A new era begins...
Cathay Dragon

Rebranding strengthens bond between sister airlines

▷ HKACE Awards
  Dragonair staff honoured for service excellence

▷ 2016 Business Prospects
  Economic uncertainties remain a challenge

▷ Farewell, Nancy
  Retiring after assisting 7 CEOs!
As we enter the first few weeks of the Lunar New Year, may I wish you all a happy, healthy and prosperous Year of the Monkey. My thanks in particular go to all those who were on duty over the holiday – one of the busiest periods for the airline industry in the region.

This time of year is about new beginnings and reawakenings – and this is especially true for Dragonair, as 2016 marks the start of a new era for our airline.

Our story began in 1985 with one aircraft and one destination, and over the past three decades operations have grown, along with our reputation. Today, ours is the largest China network outside of Mainland carriers, and we are the proud holder of multiple awards, including the World’s Best Regional Airline, which we have won four times.

Now, we take the next step on our journey, as we get ready to become Cathay Dragon.

First of all, I want to assure you that we will remain a premium carrier, and we will continue to focus on providing our customers with the highest levels of operational and service excellence.

What will change, as we move from Dragonair to Cathay Dragon, is the growth in opportunities to become even stronger, as the two airlines are brought closer together. Competition in aviation is getting tougher, and we need to respond with a single, strong brand that is identifiable as such around the world. With Cathay Dragon, we will be immediately recognisable as a part of the Cathay Pacific Group. Not only will this enable greater consistency across the board, from digital media and airport signage to aircraft livery and onboard products, but it will also fortify this concept within the minds of customers.

New business opportunities will be opened up – continuous growth and network expansion will be boosted. And our staff will benefit from broader career opportunities.

On a personal level, Dragonair is close to my heart. As some of you know, I worked for Dragonair earlier in my career, so my relationship with the airline goes back a long way. And now here I am, the CEO at the helm as we experience this significant milestone.

I am very excited about the future for Cathay Dragon, and the various developments that our rebranding will entail. The first aircraft to feature the new livery is scheduled to be B-HYQ, which is an A330; it will leave the TAECO hangar in Xiamen for its journey back to HKIA in April. Other changes will gradually be implemented throughout the year, and the management team will keep you up to date with the progress.

My wish is that Cathay Dragon will continue the proud tradition of service excellence – I truly believe that we have an amazing future ahead. There will be challenges, of course, but there is also a world of opportunity out there for us to seize, especially if we all continue to work together as a team!

Algernon Yau
CEO
Business Outlook for 2016
Growth opportunities aboard – but be prepared for the unexpected

Dragonair is well placed to take advantage of growth opportunities in 2016 and build on the success of 2015 – that's the message from CEO Algernon Yau, though he does add a cautionary note.

The Asia Pacific region is forecast to grow by 8% in terms of revenue passenger kilometres (RPKs), with China set to be the star performer. Last year, Dragonair saw revenue growth stay ahead of the 5% capacity growth. Two new destinations – Hiroshima and Haneda in Japan – were launched and the Mainland China operations were strengthened with two more flights a week added to the daily Shanghai Hongqiao service. Other upgrades are in the pipeline for 2016.

According to Titus Diu, General Manager China, sales on Dragonair’s China routes recorded steady revenue growth of 3.2% in 2015 against capacity growth of approximately 1%, while the load factor reached 79.3%, riding on the strong growth in outbound traffic. In particular, the up-and-coming Western and Southern regions produced sterling performances during the year, growing revenue by more than 20%.

However, the CEO notes that it is necessary to keep an eye on the evolving situation, as the outlook for the global economy continues to be uncertain. Along with various issues regarding the Mainland economy, he highlights that the development of the Chinese yuan could affect travel sentiment out of China. “A weakening currency can raise costs for passengers and thus dampen their desire to travel,” Algernon says.

Titus also notes that the market is becoming increasingly competitive as “Chinese and foreign carriers are aggressively launching direct international flights, resulting in a drastic increase in direct capacity”.

In view of the different challenges, Titus says: “Our main focus for this year is on increasing brand awareness and widening distribution channels. Digital tops our agenda and we are going to launch more online flagship stores in due course.”

Regarding overall operations, congestion and delays related to air traffic control have become the “norm” in the Greater China region. Dragonair has been proactive in managing these issues and will continue efforts to enhance its performance over 2016. One of the mitigating initiatives already rolled out is the Ground Time Optimisation Project which is aimed at improving the efficiency and productivity of operations at HKIA.
Change Is in the Air!

Dragonair transforms into Cathay Dragon and flies into a bright new future

The rebranding of Dragonair to Cathay Dragon was officially announced at a press conference on 28 January. Officiating at the event were Cathay Pacific Chief Executive Ivan Chu and Dragonair CEO Algernon Yau.

Algernon kick-started the conference by highlighting Dragonair’s success over the past years and went on to explain the rationale behind this groundbreaking next step in the airline’s evolution.

“Winning multiple awards, including the World’s Best Regional Airline award four times, is a great honour, reflecting the wonderful support from our customers,” he said. “From one aircraft and one destination 30 years ago, we have seen our operations grow in parallel with our reputation as a premium regional carrier. Now we are about to embark on the next stage of this exciting journey.”

He explained that the rebranding would give Cathay Dragon and Cathay Pacific the opportunity to become stronger than the sum of their parts by creating a seamless experience for customers.

“Aligning the two brands will increase the awareness and recognition of Cathay Dragon as part of the Cathay Pacific Group for customers from different parts of the world,” he noted.

“This will further increase the market competitiveness of both Cathay Dragon and Cathay Pacific to capture the tremendous growth opportunities regionally and internationally. Both airlines will be able to further capitalise on Cathay Dragon’s connectivity into Mainland China to capture the growing flows of inbound and outbound passengers.”

He added that the move would also strengthen Hong Kong’s position as an important aviation hub and key gateway to the Mainland.

Another key message disseminated at the event was that Dragonair and Cathay were not being merged, and that both will continue under separate Air Operator’s Certificates.

“We will still be a premium carrier offering the best products and services to our customers, and we will have the same dedicated team providing the highest levels of operational and service excellence,” Algernon said.

Before inviting questions from the assembled media, Ivan and Algernon unveiled a 1:20 model of an aircraft proudly sporting the new Cathay Dragon brushwing logo, which clearly identifies the airline as being part of the Group.

While the first A330 aircraft with the new livery is scheduled to enter service in April, the new Cathay Dragon brand will be officially in place in the fourth quarter this year.

Cathay and Dragonair staff were kept abreast of the rebranding through management briefing sessions, exhibitions at Cathay City and Dragonair House as well as different internal communication channels including the company intranets and Yammer.

View the video on the rebranding at www.cathaypacific.com/cathaydragon.
Dragonair staff recognised for development of exceptional support services, and for customer service excellence

Dragonair garnered two top awards at the HKACE Customer Service Excellence Awards 2015, with Inflight Services Development & Standard (SDS) winning the Gold Award in the “Team Award – Internal Support Service” section, and Flight Attendant Alex Cheng taking Gold in the “Individual Award – Field & Special Service” category.

Team Award

Representing SDS at the ceremony were Cabin Service Delivery Manager Humphrey Huen, Assistant Manager Grooming & Uniform Sally Lo, and Flight Purser Natalie Lok.

“Our mission is to design and develop high-standard services, products and procedures to support our crew in delivering safe and efficient services that create on excellent travel experience for passengers,” explains Humphrey. “We have been introducing numerous enhancement initiatives over the past few years, and we try to ensure cabin crew can take pride and feel good in serving passengers.”

The team comprises fixed staff together with dual crew. All managers and most team members have frontline experience, so they know the best way to help cabin crew carry out their duties. Although they are now working behind the frontline, they still travel on flights regularly to observe the latest trends in inflight services.

Sally provides examples of some key initiatives that have enhanced internal support: “A cabin tablet has been distributed to senior leaders, which facilitates their inflight services; we set up roadshows whenever new inflight products are launched, to offer information and answer queries; and the uniform grooming campaign helps to keep up the professional image of Dragonair.”

Humphrey adds that the award serves as recognition for the team’s hard work. Head of Cabin Crew Michelle Cheng, Head of Inflight Services Wendy Kwok, Manager Cabin Crew Training & Development Cindy Tang as well as various operational departments were thanked for their support for the team.

Individual Award

Flight Attendant Alex Cheng, who joined Dragonair in 2013, received the Gold Award in the individual section for the big heart he shows towards passengers’ well being.

Last October, on a weather-delayed flight to Beijing from Hong Kong, Alex noticed a passenger on her phone, looking worried. After take-off, he took the opportunity to serve her tea – it was a small act of comfort, but meant a lot to the passenger.

In another instance, Alex took time to provide personal service to an elderly couple flying from Hangzhou – their first time on an airplane. Understanding that they might feel nervous, he introduced the inflight facilities and meals to the couple, showing them the flight was a journey to enjoy.

“My service philosophy has three elements,” says Alex. “First, to understand passengers’ needs; second, to keep smiling; and third, to connect with passengers with heart.

“I am grateful for the support I received from Dragonair in my work and training. I also want to thank my mother – she’s my hero who ignited my passion for helping others,” he adds.
The new ISD structure seeks to manage people and service more effectively, helping to balance the needs of the airline, crew and customers in a fast-evolving environment.

The reorganisation of Dragonair’s Inflight Services Division was rolled out on 1 January 2016, in response to the changing environment both within the aviation industry and within the airline itself.

The Dragonair operation has grown very quickly in recent times, with the cabin crew population expanding by 50% over the past five years. There is also an increasing need to improve handling of operational challenges, while the competition on all fronts is getting fiercer.

“It was clear that some roles needed a different focus, while others needed more clarity regarding their areas of responsibilities, and some teams needed to work more closely together,” says General Manager Inflight Services Brian Yuen. “It is vital that we adopt an effective structure in order to support and develop cabin crew so they can deliver world-class inflight service to customers.”

Among the major changes is the transfer of the Dragonair Catering team to Cathay ISD for better co-operation within the Group. All other staff are now divided into two streams: Cabin Crew and Inflight Services. Roles and responsibilities have been reshuffled under the two streams for increasing effectiveness.

For example, Crew Communications is now grouped with other crew-facing teams for better cabin crew engagement at different touch points. Strategic Planning and Operations are also put closer together to give a more holistic coordination of the manpower planning cycle – from rostering to the actual day of operation.

The new role of Manager Cabin Crew Operations Support has been created to provide more focus on operations; this is especially important given the increasing operational challenges for Dragonair over the past few years.

Regarding personnel changes, Alvin Yuen, Manager Operations & Crew Relations, retired in early February, after serving the Group for 40 years. “We thank Alvin for his contribution and dedication over the past four decades, and wish him a very happy retirement,” says Brian.

Meanwhile, Eugene Swinton joins as Manager Cabin Crew Operations Support, bringing with him a wealth of experience from Cathay ISD.

“I hoped that the reorganisation will enhance our ability to drive changes in the competitive environment and give our team a clearer picture of their own responsibilities as they work along, while the new role in Operations will push ahead sustainable improvement in operational support,” says Brian.

“Also, with this new structure we can better balance the needs of the 3Cs – Company, Crew and Customers – as Dragonair continues to grow.”
Be part of the Cathay Club!

Wider range of activities for staff to enjoy

It is not just Dragonair that is getting a rebrand – the Sports & Recreation Club is getting a new look and identity, too! It is being replaced by the Cathay Club, which will encompass a much broader range of activities involving both airlines.

With the Group’s expansion, it was felt that a new approach was needed. The old S&R Club was founded in the Kai Tak days, but society has moved on since then, with colleagues now taking a broader interest in areas such as wellness, education and community issues.

The first new activity to be embraced by the Cathay Club is the Cathay Chinese Martial Arts Team, with 18 members from Cathay and Dragonair. They made their debut performing lion dances as part of the Chinese New Year celebrations at Dragonair House and Cathay City.

The club is also giving its support to a new initiative called the Farm in the Sky – a rooftop farm on top of Cathay City for staff of the two airlines.

There will be no change to existing sports and recreation teams, which fall under the club umbrella.

Employee Services Manager Perri Lam, who is also the Chairlady for the Dragonair Staff Club (DSC), said: “Over the past years, all DSC activities, ranging from badminton and basketball to football and tai chi, have been coordinated by individual team leaders drawn from line departments. Riding on the facilities we enjoy at Dragonair House and Cathay City, the new Cathay Club will offer a much wider range of activities to enable better staff engagement across the company.”

The Club is about...

- Community
- Sports & Recreation
- Wellness
- Education
- Charity
- Events

New Staff Travel Experience from 2017

An aligned Cathay Staff Travel Scheme will be launched in January 2017, but several improvements are being introduced imminently.

Staff travel is a topic of tremendous interest to everyone working in Dragonair – indeed, at any airline – and a significant change is in the pipeline for the Dragonair concessionary travel scheme. From 1 January 2017, Dragonair’s scheme will be merged with that of Cathay Pacific.

What will this mean for Dragonair staff?

The new Cathay Staff Travel scheme, which is based on the current Cathay Concessional Travel Policy, has been designed to provide a better all-round travel experience for all staff. Dragonair and Cathay Pacific colleagues will travel under the same boarding priority, and this will provide Dragonair colleagues with better access to the Group network. In addition, priorities will be equalised across the board, for staff as well as family members, companions and retirees.

“Staff travel is very close to the hearts of everyone in Dragonair, and these changes will, I believe, provide a better all-round travel experience for everyone working in our airline,” says CEO Algernon Yau.

The new scheme will need to accommodate a bigger pool of people but, at the same time, opportunities for travel will be expanded thanks to the enlarged network. In addition, capacity is being added to several favourite long-haul destinations which will give staff more travel flexibility.

In advance of the new scheme, a number of improvements are being introduced from March:

- The number of family travel nominees will increase from two to four, while there will be a pooled allotment of 48 sectors.
- Siblings of married staff will have access to travel on oneworld airlines.
- Children aged 12 and above can travel in Business Class.

“Before the travel schemes of the two airlines are merged into one, the Group is embarking on a project that will review the whole staff travel experience and look at ways in which it can be improved for the benefit of everyone,” Algernon adds.
Icing on the Cake

Deli Delight KA Café is now serving an array of tasty dishes and drinks to staff at Dragonair House

It was very appropriate that the opening of Deli Delight KA Café in mid-January was celebrated with a cake-cutting ceremony – and a delicious cake it was, too!

Located at the atrium of Dragonair House, the café is open every day of the year, serving a wide range of food and drinks, with six signature year-round menu sets. Dishes range from 100% Aussie beef burger, seven-inch US Beef hot dog and made-to-order waffles and toasties, to traditional large glutinous rice dumplings and the famous “Canton combo” of curry fishballs and Siu Mai (fish). Drinks include freshly brewed Italian premium Lavazza coffee as well as Chinese and Western tea.

The café also operates as a pickup point for Deli-Delight.com, the online gourmet food shop.

“It took us two years for this project and we finally made it here,” said Jenny Lam, CEO of Cathay Pacific Catering Services. “We hope the Café will bring more good food and coffee to the building users!”

To celebrate the opening, Deli Delight customers can now enjoy HK$100 discount upon a net spend of HK$500 by using the coupon code PRMT-CLAC-88H9-F9G9-LD66 at Deli-Delight.com from now until 30 June 2016.

Deli Delight KA Café is open from 8am-8pm on weekdays and 9am-5:30pm during weekends.

Safety Integration

Since 1 January 2016, all safety management services for Dragonair are now provided through the Group Safety Department. The integration of Dragonair’s safety department with that of Cathay will bring about synergies that will benefit both.

“One safety department serving the two airlines will be more effective,” explains Manager Group Safety Rob Holliday. “This will be achieved by eliminating parallel processes and providing a deeper and wider pool of safety knowledge and expertise.”

The Civil Aviation Department still requires that a Safety Management System post-holder exists, dedicated to Dragonair as part of its operating licence requirements. This role is assigned to Rob, along with deputy Sara Byrne.

“Functionally the only change is that there are some Dragonair-related tasks that will now be completed in Cathay City, where the majority of the new Group Safety Department is based,” adds Rob.

He also believes that the integration will create more career opportunities for all safety staff as they are now part of a larger department with more potential openings for progression.
Strengthening European Connections

Cathay flights to London will receive a boost in the autumn with the relaunch of the service to Gatwick. This will bring the total London frequency to 39 a week, and provide passengers with an alternative to Heathrow. Not only does London’s second airport offer convenient access to London and the South East, but it also boasts an extensive domestic and European network. The service – which returns after a break of two decades – will commence on 2 September. “Our ultimate goal is to build the Gatwick service into a daily when the economies are sound and resources become available,” says Manager Airline Planning Laura Percy.

In the meantime, it is full-steam ahead on the launch of the service to Madrid, which commences on 2 June. “We launch just in time for the summer peak,” Country Manager Spain Pippa Tregear says. “Advance bookings are looking healthy, but as Cathay is new to Spain we still have plenty to do in introducing our brand to the market.”

The sales teams are currently ramping up their marketing launch initiatives and promoting the route to business communities. Stay tuned for information on the launch event!

Sky-high Enthusiasm

Cathay Pacific’s sixth Community Flight took place in January – and for the first time, the children were invited to help Cathay staff. The youngsters got to make flight announcements and performed ground duties and inflight services. A total of 250 kids and their families took part in the 90-minute journey over the South China Sea – most had not flown before, and they included hearing-impaired children for the first time. The enthusiasm levels were sky high – they asked many intelligent questions and listened eagerly to the PA commentary. Staff and Cathay Pacific Volunteers were moved by the reaction, and many said it reminded them of why they love working in aviation.

Big Smiles Light Up New Year Float!

Spectators lining the route of the International Chinese New Year Night Parade in Hong Kong’s Tsim Sha Tsui district enjoyed the opportunity to have selfies and “groufies” taken with Cathay Pacific uniformed staff – and then watch as these got displayed on the Cathay float’s LED screens! They were also thrilled with the choreographed dances performed by the staff.

The interactive float celebrating the Year of the Monkey highlighted Cathay’s 70th anniversary and the “life well travelled” campaign, and also underlined the airline’s commitment to this colourful and vibrant event. This represented the 18th consecutive year that Cathay has been the spectacular parade’s title sponsor.
CSX English Skills

In order to improve the spoken English of boarding gate ground handling agents in Changsha, a competition was held in December 2015 to test their skills. Meanwhile, Dragonair and Cathay’s service philosophy of Service Straight from the Heart was also introduced to the participants. About 15 ground handling agents took part, with prizes given for the top three best performances, along with best style and best smile, after two rounds of competition.

DAC Festive Fun

The holiday season was full of good cheer for the Bangladesh team. Throughout December 2015, the Passenger Sales team gave out gifts, calendars and e-cards to say “thank you” to valued trade partners, corporate partners and GDS partners. The sales teams also celebrated the New Year and revenue increases with agents and corporate partners by cutting cake, featuring “Life Well Travelled”, with them. There was a gathering with cakes at the town office, too.

Extra Mile

The 2015 Extra Mile Award & Staff Night was held in mid-December 2015. It recognised those individuals who have gone above and beyond the call of duty and made outstanding contributions to the team’s success. Held at the renowned Palm View at the Army Golf Club, the theme was “Service Straight from the Heart”. Officiating were Country Manager Bangladesh & Bhutan James Conlin and Airline Director Zahrul Qyyum.

Mayoral Visit

Chongqing Vice Mayor Chen Lv Ping and his delegation visited the Cathay Pacific Cargo Terminal during his tour to Hong Kong. The aim of the tour was designed to strengthen logistical ties between Chongqing and the HKSAR.

Feeling at Home

It is not only about helping passengers with check-in and boarding, but also about creating memorable moments for their journey. In a recent Service Straight from the Heart campaign, the airport staff from CKG demonstrated how they go the extra mile for passengers, making them feel at home when seeing Dragonair staff.

CKG Party Time

Agents, consular representatives and media friends joined in the fun and games at the Dragonair 30th Anniversary party in Chongqing.
What’s on Yammer?

What’s the latest buzz on Yammer? Take a peek at some of the top posts and photos from Dragonair and Cathay colleagues!

PUS  Happy Nine
The ninth Happy Dragonair Day was held at Busan airport on 21 January to celebrate the anniversary of the start of Dragonair operations to the city. Ground handling staff from Asiana Airlines were invited to join the party, and Country Manager Korea Mark Ng gave warm thanks for the team’s efforts over the years.

BLR  Engineering Excellence
It was “congratulations” all round for the Bangalore Engineering team as it was declared the winner of the Category 3 Station Award in Engineering’s Line Maintenance Recognition Programme in 2015. A celebratory lunch was hosted by Regional Line Maintenance Operations Manager Dominic Yeo and Engineering Manager Nitin Golatkar.

TAO  Heartfelt Sharing
The Qingdao team embraced the Reigniting Service Straight from the Heart campaign by hosting a sharing session with the local ground handling agent to strengthen awareness of the airline’s service ethos. More than 20 frontline staff took part, hanging wishes and messages onto a decorative tree.

XMN  Double Celebration
As the first Dragonair port in Mainland China, Xiamen holds a special place in everyone’s heart. Celebrating the 30th anniversary of both the airline and its first port, a series of activities was rolled out, including a display of old staff photos and staff mementos at the town office ticketing counter and a mini exhibition marking major Dragonair milestones at the check-in counters.

On 30 November 2015 – the day commemorating the first Xiamen flight – outbound passengers were given souvenirs and greeted onboard with a special inflight announcement. A staff party was staged that night, with a nostalgic video of staff photos bringing back many fond memories for the team.
Farewell, Nancy!

Nancy Leung probably knows more about Dragonair than almost anyone – she’s just retired after over 24 years with the airline as Personal Assistant – Director & CEO to no less than seven CEOs!

An era has come to an end with the retirement of Nancy Leung, who has served Dragonair since December 1991. “Working for an airline always sounds prestigious to others – and having a chance to go somewhere on staff free-of-charge tickets was very attractive to me,” she says.

Her entire Dragonair career has been spent in the CEO office, where she worked for a total of seven CEOs. “Each one had their own management style and different requirements, but in general there’s not much difference for my work routine as I have been striving to help them achieve their best.”

Nancy has experienced the tremendous growth and development of Dragonair over the years. “When I joined, head office was in China Hong Kong City, Ticketing & Sales in Wheelock House, Reservations in Quarry Bay, while operations, catering and ISD were at the old airport at Kai Tak,” she says. The fleet comprised five Boeing 737-200As and one Tristar L1011 wet-leased from Cathay for the Beijing and Shanghai routes. There were 12 China routes, and four others to Phuket, Kathmandu, Dhaka and Kagoshima.

“I am very proud that this young airline has grown fast and we’ve won the Skytrax World’s Best Regional Airline awards in consecutive years,” she notes.

While the airline keeps growing, Nancy says the goodness of its people has remained consistent. “Our comrades are great. Whenever you need a helping hand, they are always there for you,” she says. “I truly hope that with these lovely people Dragonair will fly even higher in the skies!”

Looking forward to her retirement life, Nancy has a trip to Japan planned right after her last day, and she will have more time to spend with her parents, both of whom are in their 90s. However, you may still see her around. “I have a tai chi class every Tuesday night at Cathay City,” she smiles.

STAFF Movements

NEW JOINERS
Derek Lo, Francesco Chan, Marc Lee, Thomas Scott

PROMOTION
First Officer to Captain
Arun Patel, Kevin Ng, Shaun Singleton
Second Officer to Junior First Officer
Gavin Se, John Smailes
Patchwork passion

Patchwork quilting and DIY fabric crafts are more than just a hobby for Ida Li – she gets to make gifts for family and friends, and finds it has benefits for her soul, too!

Ida Li, Account and Administration Officer in Guilin, spends as much time as she can when off duty following her passion of patchwork quilting and DIY fabric crafts. “It’s in my blood,” exclaims Ida. “I have always enjoyed making small fabric crafts. I remember when I was small I would play with ice-lobby sticks to imitate my mom knitting.”

While at middle school, Ida became a skilful knitter. She also attended a workshop at weekends to learn how to make fabric bracelets, until she mastered the know-how of various styles. “Then I bought a book on Chinese knots and taught myself.”

After graduating from university, Ida started to look for a certificate course, whereby she could learn in a more systematic way. “Eventually I joined a patchwork quilting course in 2009, which I have been taking until now,” she says.

“Simply speaking, patchwork quilting is to put together small pieces of fabric to make the patterns you desire. It can include many kinds of products, such as coin purses, wallets, pencil bags, handbags, quilts, wall ornaments, cushions and so on.”

She advises those who would like to try their hand, too, that it is not that hard. “You just need to be ready to devote time and effort to it. It is also lovely to make nice little gifts for family and friends.” Ida says with a smile that she is happy with the pieces she creates. “I enjoy working on every single one because I put my heart and soul into them all. Perhaps I can earn a living out of it one day!”

Chic Ocean Living

Da Nang is one of Asia’s best beaches – and by staying at the Fusion Suites Da Nang you’ll be able to enjoy it in pampering luxury. The all-suite ocean-front property focuses on wellness, encouraging healthy living: a private in-room daily designer foot reflexology session is part of the service! Yoga and meditation are among the well-being programmes offered to guests.

Dining options include Fresh for all-day dining, renowned for its yummy juices; B3 Beach Club, right on the beach and by the pool, with its BBQ area and trendy music; and Zen Rooftop Lounge for sundown cocktails and small bites.

The quiz winner will enjoy the following prize:

Two-night stay for two adults in a Chic Studio with breakfast and in-room foot reflexology at Fusion Suites Da Nang Beach. Valid until 31 December 2016.

Know Your Airline!

1. When will the first Dragonair aircraft with the new livery enter service?
2. Name the individual Dragonair winner at the HKACE Awards.
3. What are the needs that can be balanced by the ISD reorganisation?
4. How many CEOs did newly retired Nancy Leung serve as Personal Assistant to Director & CEO?

Email kaccd.common@dragonair.com with the correct answers before 21 March 2016 and you get the chance to win this wonderful prize! All answers can be found in this issue of Dragonews. Open to staff with Dragonair email accounts only.

Congratulations to Personnel Officer Becky Li, winner of the quiz in the last issue of Dragonews!