

部門簡介及架構

Organisational Profile and Structure

機電工程署有兩大職能，分別由轄下的規管服務及營運服務執行。

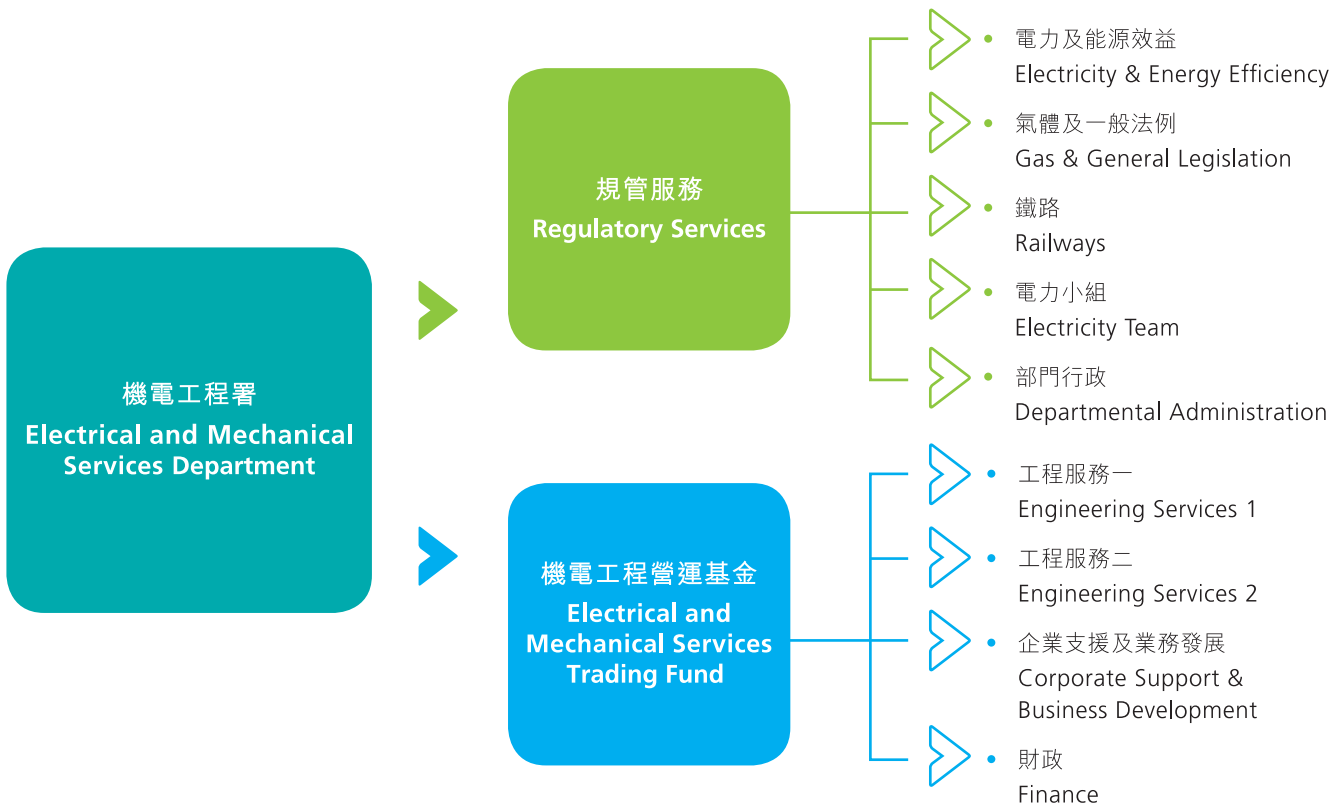
規管服務的職能，是在本港確保機電安全和推廣能源效益。具體工作是透過執行法例和推動公眾教育，以規管電氣、機械及氣體安全、鐵路安全及推廣能源效益，保障市民的安全和提高能源效益。此外，規管服務也根據「管制計劃協議」，監管電力公司的技術表現及發展計劃。我們也為政府的環保工作，提供專業及技術支援，例如制訂各種自願性及強制性能源效益計劃、及進行多個有關能源效益的研究和項目等。

至於我們的營運服務，即機電工程營運基金（營運基金），則為本港各政府部門及公營機構提供電氣、機械、電子工程及屋宇裝備服務。營運基金提供一站式的工程和維修增值服務，以確保本港公營部門的電氣、機械、電子及屋宇裝備系統能暢順有效及環保地運作。我們的客戶部門包括機場、醫院、學校、紀律部隊、運輸及公路、港口及海港、政府合署及法院大樓，以及公眾文娛康樂設施。我們為這些與市民息息相關的範疇提供服務，提升本港的生活質素。

The Electrical and Mechanical Services Department (EMSD) plays a dual role via its two arms: Regulatory Services (RS) and Electrical and Mechanical Services Trading Fund (EMSTF).

The role of RS is to ensure E&M safety and promote energy efficiency in the community. Specifically, RS regulates electrical, mechanical and gas safety, railway safety, as well as energy efficiency, via law enforcement and public education. It also monitors the technical performance and development plans of the electricity supply companies under the Scheme of Control Agreements, and gives professional and technical support to the government's environmental initiatives in the form of various voluntary and mandatory energy efficiency schemes as well as energy efficiency related studies and projects.

As to EMSTF, its role is to deliver services in electrical and mechanical (EM), electronic engineering (EE) and building services (BS) to government departments and public institutions in Hong Kong. It provides one-stop value-added engineering and maintenance services to ensure that the EM, EE and BS systems in the public sector operate effectively, efficiently and in an environment-friendly manner. We serve customer departments including the airport, hospitals, schools, security forces, transport and highways, port and harbour, government offices and law court buildings as well as public recreation and leisure facilities, areas that make up the very fabric of a quality life in Hong Kong.





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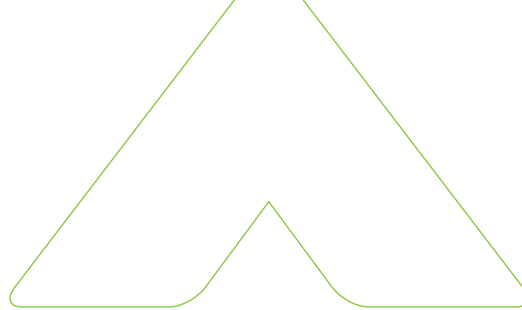


今年是我們首度將規管服務、營運服務和社會及環保方面的主要活動，以綜合年報方式報道。由以往的三份年報，整合成為一份部門年報，我們希望此舉能使業界、客戶部門、其他持份者和市民大眾更了解我們的工作，也更明白我們努力為社會創造的價值。

整體而言，2012/13年雖有不少挑戰，但規管服務和營運服務都有令人振奮和豐碩的成績。與此同時，我們也全方位履行各種社會和環保責任，並取得相當進展。

This year is the first time that we report the key activities of our Regulatory Services and Trading Services, as well as our social and environmental initiatives, in a single publication. By consolidating three separate annual publications into one single EMSD annual report, we hope the trades, our client departments, other stakeholders and the general public can better understand our work and appreciate the value we endeavour to create for the community.

Overall, 2012/13 was an encouraging and fruitful year for both our Regulatory Services and Trading Services, despite the many challenges we faced. Moreover, we continued to discharge our social and environmental responsibilities on all fronts of our work and made much progress.



規管服務

我們的規管服務旨在確保公眾安全和提高能源效益。今年，我們在這兩方面的工作均有相當大的突破。

首先，《升降機及自動梯條例》（第618章）已於2012年開始實施，取代已沿用50年的舊例。新條例加重了違例罰則及引入工程人員註冊制度，並清楚界定升降機及自動梯的持份者共同承擔責任。此外，針對能源效益的《建築物能源效益條例》（第610章）亦於2012年全面實施，清楚列明在建築物內主要屋宇裝備的能源效益及能源審核規定，為節能發展邁出重要一步。

環保及可持續發展

年內有幾個突破性的項目和發展。啟德發展計劃是本港全新的區域發展，空調需求龐大，因此我們在該區設立最具能源效益、也是全港首個區域供冷系統。第一階段工程已經完成，啟德郵輪碼頭於2013年6月開幕時，區域供冷系統已開始為碼頭設施供應冷水。

此外，為了提升車輛安全和改善路邊空氣質素，我們繼推行車輛維修技工自願註冊計劃之後，更於2012年與業界訂立「車輛維修工場約章」。車輛維修工場簽署約章，承諾遵守《車輛維修工場實務指引》，包括技術、環保、安全、員工培訓、服務和文件紀錄方面的要求，並承諾提供不低於《指引》要求的服務質素。

保持高度透明

我們認為政府部門應保持高度透明，因此一直定期更新部門網頁，主動發放最新資訊供傳媒和公眾參考，包括石油氣品質化驗結果、專用加氣站的車用石油氣上限價格調整、淡水冷卻塔水樣本檢測結果、能源表現監察測試結果、升降機及自動梯承辦商表現評級，以及事故調查報告。我們又會主動聯絡傳媒，務求為市民提供最新最準確的第一手資訊，建立和突顯部門公開、負責和親民的服務文化。

REGULATORY SERVICES

Our regulatory services aim to ensure public safety, as well as to promote a more energy efficient community. We have made considerable breakthrough in both aspects in the year.

First, the Lifts and Escalators Ordinance (Cap. 618) came into operation in 2012 to repeal the old legislation used for 50 years. The new Ordinance increases penalties for malpractice, introduces a registration system for workers and clearly defines the shared responsibilities of stakeholders for lifts and escalators. At the same time, the Buildings Energy Efficiency Ordinance (Cap. 610) also came into full operation in 2012. It states clearly the energy efficiency requirements of all major building services installations and the energy audit requirements in buildings, which marks a major step towards energy conservation development.

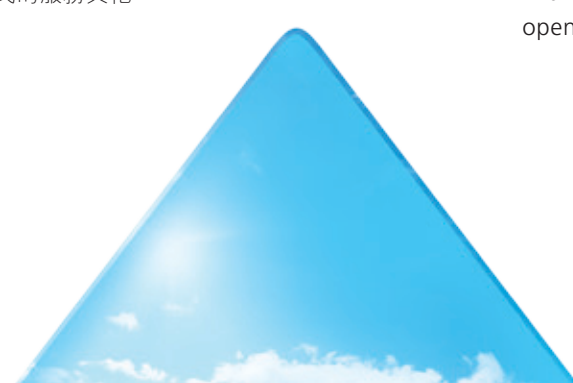
Environmental Protection and Sustainable Development

A number of milestone projects and developments are worth noting in the year. Catering to the needs of the Kai Tak Development, a new district development with large demand for air-conditioning, we built a District Cooling System which is the most energy efficient air-conditioning system and the first of its kind in Hong Kong. Phase I of the system was completed and commenced supplying chilled water to the Kai Tak Cruise Terminal upon its opening in June 2013.

Another initiative that contributes towards vehicle safety and roadside air quality improvement is the Vehicle Maintenance Workshops Charter which we launched with the trade in 2012, a further step after the Voluntary Registration Scheme for Vehicle Maintenance Mechanics. By subscribing to the Charter, vehicle maintenance workshops pledge to abide by the Practice Guidelines for Vehicle Maintenance Workshops that stipulate service requirements in technical, environmental, safety, training, service and documentation aspects, and undertake to operate their workshops at a level of quality not lower than that specified in the Guidelines.

Maintaining a High Level of Transparency

We also believe in maintaining a high level of transparency, and have an established practice of regularly posting data and information on our departmental website for easy access by the media and the public. These include data on LPG quality test results, auto-LPG ceiling price movements at dedicated stations, water sample test results of fresh water cooling towers, energy label compliance monitoring test results, lift and escalator contractors performance ratings, and incident investigation reports. Our proactive communication with the press also serves to provide the public with accurate and up to date information first hand, underscoring an open, accountable and approachable departmental culture.



營運服務

營運基金年內仍然受惠於穩定的營商環境。在2012/13年的收入為46.43億元，較去年輕微上升3.25億元。另一方面，最令人鼓舞的是，根據獨立顧問所做的客戶意見調查結果，在以8分為滿分準則下，我們的客戶滿意度從2010年的6.01分躍升至2012年創紀錄的6.12分，反映了客戶對我們員工共同努力的肯定。

聚焦公眾價值

去年，我們為營運基金制訂了「透過與客戶的伙伴關係，創造公眾價值惠利市民」的五年企業目標。我們未來數年發展的核心理念將以公眾價值為依歸。首先，我們自發將營運利潤的利息回撥政府。此外，我們正調低利潤率，以創造一個用較低利潤營運，以讓客戶保留更多資金的新營運模式。我們希望把利潤回撥，使客戶可以利用保留的資金，改善服務。這是我們以社會最佳利益為依歸，創造最大公眾價值的承諾。

提升優質服務

在應付日益殷切的服務需求及維持現有人手的情況下，我們推展新的服務模式。新模式包括就市場能夠提供優質服務的工作項目作出更多外判安排，聚焦於具有高公眾價值、關鍵和必要服務，及提高我們管理和監督承辦商和外判服務的能力。明年，我們將會把握每個機會，繼續擴大應用範圍，推展這種新的服務模式。

我們亦尋求在署內推動文化轉變，使管理層和員工以新思維，新角度審視他們的角色和貢獻。我們努力營造的工作氛圍，是讓員工充分理解所做工作的真正意義，不只是保養、修理和更換，而是透過創新和優良的工程方案發揮影響，為改善市民生活質素作出貢獻。我們要让員工明白，我們所做的不只是工作而是提供關乎市民福祉的服務，並將對服務市民的價值視為我們對社會的貢獻。我們希望在署內孕育服務為本的文化，這是我們把優質服務提升至另一階段的關鍵。

TRADING SERVICES

Our Trading Services continued to enjoy a relatively stable business environment. Revenue in 2012/13 was HK\$4,643 million, with a modest increase of \$325 million from that in the preceding year. On the other hand, it was most encouraging to note the phenomenal results of the independent customer opinion survey. Our customer satisfaction rating climbed from 6.01 in 2010 to a record breaking 6.12 in 2012 on an eight point scale. It reflects our clients' recognition of the concerted efforts of our staff.

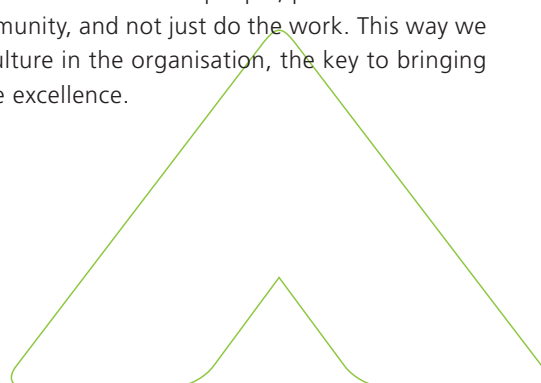
Focus on Public Value

Last year, we formulated the EMSTF five-year corporate goal: "creating public value for community betterment through partnership with our clients". The focus on public value signifies the essence of our development in the coming years. As a start, we initiated to strip our operating profit and return the interest to the government. Furthermore, we were in the process of trimming down our profit margin. Our aim is to create a new business model operating with minimal profit, hence taking less and allowing our clients to retain more. It is our desire to return our profits to their rightful place, allowing clients to make use of the saved funds to better their services for the community. It is our commitment to create the best possible public value in the best interest of our community.

Key to Service Excellence

We initiated new service delivery modes to embrace the challenge of increasing service demands and containing the size of our staff. The new modes comprise greater outsourcing of what the market can provide with high quality of service, holding on to critical and essential services of high public value, and increasing our service capability in management and supervision of contractors and outsourced services. We will continue to make every possible opportunity to expand the application of these new service delivery modes in the next year.

We also sought to create within the organisation a cultural transformation which would bring our management and staff viewing their role and contribution in a whole new light. We endeavor to create an atmosphere in which our colleagues completely and fully understand the true meaning of their work, not just to maintain, repair and replace. We want them to focus on contributing to and improving people's quality of life and their well being through innovative and best engineering practices. We enable our staff to realise the value of our services for people, perceive the value as a contribution to the community, and not just do the work. This way we wish to cultivate a serving culture in the organisation, the key to bringing us to the next level of service excellence.





年內另一成績，是為客戶部門的工程資產取得 PAS 55 認證。PAS 55 是個優良的資產管理模式，由資產運作周期的策略以至日常的維修工作都包括在內。我們率先為客戶的救護車隊管理實施 PAS 55，近期再為交通燈系統引進這個管理模式。為客戶部門管理好工程資產，就等於為社會整體資產做好管理工作。

履行社會及環保責任

年內同樣重要的，是我們積極持續履行社會和環保責任，樹立好榜樣。我們的做法，是以可持續和環保的方式執行規管服務和營運服務的工作、做一個良好僱主、和參與社會服務。

我們年內為多項工作例如員工培訓，投放了額外資源並推行一系列創新措施，提升機電行業的水平。我們把學徒訓練計劃，重新命名為技術員訓練計劃，並作出優化及上調薪酬，以吸引年輕新血，為工程行業培養接班人。我們也積極舉辦各種業界研討會及推出電台節目，務求促進業界提升水平。我們會鼓勵同事不斷創新，回饋社會。

致謝

我們很幸運擁有一支努力不懈、專業和靈活的團隊，與業界、客戶及持份者合作無間，大家相互信賴、欣賞和分享，創造了獨有的人脈資源及無可匹敵的協作關係。我向他們致以萬二分感謝。

我亦衷心感謝所有給予我們指導、支持、建議和反饋的人士。來年，期待大家繼續一起努力。

陳帆

機電工程署署長
機電工程營運基金總經理

Another achievement during the year was caring for our client departments' assets through PAS 55 certification, which provides a model of good asset management from lifecycle strategy to everyday maintenance. We initially applied PAS 55 to ambulance fleet, and more recently to traffic signal system. Taking good care of our client departments' assets will directly benefit the quality of society's assets as a whole.

DISCHARGING SOCIAL AND ENVIRONMENTAL RESPONSIBILITIES

No less important is our sustained efforts to discharge social and environmental responsibilities in order to set an example to society. Our approach is to operate all our Trading Services and Regulatory Services in a sustainable and environmental manner, be a good employer, and contribute to community.

During the year we committed extra resources to various initiatives such as staff training and came up with a range of innovative measures to raise the standards of the E&M trade. An example was revamping our apprentice training scheme, which was renamed technician training scheme, with salary increase to attract young talent for the engineering industry. Various trade forums and media programmes were organised to help raise trade standards. We shall encourage fellow colleagues to continue to innovate and explore new ways to give back to the community.

VOTE OF THANKS

We are fortunate to have a great team of staff of exceptional diligence, professionalism and agility who work exceedingly well with the trades, our clients, and all the stakeholders. This unflinching relationship based on mutual trust, appreciation and sharing creates a unique talent base and an unrivalled collaboration. I cannot express enough my gratitude to all of them.

My sincere thanks extend to all those who have given us their guidance, support, advice and feedback. We look forward to working together in the year ahead.

Chan Fan, Frank

Director of Electrical and Mechanical Services
General Manager, Electrical and Mechanical Services Trading Fund