

## EMSTF 20<sup>th</sup> Anniversary Video (Long Version)

營運基金

營運廿載 源於心 役於人

機電未來 續創新 惠及民

機電工程署轄下的營運基金

一直為政府部門、公營機構

提供機械、電氣、電子及屋宇裝備工程服務

以提高市民大眾的生活質素

透過與客戶建立伙伴關係

一起創造公眾價值，利惠市民

一直以來與客戶緊密合作，結伴同行

機電工程營運基金於 1996 年 8 月 1 日正式成立

期望以商業模式運作

提高生產力、靈活性及服務質素

<傅立新先生>

前機電工程署署長

營運基金的主要目的

是希望從多方面去改變整個部門的文化

變得更用心了解客戶的需要

然後提供適當協助

及更有效率地完成工作

至於質素方面

我們從政府部門轉型成為私營機構

EMSTF

Serving with Care and Innovation

20 Years and Beyond

The Electrical and Mechanical Services Trading Fund (EMSTF)

has been providing engineering services in electrical, mechanical,

electronic and building services disciplines

to government departments and public organisations

to enhance the community's quality of life

Our goal is to create public value for community betterment

through close cooperation and partnership with our clients

EMSTF was established on 1st August, 1996

operates on prudent commercial principles and aims

to enhance productivity, flexibility, and provide high quality engineering services

**Mr Hugh PHILLIPSON**

**Former Director of Electrical and Mechanical Services**

The primary objectives of the Trading Fund

were to change the culture of the Department in several ways

tried to find out more from the customer of

how they could help them

how they could do the job most effectively

And of course quality itself,

there was a move within government and the private sector

以便提升質素及做到質量保證

<梁德民先生>

區域經理 / 機場工程

當時營運基金的初期

管理層有跟我們說營運基金的概念是什麼

到實施的時候才知道變化很大

要有客戶服務的概念

也要有商業運作的模式

基金成立初期，要面對開放市場的考驗

因此基金致力精簡工作程序、培訓員工、

提升生產力、改善服務質素，並加強客戶服務

<黎仕海>

前機電工程署署長

從 1996 年開始我們逐步將注意力放在改善服務品質

包括我們早些年取得 ISO 9000

到 2002、2003 年 我們訂下一個目標

希望可以參與香港專業管理協會的優質管理獎

跟其他優質管理的公司作一個比較

很好彩我們在 2006 年取得優質管理獎的金獎

to achieve high quality and to achieve quality assurance

**Mr LEUNG Tak-man**

**Regional Manager/ Airport Sector**

At the beginning

management explained the concept of the Trading Fund

When implemented, we noticed that there was a huge change

We needed to adapt to customer service

and operate on commercial principles

From day one of its establishment,

the Trading Fund faced the threat of market competition

we had to streamline our work procedures, re-train our colleagues

raise productivity enhance our service quality, and improve customer service

**Mr LAI Sze-hoi, Roger**

**Former Director of Electrical and Mechanical Services**

Starting from 1996

we focused on the gradual improvement of service quality

In the initial years

we obtained ISO 9001

By 2002 and 2003, we set a target

to participate in the Hong Kong Management Association (HKMA) Quality Award

Through the participation

we can compare ourselves with other high quality companies

<p>於 1999 年，機電工程營運基金是首個政府部門  獲頒國際認可的 ISO 9001 品質管理企業認證  確認了基金的優質服務水平  基金再於 2000 年成為全港首個政府部門  獲得 ISO 14001 環保管理企業認證  到了 2001 年  基金取得 OHSAS 18001 職安健認證  並於 2002 年  把品質、環保及職安管理等系統  整合為綜合管理系統  而其中一個重要里程碑  就在 2006 年，基金成為首個政府部門  榮獲香港管理專業協會優質管理獎 金獎</p> <p>為了達到高質素及更有效的服務  基金分別於 2008 年及 2010 年  先後為機電署總部大樓的數據中心  及新小蠔灣數據中心的資訊保安管理系統  取得 ISO 27001 認證  及後於 2015 年為機電署總部大樓的能源管理系統  取得 ISO 50001 認證  到了 2016 年，機電署大樓更成為首棟獲得  「綠建環評既有建築」鉑金級評級的政府大樓</p>	<p>Fortunately, we obtained HKMA Quality Award Gold Award in 2006</p> <p>EMSTF is the first government department  awarded with ISO 9001 Corporate Certification in 1999  with ISO 14001 Corporate Certification in 2000  followed by the Occupational Health and Safety Standard OHSAS 18001 in 2001  In 2002, we successfully integrated the management systems of quality  environment, occupational health and safety to one single management system  The year 2006 saw a major milestone  when the Trading Fund became the first government department  to win the HKMA Quality Award Gold Award for its quality services</p> <p>The Trading Fund then went on to obtain the ISO 27001 Certification  For Information Security Management System  for the EMSD Headquarters Data Centre in 2008  And for the new Siu Ho Wan Data Centre in 2010  In 2015, our Headquarters Building achieved ISO 50001 accreditation  And achieved the Final Platinum Rating of BEAM Plus V1.2  for Existing Buildings in 2016  In parallel, we were invited by the Hong Kong Green Building Council  to join the BEAM Plus Neighbourhood pilot-assessment</p>
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<p>並得到香港綠色建築議會邀請 參加「綠建環評社區」試驗計劃 初步獲得鉑金級評級 這一連串的認證 正是基金力求卓越的最佳證明</p> <p>經過多年努力 機電工程營運基金 改變了員工個人思維 甚至改變了整個企業文化 為客戶提供質素為先、靈活多變的服務</p> <p>&lt;馮劍青&gt; 高級機械督察 /車輛 經過我們管理層多番努力 我們同事明白需配合部門方針配合步伐 提升我們員工的競爭力 例如在培訓方面 我們不斷提供不同類型車輛的維修及保養方面的知識 服務方面，會提供一站式的服務</p> <p>多年來，基金與客戶建立伙伴關係 共創公眾價值</p>	<p>and achieved Platinum Rating The various certifications over the years were a testimony to our commitment to service excellence</p> <p>After years of hard work, EMSTF does not only change one's thinking it also changes our entire corporate culture the Trading Fund has succeeded in providing top-quality and agile service for the benefit of clients and the public</p> <p><b>Mr FUNG Kim-ching</b> <b>Senior Mechanical Inspector/ Vehicle</b> After repeated efforts of our management our colleagues also understand the most important point is that we have to co-operate with the Department in the same pace To enhance the competitiveness of employees For example, we continue to offer different types of trainings about vehicle repair and maintenance On the services aspect We provide one-stop service</p> <p>Over the years, the Trading Fund has forged strong partnership with clients</p>
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致力為客戶提供一站式及 24 小時全天候的服務  
務求滿足不同客戶的需要

<溫慧玲>

康樂及文化事務署高級經理(大會堂)

我對機電工程營運基金的評價是非常滿意  
最值得欣賞的地方是非常之可靠，物有所值  
他們的同事都經驗豐富，有專業技能  
對我們的場地、設施及運作，都相當熟悉  
要多謝營運基金的同事，在短短兩天內  
為我們安裝了一個大型的製冷系統  
使我們的服務完全不受影響

<梁綿沛>

建築署總物業事務經理/2

我們主要用營運基金為建業中心及  
建築署其他場所的機電設施提供操作及保養服務  
另外營運基金亦為我們物業事務處所負責的工程  
提供全面的機電工程顧問服務  
營運基金最值得欣賞的地方  
是能夠為客戶部門提供一站式專業及可靠的服務

to create public value

We provide one-stop-shop service and 24 x 7 emergency support to clients  
to satisfy their diverse needs

**Ms WAN Wai-ling, Randa**

**Senior Manager (City Hall), Leisure and Cultural Services Department**

I am very satisfied with EMSTF's service  
and their reliable and valuable services are very much appreciated  
All staff are experienced and possessed with professional skills  
They are very familiar with our venues, facilities and operations  
Thanks to the Trading Fund's colleagues  
implementing a series of contingency measures and emergency support  
and installing a large chiller system  
in just two days to ensure our service not to be affected

**Mr LEUNG Kam-pui**

**Chief Property Services Manager/2, Architectural Services Department**

The Trading Fund provides operation and maintenance services  
for the electrical and mechanical facilities of APB Centre and  
other venues of Architectural Services Department.  
The Trading Fund is also responsible for providing  
comprehensive electrical and mechanical engineering consultancy services  
for our Property Services Branch.  
And the most creditable part is the Trading Fund provides  
one-stop professional and reliable service to client departments

<馬信昌>

消防處救護總區車隊管理組救護監督

消防處跟營運基金的車輛工程分部共同努力之下  
加強了救護車的採購及提升了專業維修及保養  
令消防處的救護車經常維持在最佳狀態  
為香港市民提供緊急救護服務  
我們跟營運基金有一個很密切及優良的伙伴關係

**Mr MA Shun-cheong**

**Superintendent, Fleet Management Unit, Ambulance Command  
Fire Services Department**

The Fire Services Department and  
Vehicle Engineering Sub-division of the Trading Fund work hard together  
We strengthen the ambulance procurement  
and enhance the professional repair and maintenance  
This ensures all ambulances are always in the best condition  
to provide emergency ambulance services to the people of Hong Kong  
We have a close and good partnership with the Trading Fund

<李浩天>

路政署高級工程師/上坡設施

營運基金同事非常有承擔  
在過往合作的經驗  
當我們跟他談好了合作框架及相關費用之後  
他們不會跟我們計較什麼  
不怕蝕底，盡力一同完成整個工程

**Mr LEE Hoo-tin**

**Senior Engineer/ PHL, Highways Department**

The Trading Fund colleagues are very committed  
Our past experience shows  
when we agree on project framework and costs  
they don't mind sacrificing and try to complete the entire project

<陳偉杰>

旅遊事務署高級經理（旅遊）41

我們很欣賞他們同事的合作性  
特別是對我們客戶的要求，有很快的反應  
給我們的解決方案都非常有效  
我們很欣賞他們同事的專業才能  
他們對工程上的設施都非常熟練

**Mr CHAN Wai-kit, Thomas**

**Senior Manager (Tourism) 41, Tourism Commission**

We appreciate the co-operation of the Trading Fund's colleagues  
They respond quickly to our requests and provide effective and efficient solutions  
We appreciate their professional competence  
and proficiency in engineering facilities  
Kai Tak Cruise Terminal is like a huge machine

郵輪碼頭像一個大型機械，裡面有好多不同的配件  
例如有海關，入境處，警方等等  
機電署是一個好重要的組件  
如果機電署這個組件不在的話  
郵輪碼頭不會有很好的運作

除了專注業務、關懷客戶以外  
基金更致力履行社會責任  
例如為機電業培訓人才  
並為傷健人士提供就業機會

機電工程營運基金於危機來臨時仍然堅守崗位  
與政府部門及市民並肩作戰，共渡時艱  
成為客戶的可靠支援

<黎仕海>

前機電工程署署長

沙士給了我們一個很大的契機  
在沙士期間

我們醫院組的同事全力支持香港醫院的機電服務  
我記得當時發了一張通告給大家  
大致是說：養兵千日，用在今朝  
平時沒什麼事，現在出事時  
便是最需要我們服務的時候  
所以同事很全力的在醫院工作  
證明了我們的服務是可靠的

which has a number of different accessories  
such as Customs and Excise Department,  
Immigration Department, Hong Kong Police Force, etc.  
In fact, EMSD is one of the important components  
Without EMSD, the Cruise Terminal operation would be very difficult

Equally important is our commitment to corporate social responsibility  
such as taking the lead in recruiting and training new talent  
and hiring the disabled

EMSTF has proved itself a reliable partner for our clients in numerous crises  
Helping government departments  
public organisations and the people of Hong Kong

**Mr LAI Sze-hoi, Roger**

**Former Director of Electrical and Mechanical Services**

SARS epidemic gave us an important opportunity

During the SARS epidemic

our health sector colleagues provided full support  
of electrical and mechanical services for Hong Kong hospitals

I remember, I issued a notice to colleagues

Training an army for a thousand days to use it for one morning

This was the critical time

when clients need our services most in unexpected situations

So our colleagues stayed working in hospitals

無論在逆境、順境都是一樣可靠

於 2003 年「沙士」爆發期間

基金同事展現出高度的靈活性及應變能力

與客戶緊密合作，共同抗疫

好像為醫院病房改善通風設備

為邊境檢查站加設體溫探測儀

收集淘大花園及高威閣的空氣作為化驗樣本

及為救護車消毒等等

<劉楚釗>

醫院管理局港島東醫院聯網總監

在抗疫期間，機電工程署

醫院行政部及醫護人員

大家齊心協力，一齊研發了一套獨有的負壓通風系統

給予高危的護理區使用

之後我們更提升系統功能

有效減低醫護人員互相傳染的機會

我們對機電工程營運基金非常滿意

我們的醫療團隊好慶幸可以跟抱有使命感

具承擔及有共同信念的伙伴合作

<李民正>

前管理值班工程師

and this showed our dedication in providing reliable service  
whether in good times or adversity

During the SARS epidemic in 2003

our colleagues demonstrated courage, flexibility and commitment

Working closely with many clients to fight the disease

they helped enhance ventilation systems in hospital wards

purchased and installed temperature detectors at border check points

collected air samples from Amoy Gardens and Koway Court for laboratory tests

and decontaminated ambulances

Dr LAU Chor-chiu

Cluster Chief Executive, Hong Kong East Cluster, Hospital Authority

During the fight against SARS

the EMSD, the hospital administration department and clinical staff worked as one

Together we developed a set of unique "negative pressure ventilation system"

for high-risk areas in hospitals

Later, we enhanced the function of the system

effectively reduced the chance of infection between clinical staff

We are very satisfied with the work of EMSTF

Our medical team is fortunate to have worked with a team of partners

with mission, commitment and common belief

Mr LI Man-ching

Former Shift Charge Engineer

在 2003 年有個機遇  
醫管局要求我們機電署  
為他們做建築維修保養及加改工程  
這是一項挑戰  
我們由 2004 年開始到 2012 年，順利完成及交付醫管局  
這是全線一站式服務  
包括五行合作及建築，是一個全方位方案

基金於 2005 年的世貿組織「香港部長級會議」  
負責會場所需的資訊科技系統

#### <李家聲>

##### 前管理值班工程師

韓國農民示威演變成騷亂

當知道是放催淚彈，我們便即時關閉所有空調的鮮風吸入  
避免將催淚煙吸入三座政府大樓

第二，我們加強抽氣，一旦有小部份煙被吸入了  
亦可即時抽走催淚煙

基金於 2008 年的奧運馬術比賽中

In 2003, we had an opportunity  
to provide building maintenance services as well as  
addition and alteration works for Hospital Authority  
This was a challenge for us  
From the 2004 to 2012  
we successfully handed the works over to the Hospital Authority  
It was one-stop service  
including the five work categories and building maintenance  
to provide a comprehensive solution

During the World Trade Organisation's Hong Kong Ministerial Conference in 2005  
EMSTF provided a full range of information technology system related services  
with great success

#### Mr LEE Kar-sing

##### Former Shift Charge Engineer

South Korean peasant demonstrations turned into riots

When we noticed the release of tear gas

we immediately shut off the fresh air intake of the air-conditioning systems  
to avoid tear smoke going inside the three government buildings

Then we have strengthened the air exhaust system  
to ensure we can instantly take away the tear gas smoke  
if any smoke was getting inside.

We also provided a comprehensive IT system related services  
for the Beijing Olympic Equestrian Events in 2008

負責會場所需的資訊科技系統

**<梁淦章>**

**前高級工程師**

我們在 06 年的時候

機電工程營運基金再次被委託協辦一個更具挑戰

更大型的項目，就是奧運馬術比賽

我們有兩年需進駐香港奧運馬術公司

密鑼緊鼓地籌辦奧運馬術場地

所需的設計、安裝、測試等等

**<何光偉>**

**前機電工程署署長**

我們需負責馬術比賽的場內及場外的

所有資訊科技及設備

包括籌劃計劃、安裝及運作

當時挑戰很大，因為時間及預算都相當緊拙

幸好同事有經驗及專業知識，而且士氣相當高昂

最終奧運馬術比賽進行得相當順利

客戶相當滿意，說我們是零瑕疵的完成項目

這對我們部門及同事，都是一大鼓舞

基金於 2009 年，為另一項大型盛事

「東亞運動會」提供各類機電、空調

**Mr LEUNG Kam-cheung**

**Former Senior Engineer**

In 2006, EMSTF was commissioned in another

more challenging and larger scale project

It was the Olympic Equestrian Events

In two years, we stationed at the Equestrian Company of Hong Kong,

to provide technical, system design, installation

and testing services for the Olympic equestrian venue at full speed

**Mr Ho Kwong-wai**

**Former Director of Electrical and Mechanical Services**

We were responsible for planning, installation and operation of the IT equipment

inside and outside the equestrian venue

It was a great challenge due to tight budget and time schedule

Fortunately, our colleagues were equipped

with professional experience and knowledge, and the morale was very high

The equestrian event was completed successfully

Customers were very satisfied

and praised that we had completed the project with zero defects

This is a great encouragement to our department and colleagues

The Trading Fund also provided E&M engineering services

in the East Asian Games in 2009

providing operational services and emergency support

屋宇裝備及電子系統

提供駐場操作及緊急維修服務

<陳鴻祥>

前機電工程署署長

營運基金已經 20 年了，經歷很多，學習了很多

我希望 20 年後，都能精益求精

能夠提供一個機電工程服務給香港市民

亦帶領及提升機電工程服務的質素

20 年來，機電工程營運基金不斷與時並進

以配合客戶的發展需要

除了持續優化客戶現有的工程系統之外

基金會繼續為客戶引入更多創新科技

好像為醫院管理局引入「無油磁浮式製冷機」

大幅節省能源

為機場跑道燈的相關保養設計取得專利

最近，基金亦率先於機電署總部大樓

開展建築信息模擬（BIM）

結合資產管理系統的測試工作

這項嶄新技術

已於建造業議會舉辦的相關獎項中

for the on-site E&M, air-conditioning, building services and electronic systems

**Mr CHAN Hung-cheung, Stephen**

**Former Director of Electrical and Mechanical Services**

It's been 20 years for the Trading Fund

We have gone through a lot and learned a lot

We hope we can be even better 20 years later

providing electrical and mechanical engineering service to the people of Hong Kong

and lead in the enhancement of the quality of EMS services

For two decades, EMSTF has moved with the times

to cater to our clients' changing needs

to enhance their engineering system efficiency and performance

Among the innovative technologies that the Trading Fund has introduced

are Oil-free Chillers for the Hospital Authority

greatly reducing the hospitals' energy consumption and cost

We also helped clients obtain patents such as the patent

for the airport's airfield ground lighting maintenance device

More recently, our pilot project on Building Information Modelling (BIM)

integrated with Asset Management System at EMSD Headquarters

won the "Construction Innovator by BIM" award

by the Construction Industry Council,

and a related patent application has been made

取得「BIM 創新建造獎」  
基金更正為這項技術申請專利

除了原有業務及社會責任外  
維持社會持續發展亦是基金的使命之一  
基金會繼續為客戶提供節能及減排方案  
而隨著客戶設施老化  
基金亦會致力保持設施運作暢順  
同時引入更高能源效益的設備

憑著追求卓越、靈活創新  
及以人為本的服務態度  
基金得到客戶的支持及信任  
於最新的客戶意見調查中  
客戶對基金的滿意度更創出新高

(祝賀)

<馬信昌>

消防處救護總區車隊管理組救護監督  
恭祝機電工程營運基金  
業務蒸蒸日上，20 周年快樂

Sustainability is another priority at EMSTF

The Trading Fund will continue to provide clients with energy-saving and carbon-emission reducing solutions

As clients' assets age

the Trading Fund will advise clients on ways to optimise asset performance by deploying more energy efficient solutions and equipment

With its relentless pursuit of excellence, flexibility, innovation and a people-first culture

the Trading Fund has earned support and trust from clients

Our customer satisfaction rating hit another record high in the latest Customer Opinion Survey

(Congratulatory Messages)

Mr MA Shun-cheong

Superintendent, Fleet Management Unit, Ambulance Command  
Fire Services Department

I hereby wish EMSTF

flourishing with each passing day

Happy twentieth anniversary

<溫慧玲>

康樂及文化事務署高級經理(大會堂)

祝營運基金服務蒸蒸日上

提供更多優質服務給香港市民

<劉楚釗>

醫院管理局港島東醫院聯網總監

希望未來，可以大家攜手共贏，再創佳績

<陳偉杰>

旅遊事務署高級經理（旅遊）41

希望他們不斷進步

為香港市民提供更優質的服務

<梁綿沛>

建築署總物業事務經理/2

廿載相伴，服務至上，招賢納士，邁步向前

<李浩天>

路政署高級工程師/上坡設施

期望營運基金在第三個十年

可以協助政府部門

繼續提供優質及專業服務予市民

**Ms WAN Wai-ling, Randa**

**Senior Manager (City Hall), Leisure and Cultural Services Department**

I wish a flourishing business for the Trading Fund

and they will provide more quality services to the people of Hong Kong

**Dr LAU Chor-chiu**

**Cluster Chief Executive, Hong Kong East Cluster, Hospital Authority**

We hope to create greater success together

**Mr CHAN Wai-kit, Thomas**

**Senior Manager (Tourism) 41, Tourism Commission**

Congratulate the Trading Fund

Continue to progress and provide high quality services to the public

**Mr LEUNG Kam-pui**

**Chief Property Services Manager/2, Architectural Services Department**

Twenty years of high quality services for clients

Move forward with more excellent staff

**Mr LEE Hoo-tin**

**Senior Engineer/ PHL, Highways Department**

I wish the Trading Fund in its third decade

Can assist government departments

Continue to provide quality and professional services to the public

**<李家聲>**

**前管理值班工程師**

我恭祝機電工程營運基金

長做長有，與時並進，蒸蒸日上

**<李民正>**

**前管理值班工程師**

上下一心，機電工程署的營運基金

會有很多個十年的

**<梁淦章>**

**前高級工程師**

希望繼續為客戶提供

更多元化及滿意的服務

**<梁德民先生>**

**區域經理 /機場工程**

對外可以穩定持續發展

對內可以政通人和

**<馮劍青>**

**高級機械督察 /車輛**

祝機電工程營運基金

生意蒸蒸日上，繼續努力，做到更好

**Mr LEE Kar-sing**

**Former Shift Charge Engineer**

I wish a flourishing EMSTF

With countless projects and enhancements over times

**Mr LI Man-ching**

**Former Shift Charge Engineer**

Wishing all staff of the Trading Fund are of same mind

to lead EMSTF forging ahead in years to come

**Mr LEUNG Kam-cheung**

**Former Senior Engineer**

We can provide customers with more diversified and satisfactory service

and expand EMSTF's services in different aspects

**Mr LEUNG Tak-man**

**Regional Manager/ Airport Sector**

For the Trading Fund,

I wish it has a stable and sustainable development

and achieve a harmonious working environment

**Mr FUNG Kim-ching**

**Senior Mechanical Inspector/ Vehicle**

I wish the EMSTF

A booming business, continue to work hard and do better

<傅立新先生>

前機電工程署署長

我對此衷心祝賀

並希望基金能在未來繼續成功

<黎仕海>

前機電工程署署長

我祝願機電工程營運基金

有一個很長遠的發展

亦有一個很成功的發展

<何光偉>

前機電工程署署長

祝營運基金在各同事一起努力下

更上一層樓，穩健地增長

<陳鴻祥>

前機電工程署署長

精益求精，提供更佳的服務給香港市民及客戶

<陳帆>

機電工程署署長

莫忘初衷，緊抱信念，堅持下去

**Mr Hugh PHILLIPSON**

**Former Director of Electrical and Mechanical Services**

Congratulations to them

And all my best wishes to the continuing success of the Trading Fund in the future

**Mr LAI Sze-hoi, Roger**

**Former Director of Electrical and Mechanical Services**

I wish EMSTF

has a long-term development and success in the future

**Mr Ho Kwong-wai**

**Former Director of Electrical and Mechanical Services**

I wish the Trading Fund

keep prosperous under all colleagues' hard work

achieve a better performance and have a steady growth

**Mr CHAN Hung-cheung, Stephen**

**Former Director of Electrical and Mechanical Services**

Strive for excellence, providing better services

for the people of Hong Kong and clients

**Mr CHAN Fan, Frank**

**Director of Electrical and Mechanical Services**

Let's not forget our original intention

	Embrace our values
	Persist and keep going