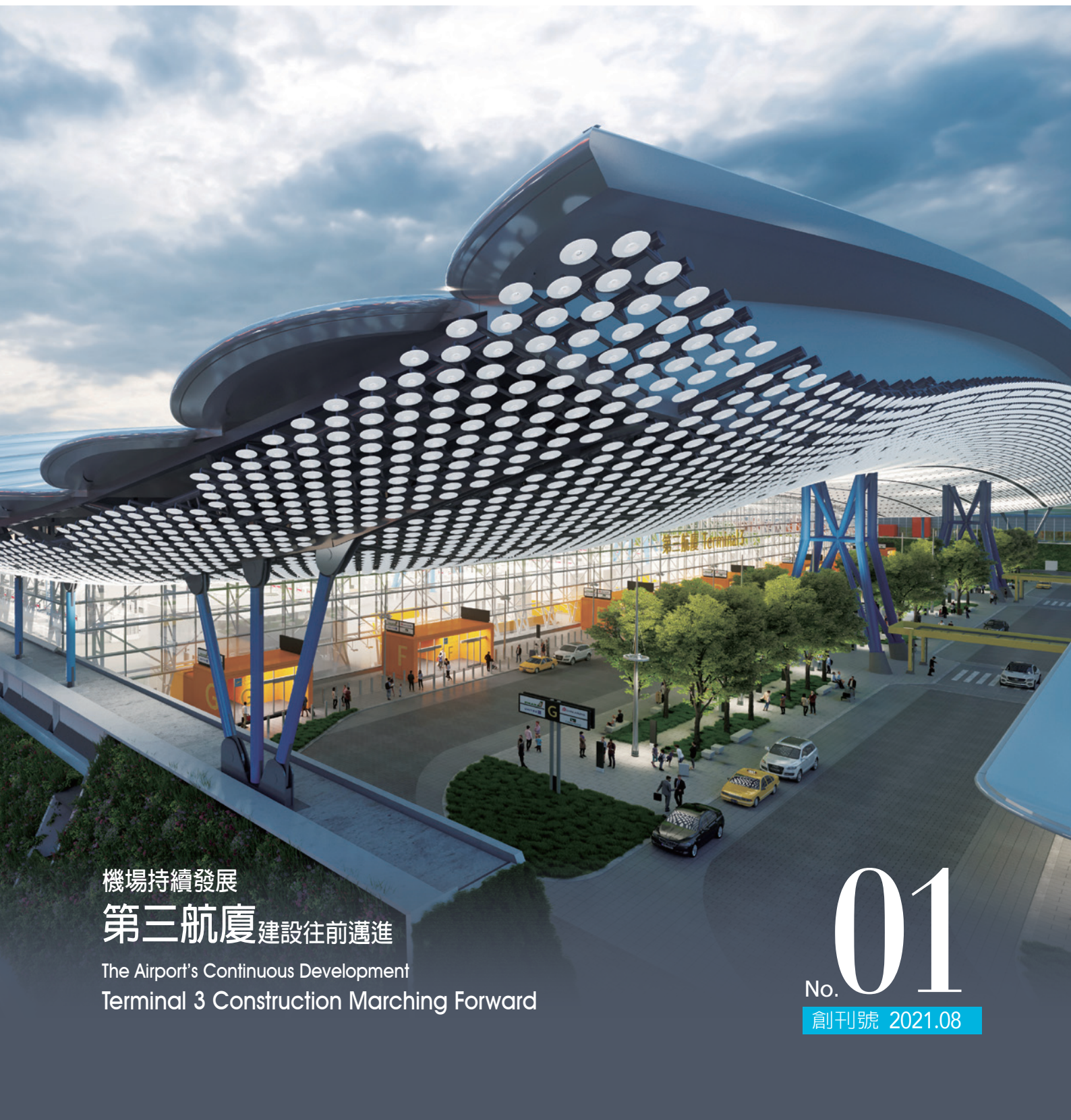


桃園國際機場

飛·行季刊

TAOYUAN Airport Review



機場持續發展
第三航廈建設往前邁進

The Airport's Continuous Development
Terminal 3 Construction Marching Forward

No. **01**
創刊號 2021.08

用心連接世界
Connecting the World with Heart

桃園國際機場公司發行 季刊
A Quarterly Newsletter of Taoyuan
International Airport Corporation

01

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Editor in Chief: Dan Zhao-bi

編輯委員會主席：洪玉芬
Chairman of Editorial Board: Hong Yu-fen

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飛・行 不斷創造新的故事

TAOYUAN
Airport Review

Ceaselessly Creating New Stories



機場，雖然僅是世界飛行地圖中的一顆小圓點，卻是我國人民連結整個世界的核心，桃園機場歷經了 40 年的歲月，每年已有數千萬旅人進出，亦陪伴世界走過許許多多的故事。

2020 年新冠肺炎疫情肆虐，對全球航空旅運業造成莫大衝擊，而這一年，也適逢桃園機場公司成立十週年，過去十年的努力積累，成為機場挺過疫情蓄積未來發展能量的養分，從防疫、紓困到振興、建設，靠著三萬名夥伴的汗水澆灌，我們在短時間之內共同完成一項項不可能的任務。

展望未來，我們不會停下腳步，在邁入下一個十年之際，我們將秉持「用心 連接世界」的核心理念，持續以「安全」、「服務」、「智慧」三大面向，以前瞻思維，將創新概念融入各項服務和設備的更新及建設，並強化機場服務大聯盟的溝通平臺角色，從疫後旅客及航空需求出發，沒有猶豫大步前行。

藉由本刊的發行，我們將繼續寫下桃園機場人物一篇篇精彩的故事和體驗，一起《飛・行》，一起記錄每一張專注、認真的臉龐，以及他們背後的故事。

Although the airport is only a small dot on the world flight map, it is the core of our people's connection with the wide world. Taiwan Taoyuan International Airport has now accumulated a history of 40 years. Citizens by the tens of millions depart and arrive back home through this portal each year, the airport becoming part of the countless stories brought back from around the globe.

The severity of the novel coronavirus pandemic in 2020 had a deep impact on the global air travel industry. This year happens to be the 10th anniversary of the Taoyuan International Airport Corporation Ltd. The cumulative achievements of the past decade have been nourishment for surviving the pandemic and for the future development, and now, from pandemic prevention and relief to revitalization and construction, relying on the perspiration and dedication of these partners we have together completed one impossible task after another in a short time.

As the future unfolds, our steps will not slow as we prepare to march forward into the next ten years. "Connecting the World with Heart" will continue to be our core guiding concept, with steadfast maintenance of "Safety," "Service," and "Smart" as the three major orientations. Utilizing forward-looking thinking, the most innovative concepts are being integrated into the renewal and construction of each service and facility. As well, the role of the Airport Service Alliance communications platform is being strengthened. With post-pandemic passenger and aviation needs as our starting point, we shall march forward with great strides and without hesitation.

Through the publication of this quarterly newsletters, we will continually write down the chapters that make up the wonderful Taoyuan Airport story and experience, in the "TAOYUAN Airport Review" together taking flight, together recording each matter of special attention and each earnest face, along with the stories behind them.

董事長

林國顯

Lin Kuo-shian
Chairman





機場持續發展

第三航廈建設往前邁進

The Airport's Continuous Development

Terminal 3 Construction Marching Forward

要滿足旅客、工作人員等需要，各項功能與基礎設施，彷彿一個新市鎮的開發規模。

第三航廈建築由英國建築師理查羅傑斯（Richard George Rogers）與台灣世曦工程顧問公司等聯合團隊接下設計監造的重責大任，其設計概念奠基於以下 7 大特色，期望在運輸本質之外，形塑成為一座融合藝術、觀光、人文的現代化機場風貌：

- 世紀標竿航廈
- 臺灣門戶新意象
- 人本智慧綠建築
- 高品質彈性空間
- 滿足多元旅客需求
- 快捷的轉機路線
- 頂級的購物體驗

目前第三航廈機坪、滑行道、土方及基礎工程與公共設施皆已施工中，而主體航廈土建工程亦於 2021 年 3 月完成評選作業，由榮工工程公司與 Samsung

C&T Corporation 合作團隊得標，並於 2021 年 6 月 1 日順利開工，預計於 2025 年底完成主體航廈工程。未來桃園機場將以最嶄新、先進的面貌，提供旅人最溫暖的服務，而第三航廈彷彿飛鳥展翼的設計，在完工後將振翅起飛，與各地旅人一起擁抱世界的精采。



▲ 機場公司董事長林國顯簡報第三航廈工作進度。
Lin Kuo-shian, Chairman of Taoyuan International Airport Corporation (TIAC), giving a briefing on Terminal 3 work progress.

如何逐步提升機場空間與設施的服務容量，以滿足快速成長的旅運需求，始終是桃園國際機場服務空中行旅的最高指導原則，行政院蘇貞昌院長在 2021 年 7 月 11 日視察第三航廈主體工程時，期許工作團隊務必如質如期完工，善用桃園機場樞紐位置的優勢，提升整體國際競爭力。

桃園國際機場公司董事長林國顯簡報說明第三航站區建設計畫進度，並在工區前向行政院蘇貞昌院長說明工程進展，指著左前方以紅旗標示處表示：「以目前工程團隊之排程，預計在 2021 年 9 月就會在那裡立下第三航廈的第一支鋼柱。」

推動第三航廈以因應旅運成長

桃園國際機場為臺灣主要的國家門戶，也是亞太地區地理位置最為優越的飛航樞紐，2019 年客運量即超過 4,868 萬人次，但是目前航廈整體服務能量僅有第一航廈（1979 年啟用，2013 年完成擴建，年服務能量 1,500 萬人次）及第二航廈（2000 年啟用，2018 年完成擴建，年服務能量 2,200 萬人次）合計

3700 萬人次，使得航廈常常很擁擠，處於服務水準不理想的狀況。

為因應不斷快速攀升的出入境與轉運旅客運量趨勢，桃園國際機場早於 2011 年提出第一版綱要計畫，並配合政府推動「桃園航空城」計畫，提出機場各階段發展藍圖，包括第三航廈與第三跑道等目標的相關發展方向，並依此原則著手第三航廈的籌建事宜。

不僅是航站，更是一座城中城

在國內外工程顧問通力合作下，桃園國際機場確立了第三航廈年設計服務能量達 4,500 萬人次、樓地板面積 58 萬平方公尺、具備 21 個登機門的設計主軸。

The question of how to increase the service capacity of the airport's space and facilities to meet fast-growing travel demand has always been Taiwan Taoyuan International Airport(TTIA)'s highest guiding principle for air-travel service. When the head of the Executive Yuan, Premier Su Tseng-chang, inspected the Terminal 3 main terminal construction on July 11, 2021, he expressed the expectation that the work team would complete construction as scheduled, and that the best use would be made of TTIA's advantageous hub position to improve its overall international competitiveness.

Lin Kuo-shian, Chairman of Taoyuan International Airport Corporation(TIAC), gave a briefing describing progress on the Terminal 3 area construction plan, and also explained project progress directly with Premier Su Tseng-chang in front of the work area. Pointing to a location in the left foreground marked with a red flag, he stated: "Based on the engineering team's current schedule, it is expected that the first steel pillar for Terminal 3 will be erected there in September 2021."

Advancing Terminal 3 in Response to Air Travel Growth

Taiwan Taoyuan International Airport is Taiwan's main national gateway, and is the aviation hub with the most advantageous geographical positioning in the Asia-Pacific region. In 2019 passenger volume exceeded 48.68 million trips. At present, however, overall terminal capacity only consists of Terminal 1 (opened in 1979, expansion completed in 2013, annual service capacity of 15 million passengers and Terminal 2 (opened in

2000, expansion completed in 2018, annual service capacity of 22 million persontrips). With total service capacity at 37 million, the result is frequent terminal crowding and service levels that are less than ideal.

In response to the ceaseless rapid rise in inbound, outbound, and transfer passenger traffic volumes, back in 2011 TIAC presented the Taoyuan International Airport Park Conceptual Plan I, and coordinated with the government in actuating the "Taoyuan Aerotropolis" project plan. Blueprints were proposed for each airport development phase, including Terminal 3, a third runway, and other targets for relevant development direction. Following the principles laid down, preparations for construction of Terminal 3 were commenced.

Not Just a Terminal – A City within a City

In concert with the coordinated efforts of foreign and domestic engineering consultants, TIAC is establishing Terminal

3 with an annual service capacity of 45 million passengers, floor area of 580,000 square meters, and axis design with 21 boarding gates. To best meet the needs of travelers, staff, etc., the scale of the various functions and infrastructure matches the development scale of a new town.

Terminal 3 is being built by British architect Richard George Rogers and Taiwan's CECI Engineering Consultants, Inc., their joint team assuming the heavy responsibility for design and supervision. The design concept is based on the 7 major features listed below, which will take the facility beyond its essential nature as a transportation hub, shaping a modern airport integrating art, tourism, and the humanities:

- New century benchmark terminal
- New Taiwan gateway image
- People-first smart green building
- High-quality flexible space
- Meet the needs of diverse travelers
- Express transit routing
- Premium shopping experience

At the present time the Terminal 3 apron, taxiway, earthwork and foundation works, as well as the public facilities, are all under construction. Selection for the civil engineering works for the main building was also completed in March 2021, with RSEA Engineering Corporation and Samsung C&T Corporation teaming up to win the bid. Construction started smoothly on June 1, 2021, and the main terminal building project is expected to be



▲ 林國顯董事長（右1）向行政院蘇貞昌院長（左4）簡報完畢後，一起於第三航廈工區前比出「讚」的手勢。（左起為立法委員邱顯智、黃世杰、桃園市鄭文燦市長、蘇貞昌院長、交通部王國材部長、立法委員湯惠禎、鄭運鵬、林國顯董事長）
Premier Su Tseng-chang, head of the Executive Yuan, and other attendees give a "Like" sign in front of the Terminal 3 construction site after Chairman Lin Kuo-shian's briefing (from left to right, Legislative Yuan legislators Chiu Hsien-chih and Huang Shih-chieh, Taoyuan City Mayor Cheng Wen-tsan, Premier Su Tseng-chang, Minister of Transportation and Communications Wang Kwo-tsai, Legislative Yuan legislators Tang Hui-jen and Cheng Yun-peng, Chairman Lin Kuo-shian).

completed by the end of 2025. The Taiwan Taoyuan International Airport of the future will present the most brand-new, advanced appearance, and provide travelers with the warmest service. The design of Terminal 3 will give it the look of a bird spreading its wings – upon completion it will flap its great wings and take off in flight, together with travelers embracing the splendors of the world.

營運新訊 Operations News

桃園機場獲 ACI 雙殊榮

Taoyuan Airport Bestowed with ACI Double Special Honors

新冠肺炎疫情持續一年多以來，桃園機場除了維持日常運營之外，更擔起守護國門的重責大任，而這兩項成績都備受國際機場協會（Airports Council International, 簡稱 ACI）肯定。首先是機場公司總經理但昭璧獲選擔任 ACI 亞太區理事會理事，未來將以專業經營經驗，加深國際參與；接著桃園國際機場也獲得「機場健康認證計畫（Airport Health Accreditation programme, 簡稱 AHA）」證書，證明桃機防疫措施達到 ICAO 國際民航組織的標準，為旅客及工作同仁營造健康、安全的環境，也為航空業復原與重啟做好準備。



The novel coronavirus pandemic has lasted more than a year. Taiwan Taoyuan International Airport (TTIA), in addition to maintaining daily operations, has also taken up the heavy responsibility of national gateway safeguarding. These achievements have been recognized with special honors from the Airports Council International (ACI). First, Dan Jhao-bi, President & CEO of TIAC, was selected as a Regional Board Member of the ACI Asia-Pacific Regional Board. As the future unfolds he will utilize his experience of professional management to deepen TIAC's international participation. In addition, TTIA was awarded Airport Health Accreditation (AHA) programme certification, demonstrating that TTIA's epidemic prevention measures meet International Civil Aviation Organization (ICAO) standards. These efforts help create a healthy and safe environment for travelers and colleagues, and prepare for the recovery and restart of the aviation industry.

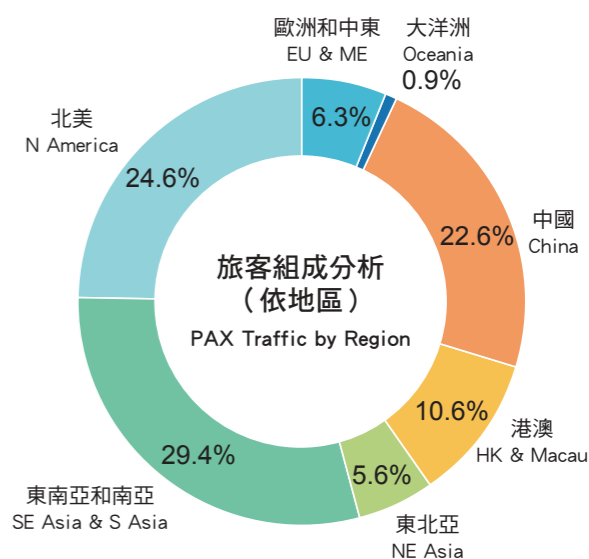
營運線上

桃園國際機場2021上半年－客減貨增

Line Operations

Taiwan Taoyuan International Airport 2021 Q1-Q2 — Passenger Volume Down, Air Cargo Volume Up

	2021.1 – 2021.6	去年同期 Same Period Last Year	成長率 Growth Rate
客運量 Passenger Volume	456,552	6,878,336	-93.4%
貨運量 Air Cargo Volume	1,342,224	1,031,001	30.2%



▲ 未來第三航廈出境大廳將採中央走道搭配雙邊櫃檯設計，讓整體空間更形寬敞。
The design for the future Terminal 3 Departures Hall features a central aisle and bilateral counters, enhancing the overall sense of spaciousness.

焦點趨勢 Important Trends 07

推動 IATA CEIV Pharma 認證 爭取國際冷鏈物流商機

Pushing IATA CEIV Pharma Certification
Cold Chain Logistics Business Opportunities



跨境物流需求來勢洶湧，對於冷鏈技術要求最高的生技醫藥產品商機無限，桃園機場公司在四年多前就看準這股趨勢，透過建構平臺、輔導業者取得 IATA CEIV Pharma 認證等方式，一步步帶領業者們搶進物流新藍海。

5 月 28 日傍晚，一架華航貨機緩緩滑入停機坪，隨著機腹艙門向上掀起，艙內冷氣不斷向外噴出，霧氣中，首批裝載在 2 個溫控貨櫃中的新冠肺炎莫德納疫苗正式抵達臺灣。這批疫苗從出廠、運送、到進入倉儲檢驗封緘，全程都必須維持零下 20 度，每一個細節環環相扣，在考驗著桃園機場冷鏈物流供應鏈技術串接的成熟度。

全球醫藥需求成長 帶動冷鏈運輸商機

不只是新冠肺炎疫苗的運送需求，根據 EvaluatePharma 的報告顯示，全球生技醫藥市場近年來成長率皆維持在 4%~5%，同步帶動冷鏈物流需求；然而細看國際航空運輸協會（International Air Transport Association, IATA）統計數字，由於空運的溫度控制不若海運穩定，每年因此造成的貨損最高可達 125 億美元，導致 2020 年空運在整體醫藥物流占

比反而逆勢下滑，可見精準掌握溫度控制，對於搶佔國際「冷鏈」物流商機的重要性。

因此，桃園機場公司在 2017 年開始帶領物流業者建立機場貨運社群 (TPE Cargo Community)，並系統性地開辦訓練課程，加強成員溫控 / 冷鏈物流專業能力，同時改善生技製藥產業的溫控物流體驗服務，至今已協助中華航空、長榮航空及地勤作業單位取得國際航空運輸協會獨立醫藥物流驗證中心（IATA CEIV Pharma）認證，成為全球第 15 個與 IATA 合作冷鏈認證之機場貨運社群，大幅強化桃園機場的國際競爭力。

桃機領軍向前衝 雙引擎蓄勢待發

除了需求性強烈的生技醫藥產品，還有蔬果、花卉等高價農產品進出口，也都需要搶時效、控溫度，

因此冷鏈技術將會是未來跨境物流業競爭力的關鍵，隨著亞洲與北美間冷鏈需求快速上升，加上桃園機場東亞樞紐的地理位置，即將開始興建的新貨運園區、第二自由貿易港區等跨境物流產業中心，勢必能有效帶動桃園機場冷鏈物流平臺發展，爭取更多國際承攬業者在此中轉與加值，擴大產值及商機。

With the rapid growth in demand for cross-border logistics, more than 4 years ago Taoyuan International Airport Corporation (TIAC) correctly identified that biotechnology and pharmaceuticals, which demand the highest standards for cold chain logistics, would offer limitless business opportunities. Adopting a "blue ocean strategy," it began to lead industry toward this highly promising field of logistics, taking measures such as building industry platforms and assisting firms attain IATA CEIV Pharma certification.

On the evening of May 28, a China Airlines cargo plane at Taiwan Taoyuan International Airport (TTIA) rolled from a runway onto an apron. Cold air spilled out as the cargo door on the belly of the airplane was opened. Amid the fog, the first two temperature-controlled containers carrying COVID-19 vaccines were pulled out onto Taiwanese soil. Whether in the factory where the vaccine is produced, or during shipping or warehousing or while obtaining seal inspections, the vaccine doses must remain at a temperature of under 20°C. Considering everything that had to go right to ship these doses, their successful passage through the airport demonstrates the maturity of TTIA's cold chain logistics capabilities.

Demand for Pharmaceuticals Pushes Cold Chain Logistics

But this trend involves more than just the demand created by shipping vaccines during the pandemic. According to an Evaluate Pharma report, the global biotechnology and pharmaceutical market has maintained 4-5% growth in recent years. This growth in turn has pushed demand for cold chain logistics. Looking carefully at International Air Transport Association (IATA) statistics, the lack of stability of air-cargo temperatures has caused damages as high as US\$12.5 billion per year, causing the share of pharmaceuticals being shipped by air to fall in 2020. The drop clearly demonstrated the importance of precise temperature controls in obtaining business opportunities in international cold chain logistics.

Consequently, in 2017 TIAC began leading the logistics industry here toward establishing the TPE Cargo Community. It systematically opened a training curriculum, strengthening members' capabilities in temperature-controlled and cold chain logistics while improving the service experience for their biotechnology and pharmaceutical industry clients. It also helped



- ▲ 機場公司與 IATA 代表 Ronald Schaefer 出席簽約儀式，共同推動 IATA CEIV Pharma 冷鏈認證。
The TIAC and IATA representative Ronald Schaefer attend the signing ceremony jointly moving forward with IATA CEIV Pharma cold chain certification.
- ▼ IATA CEIV Pharma 冷鏈認證的獨立驗證人前往榮儲，進行現場評估。
Independent verifiers for IATA CEIV Pharma cold chain certification conduct an on-site assessment of Evergreen Air Cargo Services Corp. (EGAC) facilities.

China Airlines, Eva Air, and ground handling services corporations attain IATA CEIV Pharma accreditation. These steps strengthened TTIA's international competitiveness and made Taiwan Taoyuan International Airport the 15th airport cargo community to receive IATA cold chain logistics accreditation.

TTIA Leads the Way Forward with "Twin Engines" Ready to Roar

In addition to the strong demand for biotechnology and pharmaceutical products, the import and export of high-value fruits, vegetables and flowers are also sensitive to time and temperature. Consequently, cold chain technology will be a key to attaining competitiveness in cross-border logistics. With the rapid rise in demand for cold chain logistics between Asia and North America, TTIA, with its geographical position as an air hub in East Asia and its soon-to-be-constructed new air cargo park and second free trade zone, will be able to effectively promote the development of the airport's cold chain logistics platform and attract more international freight forwarders to transfer shipments and add value to their shipments here.



守護臺灣

邊境防疫滴水不漏

Safeguarding Taiwan

Leak-Proof Border Control Epidemic Prevention

傳染力更甚以往的新冠肺炎 Delta 變種病毒入侵百餘國，導致各國人心惶惶，莫不嚴陣以待，桃園國際機場也全面升級戒備，精進過去一年多以來在機場內實施的各項邊境防疫措施，加強清消之餘，也陸續增加採檢站，配合執行入境全面 PCR 篩檢政策，務必在第一時間攔截境外確診病例，阻絕新一波疫情爆發的可能性。

七月的大熱天，桃園國際機場出動了超過百名的員工和機場服務大聯盟的夥伴們，在短短一天半的時間內完成三次場勘，從旅客入境動線規劃、引導、採檢到離開機場及事後清消，通力合作為首次入境 PCR 全篩做好準備，桃園機場公司總經理但昭璧說：「務必要用最高規格的防疫標準來守護國門，嚴防病毒突破邊境封鎖、進入國內。」

堅守國門的使命感 執行全面清消

不只謹慎面對刁鑽的 Delta 變種病毒，從 2020 年初新冠肺炎爆發，桃園機場第一時間開始就全員戒備、拉起防線，加強全面清消，從航廈內出入境區域、旅客廁所、報到櫃檯、行李轉盤、自動提款機、開飲機、電梯按鈕面板及手推車等，每個角落、每個細節都以每一小時一次的高頻率執行清消，甚至連挑高天花板上的公共藝術品都不放過。

▲ 專業廠商以特殊高空懸掛工法，執行懸吊於第二航廈出境大廳的大型公共藝術品清消工作。
A professional firm uses special suspension equipment used in high-altitude construction work to carry out disinfection work on large-scale public artworks in the Terminal 2 Departures Hall.

對於每一位桃園機場最前線的工作人員而言，執行高頻率、高規格的清潔消毒措施，不僅需經過專業的訓練，更要反覆練習熟悉流程，才能達成工作目標並維護自身健康，這也意味著工作人員需要更常穿脫裝備、且對工作完成度有著更高的要求，然而面對工作負荷的壓力及染疫的風險，三萬名服務大聯盟夥伴卻不曾有過抱怨，大家都懷著一份身為防疫國家隊的使命感，因為守護好國門就是守護全臺灣人民的健康安全。

高效防疫 設下國境安全防護線

除了最基本的清消作為，更要透過各種配套措施來阻絕病毒，包括減少出入口、實聯制、體溫量測、人流管制、動線分流及餐飲、廁所分區使用等

The Delta variant of the novel coronavirus, which is more infectious than previous strains, has invaded more than 100 countries. This is causing a sense of panic in people around the globe. Over the past year-plus Taiwan Taoyuan International Airport (TTIA) has taken comprehensive preventive action, upgrading its security and intensifying the airport's myriad border control epidemic prevention measures. Beyond strengthening of cleaning and disinfection, sampling and inspection stations have been systematically increased, and coordinated with execution of border entry comprehensive PCR screening policy. This ensures interception of confirmed cases from overseas in the first instance, and blocks the possibility of another outbreak.

Amidst the sultry days of July, TTIA mobilized more than 100 employees and Airport Service Alliance partners and completed three site surveys in just 1.5 days. From passenger arrival movement line planning, guidance, and inspection to airport departure and subsequent cleaning and disinfection, the team worked in concert on preparations for first arrival

必要規定，才能徹底阻絕病毒的擴散。而一踏出機場，看到一位位防疫計程車隊的司機，穿戴著悶熱的防護裝備，仍以親切態度仔細地為入境旅客及行李噴灑消毒液，共同肩負起邊境防疫的重責大任，無非就是希望讓來到桃園機場的旅客感到安心。

桃園機場的種種清消、防疫措施，為臺灣國境劃出一道隱形的安全防護線，在 2020 年一共為臺灣攔截了 288 例境外移入個案，除了保障在國門第一線把關的工作人員，也為臺灣抵擋住一波波的疫情。雖然國外疫情再起，但是這些機場大聯盟的夥伴們沒有畏懼，以他們的清消專業堅守崗位，全面防堵病毒入境，為啟動國人的防疫新生活做好萬全準備。



▲ 機場公司總經理但昭璧率領員工和機場大聯盟夥伴共同場勘，規劃強化篩檢措施執行細節。
Dan Zhao-bi, TIAC President & CEO, leads staff and Airport Service Alliance partners on an on-site joint survey for development of planning to strengthen screening measures implementation details.



▲ 工作人員仔細用酒精擦拭桃園機場每一個角落，連座椅扶手都不放過。
Staff carefully wipe every Taoyuan Airport nook and cranny with alcohol; seat armrests are no exception.



▲ 旅客入境第一步踏上的空橋，也是執行消毒工作的重點區域，工作人員著裝進行消毒。
The air bridges that travelers first step on upon arrival and entry are also a key area for implementation of sterilization work; here a worker in full gear carries out disinfection duties.



▲ 防疫車隊為入境旅客行李噴灑酒精消毒。
Drivers with the epidemic prevention taxi fleet spray disinfecting alcohol on arriving travelers' luggage.

A Mission to Safeguard the Country's Gateways - Execution of Comprehensive Cleaning and Disinfection

It is not only the tricky Delta virus variant that is being cautiously and meticulously dealt with. With the COVID outbreak at the beginning of 2020, from the first moment all personnel were placed on high alert, lines of defense were erected, and comprehensive strengthening of cleaning and disinfection was implemented, in the terminal interiors encompassing arrival and departure areas, passenger restrooms, check-in counters, baggage carousels, ATMs, drinking fountains, elevator button panels, luggage trolleys, etc. Cleaning and disinfection is carried out at a high-frequency rate – each and every hour, every corner, every detail. Nothing is overlooked, even the public artworks on the high ceilings.

For every worker on the frontlines at TIA, the implementation of high-frequency, high-standard cleaning and disinfection measures not only requires professional training. Repeated practice is also crucial to attain familiarization with procedures. These enable both achievement of work goals and maintenance of personal health. This also means that personnel must put on and take off gear more frequently, and that higher requirements are in place for work completion. Nevertheless, in the face of increased workload pressure and the risk of infection, the 30,000 service alliance partners have never complained. Precisely, this is because everyone carries out all tasks with a sense of mission, seeing themselves as part of a national epidemic prevention team. To safeguard the country's gateways is to protect the health and safety of the people of Taiwan.

High-Efficiency Epidemic Protection – Establishment of National Border Security Lines

In addition to primary cleaning and disinfection actions, multifarious support measures are also requisite in order to block the virus. These include such necessary provisions as reduction of entrances and exits, real-name registration, temperature measurement, people flow control, clear division of movement lines, and partitioned use of food & beverage and restroom areas. Only through these means can the virus be fully blocked. As well, at the moment of stepping outside of the airport terminals, drivers from the epidemic prevention taxi fleet are seen. Despite being dressed in hot and stuffy protective gear, they still carefully spray disinfectant for arriving travelers and their luggage with a friendly attitude, assisting in shouldering the heavy responsibility of border epidemic protection, wishing for nothing more than to let arrivals feel at ease.

The airport's stringent cleaning, disinfection, and other epidemic prevention measures draw an invisible security line around Taiwan's national borders. In 2020, a total of 288 imported cases were intercepted for Taiwan. In addition to protecting frontline staff members serving as the nation's gatekeepers, this also fended off wave upon wave of the pandemic for the country. Though there have been resurgences abroad, these Airport Service Alliance partners demonstrate no fear or hesitation, stead-fastly manning their stations, wielding their cleaning and disinfecting professionalism, comprehensively preventing virus entry so citizens can fully prepare for the start of our new post-pandemic life.

年度服務楷模 Service Models of the Year

邊境防疫中的溫柔力量 羅依玲

Soft Power in Border Control Epidemic Prevention ~ Luo Yi-ling



「開心做，耐心做！」

穿上全套防護衣，疾管署北區管制中心護理師羅依玲總是當仁不讓站上邊境防疫第一線，即使偶爾碰上不理性的、不願意配合篩檢或隔離的旅客，也能保持堅定而柔軟的態度，耐心地緩和對方不滿的情緒，不論在發燒篩檢站或檢疫站執勤，她的溫暖笑容為邊境防疫注入一股溫柔但堅定的力量。

"Do things happily and patiently!"

Wearing her full set of protective clothing, Luo Yi-ling, a nurse of the CDC Northern Regional Control Center, bravely assumes her responsibility on the frontline of border epidemic protection, unflinching even when occasionally encountering travelers who are unreasonable, unwilling to cooperate with screening or quarantine procedures. Maintaining a firm yet soft attitude, she patiently eases the other party away from their feelings of discontentment. Whether on duty at a fever screening station or a sampling and inspection station, her warm smile injects a touch of soft power into border during pandemic.

積極學習、主動助人 黎珍香

Actively Learning, Actively Helping Others ~ Li Zhen-xiang

「有毅力，面對什麼事情都能迎刃而解！」

個性開朗的黎珍香，總是有一股親切、迷人的魅力，來到桃園機場擔任清潔人員已經七年了，不只盡力完成份內工作，這一年多來也樂於學習、傳授防疫新知並精進消毒專業，更常常主動關心旅客需求，例如遇上行動不便或單獨搭機的長輩，她會放下手中工作，以照顧親人的心情，協助他們進入洗手間，這一切都不求回報，只要旅客一句「辛苦了！」或「謝謝！」就能讓她感動、開心一整天。

"With perseverance, anything faced can be smoothly solved!"

Li Zhen-xiang has a cheerful personality, always giving off an air of kind and cordial charm. A member of the cleaning personnel team for 7 years now, she not only gives her utmost in completing her assigned tasks, but over the past year has demonstrated a keen willingness to learn and to impart knowledge on epidemic prevention, showing great diligence in advancing her cleaning and disinfecting professionalism. She is often seen taking the initiative in attending to the needs of travelers. As one example, on encountering seniors who have limited mobility or are flying alone, she will put down her work to take care of them in the same way she takes care of a loved one, helping them with things like entering restrooms, with never a thought of receiving anything in return. With a simple "Appreciate it!" or "Thank you!" from the traveler, she feels touched and happy all day long.





桃機有藝事 島嶼四季

Taoyuan Airport a Home for Art Island Four Seasons

春，栲樹嫩芽覆蓋成霜；
夏，青山綠水綴著芒花；
秋，楓紅葉黃新米入倉；
冬，雲霧繚繞催白了髮；
這山巒的堆疊、四季的流轉呀！
是心心念念的福爾摩沙。

一幅長達 58 公尺的織品，橫跨在桃園機場第一航廈入境證照查驗前方，以四季遞嬗織出文化意涵，吟詠多山、環海的臺灣，不論是心繫故鄉的歸人或短暫停留的旅客，都能從一絲絲絢爛、斑斕的彩線中、細膩卻充滿生命力的織法裡，感受到這座有著豐富人文山川的島嶼帶來的震撼與感動。

Spring, the budding Pihaw trees are covered with frost;
Summer, green mountains and blue waters are embroidered with silvergrass blossoms;
Autumn, maple leaves turn red and new yellow rice goes into granaries;
Winter, clouds and wispy mists wander, turning hair white;
This stacking of mountain chains, this flowing of the four seasons!
This is the Formosa of one's soul, of one's longing!

This textile artwork, 58 meters long, is stretched out across the Taoyuan Airport Terminal 1 Arrival Passport Check Hall. Cultural symbolism from the changing seasons is woven into the tapestry, intoning the beauties of mountainous, sea-surrounded Taiwan. Whether a returnee with a deep love of homeland in their bosom or a traveler arriving on a short visit, from the resplendent and gloriously colorful threadwork, the weaving so delicate yet at the same time so filled with vitality, all feel the deep impact and emotional power that this island brings.

創作者 Creator

設計這幅作品的尤瑪·達陸，大學畢業後放棄穩定的公務員生涯，從都市回鄉，重新學習、找回失落的傳統泰雅染整、編織技巧，再帶著部落婦女一起投入創作，進而用藝術振興整個部落，這二十多年的歲月就是一篇動人的故事。

This work, *Island Four Seasons*, is designed by Yuma Taru, an indigenous artist. After graduation from university she decided to forego a stable career as a civil servant, moving from the city back to her home area. Here she has immersed herself in studying and retrieving lost Atayal dyeing and weaving skills, and has brought tribal women together to create collectively, at the same time using art as a means to revitalize her entire tribe. The story of her efforts over the past 20-plus years has touched countless hearts.

