

Press Release

Kai Tak Cruise Terminal Celebrates a Year of Milestones in 2018

(1 February 2019, Hong Kong) – The Kai Tak Cruise Terminal (“KTCT”), operated and managed by Worldwide Cruise Terminals (“WCT”) achieved a year of significant milestones in 2018, as it marked its fifth year in operation in June 2018, and celebrated the arrival of KTCT’s two millionth passenger on 23rd September 2018.

Accolades followed year-round. WCT was honored to be named Asia’s Best Cruise Home Port of 2018 by Asia Cruise Leaders Network on 29th August 2018. WCT received Hong Kong’s most prestigious local transport industry award, the biennial CILT Service Excellence Award on 22nd June 2018. WCT was also grateful to have achieved the APEC Green Port Award 2018 issued by the APEC Port Services Network on 15th November 2018 and the Chinese Cruise and Yacht Industry Association’s Best Reputation Award on 1st November 2018. Lastly, WCT was one of only 7 companies/ organizations in Hong Kong that was recognized with a Barrier-Free Environment Award in 2018.

Further highlights ensued as WCT achieved a record-setting month for six inaugural calls (out of 22 ship calls) in the month of March 2018, and marked another new local record-setting highest throughput day of 15,307 revenue passengers on 15th June 2018 when the terminal played host to two mega cruise ships, leapfrogging the last record-setting highest throughput day of 13,327 itinerary cruise passengers on 29th October 2017.

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The arrival of two millionth cruise passenger on 23rd September 2018

WCT celebrated the arrival of its two millionth cruise ship passenger on 23rd September 2018, during World Dream's turn call.

Jeff Bent, managing director of WCT, said "The arrival of our two millionth cruise passenger in September 2018 so soon after our first millionth passenger in June 2017 is further validation of the Kai Tak Cruise Terminal's success since its inception in 2013. We are glad to see the cruise lines' business growing strongly and look forward to receiving our three millionth guest in the near future."

WCT receives Service Excellence Award from CILTHK

WCT won the prestigious biennial CILT Service Excellence Award (SME Division) from the Chartered Institute of Logistics and Transport in Hong Kong (CILTHK) and received the award from the Secretary for Transport and Housing during CILTHK's 50th Anniversary Gala Dinner on June 22nd, 2018. On winning the award, Bent said "WCT is honored to receive the CILT Service Excellence Award and will continue to strive to keep Hong Kong at the forefront of transport and logistics."

The biennial CILT SME Service Excellence Award evaluates how transport and logistics companies perform across a number of metrics, including customer satisfaction, environmental stewardship, infrastructure, innovation, operational effectiveness, quality management, and risk management and control. Winners are determined by an esteemed five member judging panel of CILTHK council representatives and industry experts. It is widely considered the most prestigious honor in the Hong Kong transport and logistics industries.

WCT receives APEC Green Port Award 2018

WCT won the prestigious “APEC Green Port Award 2018” issued by the APEC Port Services Network and received the award during APSN’s 10th Anniversary Celebration in Singapore, on 15th November 2018. The award was presented to WCT’s Mr. Ryan Li, General Manager of WCT.

On receiving the award, Ryan Li, said, “We are delighted to see our efforts in implementing green port initiatives recognized by our peers and also by the APEC Port Services Network. We take pride in this achievement and will continue to make every effort to enhance our environmental performance in the future.”

The GPAS (Green Port Award System) program is a green evaluation system for ports in the APEC region developed by APEC Port Services Network (APSN). It represents an integral part of APSN’s ongoing efforts to promote the green growth of the APEC port industry.

WCT receives Asia Best Cruise Home Port 2018 and CCYIA’s Best Reputation Award

WCT was well represented in Asia in 2018, as Mr. Jeff Bent was on stage to receive the Asia Cruise Leaders Network’s “Asia Best Cruise Home Port 2018” award at the Asia Cruise Forum in Jeju, Korea on 29th August 2018; as well as on stage to receive the “CCYIA’s Best Reputation Award in Cruise Port Service” in Beijing, China on 1st November 2018.

WCT receives Barrier-Free Environment Award

In March 2018, WCT and the Kai Tak Cruise Terminal were recognized for continuous improvement in developing a barrier-free environment and culture for different

groups in the community, and was included in the list of Barrier-free Companies/ Organisations 2017/18. It is just one of 7 companies/ organisations to be recognized in 2017/2018, and one of only 34 organizations in total in Hong Kong, to be labelled as a barrier-free company/ organization.

KTCT's record-setting month for inaugural calls in March 2018

WCT received a total of 6 inaugural ship calls in the month of March 2018, including 3 inaugural calls in just 5 days.

Jeff Bent said “We were overjoyed to have had such a broad diversity of new ships and cruise lines at the Kai Tak Cruise Terminal in a single month. It is testimony to the market appeal of Hong Kong and the Kai Tak Cruise Terminal across source markets and customer segments.” KTCT handled 22 ship calls in the month of March, including 9 overnights.

WCT's highest throughput day on 15th June 2018

WCT achieved another local record-setting highest throughput day of 15,307 revenue passengers on 15th June 2018, when the terminal played host to two mega cruise ships simultaneously (World Dream and Ovation of the Seas), breaking the last record-setting highest throughput day of 13,327 itinerary cruise passengers on 29th October 2017.

Jeff Bent remarked, “We are delighted to see our cruise line customers obtaining very high load factors at attractive yields. Our operations team now handles five-figure throughput days regularly, and we look forward to the next opportunity to break the record again. ”

Local Environmental and CSR Awards

WCT received numerous local awards for environmental stewardship and corporate social responsibility in 2018. Awards received, starting from the most recent, include: Social Capital Builder Award 2018 (second consecutive award), The 9th Hong Kong Outstanding Corporate Citizenship Logo Award (third year in a row), Wastewi\$e Certificate, Outstanding Building Energy Performance Certificate, Hong Kong Green Organisation Award (consecutively awarded since 2016), BEC Sustainable Consumption Award, Bank of China Corporate Environmental Leadership Award (ECO-Partner Award) for the third year in a row, Hong Kong Awards for Environmental Excellence Award, Energywi\$e Certificate, Barrier-free Organization Award, Caring Company Award (consecutive years awarded: 2015-2018), Sustainable Consumption Enterprise Certificate, and a Consumer Caring Award.

Jeff Bent stated in recognition of the achieved awards, “Being environmentally responsible and being active in our community are top priorities, and we will continue to invest time and effort into building social capital.”

More Outstanding Events

The Kai Tak Cruise Terminal continued to serve as the venue for many captivating public and private events in 2018, including those held by fashion and luxury goods brands, public exhibitions, charity events, product launches and corporate incentive events. It also serves as a popular backdrop for film and TV productions. The terminal regularly hosts over twenty weddings and banquets per month at onsite F&B outlets and green spaces.

2019 Outlook

2019 promises to be another bright year ahead as both newly inaugurated colossal transportation facilities, the Hong Kong-Zhuhai-Macao Bridge and the high-speed rail service to mainland China, begin to gain momentum. The former will make Macao and Guangdong more accessible for shore excursions, and bring most western Pearl River Delta source markets within a two-hour drive. The latter will bring 270 million people within a 4-hour train ride of Hong Kong, vastly enlarging Hong Kong's catchment area and addressable source market.

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About Worldwide Cruise Terminals

Worldwide Cruise Terminals (or “WCT”) is a joint venture majority owned by Worldwide Flight Services (“WFS”). It is dedicated to the management and operation of Hong Kong's new Kai Tak Cruise Terminal (“KTCT”) and development of Hong Kong as a cruise port. It is ISO 9001 certified, and has received multiple port management awards including Asia Cruise Leaders Network's Asia Best Cruise Home Port 2018 award, the biennial Chartered Institute of Logistics and Transport in Hong Kong's Service Excellence Award in 2018, the APEC Green Port Award 2018, Port of the Year finalist by Seatrade in 2016 and CCYIA's Best Port Management award in 2015. As for the environment and corporate social responsibility, it was named a Barrier-free company in 2018, one of three finalists for the Environment Initiative Award from the Seatrade Cruise Awards 2017, received the 7th Hong Kong Outstanding Corporate Citizenship Young Power and the 7th and 8th Outstanding Corporate Citizenship Logo Award, HKSAR's Social Capital Builder Award, HSBC's Green Achievement Award in 2016 and 2017, Bank of China's Environmental Leadership ECO-Partner Award from 2016 and 2018, Hong Kong's Green Organisation Award in

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2017 and 2018, as well as Hong Kong Environmental Protection Department's Indoor Air Quality (Excellent Class) Certificate from 2015-2018.

Excellent rail and air connectivity to mainland China and other major source markets, visa-free access for most nationalities, exciting nearby ports of call, a tropical climate and Hong Kong's wide variety of urban and rural, modern and historical, family and sophisticated gourmet attractions, make the Kai Tak Cruise Terminal an ideal location for both homeporting and transit ship calls.

Worldwide Cruise Terminals regularly uses the terminal to host over 20 events per month. It has served as the venue for many star-studded and public and private functions, including fashion shows, car launches, athletic events, exhibitions, and conventions. It has featured in a number of local and international films, TV programs, and commercials. Details are available at <http://www.kaitakcruiseterminal.com.hk/mice-venues/>

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