

**Build Back Better: Plaza Premium Group Appoints New Operations and Technology
Leadership to take future of travel to next level**

As part of its strategic 'Build Back Better' mission, airport hospitality pioneer and world leader, Plaza Premium Group, is pleased to announce the appointments of Mr. Sylvio Angelone as Chief Operating Officer and Mrs. Olivia Chang as Chief Information Officer. In their new positions, Mr. Angelone will lead and take PPG's operational performance to the next level and ensure the successful execution of the company's business transformation strategy and Mrs. Chang will spearhead the company's global digital and technology strategy. Both appointments are critical steps in the group's long-term global business transformation strategy to achieve operational excellence and effectiveness, reengineer its customer experience, and diversify its business model with strategic partnerships.

Commenting on the new appointments, Plaza Premium Group Founder and CEO Mr Song Hoi-see said "To ensure the best-in-class standard of service among our global network of over 200 locations in 62 international airports, we are confident that Sylvio will be the perfect fit to lead our strong and dedicated Plaza Premium Group team, and our fast-growing business to the next level." On Mrs. Chang's appointment, he continued "We are excited to welcome Olivia to PPG family. We are certain her depth of knowledge and experience, will help propel the group into achieving its strategic ambitions in the digital and technology space by bringing the best experience to our customers."

As the new COO, Mr. Angelone, an Australian national, brings over 30 years of experience to the role. Prior to joining PPG, Mr. Angelone spent nearly a decade with Starbucks Asia Pacific based in both Hong Kong and Korea. In his new position, he is responsible for the group's global network of operations, culinary and customer engagement as well as overseeing the IT & Digital Innovation and Talent and Culture for the company. The development and expansion of third-party airport lounge management will also fall under his scope.

Reporting to Mr. Angelone, Olivia Chang joins PPG with over 30 years of experience in various CIO APAC roles. She previously worked as digital transformation and innovation leader with Coca Cola, held senior roles in various privately-owned corporations and NGOs in China and Geneva, and lectures for University of California, Berkeley for their CIO Leadership Certificate Program. Mrs. Chang now heads PPG's global digital and technology team, playing a key role in achieve the company's global business transformation strategy to drive operational excellence and efficiency through technology.

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Images:



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High-resolution image can be downloaded here:

<https://plaza-network.box.com/s/9wofugxtjaxerrtexe6c1vtvg4jdijq7>

About Plaza Premium Group

With a mission to *Make Travel Better*, Plaza Premium Group is the pioneer and industry leader in innovating global airport hospitality services and facilities in over 200 locations of 62 international airports across the world. Established in 1998 and headquartered in Hong Kong, the group comprises four core business segments – airport lounges Plaza Premium First and Plaza Premium Lounge; airport terminal hotels Aerotel and Refreshhh by Aerotel; airport meet & greet services ALWAYS and a range of Airport Dining concepts. The Group has also developed Smart Traveller, a mobile-app based global airport membership programme that is designed for air travellers, offering uniquely-curated perks, benefits and rewards experience through points earning and redemption. In addition to its own brands, Plaza Premium Group provides airport hospitality solutions to leading

airlines, alliances and corporates around the world, including but not limited to Cathay Pacific Airways, Singapore Airlines, Lufthansa, China Southern Airlines, Star Alliance, SkyTeam, American Express and many more.

The Group has won more than 60 accolades in the last five years, including “World’s Best Independent Airport Lounge” for four consecutive years from 2016 to 2019 at the Skytrax World Airline Awards, the global benchmark of aviation excellence, and “Best Airport Lounge Operator” for 2018 & 2019 by *TTG Asia* magazine. In 2020, the Group has successfully been awarded ISO 9001:2015 for Hong Kong Headquarters, proving the quality management in providing airport lounge services. In addition, the group’s Founder and CEO Mr. Song Hoi-see was named Ernst & Young Entrepreneur of The Year and Master Entrepreneur of The Year 2018 Malaysia. Plaza Premium Group currently employs over 5,000 staff and serves more than 20 million global passengers annually. By continuously innovating and striving to surpass travellers’ expectations of airport experiences, the group is growing exponentially across major international airports globally.

To learn more: www.plazapremiumgroup.com

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Media Contacts:

Eva Lui, Senior Manager, PR & Corporate Communications, Plaza Premium Group

T: +852 3960 1456 E: eva.lui@plaza-network.com