IT changes
Departmental direction to align with wider corporate strategy
Page 3

GTO extends reach
Pilot rolled out to outports to improve OTP
Page 5

Eye for detail
Tim Leung’s cutaway drawings wow colleagues
Page 16

Moroccan roll
Connie Choi enjoyed the diversity of Morocco
Page 20

Loving it!
Exclusive A350 experience for our people
Pages 10-11
Building a better workplace

Cathay City revamp to make HQ more inspiring and efficient

- Long-term investment to help our people succeed
- The goal is to make Cathay City a more inspiring and productive workplace
- Refreshed look both inside and out

A body of work is ongoing at Cathay City that will make the headquarters complex a safer, more efficient and more inspiring place in which to work.

The age of the building made it necessary to embark on a total renovation programme for the exterior, which will see all external walls and windows fixed along with a fresher look.

Inside Cathay City, work is ongoing in a number of areas to improve facilities and bring them into line with areas such as the new office spaces and the Recruitment Centre.

"We are doing this work despite the tough business environment for two reasons," says Director People Tom Owen.

"First, we need to ensure this amazing building can continue to house us all safely and efficiently. And second, we see the importance of making longer-term investments to help our people succeed.”

Tom says the interior work is not just about making things look nice but more about improving productivity and efficiency.

"The new office layouts allow a much more efficient use of space, for example, and the new conference facilities have up-to-date ways to show and share information."

Growth is crucial for our airline as competitors on our doorstep and in the Middle East continue with record levels of investment and aggressive expansion plans. We cannot afford to fall behind.

We must now move on, and focus on enhancing our training and operational capability to deliver the operating plans.

Our business continues to face strong headwinds. In May, we announced a renewed cost-saving drive within the organisation and I thank all our teams for taking this important message on board, helping us to come up with an effective response that will help to offset some of the pressure we are facing on our revenues.

Our latest traffic figures, for June 2016, don't appear too bad in terms of passenger numbers and the freight tonnage carried, but the underlying trend of yield decline for both our passenger and cargo business persists.

We announce our interim results on 17 August and at that point we can give you a much fuller picture of our business in the first six months of the year and our expectations for the second half and beyond.
Taking IT into the future

13 June marked the beginning of a new chapter for IT as changes were made to align the department with the airline’s strategic direction.

CX World spoke to Paul Loo, Director Corporate Development & IT, to get the background to the recent changes and find out what impact they will have on the way solutions are delivered.

What underpins the recently announced changes in the IT Department?

Over the past few years we have been doing many new things and laying down a solid foundation in terms of our IT capabilities. However, we knew that the previous model was not the right one to take us into the future. We wanted to do two key things – make sure IT is aligned with the corporate strategy, and ensure that our IT direction is sustainable in the long term.

Why make the changes now?

We will soon need to make some major decisions regarding our choice of technology – including the relocation of our data centre – and we need to make sure IT can support this, and also facilitate the digital transformation work the company is about to embark on.

What changes have been made to the structure?

Actually, there is no dramatic change to the overall structure. We still organise around three key areas led by Lawrence Fong, Alex Shum and Kerry Peirse (see below).

What's been the reaction from the team?

In the beginning there was understandably some uncertainty, but when the news came out it became clear what we are trying to achieve, with three highly respected General Managers to lead the team. We made it clear that this was not just another reorganisation but a commitment to making IT a success.

I think the team now has a much clearer understanding that IT is here to support the business units and be an integral part of the airline.

What are the immediate priorities?

There are three areas that need immediate attention: to improve system stability and reduce the number of incidents; to improve in the area of customer-facing systems; and the Infra 2020 programme, which as well as the new data centre touches on elements that are important to our people such as the rollout of new desktop PCs.

We are also making sure major projects can continue to make progress. We are halfway through the cutover to the new Cargo Services System, for example, and will cutover to the first phase of the Enterprise Content Management system in July. We will also push forward with other key initiatives such as the Crew Management System and Horizon8.

And the longer-term goals?

I want to see IT become our competitive edge – an enabler that gives us a stronger focus on our customers, delivers on our brand promise, and help us leverage new various digital channels.

Leadership... New IT General Managers and their priorities

Lawrence Fong

GM IT Solutions

My team is the contact point with different business units (BUs). We have redeployed experts from the previous Innovation Centre so they can bring innovation directly into the BUs through the solutions team.*

Alex Shum

GM IT Planning & Governance

A number of functions such as planning, budgeting and practices have been consolidated under my team. I am responsible for delivering the long-term vision: what we need, when to do what, and how much a project will cost.*

Kerry Peirse

GM IT Infrastructure & Operations

“I look after infrastructure and operations – so I am keeping the lights on, so to speak! My job is to move us to an infrastructure that’s more stable, easier to manage and fit for purpose.”

Welcoming Madrid to the network

Cue lights, music, and delicious tapas! 170 special guests joined Chief Executive Ivan Chu for the Madrid inaugural gala event on 9 June at the stunning Palacio de Alhajas.

VIPs and officials from Hong Kong and Spain were treated to a revamped Cathay uniform fashion show, Walking On Air. The show was an all-new production with a remixed sequence which was very well-received by the guests. They also enjoyed a special aerial acrobatics performance.

Joining Ivan were Secretary for Transport & Housing of HKSAR Anthony Cheung, and Spain’s Secretary of State for Infrastructure, Transport & Housing Julio Gómez-Pomar, as well as guests from Airport Authority Hong Kong and representatives from local business associations.

Get ready for WARR

Cathay runners will once again be taking part in the World Airline Road Race, which this year takes place of the streets of Chicago from 21 to 24 September. Collegues who are interested in taking part in either the 5km or 10km runs should contact Cathay Club Running Team organiser Jebsen Chen (FOPJCC).

Visit worldairlineroadrace.org for more details of the event.

News in brief

Interim results announced

The Cathay Pacific Group will announce its 2016 interim results on 17 August, providing a summary of its business over the first six months of the year.

Full details of the results will appear on IntraCX soon after midday and the results press conference will be held at Pacific Place that afternoon.

Chief Executive Ivan Chu and Chief Operating Officer Rupert Hogg will hold briefings for staff on 19 August – details will be posted on Daily News.

Pedal kart is back

The Cathay team is getting ready for the annual Hong Kong 24-hour Charity Pedal Kart Grand Prix 2016, to be held at Victoria Park on 12–13 November.

To be part of this unique activity, and bond with fellow colleagues, fill in the online form at https://goo.gl/pjloj8l or visit the Pedal Kart Roadshow on The Street from 1–9 August. Attractive souvenirs will go to those who register!

Last hop for HUP

Cathay Pacific said farewell to its last Boeing 747-400 production freighter at the end of June. B-HUP took its final revenue flight on 30 June, flying from Chongqing to Hong Kong and carrying more than 100 tonnes of cargo.

The aircraft flew to Xiamen to be stripped of its Cathay livery before being returned to Boeing.

Visit worldairlineroadrace.org for more details of the event.

Full details of the event.
A350 impresses in first month

Stakeholder feedback on B-LRA's performance has been positive so far

- Operated more than 200 sectors to Manila, Taipei and Ho Chi Minh City
- Pilot training is ongoing and engineers are happy with technical performance
- Cathay received second A350, B-LRC, on 16 July

It’s been more than a month since our first A350-900 took to the skies! B-LRA has already operated nearly 200 sectors to Manila, Taipei and Ho Chi Minh City since 1 June.

Feedback so far on the A350’s early in-service performance has been positive – customers love the experience, the technical performance exceeded expectations, and our crews enjoy working on the aircraft. Understandably, operating a totally new aircraft type can be daunting. Flight Purser Marie Amor was both excited and anxious when she operated her first sector: “It was the first A350 flight for most of the cabin crew. But we were a great team; we exchanged knowledge and helped each other out!”

One Diamond member who took CX906 to Hong Kong on B-LRA’s first day of service understood all that, saying: “I would like to thank the cabin crew for an amazing flight. On the first day of operations, the crew were under tremendous stress but they managed to conduct the cabin service in accordance to the standards.”

On the flight deck, pilots are getting used to the (near) paperless environment. Deputy Flying Training Manager Airbus Tim Burns says: “The pilots are learning how to efficiently interact with the computers, which are used to do everything from performance calculations to displaying navigation charts, and utilise a new form of interaction with Flight Operations throughout the experience in handling the aircraft. Head of A350 Project Bob Taylor says: “Despite B-LRA’s busy schedule of four sectors per day with very tight transit times, the technical performance has been very encouraging with initial reliability targets being met.”

So far, so good. With our second A350, B-LRC, arriving in Hong Kong on 17 July, what is in store for the aircraft in the run-up to long-haul operations to Düsseldorf and London Gatwick in September? Find out more in the August CX World!
Getting the basics right

More on-time flights from outports to improve overall schedule integrity

- Ground Time Optimisation (GTO) project leads to a 6% year-on-year OTP improvement in Hong Kong
- GTO outports pilot trial will reach Taipei, New York, Shanghai and Sydney
- Key learnings from pilot exercise will be turned into guidelines to review and improve turnaround process

Arriving at a destination on time is a fundamental part of a Life Well Traveled. Although airport facility constraints, air traffic control issues and ramp congestion are now commonplace, we aren’t going to sit back and let a declining on-time performance (OTP) affect the delivery of our brand promise.

To resuscitate OTP, the Ground Time Optimisation (GTO) project was launched back in 2015 to systematically improve our operational efficiency in areas that are within our control.

Since then, a cross-departmental team has invested effort into reviewing operations, trialling the research data and formulating an actionable revised Precision Time Schedule (PTS) for both Cathay and Dragonair’s A330 fleet.

"GTO provided an excellent opportunity for us to structurally review the PTS and the quality and efficiency of turnaround activities, and the various interactions and dependencies. New standards and best practices are introduced while we eliminate outdated or redundant steps to facilitate a lean process. It allows us to systematically improve our overall OTP," says General Manager Airports, Vivian Lo.

OTP this year has seen a 6% year-on-year improvement in flights departing Hong Kong, factoring in seasonal variations and challenges. Since the launch of the GTO project in Hong Kong, Phase One has reached its critical milestones (see below), and is now ready to be piloted in the outports.

“Enhancing the operational efficiency and OTP of flights departing from outports will complement the gradually improving departure OTP from HKIA, benefiting our hub connectivity and the overall schedule integrity” says Vivian.

GTO Phase Two is being progressively rolled out to four pilot outports: Taipei Taoyuan, New York JFK, Shanghai Pudong and Sydney.

"These ports have been selected based on their impact in terms of flight frequency, criticality in terms of flight OTP, and average turnaround duration. They are a good cross-representation of the different airports models and dynamic environment in which our teams operate” says Vivian.

By the end of 2016, key learnings from this pilot exercise will be consolidated as guidelines for the wider network to review and improve their turnaround process within 2017.

“Ultimately, our aim is to accomplish a more aligned standard across the outports to enable a consistent customer experience at all touchpoints,” says Vivian.

Back in the home hub, the PTS rollout in August. The GTO project team are conducting studies on the new A350 turnarounds in Hong Kong! The challenge we have here is to rebuild and refocus our brand promise.

HKIA GTO
Phase One key milestones

- Revised Cathay A330 fleet PTS implemented
- Recruitment and training of Turnaround Coordinators who will lead all Cathay and Dragonair turnaround in Hong Kong (training pictured below)
- Consolidation and evaluation of operational data leading to higher transparency and accountability across different stages in the turnaround
- Regular PTS compliance reports published which identify areas for continuous process improvement
- Compliance target announced to guide teams towards a clearly defined common goal.

In their own words...

Turnaround Coordinators’ experiences

Jennifer Yam, HKG
The main obstacles we faced were late aircraft arrivals and inefficient processes on the ground.

What I find the most useful in GTO is an improved communication between us, the gate team, and the ISM. For example, most of our cabin crew are now proactively assisting us in catching up with boarding time. Also, early advice from the HKIA Hub Controller to shut out bags or late passengers really helped us to mitigate delays.

We have also noticed an improvement in the cleaning process, which is saving time for our turnarounds.

Giant Feng, TPE
Taipei is a high frequency port, so our OTP has a knock-on effect not only in our port, but also in Hong Kong! The challenge we have here is to rebuild and refocus the OTP mindset of our frontline staff, ground handling agents and our customers.

GTO has given us a chance to monitor our working processes, and review the procedures that we have been using for a long time. Through this, we can find out how we can enhance our work flow and eliminate wasteful processes to give our customers a more efficient service.

Pilot outports... Why were they selected?

- **Taipei**
  - High flight frequency
  - Handles both Cathay and Dragonair flights
  - Regularly handles flight diversions

- **New York JFK**
  - High flight frequency
  - Tight turnarounds
  - TSA requirements apply
  - A ‘model port’ for other US ports
  - Good representative of long haul routes

- **Shanghai Pudong**
  - High flight frequency
  - Frequent ATC flow controls
  - Airport congestion frequently reported
  - A ‘model port’ for other China ports

- **Sydney**
  - Curfew restrictions apply
  - Tight turnarounds
  - A mix of A330/ B777 fleets
  - Good representative of medium- to long-haul ports
Brand Design column

Photography style

“A picture is worth a thousand words.” It’s probably due to this notion that many of today’s big brands embrace an image-heavy design philosophy.

The correct use of imagery in content not only makes the whole experience more visually engaging, it’s also more powerful in conveying key messages and capturing the essence of a subject compared to a text-heavy display. We know for certain that people are interested in visual content; therefore it’s very important that we have our own photography and imagery style which depicts our brand.

It’s our aim to capture real human movements through a lens that is natural, contemporary and candid

From shooting subjects to post-production, we need to ensure the quality of our published imagery meets the Cathay Pacific standard. It’s only through consistency that people will remember us, and be able to immediately associate our assets with our brand.

Staff travel is an important part of life at Cathay Pacific. As part of a drive to enhance the overall travel experience, the Travel Services team has upgraded the iJourney Lite app to give it more exclusive features that can enable a Life Well Travelled for our people!

“Part of making travel easier for our people is to have greater transparency, with real-time data to allow more informed decisions before setting off to an airport,” says Director People Tom Owen.

“The new staff travel app, called Flight Load, now shows the total number of booked seats and a list of staff travellers who are on standby. It also includes real-time information such as the number of checked-in passengers and the names of those who are on standby. You can also view your colleagues’ standby status 24 hours before a flight departs and even see who’s been accepted onto a flight.

“These enhancements are a part of the ongoing effort to improve our people’s travel experience and are based on the feedback we have received,” says Tom.

App leads to improved staff travel

Flight Load app developed based on feedback collected from our people to enhance transparency and help make more informed travel decisions

- Real-time information to enhance staff travel transparency
- New features include staff name display, check-in summary and acceptance information

Staff travel is an important part of life at Cathay Pacific. As part of a drive to enhance the overall travel experience, the Travel Services team has upgraded the iJourney Lite app to give it more exclusive features that can enable a Life Well Travelled for our people!

“Part of making travel easier for our people is to have greater transparency, with real-time data to allow more informed decisions before setting off to an airport,” says Director People Tom Owen.

“The new staff travel app, called Flight Load, now shows the total number of booked seats and a list of staff travellers who are on standby. It also includes real-time information such as the number of checked-in passengers and the names of those who are on standby. You can also view your colleagues’ standby status 24 hours before a flight departs and even see who’s been accepted onto a flight.

“These enhancements are a part of the ongoing effort to improve our people’s travel experience and are based on the feedback we have received,” says Tom.

Key features of Flight Load

1. Display real-time check-in updates
2. Display number of booked seats more than two weeks ahead
3. Display standby positions and the names of all listed staff
4. Real-time standby acceptance update from 24 hours before a flight until flight departure

Feedback on the new app... What do Flight Load’s early adopters think?

Anna Williamson
Assistant to GM HKIA

“I’m a big fan! Flight Load is much more informative than its predecessor, and it seems more accurate and aligned with our customer management system. Now I can see who’s listed and I can even see my own name on a listed flight – it’s helpful because sometimes I forget which flight I’ve signed up for!”

Kevin Ng
Customer Services Officer

“The app tells you who’s been accepted onto a flight, and our people are more proactive in retrieving their own boarding passes from us now. One frequently asked question is: ‘Why isn’t my boarding pass showing my booked ticket class?’ Understand that a seat can only be confirmed after flight closure, meaning that even though you’re accepted, your seat is still subject to loading!”

Rebecca Chiu
Captain

“I’ve used the app more than 10 times now and the impression is that its data seems to be more accurate than the previous version. The Flight Load app clearly shows who’s accepted in real-time and this really helps in terms of planning a trip. We now know when to give up a flight and try something or somewhere else!”
Eye-opening experience

Cathay people go one step beyond a donation to help understand poverty

- Cathay donations to the Crossroads Foundation amount to HK$530,065
- Cathay people join ‘struggle for survival’ to experience life under extreme poverty
- Participants describe the experience as “massively eye-opening”

A group of more than 20 Cathay colleagues and families were joined by Tom Owen, Director People, for the Struggle for Survival simulation on 9 July, experiencing for themselves how impoverished people struggle to survive.

The session was hosted by the Crossroads Foundation as a token of its gratitude to Cathay people from around the world, who raised an incredible HK$280,065 in a fundraising appeal held in June.

The company gave its own contribution of HK$250,000 for a grand total of HK$530,065.

David Begbie, Director of the Global X-perience Programme, gave an update on the works of Crossroads before the 90-minute simulation began, with participants divided into family groups to experience life under extreme poverty.

Malcolm Begbie, David’s father and the founder of Crossroads, was on hand to meet the group and receive the donation cheque from Tom.

The money contributed by Cathay will be used to renovate a new facility to accommodate Crossroads’ simulation sets.

One of those who took part was Nuwan Kamaragoda, Lead Aircraft Projects Engineer, who says the event was “massively eye-opening”.

“It changed my attitude towards poverty and ways in which I can make a difference and why I should. It is a rare opportunity to take the focus off yourself and think about others.”

Find out more at crossroads.org.hk.

Colleagues took part in a Crossroads workshop to experience life under extreme poverty and see how they can make a difference in other people’s lives.
Commitment to social sustainability

Star letter winner
Wida Kristiani, Cabin crew

How socially sustainable are we? For example, do we work with NGOs to prevent human trafficking?
Secondly, does Cathay know whether our products are sourced responsibly?
There are men in SE Asia who are forced into the fishing industry; there are also companies that hire children to pick cotton.
Is Cathay working with any NGOs to try to prevent modern-day slavery?

Yee Chow, Environmental Manager, replies:
As a company we have a strong commitment to sustainability and responsible sourcing. For a start, we have a Supplier Sustainability Code of Conduct that every supplier must comply with. This policy sets out specific social and environmental requirements such as not to employ underage workers or use forced labour.
We have recently partnered with Sedex, a sustainable sourcing database platform, to roll out a more comprehensive set of criteria. We are also working with our fellow oneworld airlines to audit high risk suppliers. Although it is very hard to see far up our supply chain, this will be a significant step up in our approach to ensuring the social sustainability of our supply chain.
In terms of human trafficking, ISD has previously organised some awareness talks regarding this issue. We are open to more suggestions for guest speakers.
Thank you for your questions, and please check out our Sustainability Report (www.cathaypacific.com/sdreport) for more details.

Where is our book exchange?

Letter from a Cathay City booklover

The stylish new Recruitment Centre in Cathay City is brilliant – but has it displaced the library? In particular, there used to be a small exchange corner for staff to trade books. Has it been moved?

Claire Delaney, Recruitment Manager & Talent Community Manager, replies:
As most reading materials are readily available online, we decided to utilise the said space more effectively. Unfortunately this does mean that the exchange corner no longer exists.

Editor’s note:
The Resource Library that belongs to the Technical Training School in Flight Operations aims to support all staff by offering a collection of manuals, books, serials, audio-visual materials, training resources, electronic assets.
Join the Resource Library group on Yammer to get details of the library’s Book of the Week.
Staff can visit the library, located on the 5th floor of the Flight Training Centre, from 8.15am to 4pm, Monday to Friday.

Plan for cabin upgrade?

Letter from a cabin crew

The new inflight products for the A350 aircraft are very attractive and outstanding in being able to offer a Life Well Travelled for our passengers. In particular the newly designed seats across all cabins and the new entertainment system.
Is there any plan for Cathay to retrofit other fleets with these new inflight products so that we can offer the same consistent experience for our customers?

Rachel Khong, Manager Product – Premium Cabin & Ground, replies:
Thank you for your question. We are looking at the opportunity to refresh our existing Business Class seats by reading across relevant features of the A350 seat in order to continuously improve our product and provide a consistent experience to our passengers.

Optimum hygiene

Letter from a Finance staff

It is good to see that many Cathay City toilets have been, or will be renovated. However, out of the many renovated toilets, only the ones on the 6/F are installed with toilet cleaning jellies. For the sake of hygiene, is it not best to equip every toilet with a cleaning jelly?

Irene Ip, Head Property & Services, replies:
Thank you for your letter. We conducted a trial of adopting cleaning jelly in the 6/F toilets and the result was satisfactory.
We have since extended the provision to other newly refurbished toilets.

Win a Business Class wine!

ISD offers a bottle from the Business Class selection every month for the Star Letter prize winner. This month, the prize is a bottle of Borsao Tres Picos DO Campo De Borja 2012 made from Garnacha (Grenache) grapes.
Got any suggestions, questions or interesting observations to share with CX World?
Write to PNL#COM!
Second aircraft gets Cathay Dragon colours

A second aircraft carrying the new Cathay Dragon livery is now operating around the region. B-HSO, which was the first A320 to join the Dragonair fleet, received its new paint job last month and then went through an extensive cabin refit at the HAECO Xiamen hangars. The aircraft re-entered service in July. A total of seven more Dragonair aircraft will be repainted at Xiamen between now and the end of the year, including three A320s and four A330s.

The latest livery

Life savers

On 17 May, during a long transit for CX568/569 at Kansai Airport, Osaka, Flight Attendants Eibrab Ho and Joanne Wen went beyond the call of duty to rescue a life.

Eibrab and Joanne were walking towards their aircraft when they spotted a man lying on the floor. “We could tell it was serious,” Eibrab says. “Instinctively we rushed to see how we could help.”

The elderly man was conscious, but the pair could not understand what he was trying to say. The man’s boarding pass showed that he was on a flight to Busan.

Without further ado, the duo attended to wounds on the man’s forehead and put him in the recovery position. They also managed the growing crowds to clear the way for the arriving first-aid team.

His pulse was weak and he was gasping... the man’s hands and face were turning blue...

“His pulse was weak and he was gasping,” Joanne says. “We helped to clear dentures in his mouth that might have blocked his airway.”

Despite their efforts, the man’s hands and face were turning blue while the ambulance was on the way.

A ground staff brought an AED from the airport office and the pair performed CPR under the supervision of a nurse who was passing by.

Fortunately, the ambulance arrived after one cycle of CPR, and Eibrab and Joanne helped to pack the man’s belongings and hand them to the paramedics. “We were very concerned as we boarded the aircraft to fly back to Hong Kong”, Joanne says. “It was a big relief when the cockpit crew received a telex saying that the man’s condition was stable.”

One of his best memories is playing in a pro-am tournament with one of Malaysia’s top golfers, Danny Chia; and Jimmy’s biggest achievement is representing his home club, Sabah Golf and Country Club, in various inter-club tournaments.

So does Jimmy have any advice for aspiring golfers? “Be patient – Rome was not built in a day,” he laughs, adding that he’s happy to meet up with fellow Dragonair or Cathay golfers when they visit Kota Kinabalu.

Like many at Dragonair, Jimmy Liew, District Sales Manager – Kota Kinabulu, enjoys a game of golf.

Jimmy caught the golf bug in 2000 and is lucky to be living in the capital of Malaysia’s Sabah state, described by Trip Advisor as a “golfer’s paradise”.

“I have been quite active in sports since my school days, including badminton – which I’m still playing. Golf is getting popular among people working at Kota Kinabalu airport, and when a few of my colleagues took it up, I decided to join them,” Jimmy says.

“It is definitely a fantastic getaway after five days of office work, with the whole golf course being like a huge playground. It is certainly a great way to meet people from different industries and walks of life, and it helps me to promote Dragonair and Cathay Pacific, too – especially when my playing partners talk about upcoming trips or travel.”

A green approach to life

A new title for Dragonair’s Chief Purser

In line with the rebranding of Dragonair as Cathay Dragon, Dragonair Chief Purser title goes back to 1990 when Dragonair wet-leased a TriStar L1011 from Cathay Pacific and flew on the Beijing and Shanghai routes.

“We believe the new title helps reflect the changing role of senior cabin crew in today’s aviation industry,” Michelle says, adding that the roles and responsibilities, uniform and details of Conditions of Service will remain unchanged.
Nice to meet you, B-LRA!

More than 1,300 Cathay and Dragonair people braved the intense heat and humidity at HAECO to get up close and personal with our first A350-900, B-LRA, on 15 June

- 1,300 slots for the exclusive staff event were filled up within 24 hours after registration started
- All smiles and excitement when people came eye to eye with B-LRA's 'Zorro mask' windscreen
- Staff took a tour inside and outside the aircraft, getting a good look at all accessible areas

Good times... those who took part had some positive feedback

**Victor Gomes**
Cargo Operations Officer, Paris

The A350 is my baby as I was involved in B-LRA's delivery and I watched her taking off to Hong Kong in May.

At the Cathay A350 Experience, I was able to spend more than an hour with B-LRA, to shoot her in every detail. I was very happy to see my picture being used on the cover of the CX World A350 Special – I had tears in my eyes when I saw my baby on the cover!'

**Andy Chang**
Conversion Manager, Digital Retail

What a privilege to be a volunteer at the A350 event!

Braving the heat and humidity, taking a break from our volunteering duties to visit the (air-conditioned!) cabin was more than welcome, especially when we were able to try out the lovely new features of the brand new seats – such as this awesome Premium Economy seat!

**Alvin Lim**
Direct Sales Officer – Corporate, Manila

When I learnt that the event was looking for volunteers, I immediately signed up and booked my ID ticket to Hong Kong! I was just so eager to take part!

On the day of the event, I was amazed by how well the new livery complemented the aircraft. Helping out at the event was fun, I took a lot of photos of the aircraft, but not many of myself with it – so I am still hoping that I will have a chance to be onboard the A350 on my next ID flight!
Patricia Yu
Inventory Management Specialist, Engineering

The most exciting part of the entire visit for me was being able to look around the cockpit. It’s always amazing to see all the digital panels!

It was good to see all the new features inside the cabin, such as the new headrest in Economy Class, and play around with the new inflight entertainment system. The A350 really takes travel experience to the next level, and I hope to fly on the aircraft very soon.

Richard Xing
Lead Technical Services Engineer, Engineering

My job on the A350 is to manage the reliability of the fleet from a system technical perspective. I was present at the A350 Experience Day to answer staff’s questions; seeing such a large group of our people getting excited about seeing the aircraft was fantastic!

The most frequently asked questions were: “What are those things that stuck out from the nose?” and “What are those things on the aircraft belly?”. Do you know the answers to these?

Officer – Manila

The event was looking at lastly signed up and to Hong Kong! I was so excited, I was amazed by how the event was fun, I took a lot of photos, but not many of myself with the aircraft – so I am still hoping that I will board the A350 on my next ID flight.

What happened on the day?

1. To kick things off, 90 staff volunteers arrived early at HAECO to set up.
2. There were gift packs to be laid out...
3. Backdrops to be set up...
4. Behind the scenes photographs to be taken!
5. And before the first staff arrived, volunteers gathered for a quick briefing.
6. Inside the cabin, Captain Evan Summerfield took our social media fans through B-LRA’s features on Facebook Live. Go to our Facebook page and search #A350 to watch the video.
7. A350 experts from Rolls-Royce, Airbus, and of course our in-house specialists were getting ready to answer colleagues’ questions!
8. At 11am, the first visitors arrived. Such was the look on most people’s faces: awe and amazement on catching the first glimpse of the plane.
9. No one could resist the A350 photo props.
10. On the props it said: “Our first A350-900, it’s our people who made it happen”
11. After a walk around the exterior, our people queued up to get inside the cabin.
12. They played around with the new IFE system...
13. And of course took photos with all the new features, including the new wooden Brushwing!
14. Here they are, checking out the enormous overhead locker...
15. Trying the newly designed seats...
16. And they meandered down the aisles...
17. They could even go inside the cockpit!
18. When the cabin tour was over, no one actually wanted to leave!
19. But, hey, the cargo hold was waiting! It’s not every day that our people can take a good old peek!
20. When it was time to board the bus back to Cathay City, our people got a gift pack distributed by Director Flight Operations Anna Thompson!
21. Everyone had a good time! Well done to the working team!
Yammer®

happenings

A roundup of some of recent posts on Cathay’s fast-growing internal social network…

Great job!
The number of posts in the CX Japan group is growing all the time, including this shot of a Work Well Done celebration in Fukuoka.

Looking back
The CX History group now boasts almost 600 members. Kelvin Poon (FOP) posted this shot of an old TriStar, recalling that the aircraft used to operate on the Sydney route.

Striking moment
On 9 July, an estimated 10,000 bolts of lightning hit Hong Kong. Kingsley Birkett was up late to get this great shot over Discovery Bay.

Plane crazy
The love affair with the A350 is far from over and our people continue to snap B-LRA around the network. CCD’s Tracey Kwong got this great shot at HKIA.

Hats off
The CSR team posted this shot of 300 I Can Fly graduates throwing their hats into the air to celebrate their graduation. Read more about this great community activity in the August CX World.

Five-star delicacies in all cabins

After a 10-year hiatus, Cathay’s inflight menu collaboration with the Hyatt Group has returned!

- Available on all classes to most of Cathay’s long-haul destinations such as Australia, New Zealand, North America and Europe, passengers can enjoy quality Chinese dishes from One Harbour Road Grand Hyatt Hong Kong, including chilled abalone with aubergine and slow cooked beef cheek.
- And there’s something truly special for Madrid: authentic Spanish dishes crafted by the Spanish chef at The Langham Hong Kong.

“This is the first time we are serving local Spanish dishes on board, which I believe will provide our passengers a great opportunity to savour the real tastes of Spain” says Head of Catering Aaron Claxton.

Living and breathing

Work Well Done

Two of our great Work Well Done stories from around the network... visit our Recognition Wall for more

Going the extra mile

Assistant Manager People Communications
Kawai Wong wrote on the Recognition Wall:

“My flight into Heathrow was delayed, meaning that I could no longer meet the standard connection time. When I disembarked in London, I explained my situation to Regina Saraiva Nawab who was on duty at the arrival gate. She immediately issued an Express Connection pass to me. I also told Regina I had to leave my checked-bag sushi-trucking on the luggage belt, since I had no time to retrieve it. I wasn’t sure if it was within her remit to help, but Regina really listened and said she would try her best.

When I saw my suitcase in my hotel in Madrid two days later, I had a big smile on my face. It’s truly amazing to have colleagues who care. I can only imagine the hardship Baggage Claims Officer Marcus King-Farlow (not pictured) had to go through to fish out my belonging from a luggage blackhole of similar-looking suitcases, then proceed to liaise with a different airline to get it sent – not only to the Madrid airport, but right to my hotel!”

Excellent can-do spirit

Country Manager Spain Pipa Treagar wrote on the Recognition Wall: “I don’t think I have ever come across anyone so consistently positive and helpful. Nothing is too much to ask, from expediting a board resolution for company registration purposes to assisting with a day-to-day finance hiccup. When faced with an audit issue over payment approval within our one man Finance team, his solution was ‘we can do it for you until you have the resources to take over!’

Sean and his entire team have been so welcoming and constructive in helping our new Financial Services Manager to get up to speed.

A huge thank you from me and Cesar, our Financial Services Manager in Spain.”

Have you nominated recently? It only takes two minutes

www.cathaypacific.com/workwelldone
Exclusive Privileges for Staff of World-Class Airline - Cathay Pacific Airways Limited

Proudly Present to You

5 Special Offers

1. Complimentary Infusion Brightening Facial Treatment
   (Valued up to $1,980)
   • Produced by world-class aesthetic medical device company, ViDRA
   • Applied exclusive technology for Mesotherapy
   • Delivering the essence to your skin in depth safely and efficiently
   • Non-invasive and early painless treatment

2. Complimentary Premium Dental Care Service
   (including the following 3 items)
   (Valued up to $995)
   i. Dental Examination x 1
   ii. Oral Hygiene Instruction x 1
   iii. Teeth Cleaning x 1

   Take Preventive Measure Ahead
   Examine Your Teeth Regularly

3. ULTRAFORMER HIFU Skin Tightening and Lifting Treatment Special Offer
   (100 Threads)
   (Valued up to $1,100)
   • Uplifting from 1.5mm, 3.0mm and 4.5mm basal skin
   • With KEO and CE certification
   • 3 sessions per treatment which last for 2 years
   Special Offer $888

4. Laser Hair Removal Treatment Special Offer
   (Valued up to $2,280)
   • Fastest Hair Removal Technology Designed for Asia Skin
   • Most Comfortable Hair Removal Experience
   • Most Effective Hair Removal Technology
   • Most Effective Cooling System compared with Gentelase (ChillTip Contact Cooling)
   • Unique Vacuum Hair Removal Technology
   • Chosen by 73% of Users
   • 96% of Users Satisfied
   • 83% of Users Applied to Other Parts of the Body
   • Recommended by 87% of Users

   Companion Offer: 50% Off for Each

5. A Complimentary PRODERMA LAB Swiss Scientific Research Skin Care Product
   (Valued up to $220)

Terms & Conditions: 1) The above offers are valid from now (31st December 2016). 2) The above offers are only applicable for new customers of UMH. 3) The above offers are only applicable for DR REBORN branches in Hong Kong and Macau and dental clinics under the UMH Group. 4) The above offers are not transferable. 5) The offers cannot be used in conjunction with any other discounts or promotional offers or exchanged for cash. 6) Each offer can only be used once per individual upon presentation of Cathy Pacific Airways Limited Staff Card. 7) Identity verification document is required for registration before treatment. 8) Before the treatment, customers should understand and agree with the treatment details. 9) In case the selected product is out of stock, UMH reserves the rights to replace the selected product by other products with value no less than or equal to that of the selected product. 10) Please call (852) 8203 0058 for booking and provide the Promotion Code: TR87. 11) Should there be any questions, please feel free to contact our medical consultants. 12) In case of any dispute, the decision of UMH shall be final.
Gearing up for Gatwick

Preparations on target two months ahead of launch of latest destination

- Gatwick will help expand geographic reach of London as a destination
- Advance bookings tracking in line with expectations
- Airport team is in place and Self-Service Bag Drop in the pipeline

The UK team is gearing up for the launch of another passenger flight out of London on 2 September – only this time the aircraft will land in Gatwick, not Heathrow.

“A sixth flight to London makes sense, and from both the sales and customer perspectives Gatwick is a well-established gateway with good road and rail links,” Marketing Communications & E-Commerce Manager UK & Ireland, Paul Cruttenden explains.

Gatwick is the world’s busiest single runway airport, with extensive international connections. “Gatwick will increase our geographical reach across the southeast of England and we believe that offering the only non-stop flight to Hong Kong from Gatwick will be enormously attractive,” Paul says.

One distinct point of difference from the Heathrow operation is that Gatwick will be operated by an A350 equipped with the latest suite of products, including inflight connectivity.

Cathay will not be the first A350 operator into London – Finnair flies to Heathrow – “but we will be the first into Gatwick,” says Paul.

Sales & marketing

Advance bookings on the new flights are currently in line with expectations.

“We have seen a good mix from the leisure segment and are beginning to see bookings for the business segment, which has a shorter window, starting to materialise,” says Paul.

The commercial team started the year with a sales blitz, supplemented with a series of tactical campaigns across traditional and social media channels, and highly targeted TV advertising.

“Our team would love the flight to become daily and have been relentless in their activities to support the Gatwick launch – without overlooking Heathrow and Manchester,” Paul says.

Airport operations

Shobita Sumaraj, Manager on Duty at Heathrow, will take up the Airport Services Manager position at Gatwick, with Service Leader Nirujan Panameswvaren being seconded as MOD in the new port.

Dnata, Cathay’s ground handling agent (GHA) at Manchester and ramp services at Heathrow, will extend its service to Gatwick.

Cathay will fly into the South Terminal with check-in initially located in zone E. “However, this will change to zone C next year and we will co-locate with British Airways,” Shabita explains.

“Later we expect to move to an automated check-in process by offering Self-Service Bag Drop to our Economy and Premium Economy customers.”

Cargo

The Cargo team will treat Gatwick as part of its London offering. General Manager Cargo Sales & Marketing Mark Sutch explains.

“A majority of Cathay cargo clients in the UK have their warehouses and air freight gateways around Heathrow, and given the investment we have made in a state-of-the-art handling facility at Heathrow, we intend that all cargo in and out of Gatwick will be trucked to and from Heathrow.

“Older hands in Cathay may recall that trucking to and from Heathrow was indeed the successful method we previously employed when we had a split passenger and freighter operation between Heathrow and Gatwick.”

Mark says.

1 MUMBAI

Workshop for the cargo trade

Cathay Pacific Cargo held its first ever workshop in Mumbai for freight forwarders on 27 April.

Through games and quizzes, the workshop gave more than 40 freight forwarders an update on the Cargo team’s operations from India, along with updates on the airline’s network, products and services.

Cathay’s leading position in electronic air waybill implementation was also highlighted.

2 KUALA LUMPUR

Top agents honoured

The Kuala Lumpur Sales & Marketing team recently organised a dinner in appreciation of our top performing travel agencies. The event was graced by the presence of General Manager Southeast Asia, Navin Chellaram.

The top 30 travel agencies from Klang Valley gathered for a night of performances and awards. Our multi-talented Sales team presented a cheque-winning performance and a ‘glow-in-the-dark’ performance, which received great applause from the guests. The team also used this opportunity to showcase our ever expanding European network.

3 TAIWAN

Tee time for Marco Polo Club members

The Taiwan Marketing team held a golf gathering for local top-tier Marco Polo Club members on 22 April. The team wanted to show their gratitude for the members’ sustained loyalty.

Around 50 members participated in the gathering on a beautiful day. General Manager Taiwan & Korea, Patrick Yeung presented prizes to the best golfers, and took the opportunity to share the Group’s development in 2016.
4  SEOUL
Living a Life Well Travelled
The Marketing team in Korea held a Life Well Travelled talk on 25 May for our Facebook fans, members from the tourism board, and media friends from magazines and trade newspapers. The team invited three opinion leaders including an architect, an artist and singer, and a food columnist to share with the audience their Life Well Travelled stories.

5  ITALY
Banking on a new partnership
The Italy team has been collaborating with UBI Bank, the country’s fifth largest group of banks that has a particular focus on small- and medium-size enterprises.

The bank has partnered with Cathay on several events in the past and is now running a promotion to get young people interested in using their banking services.

Part of this is a contest, where the final prize is a unique travel experience where the winner comes in contact with great companies abroad representing excellence in their industry.

As part of this collaboration, three students from Italy got the chance to tour Cathay City to learn more about the airline business.

6  JOHANNESBURG
A Mother’s Day touch
In honour of Mother’s Day, the JNB Airport team surprised departing mothers and their children with cupcake treats to celebrate the special day in the air.

The Airport team say they continually strive to enhance the overall travel experience and hope these little gestures help.

“We believe that travelling well is an important part of living well,” they say, and there were certainly plenty of smiles on the day.

497x929
Outport people

LONDON
Jonathan Tran has made the grade and is about to live out his lifelong dream – a career as a commercial pilot for a world-class airline.

The London-based Senior Purser has just completed 55 weeks of intensive training in Adelaide under the Cathay Pacific Cadet Programme.

“I joined Cathay in May 2005 as I was looking at all the options for how to best prepare myself for becoming an airline pilot,” Jon explains.

“A friend of mine had recommended I apply for a cabin crew position based out of London, I knew that industry experience would be invaluable for my future endeavours, so I applied without hesitation.”

Working as cabin crew gave Jon valuable insights into Cathay operations and the industry as a whole – and he never saw the job as just a stepping stone.

“I always saw a strong link between the attributes of cabin crew and airline pilots – communication skills, teamwork, situational awareness, time management and workload management, to name just a few.”

Concurrent with working as cabin crew, Jon started an arduous journey in pursuit of his Private Pilot’s Licence (PPL).

“I took my first flying lesson in 2007 in the UK, but the flying school went bankrupt during the 2008 financial crisis,” Jon says. “I had to stop until I’d saved enough money, resuming flying lessons out of Coventry Airport in 2011.”

Jon got his PPL in mid-2013 and then completed his Air Transport Pilot’s Licence theoretical examinations prior to being accepted on the cadet programme.

Currently in the final phases of training, with simulator training starting later in July, Jon’s first flight will be an observation flight to Nagoya in August.

“I’ve been put on the Airbus fleet and the arrival of the A350 makes it even more exciting!” Jon grins.

SWITZERLAND
Gregor Itel, Assistant People Manager in Switzerland, is an avid participant in a popular sport in his home country – precision shooting.

The target for precision shooting is at a 300-metre distance, and the mid-point is just five centimetres in diameter.

“Shooting has a long tradition here – my grandfather and my father were both members of a local shooting club and I wanted to continue the tradition,” says Gregor, who joined Cathay in 2015.

He began shooting at the age of 17 and became a full member of his shooting club three years later, on completion of training.

“The shooting club members are a great mix of people and there is always a very friendly atmosphere during the training – and some nice gatherings afterwards,” he says.

For Gregor, the most important personal qualities for a shooter are discipline and concentration. “You have to remain calm and focused, even though it may be noisy and you are under a lot of pressure.”

As for his goals in his chosen sport, Gregor says there is internal ranking in his club, “and I would like to make it to first place sometime in the future!”
Tim Leung has a passion for precision drawing

- A350 cutaway drawing in CX World was very well received by staff
- Man behind behind the work took more than two months to finish it.

It is unprecedented for an IntraCX post to amass an interminable string of positive comments. Colleagues around the world wrote: “Excellent drawing”, “So vivid”, “Amazing details”, and so on.

The comments were referring to the cutaway drawing in the CX World A350 Special Issue – can you believe the illustration wasn’t even computer-assisted?

The man behind the drawing was Senior Technical Services Engineer Tim Leung, whose career at Cathay actually began with – yes – a cutaway drawing.

“I proposed a B747-400X engine in my final year project at Polytechnic University in 1988,” Tim recalls. “The drawing won a prize at a competition organised by the Royal Aeronautical Society. Then Engineering Director Stewart John was on the judging panel, and when he presented my prize, he asked if I had a job lined up already.

“When I first joined Cathay 26 years ago, I was called ‘T-Squared’, as there were already two Tims in my team and I was known for my cutaway drawings. All the drawings back then were done with T-squares without the aid of CAD and SolidWorks!”

In the intervening years, Tim hadn’t done a single cutaway drawing bar a few sketches – until he came across the RV8 project in HAECO.

“I saw Hank Cheng working on the RV8 and my initial thought was: ‘how insane is that man?’” says Tim. But as Tim got to know Hank, he offered to create RV8’s livery and a six-foot cutaway drawing for the amateur-build.

When the A350 team started scouring for ideas to celebrate the homecoming of B-LRA, the team thought of the RV8 drawing they had seen, and approached Tim to create a cutaway.

Tim did a lot of ground work before he started inking the 6x4ft piece: “I based the A350 drawing on more than 500 photos I took of A350 aircraft in Hong Kong in order to get the fine detailing right,” he says, referring to the technical parts and their specific proportion.

“I’ve also given the pilot on the flight deck a pair of Ray Bans – just for fun.”

Germany’s Marketing Executive Carolin Schwanzy, who used Tim’s drawing in a regional promotional leaflet, says: “The drawing captures people’s attention because it is unique and offers so much detail! This is a pursuit of perfection and Tim’s passion for engineering!”

A living legend

Few people have lived a more colourful and eventful life than Clare Hollingworth, the legendary war correspondent who has called Hong Kong home since 1981.

Best-known for getting the “scoop of the century”, the outbreak of World War 2, Clare’s fascinating journey took in many other key world events, from civil war in Greece to guerrilla warfare in the jungles of Vietnam and Borneo.

As the great nephew of Clare, Patrick Garrett – Country Manager Russia – has long been captivated by her life, and when he came across documents that had been hidden away for decades he decided it was time to tell the full story.

The resulting book, Of Fortunes and War, is the culmination of nine years of research and writing.

“When I started I naively thought I could rattle it off in a year or so. Wrong! I think the challenge was that she had such a long life and did so many things. There was too much material.”

I was able to find out things about her life that even she never knew. For example, she befriended a bunch of spies that Britain’s MIS were tracking for years.

As a war correspondent, Clare needed to fly frequently, and was always a British Airways loyalist until then PR manager David Bell coaxed her to try Cathay Pacific.

“Thereafter she was a convert! When I was piecing her life together it was often using entries in old Cathay diaries, and she got to know some of the senior people in Swire and Cathay,” Patrick explains.

Former Chairman Peter Sutch was a particular friend. “Clare wasn’t a Marco Polo Club member, but gave her a personal letter of introduction and I will never forget how the check-in staff leapt to attention when they read whatever Peter’s secretary had put in the remarks!”

Clare is 105 now, living in Central close to her beloved Foreign Correspondents’ Club. Her name still commands a great deal of respect, and Patrick’s book has won endorsements from a number of modern-day correspondents, including the likes of the BBC’s John Humphries and Kate Adie.

Patrick has also sold the film rights, but doesn’t expect to get wealthy overnight. “The producers are still in negotiations at the moment, so I cross my fingers!”

And who will play Patrick Garrett when the film finally does get made? “I’d imagine there is a bit of a struggle going on in Hollywood right now between Brad Pitt and Matt Damon. May the best man win!”

Of Fortunes and War is available as an eBook or paperback through Amazon.
Cooking up a treat

Harvest time for the farmers!

- Cathay Farmers Club planted the first seedlings this year in April
- Farm in the Sky reaped a great harvest and produce was used to cook up a feast at Lion Rock Café

The Cathay Farmers Club celebrated the first harvest from the Farm in the Sky with a mouthwatering food demonstration held at Lion Rock Café on 25 June.

More than 50 people – including the farmers and their families and friends, COO Rupert Hogg and Director People Tom Owen – were there on the day.

Over the past few months, 40 farmers have worked tirelessly on the rooftop of Cathay City to cultivate a variety of herbs and vegetables under the supervision of a farming expert.

A total of 15.4kg of organic produce was harvested for the event, including basil, eggplants, okra and sweet potato leaves.

For the food demonstration sessions, four Farmers Club gourmets showed how a few simple steps could turn the freshly harvested ingredients into delicious healthy dishes.

• Cathay Farmers Club planted the first seedlings this year in April
• Farm in the Sky reaped a great harvest and produce was used to cook up a feast at Lion Rock Café

One minute with... Nick Flavell, Senior Captain

1. What’s the big news from you? Apart from flying the A350? Our Cathay/Dragonair band, Helium3, is releasing its second album!
2. Who’s in the band? There are four pilots – myself, Dave Belcastro, Steve Jones and Jay Layfield – and a journo, Brendan Delfino.
3. What’s the album called? It’s titled Welcome to the New World and it’s released on 8 August.
4. Is there a single too? Yes – it’s called The Longest Goodbye. It’s already available now at iTunes and Spotify.
5. What’s your favourite track on the album? Satellite. It’s got some intricate musical parts, and it’s a simile about flying airplanes – our most Coldplay-sounding song on the album.
6. What made the new album special? We worked with an American producer, Brendan McReynolds, who has produced for the likes of Justin Bieber and Los Lobos.
7. Who are your musical influences? Pretty widespread – everyone from Coldplay and U2 to John Mayer and Oasis.
8. Is it hard being a pilot band? It’s hard to coordinate gigs with our rosters, but we make it work!
9. Any gigs in the pipeline? We will launch the new album on 27 August at Grappa’s Cellar in Central. Tickets are on sale at ticketflap.com/helium3. Some of the proceeds will go the SunnySide Club.
This sporting life

It’s been a busy time for the sports teams in the Cathay Club. Here’s a roundup of recent activities, which saw a number of trophies come home to HQ...

**Dragon boat**

The Cathay Dragon Boat Team pulled together for three races over two days last month – always the busiest time of the year for the paddlers. On 9 June, the day of the Tuen Ng Festival, 50 team members took home three trophies at the Sai Kung Dragon Boat Race, with the ladies’ team getting a runners-up trophy and the mixed teams getting two third-place prizes.

Two days later the paddlers took to the Central Pier waterfront to take part in two tournaments - the Hong Kong International Dragon Boat Race and the Dry Land Dragon Boat Challenge.

Two Cathay mixed teams reached the final and semi-final respectively in the international event, while another mixed team nabbed second place in the latter event.

**Tennis**

In May, five Cathay tennis players joined the World Airline Tennis Tournament 2016 at the SIA Sports Club in Singapore, with Jason Cheng (FOP) and William Tsui (IT) partnering to make it into the final of the men’s doubles event.

“We feel very much honoured and privileged, and had some wonderful memories throughout the tournament,” William says. “It was great to get to know so many tennis players from other airlines.”

At press time the tennis team had just reached the semi-finals of the Inter-hong Tournament – watch this space to see how they fared!

**Snooker**

Cathay’s cue masters dominated the Swire Hong Kong Staff Association Snooker Tournament 2016, winning both the Champion’s Cup and the Plate.

The event was held at the Pot Black Snooker House in Sham Shui Po in late June, with seven members of the Cathay Snooker Team taking part.

Ted Wong (IT) was invincible in taking the Champion’s trophy while Patrick Kwan (IT) lifted the Plate.

“Congratulations to both players, whose hard work in practice sessions, including coaching from a top Hong Kong player, really paid off,” says Snooker Team organiser Alex Chan.

The Snooker Team also came second in the Corporate Cup in May, and the players are already practicing hard for the Inter Hong Tournament in August.

**Darts**

The Cathay Darts Team sent three squads to Hua Hin, Thailand, in late May to take part in the 29th South Pacific Airlines Darts Association Tournament.

After four days of intense competition, Suzette Liao (ISD) and Karen Lo (PNL) won the first two places in the ladies’ singles event, while Kimba Yeung (CPSL) was third in the men’s singles category.

First Officer Aven Cheung, representing Cathay for the first time, had the thrill of shooting a 180 maximum score during the tournament.
Oliver Setchell
Airport Procurement Manager

I was born and raised in the UK and I speak four languages, including Russian! I enjoy exploring new places and discovering new cultures. As an avid global traveller, I have lived as far east as Krasnoyarsk in Siberia, as far north as Newcastle in the UK and as far south as Sydney in Australia... but the west is still to come! Life Well Travelled to me represents the opportunity to indulge and be looked after when one’s away from home on the way to the next ‘location to explore’.

Susan Tang
ICM Officer

Hello again everyone! I am actually an ‘old’ Brushwinger since I am rejoining Cathay after having worked as a ground staff for three-and-a-half years! I took a break to go on a working holiday in Australia. But I’m excited to be back! Life Well Travelled to me means to look more, to feel more, to see more of the different sides of things and people.

Ilaria Turi
Lounge Services Manager

Hello! I was born in Italy but I lived in Cape Town and London before moving to Hong Kong. I’ve been here for the past three-and-a-half years already! I try to make the most of my free time and my friends always make fun of my busy schedule! When I travel, the build-up of anticipation is the key. The whole journey starts at the airport, then you look forward to the start of your journey... and the excitement heightens as you land! The journey there is all part of a fantastic memory.

1. Mumbai bade farewell to retirees Niranjan Hemmady, Johnson CG and Ramnath CK Senior, with teams doing a special dance in tribute. 2. Engineers from around the Cathay network made a special trip to Penang to celebrate Licensed Aircraft Engineer Adrian Su’s wedding! 3. The Karachi team said farewell to MOD Mohammed Mati-ur-Rehman Khan, who worked in Myanmar, Maldives, Bahrain and Riyadh after Cathay stopped flying to Pakistan. Mati also received his 10-year pin. 4. Regional General Manager Europe Neil Glenn discovers an automated caviar dispenser outside the express train to the airport in Moscow! 5. Flight Attendant Oscar Chan showed he knows all about the A350, winning a quiz prize on the B-LRA delivery flight from Toulouse. 6. Glen Peace (left) retired as Toronto ASM after 11 years, who passed the torch to Francesco Fera (centre). Also present was Glen’s predecessor, Bob Kent. 7. Adam Johns (middle right) was the brain behind the name “Brushwinger”. Adam is shown receiving an aircraft model from the People people! 8. The Clark and Cebu teams escaped the heat at an outing to a resort overlooking the Taal Volcano. 9. A team from ISD were in Ayutthaya, Thailand, to build new houses for two impoverished families and help teach English to children. 10. The Australia Town Office bade farewell to Global Contact Centre colleagues on 6 May in Sydney, celebrating their success and wishing them well for the future.
Starlights, camels, ancient alleyways and fresh seafood – the charming diversity of Morocco

By Connie Choi, IT Administration Supervisor

For me, the Sahara Desert is a vast and remote place that I used to think about when I was a child. This April I spent two weeks in Morocco and the visit to the desert was definitely a highlight of our trip.

We took a camel ride into the desert and the dunes rolled like red-tinged waves in the sea. Gazing at the countless stars with not a trace of light pollution made it all worthwhile.

No trip to the desert is complete without visiting a typical settlement, and we stopped at Ait Ben Haddou, a very picturesque fortified town that has been a UNESCO World Heritage Site since 1987 and has featured in Hollywood blockbusters such as Gladiator and The Mummy.

Getting around Morocco was easy, with trains or buses making it quite convenient to travel from one city to another. Fez maintains a life still rooted in the medieval times. It’s easy to get lost in the alleys of its maze-like medina and you might have to ask locals for directions to get back to your guesthouse!

We took a camel ride into the desert and the dunes rolled like red-tinged waves in the sea with different dyes, which also colours their arms and legs. It’s a difficult job and you have to wonder how much the dyes affect their health.

Chefchaouen is my favourite town in Morocco, with the houses painted a blinding blue and white, giving a feeling of Greece. I loved the relaxed atmosphere and the lack of pushy touts.

Marrakech – the Red City – really gave me the feeling that I was in North Africa. In the evening, the main square, Djemaa el-Fna, had a carnival atmosphere with lots of food stalls and performing musicians.

Our last stop was Casablanca, where you must visit the Hassan II Mosque – the world’s third-largest mosque which stands on a rocky platform reclaimed from the ocean. It’s worth spending the money to join a tour, although the admission fee was a bit high at 120 dirhams (HK$100).

Morocco is certainly one of the best countries I have visited so far, though after 10 days we got a bit tired of the food. However, the seafood in Essaouira, a fishing town enclosed by battlements, was delicious and cheap, and I cannot forget the mint tea – the locals like to call it “Moroccan whisky”!

HK$500 for every tale!

Compliments of ISD, every published travel story gets a HK$500 Discover the Shop voucher*. Send your 450-word travel tale and high res images to PNL#COM!

Shop at www.cathaypacific.com/dutyfree

*Excludes liquor and cigarettes

20

TRAVEL

Yammer photo log...

Best shots from the Share Your Moments groups

When in Madrid, go eat at Restaurante Botin, which is listed in the Guinness Book of Records as the world’s oldest restaurant, founded in 1725. Specialties here are suckling pig and lamb roasted in the old Castilian way in a wood-fired oven dating back to when the restaurant was founded.

Tracey Kwong, Corporate Communications Manager International, HKG

The Aranmula Boat Race is a traditional Vallaam Kali, or a boat race, in Kerala, India. Its fanfare is not dissimilar to a dragon boat race in China. One of the most popular events at the race is the Snake Boat Race. This traditional war boat is 100 feet long, and you can see teams in action on the banks of River Pampa.

Vishal Pillai, Manager on Duty, HYD

Puente Nuevo, “new bridge” in Spanish, spans a 120m-deep canyon in the city of Ronda in Spain. The bridge took a whopping 42 years to build, and was used as a prison that held political opponents captive. Nowadays, Puente Nuevo has a museum that tells a darker tale of the bridge’s history: it housed a former torture room.

Fred Guan, Marketing & Sales Supervisor, Dragonair