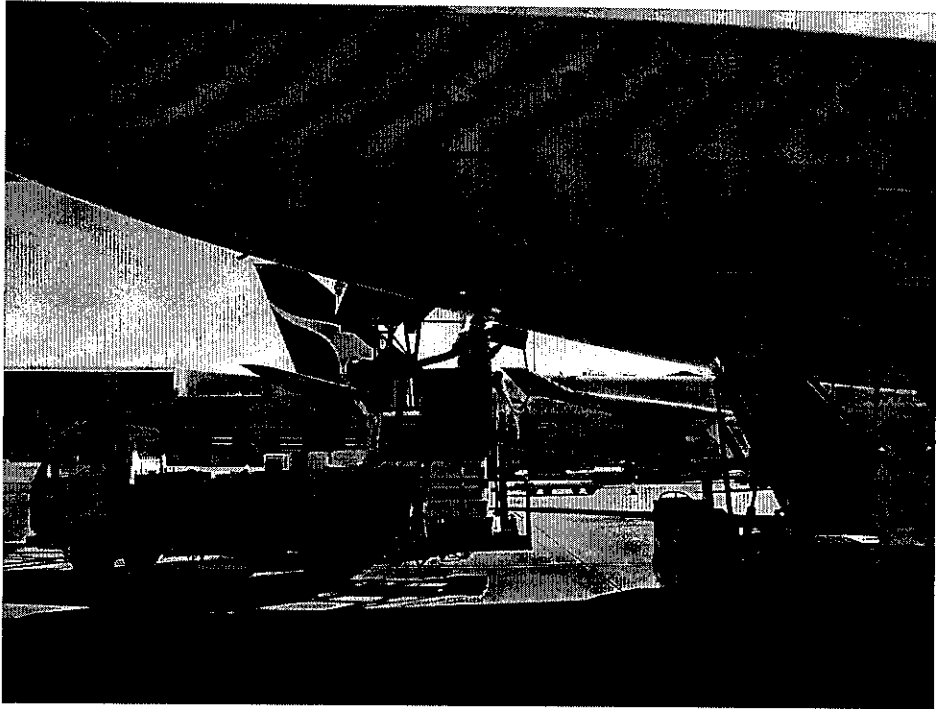
確；庫房內之手工具擺放整齊，抽查庫房內之 PME 工具及機坪工具車內各項 PME 工具均符合要求，停機坪區澳航之各項裝備如 拖車/拖桿等，維護情況良好。

十五、必檢項目 RII 授權未建立於新頒授權名冊，基本 RII 程序已納入國泰初訓、複訓課程。國泰機隊之引擎為勞斯萊斯與長榮為奇異公司者不同，國泰機務授權人員皆完成 GE 該型引擎訓練。

十六、油槽係由 Caltex, Shell, Mobile, BP 與 Qantas 共同組成之管理委員會 JUHI (Joint User Hydrant Installation) 管理，燃油接收入庫後僅進行比重、溫度、含水量、清澈度之檢測，華航本年更換供油公司為 CALTEX，油料稽核紀錄如附件三。現場抽問加油地勤公司 (Australian Fuelling Service) 作業人員程序，查核其執行油濾檢查情況良好。



加油作業

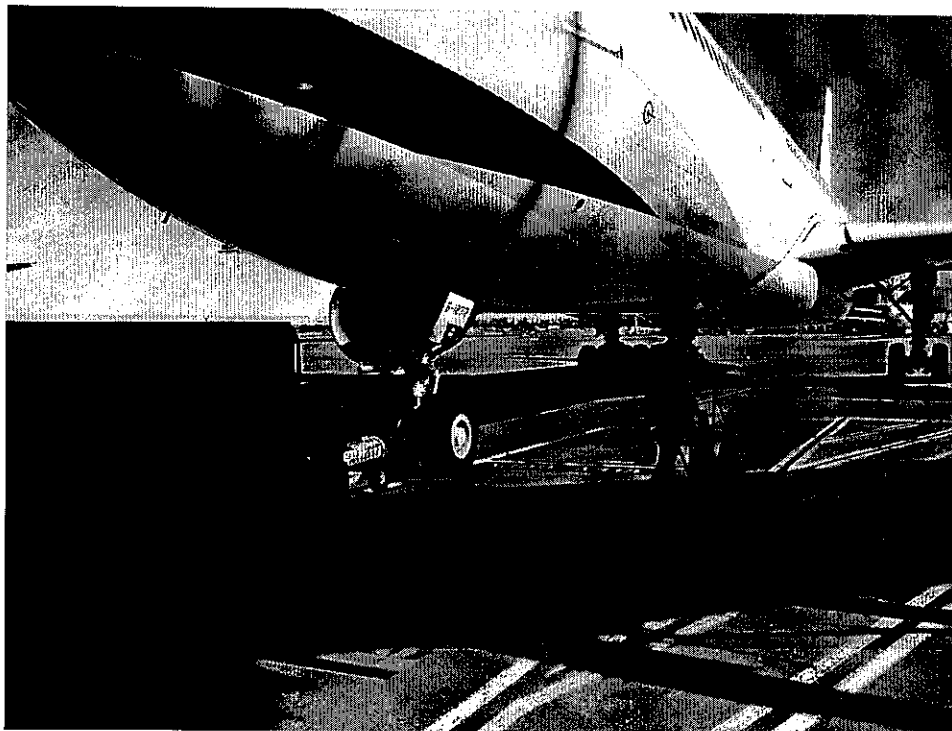


加油車作業



加油車檢查

十七、華航班機通常停於 32 號停機坪，各消防裝備經查皆有每半年檢查之紀錄及標示。



地勤安全檢查

十八、緊急應變：雪梨場站備有「災害應變手冊」、「Station Disaster Response Manual」及「航機遭遇緊急狀況作業程序」，辦公室內部張貼場站相關單位緊急應變通聯電話備用。紀錄顯示華航聯管處緊急應變小組也於2008年中曾至雪梨站檢視相關作業辦法及程序，並完成 paper drill 的演練。





航機進站

## 肆、國際航線航路查核結果摘要

航線：TPE-SYD，航班：CI-051

- 一、日期：98.6.5-6.6
- 二、機型：A330-300 B-18312
- 三、飛行時間：8 小時 30 分
- 四、前艙組員：CAPT：黎承開， 證照號碼：102241  
FO：段瑞祺， 證照號碼：302780  
FO：張評助， 證照號碼：102130
- 五、客艙組員：陳漢梁等十員
- 六、機務簽放：A/E 803033 江建發執行過境檢查，除二項發動機組件結構雜項依 AMM 78-11-41 登錄延遲改正，無其他 MEL 項目
- 七、查核情況：

- (一) PIC IP 黎承開 as PM, 帶飛新進 FO 航路訓練 FO 段瑞祺 as PF, RP 張評助。
- (二) 航程中依規定持卡提示、飛行前檢查、離場操控等符合 SOP 規範。
- (三) 航行計畫良好，落地操縱正常，程序熟練。依規定執行觀察席位提示、航管通話程序熟練，各項檢查按卡執行。
- (四) 組員 CRM 合作良好。
- (五) 客艙緊急裝備及標示皆符合規定。

本次檢查無異常情況發現。

航線：TPE-SYD 航班：CI-052

機號 B-18312 駕駛艙航路檢查：

- 一、日期：98.06.13
- 二、機型：A330-300 B-18316
- 三、飛行時間：9 小時 30 分鐘
- 四、前艙組員：CAPT：鄭克傑 證照號碼：102215  
FO：姚炯瑜 證照號碼：101637  
FO：陳宏瑞 證照號碼：302501
- 五、空服員：丁正偉等 10 員

六、查核情況：

- (一) 客艙組員按時執行任務前提示。
- (二) 客艙組員工作執行：含飛行前裝備及安全檢查、機內通話檢查、前/後艙組員提示、登機作業、廣播與示範、燈號與廣播、旅客服務等各項工作執行等，均能按規定執行。

(三) 航程中，駕駛艙/客艙組員協調合作良好。

(四) 機務簽放為國泰合格授權人員 Silcock Mark Andrew，LCAA 證號 8949。屬本組授權名單內之人員。

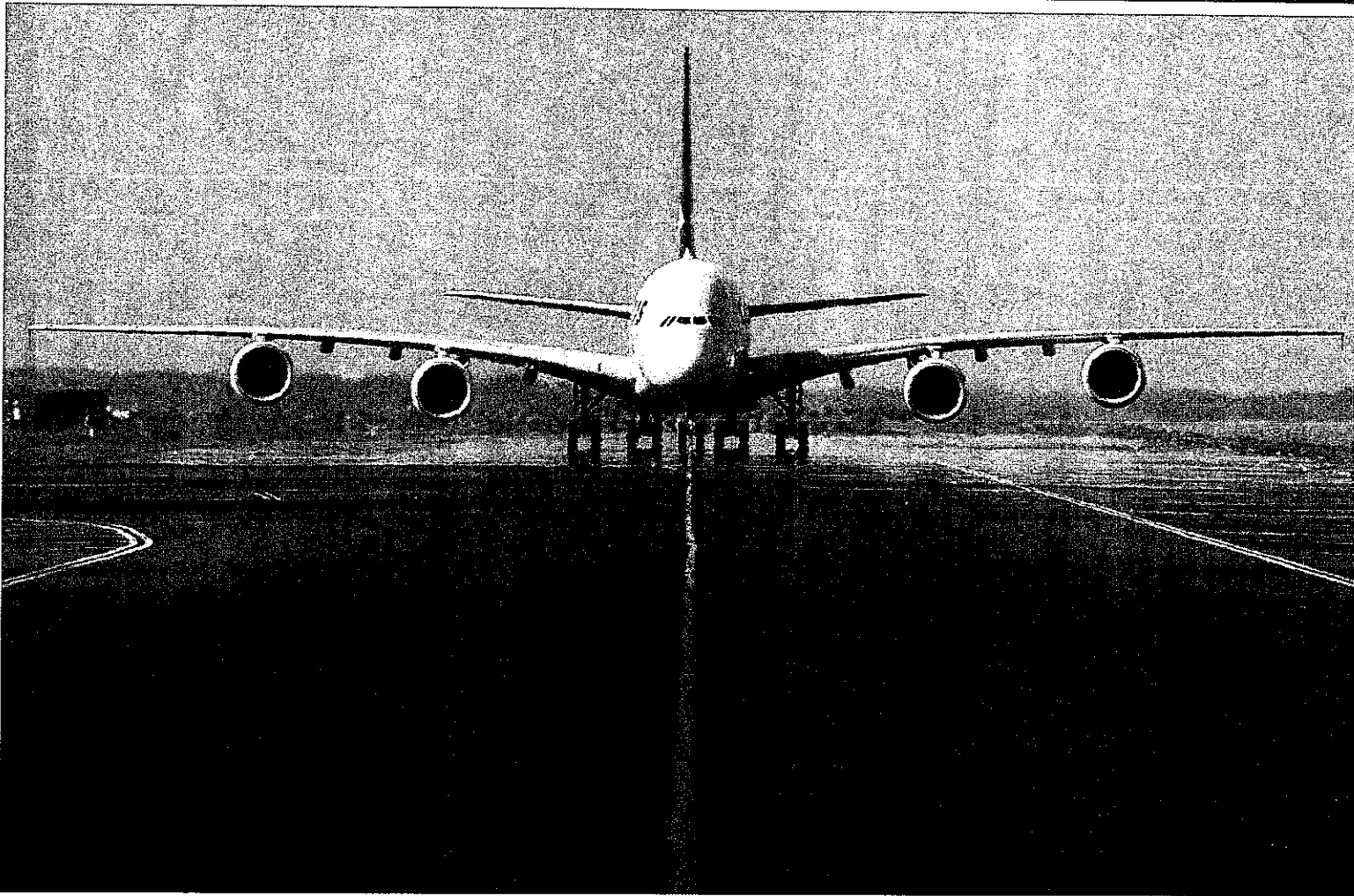
本次檢查各項操作皆符合程序。

## 伍、心得及建議：

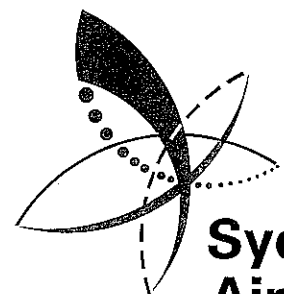
- 一、華航澳洲雪梨站在謝總經理領導下，各項航機務營運及飛安作業均能恪遵法規，依照 SOP 正常運作，經檢查公司最近一次內部稽核發現之缺點，均已依規定改善。
- 二、本次檢查發現並無重大缺失，惟因澳洲地區民情較為嗜酒，且冬季已到，建議對機坪地勤作業人員，停機線機務維修人員，不定期執行酒測或要求各公司自行執行酒測，檢具紀錄備查。
- 三、鑑於本局已要求所屬遵照國際規定，於機場停機坪檢查時應著螢光衣，本次於雪梨機場機坪，華航分公司螢光衣數量僅二件，建議公司應酌增備份件，供公司及內外部稽核人員使用，避免違反當地機場安全規定。
- 四、雪梨機場仍實施夜間宵禁，23：00L-06：00L，華航增班後晚班機起飛時間 09：55L，接近宵禁，一旦發生飛機機務等問題，其處理時間將顯倉卒。為考量降低人為疏失，建議加強員工訓練，夜間作業應有充分前置量，國泰機務作業亦須不定期稽核其密切配合之能力。
- 五、要求 GHA/SYDBLQF(QF FLT DISPATCH)在 OFC 收到 FLT PLAN 後能先檢查一遍(如 TPEOD 有無輸入 ETOPS...)再至飛機跟 CAPT BRIEFG 以避免班機延誤，或因地面時間窘迫造成人為疏失。

## 陸、附件

- 附件一：雪梨機場資料。
- 附件二：雪梨站簡報資料
- 附件三：油料稽核紀錄



# Key Highlights 2008



**Sydney  
Airport**

# Message from the Chairman

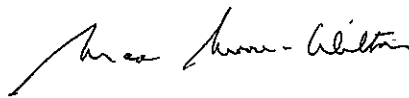
Sydney Airport's outstanding achievement of 2008 was to maintain close to normal operations while the \$500 million expansion and upgrade of T1 and facilities continued apace. An upgrade of this scale, undertaken at a fully operational international airport, has some unique challenges. I appreciate the understanding of passengers as the work progresses. I also appreciate the professional contribution of our staff, and that of the airlines, retail partners and government agencies, to the success that we have had so far.

One of the highpoints of the year was the way that everyone at Sydney Airport performed during World Youth Day 2008. This performance showcased operational excellence across all aspects of our business. World Youth Day Pilgrims helped Sydney Airport set a record for the busiest ever international arrivals day with 20,398 passengers arriving through T1 on Sunday 13 July 2008.

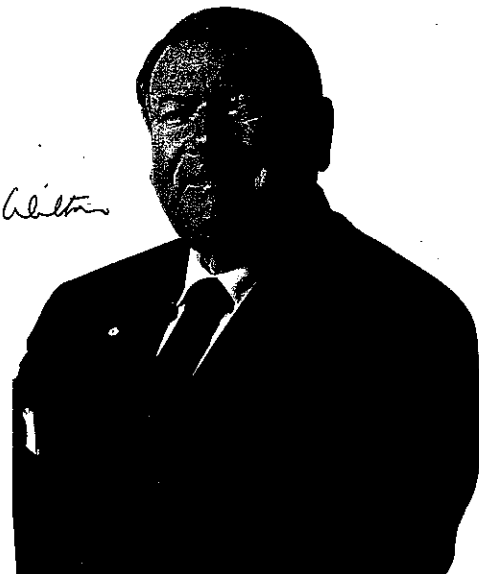
Other important accomplishments included the smooth commissioning of the new T1 multistorey car park, the completion of the T1 arrivals project, good progress on the water treatment project and other capital works projects, securing approval for the runway safety project and launching the Preliminary Draft Master Plan for public consultation.

An important refinancing was successfully undertaken to secure the capital expenditure requirements to the end of 2012. The refinancing of \$870 million in term facilities, maturing towards the end of 2009, is anticipated to be completed in the first half of this year. Following this, Sydney Airport will have no further debt maturities until late 2011.

The ongoing global financial crisis means that 2009 will have its own distinctive challenges and while Sydney Airport is obviously not immune to global economic factors, it is also the case that it has performed strongly through the course of 2008.



**Max Moore-Wilton AC**  
Chairman



## There are three passenger terminals at Sydney Airport:

### **T1: International Terminal.**

As at 31 December 2008 T1 was used by 35 international airlines flying to 47 destinations around the world.

### **T2: Domestic Common User Terminal.**

This terminal is used by domestic and regional airlines including Jetstar, Virgin Blue, Regional Express, Aeropelican, and QantasLink.

### **T3: Qantas Domestic Terminal.**

This terminal is operated by Qantas and used for Qantas domestic flights.



## Report from the Chief Executive Officer



### **Our People**

Health and safety remain at the centre of Sydney Airport's operations. Sydney Airport Corporation Limited was an active participant in "Safe Work Australia Week" in October. New occupational health and safety information was distributed across the organisation with the aim of raising awareness about health and safety for all employees.

To improve safety a storm warning system was installed to promptly relay advice from the Bureau of Meteorology about the proximity of threatening storm activity. Communicating early warning advice to airport staff reduces the risk of injury from lightning strikes.

Our strong performance in minimising incidents and dealing quickly with potential hazards is shown by our continued low record of lost time injuries with only three such injuries reported during the year.

Sydney Airport conducted a staff survey which produced very positive results. Staff stressed that communication



within the organisation should remain an ongoing priority. In response to the survey a statement of core values for Sydney Airport was developed reflecting our professional standards, our high level of competence, our commitment to safety and our approachability.

Staff development continued with all staff being able to participate in time management training designed to help them better manage their daily activity. The performance management program undertaken by managers in 2007 was extended to all staff.

Sydney Airport employed an average of 306 people over the course of 2008. Low levels of absenteeism, staff turnover and employment issues were recorded.

#### **Building a Better Airport**

The \$500 million upgrade and expansion of T1 and facilities continued throughout 2008. The project involves:

- Adding 7,300 square metres to the departures level to provide world class passenger facilities including centralised processing, new retail, food and beverage outlets and passenger waiting areas
- A new outbound and early baggage handling system. The arrivals baggage system is also being

upgraded with a new baggage reclaim carousel being commissioned in December to meet the peak passenger flows associated with the introduction of the A380

- Additional and upgraded aeronautical facilities including aerobridges, aircraft parking and taxiway improvements to accommodate a wider range of aircraft
- Redevelopment of approximately 30,000 square metres of the existing departures level
- An additional 120 metres of moving walkways
- Improved way finding signage and upgrades to bathrooms, ceiling and floor finishes.

The expansion is needed for the increasing number of international passengers using T1. There will be new shops, restaurants, and waiting areas. This follows feedback from passengers that they want more variety, improved product range and dining options as well as comfortable places to wait for their flights.

Providing passengers with upgraded aeronautical infrastructure and improving the quality of the services and facilities they need remained a key focus for Sydney Airport in 2008. Upgrades have been made in both T1 and T2 including:



- Extensive re-tiling in both terminals to provide a sleek, modern look
- Installing new seating in both terminals to improve comfort and seating capacity
- Providing new children's play areas in T1
- Continuing the refurbishment of bathrooms in both terminals
- Providing new LCD flat screen TVs and upgraded flight information displays in T2
- Laying new carpet in gate lounges in both terminals.

In July the new eight storey car park for T1 opened for business. The \$65 million car park provides around 4,000 parking spaces and is directly linked to the departures level of T1 by a bridge that incorporates undercover access for pedestrians. In December T1's rebuilt Dock 6, the facility used to replenish retail stocks and airline lounge facilities, was completed and commenced operations and work progressed on the Virgin Seamless baggage transfer facility.

Sydney Airport introduced measures such as the supply of ground-power and pre-conditioned air to aircraft that are being serviced which will provide improved environmental outcomes.

In addition to its expenditure on capital works, Sydney Airport has continued to invest in systems designed to further increase operational efficiency and customer service. Good results have been delivered from system improvements used to drive aeronautical billing, accounts payable, parking infringements and the aggregation and analysis of information from Sydney Airport's businesses.

Trialling of advanced security screening technologies were undertaken in cooperation with the Australian Government's Department of Infrastructure. The technologies trialled were:

- American Science and Engineering SmartCheck Backscatter X-ray Whole Body Scanner – which uses a low energy x-ray that penetrates clothing to create an image which reveals hidden objects on a person
- L-3 Communications ACX – which uses automated explosive detection systems to detect explosives in carry-on baggage by analysis of material.

Upgraded perimeter fencing was also installed at locations around Sydney Airport.

A team of representatives of key airport stakeholders continues to drive improvements through the Service Quality Improvement Program (SQIP). This program identifies opportunities across passenger services and facilitation and also promotes

collaboration between airport business partners to support further improvements for passengers.

Sydney Airport also continues to encourage direct feedback from its customers. The feedback enables us to measure our performance and allows us to understand what our customers expect from us and how we can further improve our services and facilities. During 2008 this led to the installation of new children's play areas and additional clocks and water fountains in our terminals.

### **World Youth Day 2008**

The Catholic Church's World Youth Day 2008 was a major global event with tens of thousands of visitors from around the world arriving and departing through Sydney Airport.

Sydney Airport staff worked closely with the organisers of World Youth Day 2008, the NSW Government's World Youth Day Coordinating Authority, airlines, Australian Customs Service, Australian Quarantine and Inspection Service, Australian Federal Police, NSW Police and many other airport business partners to provide these visitors with the efficient transport services they needed.

World Youth Day pilgrims helped Sydney Airport set a record for the busiest ever international arrivals day with 20,398 passengers arriving through T1 on Sunday 13 July 2008. Airlines operated an additional 40 inbound and outbound flights to meet passenger demand. In total, an estimated 90,000 international pilgrims and 100,000 Australian pilgrims passed through Sydney Airport.

Sydney Airport's performance during World Youth Day was outstanding across airfield, terminal and ground transport operations. Visitors arrived and departed from Sydney without any fuss, highlighting the airport's contribution to Sydney's success as the host city for major events.

### **A380 Upgrades Completed**

The \$128 million A380 project was successfully completed in August. This project has been a success delivering exceptional reliability for the first A380 (operated from Sydney Airport by Singapore Airlines). This is an extraordinary achievement for the operational launch of a new aircraft. The projects undertaken as part of the A380 infrastructure upgrade included:

Airfield works:

- Widened pavement shoulders, fillets and flanks to Runways 16R/34L and 07/25 as well as the re-alignment of Taxiway A
- Strengthened the airport tunnel over General Holmes Drive



- Relocated Taxiway G east of Taxiway D to accommodate the clearances necessary for the A380 wingspan. Works included the demolition of two existing hangars and relocation of the perimeter road
- Relocated airfield navigational and visual aid equipment including taxiway lighting and signage and the installation of new inset taxiway lights
- Remediated the Qantas Fuel Farm to allow for the relocation of the perimeter road
- Hold point relocated to 107.5m for A380 hold positions.

T1:

- Provided 5 Code F contact bays (Bays 9, 10, 24, 57 and 61)
- Provided 3 Code F non-contact bays (Bays 4, 5 and 72)
- Relocated fuel points and fuel lines
- Apron works included installation of new flood lighting, strengthening of apron pavements, pavement markings, new "Nose In Guidance Systems" and signage
- Reconfigured adjacent bays impacted by new large aircraft (Bays 60, 63, 55, 11 and 12).

The Australian Government's AirServices Australia released a report on the noise performance of the A380 at Sydney Airport. This report found that

the A380 is between 2.3 and 6.7 decibels quieter than the 747-400 when departing Sydney Airport. The report states that "a three decibel reduction is regarded as a halving of an aircraft's noise energy."

As well as being a quieter aircraft, the A380 is larger. It can carry more passengers than other aircraft, meaning that fewer of these quieter A380 flights are required to transport the same number of passengers.

In October Singapore Airlines celebrated a year's successful operation of the A380 on the Singapore – Sydney route and the number of A380 services flying from Sydney continues to increase. Also in October, Qantas commenced an A380 service between Sydney and Los Angeles and in early 2009 Emirates will start flying the A380 on the Sydney – Dubai and Sydney – Auckland route and Qantas will introduce the aircraft on its Sydney – London service.

These services will keep Sydney Airport at the forefront of the A380's introduction into the global airline fleet and make these quieter aircraft increasingly common in the skies over Sydney.

**Master Plan 2009**

In September Sydney Airport released the Preliminary Draft Master Plan 2009 for public consultation for 61

business days. The public consultation period closed on 16 December 2008. The plan updates Sydney Airport's existing approved Master Plan 2003/04 and outlines the vision for the operation and development of Australia's leading airport to the year 2029.

The Preliminary Draft Master Plan shows how Sydney Airport will sustainably manage the forecast growth in airline travel. Like the 2003/04 Master Plan before it, the Preliminary Draft Master Plan 2009 is based on:

- No changes to the curfew
- No changes to flight paths
- No changes to the aircraft movement cap
- No new runways
- No change to access arrangements for regional airlines.

Passenger numbers are forecast to gradually increase by an average of 4.2% each year. This will see the airport serving 78.9 million passengers in 2029, up from the 68.3 million in 2023-24 forecast in the existing approved 2003-04 Master Plan.

Aircraft movements for scheduled passenger operations are forecast to gradually increase by an average of 2.0% per year. This will see the airport handling 402,000 such aircraft movements in 2029, up from the 377,650 forecast for 2023/24 in the existing approved 2003/04 Master Plan.

Importantly, the forecast noise footprint for Sydney Airport in 2029 has been reduced relative to that forecast for 2024. This is because new aircraft are larger, quieter, cleaner and more fuel efficient, a trend that will continue over the next 20 years.

Sydney Airport's Master Plan is a planning tool prepared to meet the legislative requirements of the Airports Act 1996. The Master Plan must be reviewed and updated every five years. After comments on the Preliminary Draft Master Plan have been considered and due regard given, a Draft Master Plan will be submitted to the Minister for Infrastructure, Transport, Regional Development and Local Government for his consideration.

### **Runway Safety**

Sydney Airport undertook a full public consultation process and secured approval from the Australian Government for the construction of a larger runway safety area at the western end of the east-west runway.

Runway safety areas protect passengers in the unlikely event that an aircraft overruns or lands short of a runway and the provision of larger runway safety areas is a mandatory safety requirement set by the Civil Aviation Safety Authority and is in line with international aviation standards.

Sydney Airport has already enlarged five other runway safety areas and the sixth and final runway safety area will be an 8,100 square metre concrete land bridge to provide a cleared area measuring 90 metres by 90 metres from the end of the runway strip to assist in the deceleration of an aircraft. Construction commenced in mid-October 2008.

The large tall cranes, plant and other equipment needed for the construction mean that there are restrictions on the east-west runway's operations while construction takes place. Sydney Airport has apologised to the people who will be affected by this vital runway safety project, but it is essential that the runway complies with the Australian Government's air safety regulations.

### **Environmental Sustainability**

Sydney Airport is implementing a range of initiatives to improve its environmental performance.

Construction of a water treatment plant for T1 commenced in July. The water treatment plant will treat sewage effluent and the recycled water will be used for toilet flushing, cooling towers, landscaping and essential airport maintenance. A recycled water pipeline system will transport the recycled water throughout T1.

The plant will initially save 350 kilolitres per day of potable water up to a maximum of one megalitre per day over the next 20 years. This represents a saving of approximately 30% of potable water usage in the T1



precinct. The NSW Government is supporting this project and provided Sydney Airport with a \$3 million grant for the installation of the recycled water pipeline system.

Responding to the challenge of climate change, Sydney Airport joined with 94 other major airports around the world and signed an International Declaration on Climate Change. Sydney Airport has also completed a comprehensive carbon emissions inventory for its own business operations. The airport produces almost 100,000 tonnes of carbon dioxide equivalent emissions each year with the biggest contributor being the energy used to run the air-conditioning systems in the terminals.

The next step will be to pursue a range of initiatives to reduce Sydney Airport's carbon emissions. Many of the milestones in Sydney Airport's Energy Savings Action Plan have already been achieved and further initiatives to reduce Sydney Airport's carbon emissions are being developed.

#### **Traffic Growth and Aviation**

Record passenger numbers were achieved in 2008 with 32.9 million passengers passing through the airport. This was a 3.2% increase over the 31.9 million passengers recorded in 2007.

In 2008, all regular public transport airlines operating at Sydney Airport did so under commercial agreements successfully concluded under the government's light handed regulatory regime. These arrangements have seen an enhanced level of consultation and cooperation between the airport and its airline customers, as well as price stability. Changes in aeronautical charges during 2008 were limited to the recovery of the cost of new investment endorsed by airlines, and of the cost of providing required security services.

Sydney Airport maintained a successful marketing program to attract new airlines and additional services. Among others:

- Virgin Blue introduced jet services to Albury and Canberra
- Pacific Blue introduced services to Auckland and Port Vila
- Qantas introduced a three times a week non-stop service to Buenos Aires
- Etihad increased its service to Abu Dhabi from seven to eleven flights per week
- Cathay Pacific increased its service to Hong Kong from three to four flights per day.

Two new airlines will operate trans-Pacific services in 2009 with V Australia to commence a Sydney – Los Angeles service in February and Delta Air Lines to commence a Sydney – Los Angeles service in July.

Sydney Airport continues to provide passengers with high quality aviation services. The \$20 million upgrade of T2 won the "Tourism and Leisure Development" and "Emerging Asset" categories at the Property Council of Australia's Innovation and Excellence Awards. T2 is the busiest of the three terminals at Sydney Airport.

Successful commercial negotiations with Virgin Blue led to the opening of its new 'The Lounge' facility at T2 providing a significantly improved travel experience for passengers travelling with Virgin. 'The Lounge' has capacity for 400 guests and is the result of a multi-million dollar refurbishment of what was formerly the T2 Function Centre (and before that the old Ansett Golden Wing Lounge). It has more meeting rooms, a larger business zone as well as a larger bar area and more seating areas. It is a substantial improvement on the old Virgin Lounge which had only a 140 guest capacity.

To maximise operations in fog, Sydney Airport installed electronic visibility measuring units known as transmissometers. The installation of these units was fully supported by the airlines and will increase aviation safety by providing pilots with the most accurate runway visibility for all runways simultaneously.

Sydney Airport is Australia's busiest airport and must be in a state of readiness at all times in the event of an emergency. To ensure that airport and emergency services personnel are trained in the airport environment, a full scale field exercise was undertaken in November. Called Exercise 'GRAPHITE' it involved about 800 participants responding to a major emergency. The training scenario provided emergency services with a simulated hazardous materials environment while attempting to undertake rescue and recovery duties.

#### **Financial Performance**

In 2008 Sydney Airport's total revenue from all business units rose 6.9% over the previous corresponding period (pcp) to \$812.7 million (2007: \$760.5 million). Total revenue growth for the year remained ahead of traffic growth of 3.2%.

Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA before specific non-recurring expenses) increased to \$653.3 million (2007: \$608.6 million) while EBITDA (including specific non-recurring

expenses) increased to \$649.4 million (2007: \$607.5 million). EBITDA (excluding specific non-recurring expenses) represents a 7.4% increase in earnings over the pcp. EBITDA (including specific non-recurring expenses) increased by 6.9% on the pcp. Note that in 2007, there was approximately \$3.4 million in non-recurring aeronautical revenue relating to completion of long-term commercial agreements.

Operating expenses continued to be tightly controlled. Total operating expenses excluding recoverable security expenses and specific non-recurring expenses increased by 0.6% over pcp to \$106.4 million (2007: \$105.7 million). Staff costs benefited by \$1.2 million due to reductions in leave provisions. Total operating expenses per passenger excluding recoverable security expenses and specific non-recurring expenses decreased by 2.5% over pcp to \$3.24 per passenger (2007: \$3.32 per passenger).

Following a corporate restructure \$3.1 million of specific redundancy costs were incurred as a result of headcount reductions. Total operating expenses including specific non-recurring expenses increased by 6% on pcp to \$162.2 million (2007: \$153.0 million). This was mainly attributable to these specific expenses and additional recoverable costs in relation to security measures.

Total capital expenditure increased 74.1% on pcp to \$394.0 million (2007: \$226.3 million). Capital expenditure comprised maintenance expenditure of \$14.7 million and \$379.3 million in growth expenditure. Major items of spend for the calendar year included the T1 redevelopment project, T1 multistorey car park, runway end safety area works, T1 arrivals works and A380 related pavement works.

In November 2008 Sydney Airport successfully completed the arrangement of \$1,344 million in new funding to refinance existing capital expenditure facilities and to fund capital expenditure requirements to the end of 2012. Funding comprised \$776 million in new bank debt facilities, a shareholder contribution of \$513 million and retention of \$55 million in existing surplus cash. Credit rating agencies Standard & Poor's, Moody's and Fitch all re-affirmed the existing BBB, Baa2 and BBB senior secured credit ratings, respectively. Further interest rate hedging was also implemented as part of the

refinancing transaction. This maintained Sydney Airport's high level of interest rate hedging and consequently cash flow certainty in the medium term. The refinancing of \$870 million in term facilities, maturing towards the end of 2009, is anticipated to be completed in the first half of 2009. Following this, Sydney Airport will have no further debt maturities until late 2011.

### **Retail**

The retail business out-performed passenger growth with a 10.1% increase in revenue to \$192.0 million (2007: \$ 174.3 million).

A key focus during 2008 was on the detailed work necessary to deliver the enhanced retail component of the upgraded and expanded T1. There will be new shops, restaurants, and waiting areas. This follows feedback from customers that they want more choice and value for money variety. Retail leases were signed with innovative and respected speciality retailers such as Lonely Planet, Emporio Armani, Burberry, Rodd & Gunn, Billabong, Swarovski and Australian Made. On the food and beverage side, leases were signed with operators of the calibre of Danks Street Depot, Caviar House & Prunier, Bambini Wine Room, McDonalds, and China Grand/Kam Fook.

Further work to develop the 'Sydney Airport Shopping' brand was undertaken including the successful launch of a new multilingual retail website 'sydneyairportshopping.com.au'. Traffic to the site, which offers promotional offers and retail information, continues to grow.

A mystery shopper program called ace™ was launched in April. This initiative was supported by a training program for retail staff members to support them in acquiring and improving the retail and sales skills they were being asked to deliver and be assessed on.

A number of innovative marketing campaigns were run throughout the year, including the "Jumbo June" promotion which ran in both T1 and T2. The promotion focused on Sydney Airport's value for money proposition and consolidated retail offers from T1 and T2 retailers into terminal specific voucher books. More than 60,000 voucher books were distributed in T1 and 25,000 in T2.

### **Property and Development**

The property and development business contributed a 12.2% increase in revenue to \$112.5 million (2007: \$100.3 million).

This result was supported by the further development of the property portfolio and the successful renegotiation of existing leases and ongoing rent review arrangements.

Key property projects completed in 2008 included the opening of new McDonald's restaurants at the General Holmes Drive and Ross Smith Avenue sites as well as the opening of the common use rental car quick turnaround facility in the domestic terminal precinct and the expansion of site leases on land in the northern airport precinct.

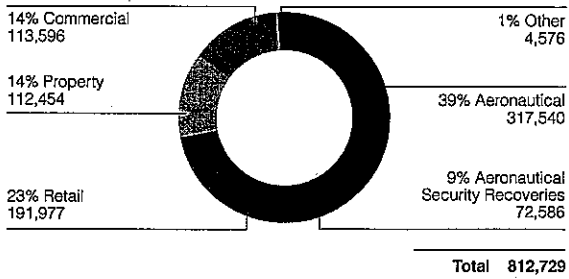
Additional space on the ground level of T1 was developed to allow for the expansion of engineering, ground services and administration facilities for airlines and service providers. The completed commercial space has been fully leased to tenants such as Virgin Atlantic, Etihad, Emirates and Broadlex.

Parts of T1's arrivals level were reconfigured to provide for the expansion of duty free operations and administration facilities for government agencies. The completed commercial space has been fully leased to tenants such as Nuance and the Australian Quarantine and Inspection Service.

Other projects undertaken in 2008 included:

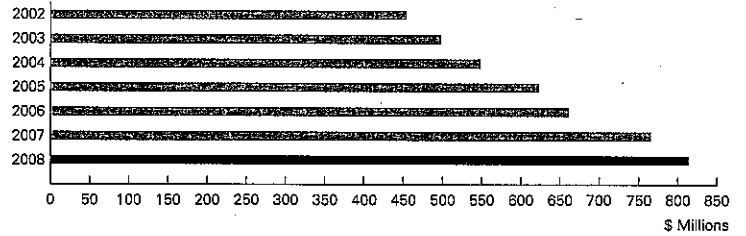
- Development of unit load devices and ground storage equipment facilities for airlines and service providers
- Upgrade of the livestock transfer facilities to meet the strengthened government screening and processing requirements
- Development of new aircraft waste disposal facilities for airlines and service providers
- Development of Carbridge bus depot facilities
- Completion of commercial arrangements with the Sydney Water Corporation for the construction of the desalination pipeline and associated facilities
- Renewal of the lease for Air New Zealand's lounge facilities in the International Terminal
- Redevelopment and expansion of 'The Lounge' facility for Virgin Blue in T2

### Revenue and Other Income (\$'000)

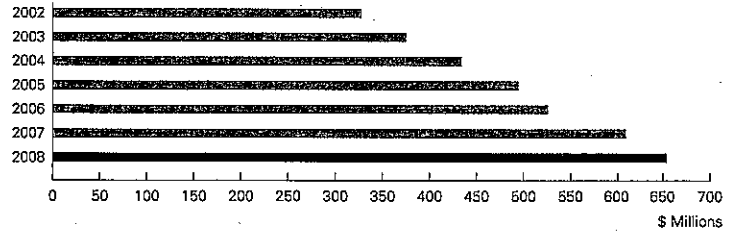


Note: 2002-2006 is based on financial year ended 30 June. From 2007 a calendar year end of 31 December has been adopted.

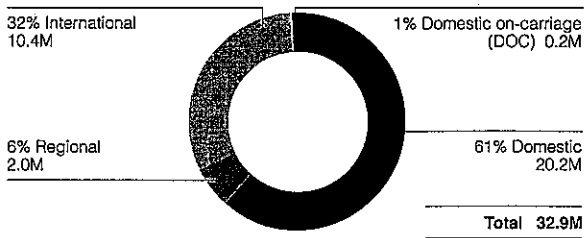
### Total Revenue



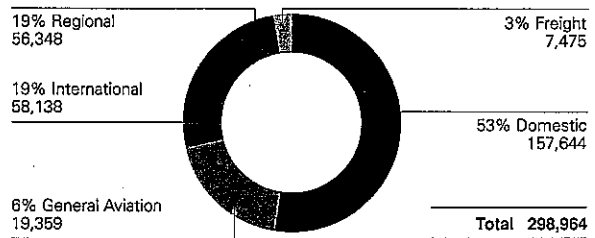
### Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA) before specific non-recurring expenses



### Key Traffic Data Passenger Movements



### Aircraft Movements



- Renegotiation of the lease to Qantas for their T1 mail handling facility
- Completion of infrastructure and roadway upgrades for the northern airport precinct, international precinct, "Gateway" and south-east sector sites
- Securing approvals for the expansion of the Formule 1 hotel facilities.

Property projects underway for 2009 include further expansion and redevelopment of facilities in T1 for airlines, government agencies and service providers along with planning and feasibility studies for a number of targeted airport specific property developments with substantial lease pre-commitments.

#### **Commercial Trading**

The commercial trading business manages the provision of car parking and ground transport operations and contributed a 7.6% increase in revenue to \$113.6 million (2007: \$105.6 million).

The new multistorey car park to serve T1 opened for business in July. The commissioning was successful and the car park opened without any operational difficulties. As part of the opening, the car rental ready bay facilities were expanded and relocated to the new car park allowing for the continued growth of the car rental businesses. Additional car rental ready bay facilities were also provided at T2.


Other projects undertaken in 2008 included:

- Launching the Pronto! Valet parking service at T1
- Enlarging the taxi holding area for the domestic precinct by approximately 10%
- Relocating the T1 limousine pick-up areas to a more convenient area at the front of the terminal
- Launching a car wash facility to provide an improved level of service for taxi and limousine drivers and operators.

#### **Thank You**

Sydney Airport has performed strongly in 2008. As this report has detailed, significant progress has been made on strategically important projects like the T1 upgrade and investing for the A380. All parts of our business have contributed to this success.

The year 2009 will present its own challenges. Our success will continue to depend on our ability to work effectively across our own teams and with airlines, government agencies and other business partners to meet the needs of passengers and support Australia's critically important tourism and travel industries.



**Russell Balding AO**  
Chief Executive Officer



## Financial Highlights

The following table shows that the cash generated by the Group, and available for debt service each year, is significantly greater than the annual debt service requirement

	CY 2008 (\$Millions)	CY 2007 (\$Millions)
Revenue	813	760
Operating expenses	-164	-153
EBITDA	649	607
Interest received <sup>1</sup>	32	49
<b>Cash available for annual debt service</b>	<b>681</b>	<b>656</b>
Interest – Senior Debt (net of swaps) <sup>1</sup>	-371	-334
Interest – SKIES <sup>1</sup>	-60	-42
<b>Cash available after annual debt service</b>	<b>250</b>	<b>280</b>

<sup>1</sup>These numbers are taken from Page 19 of the SCACH Concise Financial Report – 31 December 2008

\* Numbers are rounded to the nearest million and may not exactly match accounts

## Traffic Highlights

	2008	2007	Change	% Change
<b>PASSENGER MOVEMENTS</b>				
Domestic	20,215,933	19,436,010	779,923	4.0
Regional	2,039,742	1,944,018	95,724	4.9
Total Domestic and Regional	22,255,675	21,380,028	875,647	4.1
International	10,449,476	10,280,371	169,105	1.6
Domestic on-carriage (DOC)	168,857	204,409	-35,552	-17.4
Total International and DOC	10,618,333	10,484,780	133,553	1.3
<b>Total Passenger Movements</b>	<b>32,874,007</b>	<b>31,864,808</b>	<b>1,009,199</b>	<b>3.2</b>
<b>AIRCRAFT MOVEMENTS</b>				
Domestic	157,644	142,050	15,594	11.0
Regional	56,348	60,563	-4,215	-7.0
International	58,138	56,054	2,084	3.7
General Aviation	19,359	19,590	-231	-1.2
Freight	7,475	7,844	-369	-4.7
<b>Total Aircraft Movements</b>	<b>298,964</b>	<b>286,101</b>	<b>12,863</b>	<b>4.5</b>
<b>TONNAGE (000s)</b>				
Domestic	6,587	6,150	437	7.1
Regional	562	552	11	1.9
International	7,323	7,016	307	4.4
General Aviation	99	113	-14	-12.1
Freight	647	640	7	1.0
<b>Total Tonnage</b>	<b>15,219</b>	<b>14,471</b>	<b>748</b>	<b>5.2</b>

Note: Passenger Movements, Aircraft Movements and Tonnage include estimates

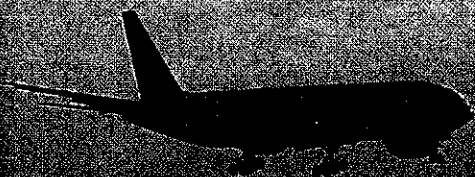
**Southern Cross Airports Corporation Holdings Limited** ACN: 098 082 029

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[sydneyairport.com](http://sydneyairport.com)

# Building a Better Airport



We're building for the future.

We're building a better airport for Sydney and NSW.



# Building a Better Airport

## The National Gateway

Millions of passengers travel through Sydney Airport each year and the number is growing. In 2007:

- More than 10 million international passengers flew to and from Sydney Airport on 38 international airlines. Sydney Airport now has about 46% of Australia's international passengers
- More than 21 million domestic and regional passengers flew to and from Sydney Airport representing about a quarter of all domestic air travel

Sydney Airport now has more than double the number of passengers it did twenty years ago. And by 2024 68 million passengers are forecast to be flying to and from Sydney Airport.

This growth will provide enormous benefits for Sydney.

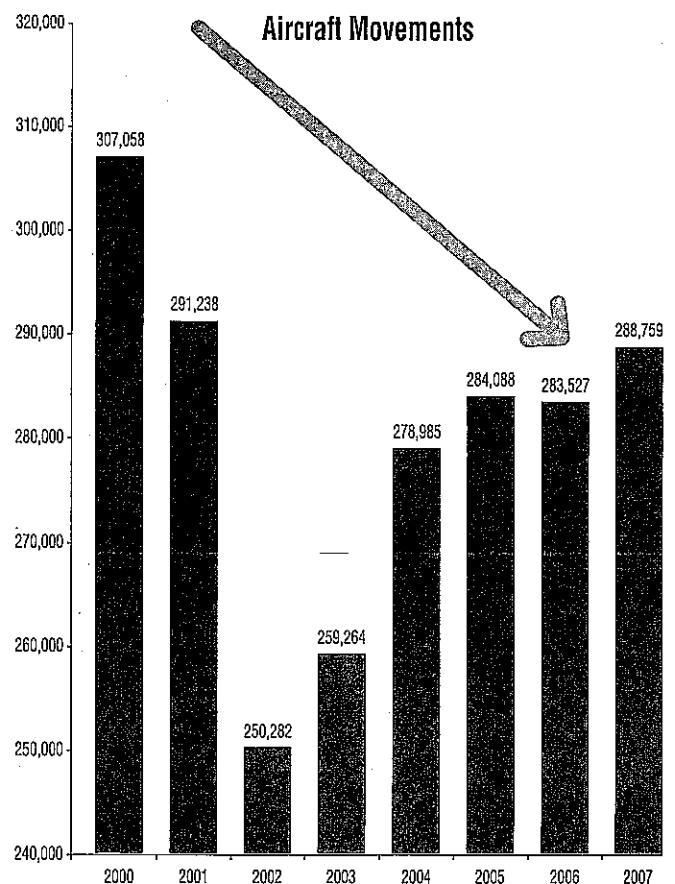
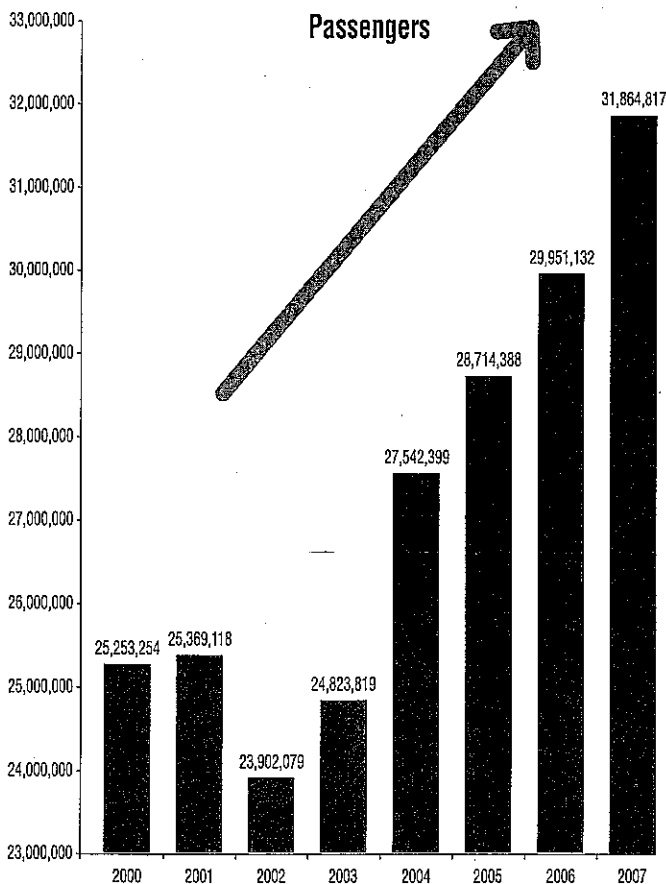
Sydney Airport is investing in new and upgraded aviation infrastructure. We will provide the growing number of passengers with the high quality airport facilities they need as well as securing better environmental and aviation safety outcomes.

## An Important Economic Contribution

Efficient airports are an essential part of the transport networks that all successful modern economies rely on. Sydney Airport is no exception. It connects Sydney to other cities and regions across Australia and provides access to all the benefits of the global aviation network.

Having an efficient, safe and secure airport is important to the travelling public. Sydney Airport underpins our tourism industry and creates jobs and economic growth for Sydney, NSW and Australia. International air services are also an essential factor for business as they provide access to new customers, markets and opportunities.

Sydney Airport is a major employment generator and wealth creator for Sydney and NSW. As well as moving passengers the airport supports merchandise trade with more than 310,000 tonnes of international airfreight worth \$36 billion handled at Sydney Airport each year. Most of this high value airfreight travels in the holds of passenger aircraft.





We're building for  
the future.

We're building a better  
airport for Sydney  
and NSW.

## International Terminal

A \$500 million upgrade and expansion of the International Terminal and facilities is underway.

The investment will ensure that Sydney Airport retains its position as one of the top airports in the world. The project involves:

- Adding 7,300 square metres to the departures level to provide world class passenger facilities including centralised processing, new retail, food and beverage outlets, and passenger waiting areas
- A new outbound and early baggage handling system. The arrivals baggage system will also be upgraded with three new baggage reclaim carousels to meet the peak passenger flows associated with the introduction of new

The new forum provides more space



## More Car Parking

A new \$65 million eight storey car park has been built for the International Terminal.

The car park has around 3,000 undercover parking spaces to provide protection from the summer sun and winter rain.

The car park is directly linked to the departures level of the International Terminal by a bridge that incorporates undercover access for pedestrians.

Within the car park there are travelators and lifts to provide easy access for passengers with luggage.

## Strengthening Security – 100% Checked Bag Screening

Safety and security for passengers and staff is a top priority and Sydney Airport has spent \$90 million to provide 100% checked bag screening.

The security-screening allows automated x-ray scanning of checked passenger baggage to prevent explosives from being loaded into the hold of planes. The system includes in-line x-ray units and conveyors. It is designed to screen thousands of bags every hour to make sure that there are no delays to passengers or flights.

Sydney Airport works closely with the Australian Government's security agencies.

aircraft into the global airline fleet

- Additional and upgraded aeronautical facilities including aerobridges, aircraft parking and taxiway improvements to accommodate a wider range of aircraft

The upgrade will mean a better travel experience with improved facilities for passengers and centralised processing through immigration. The new look terminal will leave visitors with a positive impression of Sydney.

There will be new shops, restaurants and waiting areas. This follows feedback from customers that they want more variety, improved product range and dining options as well as comfortable places to wait for their flight. This meets the needs of passengers especially the 75% of passengers who do not have access to airline lounges.

The expansion is needed for the increasing number of international passengers. In the last five years the number of international passengers has increased by about 25%.

By 2024, Sydney Airport is expected to be handling more than 20 million international passengers, double the number today.

Construction will be completed in stages to minimise disruption to travellers.

Other elements of the expansion and upgrade include:

- Redevelopment of approximately 30,000 square metres of the existing departures level
- An additional 120 metres of moving walkways
- Improved way finding signage and upgrades to toilets, ceiling and floor finishes



Better facilities for passengers

## Recycled Water – Good For The Environment

Using recycled water saves precious drinking water and is good for our environment.

Sydney Airport is investing in a new water recycling project that will reduce the amount of fresh water used in the International Terminal by 30%.

A water treatment plant will be built to recycle waste water for use in cooling towers and toilet flushing. It will save up to one megalitre of fresh drinking water per day over the next 10 years.

The NSW Government supported this project with a \$3 million grant and the supply of recycled water will commence in 2009.



# New Aircraft Are Good News

New generation aircraft like the Airbus A380 and the Boeing 787 will fly an increasing number of passengers through Sydney Airport.

The world's first commercial flight of the Airbus A380 landed at Sydney Airport on 25 October 2007. The A380 is a massive aircraft but it is not its size that makes this plane so special.

The A380 is important because it helps Sydney Airport meet the many challenges of growth, and it does so in a way that reduces aviation's impact on the environment. Its new-generation engines, combined with an advanced wing and landing gear design, mean that the A380 produces less noise and air emissions than existing large aircraft. And by carrying more passengers, fewer A380 flights are required to fly the same number of people.

This is good news for Sydney because the arrival of the A380 means quieter and more fuel efficient flights.

Many airlines operating out of Sydney Airport will introduce the A380 and 787 into their fleets over the next couple of years.

To be ready for these new aircraft \$100 million has already been spent on infrastructure upgrades.

The Boeing 787 Dreamliner will soon enter commercial service. It is designed to achieve significant environmental improvements. New engines, increased use of lightweight composite materials, more efficient systems and modern aerodynamics are all features of this new aircraft. Most importantly, acoustically treated engine inlets and chevrons (the distinctive serrated edges at the back of the engine) and other special treatments for the engines and engine casings, will ensure that the 787 will be quieter than the similarly sized airplanes that are flying today.



For more information go to:  
[www.enviro.aero](http://www.enviro.aero)



中華航空 澳洲分公司  
China Airlines Australia &  
New Zealand Branch Office  
Sydney Station

機場業務簡介

09 June 2009

中華航空  
CHINA AIRLINES





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- 2008年營運狀況  
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Future Improvement for 2009

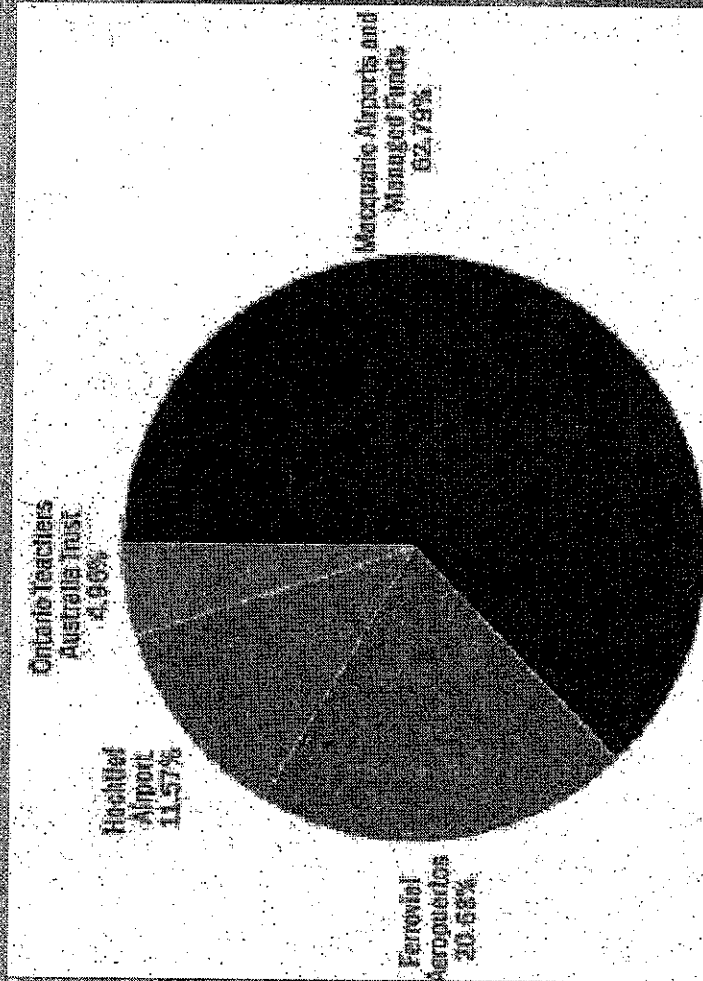


# 雪梨機場簡介

雪梨機場 Sydney Airport Corporation Limited (SACL) 於2002年6月25日開始民營化. 主要股東為 Macquarie Banks and Managed Funds, Ferrovial Areoportos 以及 Hochtief Airport. 公司總稱為 Southern Cross Airports Corporation Holdings Ltd..



# 雪梨機場簡介



# 雪梨機場簡介

雪梨機場主要分為三部分：

- T1 - 國際機場  
International Terminal
- T2 - 國內機場  
Domestic Terminal (Low Cost Carrier)
- T3 - 澳洲航空公司國內機場  
Qantas Domestic Terminal

國際機場(T1)之空橋設施及宵禁限制：

- 航站內共有二十四個(5個A380)登機空橋
- 宵禁時間：23:00L ~ 06:00L

## 雪梨機場簡介

**2008-9**年之機場擴建計畫,其工作內容包含

- 增加新的**New Large Aircraft (A380) Boarding Gate**.目前**B區**已完成**G9, G10, G24**; **C區**已完成**G57及G61**)
- 將更改機場通關入口.(由目前兩個入口改爲一個**Centralized**, 同時也會改建及增加新的免稅店面.); 預計全部改建工程將在**2009年6月**完成。
- 擴建樓層式之停車場(已完成).

# 雪梨機場簡介

IATA CODE	SYD	LOCATION	Kingsford-Smith	Sydney NSW
ICAO CODE	YSSY	COUNTRY	Australia	
AIRPORT	SYDIA	TOTAL AIRPORT SITE AREA	Runway Length	907 hectares
		Runways	3	(1) 3,968 meters
Flight Type Operation	Passenger Flight (PL)			
China Airlines office: (1) Airport Office				
Telephone:	02-9313-4571/2			
Call Sign:	Dynasty			
Mobil Phone:	0405-183-904 (SYD/KK/G)			
Fax:	(02) 9317-3341			
Qantas Airways office (SYD/GHA): (1) Movement Control				
Radio Frequency:	130.7			
Telephone:	(02) 9691-6828 / (02) 9691-6829			
Call Sign:	QANTAS			
Mobil Phone:	02-9691-6085			
Qantas Airways office (SYD/GHA): (2) Engineering				
Radio Frequency:	131.7			
Call Sign:	QANTAS			
Telephone:	(02) 96916800			
Fax:	(02) 96916807			

# 雪梨機場人力資源簡介

班機目前機型為A330-300，每週七班：

CI051/052 1/3/4/6 A10:05/D12:05L

CI055/056 1/4/6 A19:55/D21:55L

運務經理 1名：史正本(Jonathan) 26/03/2000

運務督導 1名：陳東宏(Alex) 01/01/2001

營運員 1名：梁仲仁(Vincent) 01/09/2004

運務員 1名：黃思竣(Jeff) 21/06/2007

# 雪梨機場人力資源簡介

業務說明：運務/機務/貨營/貨服/餐服

JONATHAN：總公司相關業務單位及  
SYD機場之聯絡人。

ALEX：異常行李賠償，運務/餐  
服月報表。

VINCENT：整理每班機之AWB及

CIRAS輸入及手冊更新

JEFF：整理每班機之機票及

PRAMIS輸入





# 業務代理

## 業務內容:

維護班機離到準時與安全，並且協調各地  
面代理公司維持服務品質及落實執行公  
司政策及規定，精簡人力的運用且有效  
的應變班機異常。同時與機場當局與友  
航維持良好互動。

# 業務代理

## 業務特性:

### ✈ 運務方面

- 報到櫃檯。
- 登機門，轉機櫃檯及機坪作業
- 行李抵達流程及異常查找作業處理
- 以上業務皆由澳航QF代理

### ✈ 航務方面

- 協調及監督代理航QF適時制  
作CIP及相關業務

# 業務代理

## 裝載方面

- 協調及監督代理航QF適時制作平衡表及相關業務。

## 機務方面

- 協調及監督代理航CX維護班機離到準時與安全。
- 定期查核加油公司(AFS)車輛保養紀錄。

# 業務代理

## → 貨運業務

- 貨營總代理 – World Aviation Systems (WAS)
- 貨服代理 – Australian Air Express (AAE)

## → 相關行政業務

- 各式手冊的更新。
- 協調組員旅館處理相關事項。
- 定時監督及盤點代理商 Gate Gourmet。
- 處理旅客抱怨及行李賠償案件

# 2008年營運狀況

TARGET/MONTH	Airport Services (CSIs)										On-time Performance (Operation)
	Aggregate	Queue Time at Check-in	Efficiency	Check-in Courtesy & Helpfulness	Boarding Courtesy & Helpfulness	Clear Announcement	Boarding Procedure				
TARGET	89.4	87.7	89.2	90.0	91.7	88.5	89.2	99			
JAN	92.0	91.7	92.8	92.7	93.4	89.6	92.2	100.00			
FEB	90.2	89.2	88.2	88.1	93.7	89.4	91.8	100.00			
MAR	91.4	90.0	89.0	87.9	95.1	91.9	91.6	100.00			
APR	89.9	90.4	89.6	89.6	91.9	88.9	88.9	100.00			
MAY	93.5	93.9	95.2	95.2	95.1	91.6	91.0	100.00			
JUN	88.6	84.3	86.5	89.7	94.2	87.3	89.3	100.00			
JUL	89.6	87.4	89.8	90.2	91.2	86.9	92.3	100.00			
AUG	88.1	89.1	88.9	85.6	88.8	86.7	89.4	100.0			
SEP	90.7	91.5	92.5	92.0	93.6	85.9	88.5	100.00			
OCT	91.0	90.7	92.2	92.4	90.9	88.8	91.7	100.0			
NOV	91.4	89.8	92.0	90.0	92.4	90.8	92.7	100.00			
DEC	89.1	82.2	88.9	88.1	92.3	90.0	91.9	100.0			
JAN-DEC	90.6	89.3	90.7	90.3	92.7	89.2	91.2	100.0			

# 2009年度雪梨機場業務展望

- 繼續維持Zero Ground Damage Incident (Z.G.D.I.)。
  - 每月與運務地面代理開會
  - 每兩個月與代理餐商開會
  - 每三個月與貨運代理開會(CGO MBO)
  - 隨時將外站所發生GDI資訊提供給相關單位 CASE STUDY。
- 持續加強專業學習，互相代理與支援，按期完成交辦工作。

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**A1: SUMMARY**

The facility at Sydney AFS remains satisfactory. In several areas related to efficiency, training and vehicle maintenance it is apparent that significant good work has been done and sustainable improvements have been achieved. There are few new recommendations, however a response to the previous inspection was not available from the location, and the overall rating is suffering from this omission and continuing slow action on old recommendations.

There needs to be a stronger focus from AFS management, the operating company Caltex to drive some of these issues to closure, either through agreement on a path forward or to provide reasoned argument why certain recommendations are not appropriate (and put the matter to rest). An example of this which should clearly be moved to the JUHI OPCOM (rather than AFS) is the problematic Test Rig. AFS owners should be charged with ensuring this gets onto the JUHI agenda.

Although the previous inspector noted an attempt to introduce a behaviour based system (LPS) into AFS it appears this is has not succeeded and motivation towards such safety programs seems low. Nonetheless, Staff observed during refuelling activities appeared well trained and attentive to their duties.

The new imaging program is working - during visits to the apron and yard, vehicles appeared well presented.

It is apparent a new generation of computer data capture equipment is intended to be implemented at AFS soon. Hopefully this will take care of the concerns expressed in previous reports related to being able to recover trend analysis of daily maintenance and QC duty records.

Many thanks to Chris May for hosting the visit, and also to the operators, and contract maintenance staff for their time during this visit.

Please accept my apology for the late distribution of this report.