

Statement by STL

In response to the incident on Cathay Pacific flight CX987 on May 21, the Secretary for Transport and Logistics, Mr Lam Sai-hung, today (May 24) issued the following statement:

"I am very distressed by the inappropriate comments made by some of the Cathay Pacific cabin crew members. The incident is a serious breach of Hong Kong's reputation for service excellence, long-standing values and ethical standards.

I have expressed my deep concern to Cathay Pacific and demanded the management to improve their services immediately. Besides, I noted that Cathay Pacific has terminated the cabin crew members concerned and will conduct a comprehensive review in light of the incident, including re-examining its service flow, staff training and relevant mechanisms, with a view to improving service quality.

I hope that the review will be completed as soon as possible and that fundamental improvements will be made to the company's mechanisms and staff attitudes, in order to live up to Hong Kong's reputation as an international aviation hub and a welcoming city."