

## Corporate Video: We serve, we CARE

A1 Describer	Hong Kong is world-renowned Metropolis Open wide to see a modern Hong Kong full of commercial buildings at the Victoria Harbour
A2 Describer	To keep pace with the times and remain competitive, See the skyscrapers from a low-angle
A3 Describer	everybody is racing against the clock. Different people on the road are rushing
A4 Describer	To meet the needs of the city's fast tempo Cut to see different areas of the shopping malls
A5 Describer	transportation See railway trains,
A6 Describer	electricity, gas supply and engineering services See switch room, gas plant,
A7 Describer	must be safe, reliable, and technologically advanced. See bridge and the Cruise Terminal passenger footbridge.
A8 Describer	As a regulatory body and a service provider, the Electrical and Mechanical Services Department (EMSD) shoulders great responsibilities. EMSD staff members are examining the cable car railway, air-conditioning system, and the amusement rides.
MUSIC Describer	Quick cuts to major EMSD regulatory and trading services. See Cruise Terminal, hospital equipment transportation system, air traffic control centre, air-conditioning system, gas tank, cable car, railway control centre, door opening of a train, operation theatre, discussion with clients on engineering designs, amusement rides, two EMSD staff members walking in the machine room and along the hospital corridor, and the pier for gas transportation.
B1 Describer	We monitor the supply of gas and electricity, EMSD staff are carrying inspection works in the switch room, gas plant.
B2 Describer	the safety of mechanical installations and railway systems, Inspection works in railway depot.
B3 Describer	and promote energy efficiency in Hong Kong. Inspection works in large scale solar photovoltaic panels
B4 Describer	We also serve, through the Electrical and Mechanical Services Trading Fund (EMSTF), other government departments and public sectors
Describer	EMSD staff are having meeting with client, discussing the engineering design. Then see staff working in the railway depot and railway control centre.

B5	We provide electrical, mechanical, and electronic engineering services, which include design,
Describer	Staff are working in the machine room. And see the engineering design system on the computer, design blueprints from the drawer
B6	installation,
Describer	Installation by an EMSD staff in the switch room
B7	repair and maintenance,
Describer	A Staff is inspecting the hospital equipment ducting system
B8	upgrading and replacement of aged engineering facilities.
Describer	A Staff is conducting replacement work at the Legislative Council Building
B9	To ensure our services meet the world-class standard,
Describer	Inspection of the passenger footbridge at the Cruise Terminal by the staff
B10	we put all efforts in our work (We Strive)
Describer	Staff are working in the machine room. Then there is special effect for the appearance of the words "We Strive".
B11	To listen attentively to the needs of public and clients,
Describer	A staff is listening to the needs of a client in the surgery room of a hospital
B12	we serve with heart. (We serve)
Describer	Two staff are walking in the machine room, and we see special effect for the appearance of the words "We Serve".
B13	To keep pace with the latest technology development,
Describer	An EMSD staff is inspecting medical equipment in the hospital
B14	we care every detail. (We care)
Describer	A staff is walking with client along the hospital corridor, and discussing their needs, and we see special effect for the appearance of the words "We Care".
MUSIC	
Describer	TITLE: The word "CARE" comes out with a special effect. Letter C enlarges gradually while the other 3 letters disappear and we'll see "Create public value"
C1	All the way through, EMSD not only enforces key legislation,
Describer	An EMSD staff is performing regulatory work for the amusement rides in Ocean Park
C2	but also, proactively revises and introduces new laws,

Describer C3	See Court of Final Appeal Building with gradual close-up to the statue of Justice for example, the amendment to the Lifts and Escalators Ordinance and the introduction of Building Energy Efficiency Ordinance.
Describer C4	An EMSD staff is in a rising lift. Then close-up to see the Codes of Practice on the Design and Construction of Lifts and Escalators. Also, see EMSD staff inspecting the E&M facilities in the machine room of a building. We enact regulatory systems and provisions of law to ensure they comply with the current standard of technology and society's needs.
Describer C5	A staff inspects the cable car railway and the walkway system with client, and have meeting with client to discuss the engineering design. We clearly define the role of stakeholders,
Describer C6	People participate in meetings including owners,
Describer C7	Staff have meeting with Owners' Corporations property management companies,
Describer C8	Meeting with Property Management Companies contractors,
Describer C9	Meeting with contractors and engineers and workers and their shared responsibility.
Describer C10	An engineering staff is inspecting the lift Furthermore, we encourage the public to perform regular maintenance and regular replacement of their aged electrical and mechanical facilities,
Describer C11	An EMSD staff and public inspect the building's public area and lift so as to prevent potential danger resulting from aging of systems.
Describer C12	An EMSD staff inspects old electricity metres. To reinforce the transparency and acceptability of regulatory service,
Describer C13	An EMSD staff and the trade examine the train's railway and the door opening of a train, while setting new regulations,
Describer C14	Staff examines gas plant and amusement rides and facilities. EMSD strives to stay in close contact with different sectors and stakeholders,

Describer	Staff having meeting with the trade to enhance communication. Also, see a staff and trade worker walk along the corridor of a gas plant.
C15	We listen carefully to their opinions, build a mutual trust, and communicate actively with them,
Describer C16	An EMSD staff shakes hands with the trade representatives. We want to ensure our regulatory services help create public value, and achieve maximum effectiveness.
Describer	An EMSD staff is watching public enjoying amusement rides in the Ocean Park.
MUSIC Describer	TITLE: The word "CARE" comes out with a special effect. Letter A enlarges gradually while the other 3 letters disappear and we'll see "Assure Peace of Mind"
D1	Through effective enforcement of laws
Describer D2	Different EMSD teams inspects the gas tank. and offering professional services,
Describer D3	EMSD staff repair Government motorcycles so as to enhance safety and quality of life of our community,
Describer D4	Public enjoying the facilities of Ngong Ping 360, and we see EMSD staff inspecting the cable cars. has always been the pledge of the EMSD.
Describer D5	EMSD working team have review meeting with senior staff. It is also the common goal of our staff.
Describer	
NG Sung Yan Describer	Coping with the difficulties and challenges in our work Relies very much on the rich experience of our teammates And the fact that we work together in unity Captions: NG Sung Yan Works Supervisor II
	NG Sung Yan speaks to the camera and the screen shows his name and title. Also, see EMSD staff working in the control room.
D6	To promote a life-learning culture in the Electrical and Mechanical engineering service industry,
Describer	EMSD staff are attending professional training in the workshop.

D7	EMSD constantly provides different kinds of training programmes,
Describer D8	Staff are attending large scale talks to enhance the professional standards.
Describer D9	Staff attending seminars of the trade Internally, we encourage our staff to pursue continuous education
Describer D10	Different staff are reading in EMSD's Learning Resources Centre, For example, through "Knowledge Community" web forums,
Describer D11	Staff learning from the "Knowledge Community" web forums in the computer we can pass on our valuable professional knowledge,
Describer D12	An EMSD staff is teaching the apprentices in the workshop skills and experience,
Describer D13	The staff shares his knowledge and skills on E&M repair and operation. from one generation to another.
Describer D14	The apprentices are learning attentively and practicing their skills. In doing so, we strive to make sure that our staff
Describer D15	Staff are inspecting in the machine room and the cable cars of Ngong Ping 360, carry out their duty with a better performance,
Describer D16	Staff are repairing vehicles and escalators. and the general public enjoy peace of mind in using E&M facilities.
Describer	Public are riding on lifts and amusement rides of Ocean Park happily.
MUSIC Describer	TITLE: The word "CARE" comes out with a special effect. Letter R enlarges gradually while the other 3 letters disappear and we'll see "Reinforce Partnerships"
E1	Despite intense competition in an open market, the Electrical and Mechanical Services Trading Fund (EMSTF)
Describer	An EMSD staff is examining the closing gate of a vehicle workshop and different machine rooms.

E2	succeeded not only in retaining most of its Long-Term Service Level Agreements,
Describer	EMSTF staff meet with clients and succeed in winning the service level agreements,
E3	but also in expanding its clientele.
Describer	EMSTF wins new contracts. Staff shake hands with client.
F1	For the new Tamar Central Government Complex
Describer	External of the new Tamar Central Government Complex
F2	and the new Legislative Council Complex,
Describer	Staff inspecting the meeting room of the Legislative Council Complex
F3	the new Civil Aviation Department Headquarters,
Describer	See an aeroplane in the sky and external of the Civil Aviation Department Headquarters
F4	the Kai Tak Cruise Terminal
Describer	See external of Kai Tak Cruise Terminal,
F5	and other government departments,
Describer	Passenger footbridge of Cruise Terminal
F6	we provide professional and technical support to their E & M systems,
Describer	EMSD staff are providing support services for other E&M facilities of Cruise Terminal.
F7	and promote the use of energy efficiency and environmental-friendly technology,
Describer	Zero Carbon Building's moving fans and ceiling
F8	in order to conserve energy and reduce maintenance costs.
Describer	Unique environmental energy efficient technologies and energy saving conference theatre at Civil Aviation Department Headquarters.
G1	EMSD provides operation services and maintenance of the electrical, mechanical and medical electronic equipment for the Hospital Authority,
Describer	Two EMSD staff are walking together in the machine room corridor. Staff are repairing the E&M facilities of Hospital Authority,

G2	and 24-hour emergency service support for their advanced medical equipment.
Describer	A staff repairs the medical equipment in the Infectious Disease Centre and operation theatre.
H1	EMSD provides technical solutions for various government tunnels,
Describer	An officer is in a cross harbour tunnel control room, talking on the phone
H2	such as the Cross-Harbour Tunnel
Describer	The officer looks at the Hung Hom Cross-Harbour Tunnel from the window
H3	and Lion Rock Tunnel,
Describer	External view of the Lion Rock Tunnel
H4	for changing the ventilation system,
Describer	Workers are changing the ventilation facilities of the Hung Hom Cross-Harbour Tunnel
H5	installing advanced traffic control
Describer	In the tunnel control room, staff are examining the traffic control
H6	and surveillance systems.
Describer	Staff examining the surveillance systems.
J1	EMSD has helped various government departments with new vehicle procurement,
Describer	Quick pan shots to see various government vehicles. Staff
J2	enamel-bake the vehicles, inspection and maintenance.
Describer	Staff examine the braking system, and repair the motorcycles.
K1	EMSD has assisted the disciplinary forces in upgrading their equipment and facilities
Describer	Staff working on the facilities at the Fire Service Diving Base,
K2	enhancing staff training and effective enforcement of laws.
Describer	Several Fire Services staff are having training at Diving Base.
L1	The Highways Department has entrusted EMSD to install new lifts at many footbridges,

Describer L2	Disabled person on wheel-chair takes lift to the footbridge. creating a barrier-free physical environment for people with disabilities.
Describer	Disabled person on wheel-chair moves forward smoothly on the footbridge.
FUNG Kim Ching	I have been working at EMSD for many years. I understand how important our services are to the public and customers. To provide better and more reliable electrical and mechanical engineering services, we don't mind taking one more step and doing our best.
Describer	Caption: FUNG Kim Ching Mechanical Inspector  FUNG Kim Ching speaks to the camera and the screen shows his name and title. EMSD staff walks up the staircase with the contractor.
M1	The EMSTF has always been customer-oriented.
Describer M2	EMSD engineers have meeting with client. To satisfy the needs of different clients,
Describer M3	A staff walks into a room of Infectious Disease Centre We provide engineering solutions in a proactive and responsible manner
Describer M4	At the meeting, EMSD engineers discuss the design map with client. to win their trust and support.
Describer M5	Another meeting scenario between EMSD and client We also pro-actively execute all our tasks,
Describer M6	Staff are working in air-conditioning plant room and they walk on the metal plate platform; not fearing any challenge.
Describer M7	A staff lights up the air-conditioning ducting on the ceiling, We have built a reputation of being a reliable partner to our clients.
Describer	Two staff work in the hospital steam boiler room.
LI Tin-Chui, Simon	The vision of the Civil Aviation Department is our commitment to a safe, efficient and sustainable air transport system.

We are confident that the Electrical Mechanical Services Department will provide us with safe, reliable and professional services.

Describer

Caption:  
LI Tin-Chui, Simon  
Director-General of Civil Aviation

Mr Li speaks to the camera and the screen shows his name and title.

During the dialogue, we see visual of aeroplane and EMSD staff working in the Civil Aviation Department building.

MUSIC

Describer

TITLE:  
The word "CARE" comes out with a special effect. Letter E enlarges gradually while the other 3 letters disappear and we'll see "Enhance Living Environment"

N1

EMSD advocates energy conservation and efficiency.

Describer

A lady walks in a household appliance shop and sees refrigerators,

N2

Beside promoting the "Energy Efficiency Labelling Scheme",

Describer

The lady sees various household appliances with "Energy Efficiency Labels"

N3

EMSD also assists the public in selecting home electrical appliances that are energy saving and environmental-friendly.

Describer

She comes to the TV sets and refrigerators areas and opens the door of a refrigerator.

N4

Through implementing the Buildings Energy Efficiency Ordinance,

Describer

See Code of Practice for Building Energy Audit.

N5

EMSD encourages the public

Describer

Features external of Zero Carbon Building (ZCB). and the enterprises to take different measures of energy efficiency,

N6

Describer

A lady walks through the intelligent switch lighting corridor to promote sustainable development of the society.

N7

Describer

Lights turns off when people leaves.

CHAN Ying Ying

I am greatly honoured to be part of

	<p>the regulatory service team of the Electrical and Mechanical Services Department.</p> <p>We will continue to listen to the voices of public and do our best to enhance the quality of life of Hong Kong residents and to promote energy conservation.</p>
Describer	<p>Caption:            CHAN Ying Ying            Engineer</p>
	<p>MS Chan speaks to the camera and the screen shows her name and title.</p>
	<p>During the dialogue, inserted visual of ZCB's glass roof and fans.</p>
N8	<p>EMSD is one of the first government departments to introduce greenery outdoor space in the office building.</p>
Describer	<p>EMSD Headquarters building with trees, green walls and new solar power facilities,</p>
N9	<p>and display various solar power facilities, with a view to promoting the use of renewable energy.</p>
Describer	<p>Large scale solar photovoltaic panels on the roof of EMSD Headquarters</p>
N10	<p>In alignment with Government policy,</p>
Describer	<p>Quick pan-shots of electric vehicles being charged at the charging stations.</p>
N11	<p>EMSD strongly encourages the public to use electrical vehicle,</p>
Describer	<p>Close-up to see the electrical vehicles label.</p>
N12	<p>to reduce exhaust gas emission on the road,</p>
Describer	<p>Close-up shot of the charging and the charging socket outlet.</p>
N13	<p>and help improve Hong Kong's air quality,</p>
Describer	<p>See various vehicles, including buses, private cars, trucks, vans, etc. on the road.</p>
N14	<p>EMSD strives to educate the public through different channels</p>
Describer	<p>EMSD staff introduces various energy saving facilities on roof of EMSD Headquarters to the public.</p>
N15	<p>and promotion activities,</p>
Describer	<p>EMSD's TV commercials promoting E&amp;M safety and energy saving.</p>
N16	<p>making them pay more attention in their daily life to electrical and mechanical safety and energy efficiency,</p>

Describer N17	An EMSD staff introduces education path and conducts guided tours with various games and activities. ensuring every resident in Hong Kong can enjoy a safer and more environmental-friendly living space.
Describer	A lady enjoying the green environment and the blue sky.
P1	CLOSING Our team at EMSD comprises professionals
Describer P2	External of EMSD headquarters building with many years of valuable experience,
Describer P3	EMSD staff and client workers inspecting the Cruise Terminal, Gas Tanks, amusement rides, They work hard,
Describer P4	EMSD staff inspects the railway facilities. and dare to accept new ideas and innovate.
Describer P5	Two EMSD staff are walking along the corridor of a hospital. Besides ensuring the safety of electrical and mechanical engineering services in Hong Kong
Describer P6	Staff examining the Gas Plant and gas ducting. we have been working hard to enhance the quality of life of our community
Describer P.7	Various EMSD teams at different positions line up to show their professionalism and team spirit. and to make contributions to the prosperity and stability of Hong Kong.
Describer	A prosperous Hong Kong, from day to night, full of life and vitality.