

機電工程營運基金報告

Electrical and Mechanical Services Trading Fund Report

抱負 VISION

致力提供優質機電工程服務，精益求精，以提升市民的生活質素。

To improve the quality of life for our community through continuous enhancement of our electrical and mechanical engineering services.

使命 MISSION

客戶Customer

提供優質的工程方案，以滿足客戶的需要。

Providing quality engineering solutions to satisfy our customers' needs.

員工Staff

建立一支卓越的員工隊伍，並維持和諧的工作環境。

Developing a competent workforce and maintaining a harmonious environment.

部門Organisation

掌握科技發展和流程改善，以提供更佳服務。

Keeping pace with technology development and process improvement for service enhancement.

信念 VALUES

誠信Integrity

我們秉持誠信，維持良好道德操守。

We uphold honesty and integrity to embrace an ethical culture.

出色服務Service Excellence

我們提供安全可靠、高效率、具成本效益和優質的服務。

We provide safe, reliable, efficient, cost-effective and quality services.

關懷Caring

我們關懷員工、客戶和市民大眾，並重視環保。

We care for our staff, customers, community and the environment.

以客為本Customer Focus

為滿足客戶的各種需要，我們盡心竭力，積極提供工程方案，以贏取客戶的信任和支持。

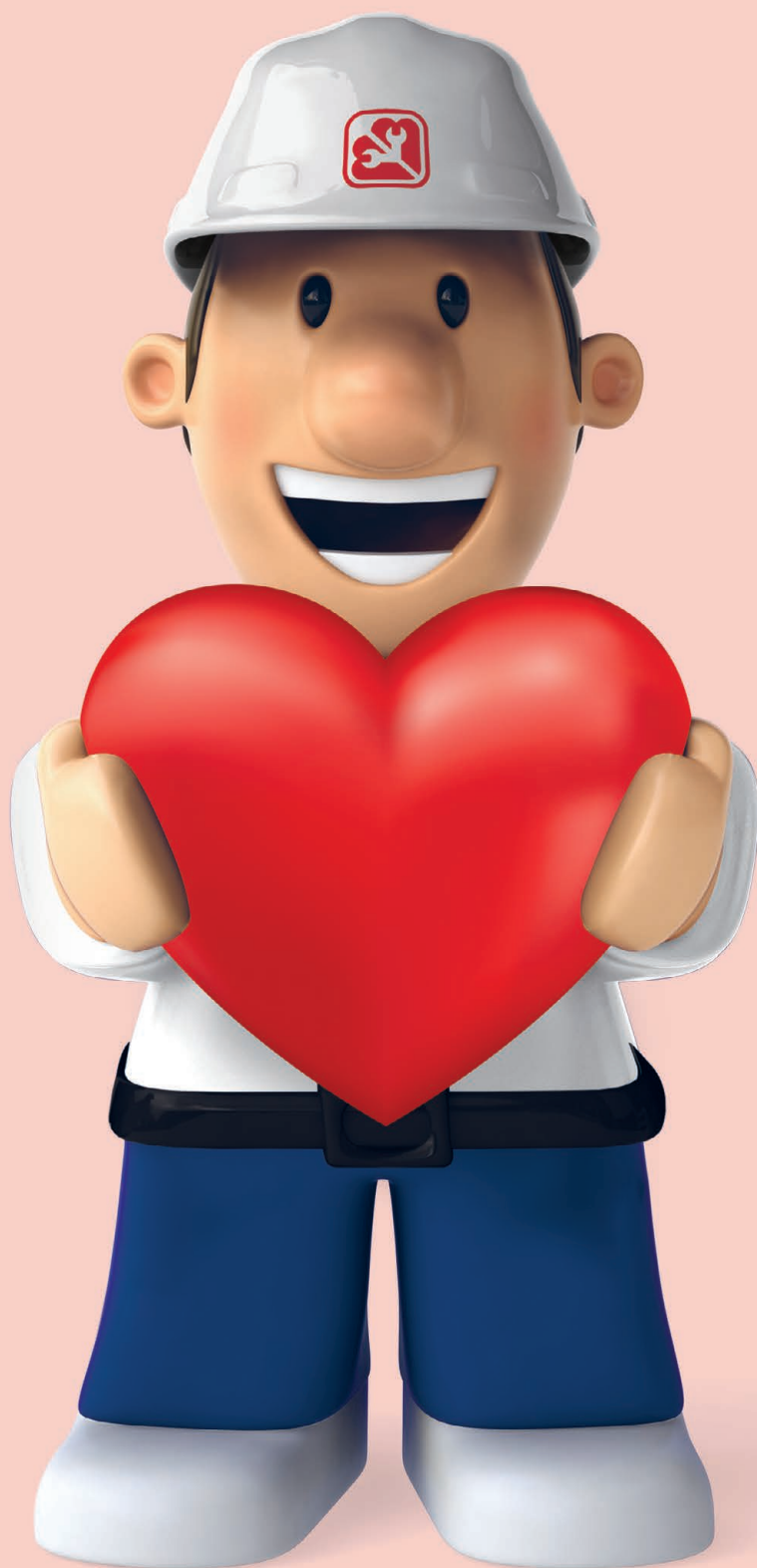
We focus on the needs of our customers and provide engineering solutions in a proactive and responsible manner to win their trust and support.

承擔Commitment

我們言行一致，信守承諾。

We do what we promise.

摯誠服務
**Always
There to
Serve**



常務委員會 Executive Board

主席 Chairman



韋志成太平紳士
Mr Wai Chi-sing, JP

發展局常任秘書長（工務）
Permanent Secretary for Development (Works)

成員 Members



陳志明太平紳士
Mr Chan Chi-ming, JP

發展局副秘書長（工務）2
Deputy Secretary for Development (Works) 2



陳帆太平紳士
Mr Chan Fan, Frank, JP

機電工程營運基金總經理（機電工程署署長）
General Manager, EMSTF (Director of Electrical and Mechanical Services)



薛永恒太平紳士
Mr Sit Wing-hang, Alfred, JP

機電工程署副署長/營運服務
Deputy Director/Trading Services, EMSD

秘書 Secretary



周楚添先生
Mr Chow Chor-tim

機電工程署主任秘書
Departmental Secretary, EMSD

- * 林天星太平紳士出任發展局副秘書長(工務)2至2013年11月12日
Mr Lam Tin-sing, Enoch, JP was Deputy Secretary for Development (Works) 2 up to 12 November 2013
- * 胡建明太平紳士出任機電工程署副署長/營運服務至2013年12月20日
Mr Woo Kin-ming, JP was Deputy Director/Trading Services, EMSD up to 20 December 2013

管理委員會 Management Board



主席 Chairman

1 陳帆太平紳士 Mr Chan Fan, Frank, JP

機電工程營運基金總經理
(機電工程署署長)
General Manager, EMSTF
(Director of Electrical and Mechanical Services)

5 戴德謙太平紳士 Mr Tai Tak-him, JP

機電工程署助理署長/3
Assistant Director/3, EMSD

成員 Members

2 薛永恒太平紳士 Mr Sit Wing-hang, Alfred, JP

機電工程署副署長/營運服務
Deputy Director/Trading Services, EMSD

3 何世景太平紳士 Mr Ho Sai-king, JP

機電工程署助理署長/1
Assistant Director/1, EMSD

4 李英明先生 Mr Li Ying-ming, Larry

機電工程署助理署長/2
Assistant Director/2, EMSD

6 羅雪芬女士 Ms Law Suet-fan, Rebecca

機電工程署財政經理
Finance Manager, EMSD

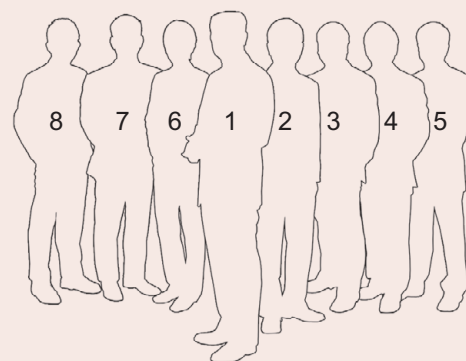
7 羅福基先生 Mr Law Fuk-ki

機電工程署員工關係主任
Staff Relations Officer, EMSD

秘書 Secretary

8 周楚添先生 Mr Chow Chor-tim

機電工程署主任秘書
Departmental Secretary, EMSD



* 胡建明太平紳士出任機電工程署副署長/營運服務至2013年12月20日
Mr Woo Kin-ming, JP was Deputy Director/Trading Services, EMSD up to 20 December 2013

* 張丙權太平紳士出任機電工程署助理署長/1至2013年12月29日
Mr Cheung Ping-kuen, Michael, JP was Assistant Director/1, EMSD up to 29 December 2013

* 張國輝先生出任機電工程署助理署長/2至2013年8月7日
Mr Cheung Kwok-fai was Assistant Director/2, EMSD up to 7 August 2013

業務回顧與前瞻

Operations Review and Outlook



薛永恒太平紳士
Mr Sit Wing-hang, Alfred, JP

機電工程署副署長/營運服務
Deputy Director/Trading Services, EMSD

機電工程營運基金在2013/14年度表現良好，達到財務指標。2013/14年度也是我們為實踐新企業目標制訂的五年計劃的頭一年，相關工作在年內亦取得相當進展。

目標與進展

2013/14年度，營運基金收入為50.2億港元（2012/13年度為46.43億港元），收入回報率為5.3%（2012/13年度為6.9%）。收入輕微上升，反映客戶對我們的服務需求有所增長；而收入回報率下降，一方面是由於營運開支增加，另一方面也顯示我們履行承諾，以輕微利潤營運。我們相信，客戶多省一分錢，就會有多一分錢回饋社會。

我們去年為營運基金訂定新的企業目標，就是「透過與客戶的伙伴關係，創造公眾價值惠惠市民」，並計劃透過五個策略，在由2013/14年度起計五年內

達至上述目標。我們欣然報告，這五個策略，即提供優質服務、成為業界典範、建立員工才能與關懷文化、優化知識管理，及持續綠色作業，在2013/14年度的落實工作都取得良好進展。

成績與里程碑

客戶服務方面，每個策略業務單位年內除完成重要工程項目外，也有承接新的操作及維修保養服務，創造公眾價值。例子包括：我們承接了新落成的北大嶼山醫院的操作及維修保養服務，協助香港郵政把郵遞服務遷移至新的「中央郵件中心」，以及開展全港所有行人天橋的升降機和自動梯維修保養服務，為推行「人人暢道通行」計劃出一分力。

我們如期在啟德郵輪碼頭完成全球最大型活動乘客登船橋的安裝，為我們的工作奠下另一重要里程碑。郵輪碼頭已於2013年6月正式啟用，從2013/14年度

開始，我們為碼頭的工程系統提供維修保養服務。在所有這些工作中，我們的任務，是協助客戶部門提供新服務，或把現有服務提升至更高的水平。

正如去年的報告提到，我們透過五個策略去貫徹新的企業目標。而着重創新就是這五個策略的精神支柱，我們鼓勵同事在工作中發揮創意，採用科技或其他各種方法，務求以更少的資源，為客戶和公眾做得更多。

我們的機場團隊年內為跑道燈開發的「固定電流調節器測試平台」，就是一個很好的例子。這個已取得設計專利的儀器，可讓維修人員無懼天氣，隨時為跑道燈進行檢查，從而大大提高跑道燈的維修保養效率，減少對跑道運作的干擾。

The Electrical and Mechanical Services Trading Fund performed well in 2013/14, meeting its financial target while making good progress in the first year of its five-year plan to attain our new corporate goal.

TARGETS AND PROGRESS

Total revenue for 2013/14 was HK\$5,020 million (2012/13: HK\$4,643 million) and return on revenue (ROR) was 5.3% (2012/13: 6.9%). The slight increase in revenue reflected increasing client service needs. The drop in ROR reflected an increase in operating expenses and also our commitment to operate at a narrow profit margin, on the understanding that a dollar we save for the client is a dollar more it can spend on serving the community.

Last year we reported a new corporate goal for EMSTF of “creating public value for community betterment through partnership with our clients”, with a plan to achieve it in five years from 2013/14 via five strategies. We are happy to note that good progress has been made in 2013/14 under each of the strategies, namely, delivering excellent service, becoming a trade model, building capacity and caring culture, enhancing knowledge management and sustaining green operation.

ACHIEVEMENTS AND MILESTONES

In terms of client work, each strategic business unit has accomplished major projects or taken on new operation and maintenance (O&M) services that created public value. For example, we took on O&M services at the newly built North Lantau Hospital, facilitated the relocation of Hongkong Post's postal

services to the new Central Mail Centre, and began providing maintenance service for all footbridge lifts and escalators in Hong Kong to help promote universal accessibility.

Another milestone was our timely completion of the installation of the world's largest movable Seaport Passenger Boarding Bridges at the Kai Tak Cruise Terminal, which officially opened in June 2013. We have also taken up the maintenance services of the Terminal's engineering systems since 2013/14. In all these instances, our role was either to facilitate clients' provision of new services or to help take existing services to a new level.

As we reported last year, we have adopted five strategies in order to achieve our new corporate goal. Underpinning these strategies is our emphasis on innovation, where staff are encouraged to work creatively, using technology or other means, so that more can be achieved for clients and the public with fewer resources.

A case in point is the patent-winning Constant Current Regulator Testing Platform created by our airport team during the year. It allows our maintenance staff to conduct tests of airfield ground lighting anytime, regardless of weather conditions, thus enhancing maintenance efficiency while reducing disruption to runway operations.

MANPOWER CHALLENGE

Despite what has been achieved, EMSTF is not without its challenges. Indeed, the key challenge currently facing the entire E&M industry in Hong Kong is tight manpower supply. Our Department, as



我們鼓勵同事在工作中發揮創意，採用科技或其他各種方法，務求以更少的資源，為客戶和公眾做得更多。

Staff are encouraged to work creatively, using technology or other means, so that more can be achieved for clients and the public with fewer resources.

“ 機電工程署去年為招攬更多年青人加入機電行業做了不少工作。

Our Department has made our contribution in the past year to promote the industry in a bid to lure more young people to it. ”

人手不足的挑戰

營運基金雖已做出成績，但也面臨不少挑戰。本港整個機電行業目前所面對的一個大難題，就是人手供應緊絀。機電工程署是機電業的主要持份者之一，去年為招攬更多年青人加入機電行業做了不少工作，例如與香港電台協作，於2014年1月推出電視連續劇《機電夢飛翔》；又與16家機電機構於2014年2月合辦一年一度的「機電業博覽—人才大招募」博覽會，這些工作都取得令人鼓舞的成果。

我們相信，有抱負的年輕人一定可以在機電業闖出美好的事業。機電業是一門專業，廣為大眾認識和接受，對社會有貢獻，同時較少受到經濟周期起伏的影響。再者，政府近年對機電項目的工程撥款有增無減，例如最近就史無前例地向醫院管理局（醫管局）批出130億港元的一次性撥款，資助醫管局未來十年的各項設施改善計劃。這筆撥款，再加上其他相關發展，勢將增加機電服務的需求，創造更多就業機會。我們期望見到更多年青人加入機電專業，將之發揚光大。

資產老化的威脅

我們也面對工程資產老化為全港帶來的挑戰，這是與樓宇和設施老化相關的問題。在上世紀六十和七十年代建成的樓宇和設施，現已有四十或五十年的歷史。為確保本港的基礎設施能持續暢順運作，提高對資產管理的重視和推廣良好的管理方法，實已刻不容緩。我們本着這份精神，已着手協助客戶為重要的工程資產進行ISO 55001認證。這項認證有助客戶妥善維修保養各種工程資產，盡量延長資產的壽命。

這點也配合我們要成為業界典範的策略。我們深信，作為政府部門，我們實有責任為一般的機電裝置確立一套維修保養基準與要求，供業界遵循。我們在ISO 55001方面為客戶所進行的工作，正是朝着這方向邁進。

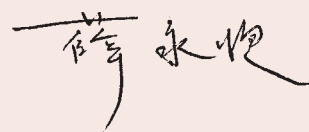
堅守環保之路

一直以來，機電工程營運基金都積極主動，在可行情況下盡量採用更綠化、更具能源效益和環保的作業方法。過去幾年，我們的團隊為政府各政策局和部門安裝了能效較佳的工程系統和落實節能措施，協助他們節省能源。長遠來說，我們的挑戰，是如何協助客戶透過行為上的改變和其他途徑，善用各種節能措施，從而進一步提高政府的節能成效。我們會繼續引入先進節能科技，為客戶的工程系統進行適當的維修保養，務求系統在整個生命周期的能效表現都維持在最佳水平，令作為我們客戶的各個政策局和部門，時刻都處於本港綠色營運先鋒之列。

員工：佳績的關鍵

營運基金得以在2013/14年度取得佳績，實有賴員工的努力，本人謹此向全體同事致謝。員工是我們所有成就背後的最大動力。我們年內收到近200封來自客戶部門各層員工的嘉許及致謝信，正好為同事的拼搏精神和專業才能作出證明。2014年的營運基金客戶滿意指數，在以8分為滿分的標準中，創下6.22分的新高。我們未來如要再創佳績，進一步提升客戶滿意度，肯定會是一個巨大的挑戰。儘管如此，憑藉各位同事一貫的堅毅不拔與盡忠職守的精神，我們定可為營運基金的客戶服務取得新的突破和成就，並為社會創造更大公眾價值。

我們由衷感謝客戶的信任，承辦商和顧問公司的努力，業界和持份者的支持，以及常務委員會的指引和寶貴意見。我們期望締造更大社會價值，讓香港成為更美好的地方。



薛永恒

機電工程署副署長/營運服務

one of the key stakeholders in the E&M industry, has made our contribution in the past year to promote the industry in a bid to lure more young people to it. For example, we collaborated with Radio Television Hong Kong in launching the TV series "Engineering, Life and Dreams" in January 2014 and joined 16 other E&M organisations to hold the annual "E&M Trades Expo – Manpower Recruitment" event in February 2014, with promising results.

We believe aspiring youngsters will find in the E&M industry a rewarding career that is professional, well recognised by the public at large, valuable to the community and less susceptible to the cyclical ups and downs of the economy. Also worth noting is the fact that capital funding for E&M work is on the rise, as in the Government's unprecedented recent one-off grant of HK\$13 billion to the Hospital Authority (HA) to help fund improvement programmes at HA facilities over the next ten years. This and other developments will no doubt boost E&M service demand and create more career opportunities. We look forward to seeing more young people join our profession and take it to new horizons.

THREAT OF AGING ASSETS

We also face the territory-wide challenge of aging engineering assets, which is part and parcel of the issue of aging buildings and facilities. Those buildings and facilities built in the 1970s and 1960s are now in their fourth and fifth decade. To ensure the continued smooth functioning of the city's infrastructure, we urgently need to raise awareness of the importance of asset management and promote good practices. It is in this spirit that we have begun helping clients to obtain ISO 55001 certification for critical engineering assets. This specification helps ensure that assets are properly maintained and that asset life is maximised.

This also dovetails with our strategy of becoming a trade model, as we believe it is our responsibility as a government department to establish, in due course, benchmarks of maintenance criteria and requirements for typical E&M installations, as a reference for the trade to follow. Our work in ISO 55001 for clients is a step in the right direction.

“ 我們深信，作為政府部門，我們實有責任為一般的機電裝置確立一套維修保養基準與要求，供業界遵循。

We believe that it is our responsibility as a government department to establish, in due course, benchmarks of maintenance criteria and requirements for typical E&M installations, as a reference for the trade to follow.”

GOING AND STAYING GREEN

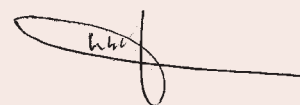
The EMSTF has made proactive efforts to be green, energy efficient and environment-friendly wherever possible. Over the past years, our colleagues have helped government bureaux and departments achieve energy savings through the installation of more energy efficient engineering systems and the implementation of energy saving best practices. In the long run, the challenge will be one of helping our clients to make good use of the best practices through behaviour changes and other means, in order to take the Government's energy saving achievements to a new height. We shall continue to bring in advanced energy saving technologies and maintain

engineering systems at their best energy saving performance level during their life cycle, so that our client bureaux and departments are always at the forefront of green operations in Hong Kong.

STAFF: MAKING THE ACHIEVEMENTS POSSIBLE

I would like to take this opportunity to thank all EMSTF staff for the good results in 2013/14. They are the key driving force behind all the organisation's achievements. Their can-do spirit and professionalism are the reason for the near 200 appreciation letters we received from different levels of staff at client departments. As the EMSTF Customer Satisfaction Index 2014 hit a record high of 6.22 out of 8, further improvements in customer satisfaction will certainly be a big challenge to us in the coming years. Even so, with the usual resilience and commitment of our staff, we would strive for further breakthroughs in our services to our customers and to create more public value to the community.

Our gratitude also goes to our clients for their trust, to contractors and consultants for their service, to the trade and other stakeholders for their support, and to our Executive Board members for their guidance and advice. We look forward to delivering greater value to the community and making Hong Kong a better place for all.



Alfred W H Sit

Deputy Director/Trading Services, EMSD





關懷社會 Caring for Society

機電工程營運基金為本港公營機構提供機電工程服務，更銳意透過日常工作的每一方面，推動社會進步。因此，我們的專業服務，都聚焦於如何能讓每個香港市民都享有更好的生活質素。當我們滿足到客戶需要、照顧好員工，並在營運工作中能以符合持續發展的原則善用天然資源，我們就已達到關懷社會和創造「公眾價值」的目標。

As an E&M engineering service provider for the public sector, the Electrical and Mechanical Services Trading Fund aspires to make a difference for our society in everything it does. Our professional services are focused on improving the quality of life for everyone in Hong Kong. After all, when we serve our clients well, take good care of our staff, and make sustainable use of natural resources in the course of our work, then we are caring for society and creating the “public value” we aim to deliver.

關懷社會 Caring for Society

醫療與公共衛生是市民必需的服務。我們為公立醫院和醫療機構提供操作和維修保養服務，也為設立新醫院及管理醫療設備提供支援，目標是讓每位香港市民都能享有安全及高質素的醫療與公共衛生服務。

Health and public hygiene services are essential to the public. We provide operation and maintenance (O&M) services for public hospitals and institutions, assist in setting up new venues and medical equipment asset management, so as to facilitate the provision of safe and high-quality health and public hygiene services for everyone in Hong Kong.

醫療與公共衛生

2013/14年度，我們為醫院管理局（醫管局）和衛生署提供的服務均有穩定增長，足見我們在支援公共醫療方面的重要角色。

北大嶼山醫院已於2013年9月開始分段為病人提供服務，我們除了為這所醫院提供操作和維修保養服務外，也正積極籌備擴展對其他公立醫院所提供的服務，並已在雅麗氏何妙齡那打素醫院、靈實醫院、基督教聯合醫院和仁濟醫院開始提供操作和維修保養試點合約服務。

政府近年大幅增加對醫管局的經常性資助，又同時另行撥款予醫管局推展各項主要基建工程計劃，勢令醫院工程服務的需求大增。目前已展開的項目，包括幾所新大型醫院的興建工程，以及基督教聯合醫院、廣華醫院、瑪麗醫院及葵涌醫院的擴建或重建工程。

計劃中的新醫院包括香港兒童醫院，這將是全港第一所公立兒科專科醫院，還有啟德發展區的一所新醫院，以應付九

龍東市區持續發展以致人口日增帶來的需求。我們為這些新工程項目的前期規劃提供專業支援服務，也為將來提供操作和維修保養服務作好準備。

我們積極協助醫管局及衛生署為現有設備和場地進行更新與改建工程，例子包括為瑪嘉烈醫院建造無菌配藥部、為東區尤德夫人那打素醫院建立新腎科中心提供技術支援，為政府牙科診所購置數碼牙科X光造影系統提供技術協助等。

為提升工程服務的水平，令醫管局的醫療設備資產時刻處於最佳操作狀態，我們為醫管局推行ISO 55001資產管理系統，並挑選了腎科醫療儀器作為試點。其他設備資產如升降機及自動梯等，也將試行上述系統。我們的目標，是在評估及減低風險、制訂危機應變計劃及優化維修保養時序方面，有系統地為資產管理達至最適當和最有效的安排，以支援醫管局為市民提供更安全有效的高質素醫療服務。



我們為東區尤德夫人那打素醫院提供專業工程策劃服務的新腎科中心，於2013年12月開幕，標誌着新一代融合尖端科技及具防感染設計意念的大型腎科中心投入服務。

We provide professional project management services for setting up the new Renal Centre at Pamela Youde Nethersole Eastern Hospital which commenced service in December 2013. It signifies a new generation renal centre combined with cutting edge technologies and infection control design in operation.



我們的操作及維修團隊經驗豐富，為新落成的北大嶼山醫院提供一站式專業服務。

Our experienced operation and maintenance team provides professional one-stop services for the newly built North Lantau Hospital.



北大嶼山醫院的日間手術中心計劃於2014/15年度第四季投入服務。我們確保中心設備運作正常。

The day procedure centre of the North Lantau Hospital is planned for service commencement in the fourth quarter of 2014/15. We ensure proper operation of equipment inside the centre.

HEALTH AND PUBLIC HYGIENE

The year 2013/14 saw a steady rise in our services for the Hospital Authority (HA) and Department of Health (DH), underscoring the support role we play in public health.

In addition to taking up the O&M services for the North Lantau Hospital, which began offering patient services in phases from September 2013, we have also been preparing to expand our services for other public hospitals by engaging in pilot O&M contracts for Alice Ho Miu Ling Nethersole Hospital, Haven of Hope Hospital, United Christian Hospital and Yan Chai Hospital.

Demand for hospital engineering services is set to increase as the Government has significantly increased its recurrent subvention to HA in recent years, while also separately funding major capital works programmes for HA. Projects in the pipeline include the

development of new major hospitals, plus expansion and re-development of United Christian Hospital, Kwong Wah Hospital, Queen Mary Hospital and Kwai Chung Hospital.

Other new hospitals include the Hong Kong Children's Hospital, which is being developed as the first specialist paediatric public hospital in Hong Kong, and a new hospital for the Kai Tak development area, which will serve the expanding Kowloon East population as urban development continues in the area. We have been providing professional support for the advance planning of these new projects while also preparing ourselves for their future O&M work.

We play an active role in assisting HA and DH in renewing and remodelling existing equipment and venues. Examples include the provision of a pharmacy aseptic dispensing unit

for the Princess Margaret Hospital, technical support for the setting up of the new Renal Centre at the Pamela Youde Nethersole Eastern Hospital, and technical assistance for the acquisition of digital dental X-ray imaging systems at various public dental clinics.

Targeting to deliver even higher quality engineering services to HA's engineering assets to keep them at the best operating status, we identified renal equipment as an asset category for pilot implementation of ISO 55001 asset management standard. Other assets, such as lifts and escalators, will follow suit. Our efforts aim to systematically optimise the management of assets in respect of risk assessment and mitigation, contingency planning and maintenance scheduling, and ultimately to enhance the safety and effectiveness of high quality healthcare services delivered to the members of the public.



從2013年8月開始，我們一直為環境保護署的「改裝垃圾車資助計劃」提供技術方案，以減少垃圾車運載廢物時對環境造成的滋擾。

Since August 2013, we have been providing technical solution for the implementation of the Retrofitting Subsidy Scheme for Refuse Collection Vehicle of Environmental Protection Department in order to minimise the environmental nuisance in the transportation of waste.

環保節能方面，除了協助醫管局轄下醫院設置高能效的製冷機組外，我們也為醫院進行碳排放及能源審核，以尋找改善能源效益的空間。

公共衛生方面，我們也為政府的「改裝垃圾車資助計劃」盡一分力，協助環境保護署舉辦工作坊、審核由私營垃圾車營運商提交的資助申請書，並檢查已改裝的垃圾車，確保符合規格。

該計劃旨在協助私營垃圾車營運商把車斗完全密封及安裝污水收集缸，以防止出現臭味滋擾、滲濾液溢出或廢物四濺等公共衛生問題，並為符合即將生效、規定所有垃圾車車斗必須密封的法例要求作好準備。營運基金為這計劃提供的支援，可為市民改善環境及路邊衛生情況。

火化爐也是我們的公共衛生服務之一。年內，和合石及柴灣哥連臣角火葬場的新火化爐都已投入服務。新爐都符合最新排放標準。我們為火葬場的機電裝置提供專業操作及維修保養，目標是為公眾提供有效率、有尊嚴的火葬服務。

年內我們的工作贏得不少客戶的讚賞及認同。醫管局港島西醫院聯網總經理（行政事務）葉佩華女士，對我們為隔

離病房通風系統提供的緊急維修服務有以下評語：「……機電工程營運基金員工跟醫護人員及我們的團隊充分合作，解決種種問題以完成維修工作，並維持病房的暢順服務分毫不受影響。」

廣華醫院病理部高級醫務化驗師梁雅珊女士也指出，我們團隊的「技術支援為醫院化驗所提供了優質的服務，也是化驗所多年來能暢順運作的主要原因之一。」

食物環境衛生署時任新界區高級衛生督察（墳場及火葬場）吳國倫先生就我們於和合石火葬場提供的操作及維修保養服務，特別是農曆新年前火葬服務需求最高峰時的工作表現，有以下評價：「假如沒有機電工程營運基金人員的努力和支援，重建後的和合石火葬場要面對首個農曆年的服務需求高峰，肯定不會這樣順利。」

一如以往，我們期望通過加強對醫管局及其他公共醫護客戶的支援工作，讓客戶部門能為病人及家屬提供更好的服務。

On the environmental front, we assist HA hospitals in introducing chillers with higher energy efficiency. In addition, we also conduct carbon and energy audits for HA to identify opportunities of energy saving.

With regard to public hygiene, in order to facilitate the implementation of the Government's Refuse Collection Vehicle (RCV) Retrofitting Scheme, we have been assisting the Environmental Protection Department in organising workshops, vetting financial subsidy applications from private RCV operators, and conducting checks of retrofitted vehicles.

The Scheme aims to help private operators fully enclose their RCVs and install leachate collection tanks to eliminate public hygiene problems, such as odour nuisance, dripping of leachate and spattering of waste, in preparation for the forthcoming statutory requirement for all RCVs to be fully enclosed. EMSTF's support role in the Scheme will help improve the environment and roadside hygiene for all.

Cremators are another aspect of public hygiene services. Meeting the latest

emission requirements, new cremators at the Wo Hop Shek Crematorium and the Cape Collinson Crematorium in Chai Wan were commissioned during the year, with us providing professional operation and maintenance services for the electrical and mechanical installations. Our aim is to facilitate the provision of efficient and dignified cremation services to the community.

Our work during the year has earned recognition from clients. Ms Winnie Yip, Cluster General Manager (Administrative Services), Hong Kong West Cluster Hospitals, Hospital Authority, commented in regard to urgent repair of an isolation ward ventilation system, "...the EMSTF team was able to collaborate with ward users and our team to overcome various challenges and complete the repair process...without disruption of service to the ward."

Ms Phyllis Leung, Senior Medical Technologist of the Department of Pathology at Kwong Wah Hospital also noted that our team's "technical support is one of the essential factors in providing good quality services in smooth running (of the lab) over the years."

Mr Ng Kwok-lun, the then Senior Health Inspector (Cemeteries & Crematoria) New Territories of the Food and Environmental Hygiene Department, commented on our O&M services at the Wo Hop Shek Crematorium, notably during the period prior to Chinese New Year when cremation demand peaked. "Without their contribution and support, the first Lunar New Year peak for the reprovisioned Wo Hop Shek Crematorium could not be passed without event," he said.

As always, EMSTF looks forward to improving its support for HA and other public healthcare and hygiene clients, so that they may better serve patients and their families.



我們一直為鑽石山火葬場（左）及哥連臣角火葬場（右）的機電裝置，提供專業操作和維修服務。我們時刻緊記，「以專業尊重態度處理火化程序，令死者安息，使家屬盡快取回骨灰」。

We have been providing professional operation and maintenance services for the electrical and mechanical installations at Diamond Hill Crematorium (left) and Cape Collinson Crematorium (right). It is always in our mind – "With the hope that the deceased rests in peace, we treat every cremation procedure professionally with respect, and ensure his/her family members receive bones ashes as soon as possible".

機電工程營運基金所支援的公共設施中，康文及運動設施與廣大市民的關係應最為密切，因絕大部分市民都會使用泳池、運動場、公園、公共圖書館、表演及文化場地。我們也有多個團隊專責為政府辦公大樓提供機電服務，確保大樓運作暢順，以最佳狀態服務市民。

Our interface with the general public is perhaps the most frequent in recreation and sports, as there can be almost no one in Hong Kong who does not make use of swimming pools, sports ground, parks, public libraries, or performance and cultural venues. A number of our teams are also dedicated to meeting the E&M needs of government offices buildings to ensure they operate smoothly and are in prime condition to serve the public.

康文設施與政府大樓

位於將軍澳的香港單車館已於2013年12月啟用，這是本港首個室內單車賽道場館。場內設有一條符合國際標準、長250米的木質單車賽道，並可容納3 000名觀眾，讓香港有能力舉辦爭先賽及凱林賽等國際單車賽事。我們協助康樂及文化事務署為單車館設計及安裝了一套精確度達千分之一秒，完全符合國際單車聯盟標準的專業計時系統。我們也為單車館的機電裝置提供操作及維修保養服務。我們會不遺餘力，確保各項裝置穩妥可靠，用家稱心滿意。

年內，高山劇場新翼也順利落成。新翼採用密封式設計，可容納596名觀眾。我們為新翼大樓提供屋宇裝備顧問服務，並負責機電及屋宇裝備工程的設計。

2013/14年度有數幢政府大樓落成啟用，例如位於九龍城的新九龍城政府合署，這是一幢多用途政府大樓，其機電及屋宇裝備系統均由我們提供操作和維修保養服務。另一個在年內啟用的新場地，是香港郵政設於九龍灣的中央郵件中心。我們協助香港郵政將紅磡國際郵件中心的郵政服務，在該中心於2014

年3月初關閉後，順利遷移至九龍灣新址。在策劃及具體落實遷移工作方面，我們都助客戶一臂之力；而中央郵件中心內各項新升格的郵政設備，連同機電、空調、電子及屋宇裝備設施等，都由我們負責操作及維修保養。

我們的新措施之一，是協助各政府大樓取得「綠建環評」認證，這是一套由香港綠色建築議會制訂的全面環境評估系統。我們已為機電工程署總部大樓展開評估工作，預計評估結果可於2014年第四季得出。我們希望透過總部大樓的「綠建環評」認證，為改造現有建築成為能符合最新標準的綠色建築，打造成功先例。

在所有評估工作完成後，機電工程署總部大樓勢將成為首批獲得「綠建環評」之「既有建築」認證的政府大樓之一。屆時我們的總部大樓會更環保，讓使用我們服務的人士及市民大眾，得到更綠色的體驗。這次經驗，可應用於協助其他政府大樓取得有關評級，尤其是現有建築，它們比新建築更難達到「綠建環評」的環保表現要求。



我們為高山劇場新翼的舞台和劇場設備提供專業的機電服務，以確保市民獲得最佳娛樂享受！

We provide professional E&M services for the stage and theatre equipment in Ko Shan Theatre New Wing to ensure it is enjoyable for citizens.



RECREATIONAL FACILITIES AND GOVERNMENT BUILDINGS

我們確保香港郵政「中央郵件中心」內新升級的郵政設施——「綜合揀信機」能無間斷地暢順運作，更準確、更快速地分揀郵件。

We ensure non-interrupted smooth operation of newly upgraded postal equipment — the Optical Video-coding Integrated System, for more accurate and rapid mail sorting in Hongkong Post's Central Mail Centre.

The completion of the Hong Kong Velodrome (HKV) in Tseung Kwan O opened in December 2013 marks the city's first indoor track cycling venue. The venue boasts a 250-metre wooden cycling track, built to international standards, and seats 3 000 spectators, enabling Hong Kong to host international cycling competitions such as sprint and keirin events.

We helped the Leisure and Cultural Services Department (LCSD) design and install a professional timing system for the Velodrome. The timing system fully complies with the International Cycling Union's standards, with accuracy up to 1/1000th of a second. We also provide O&M services for various installations at the new facility, making extra efforts to ensure it is reliable and enjoyable for users.

The Ko Shan Theatre also saw the completion of a new wing, a fully enclosed structure that can house 596 audiences, for which we acted

as building services consultant and provided E&M as well as building services engineering design.

During 2013/14, several government venues came into operation. An example is the new Kowloon City Government Offices, a mixed-use government building in Kowloon City for which we provide O&M services for its E&M and building services systems. Among the new venues opening during the year was Hongkong Post's Central Mail Centre (CMC) in Kowloon Bay. We helped the client plan and implement the smooth migration of postal services to CMC from its International Mail Centre in Hung Hom, which closed in early March 2014. We also provide O&M services for all the newly upgraded postal equipment at CMC, as well as its E&M, air-conditioning, electronic and building services facilities.

One of our new initiatives is to help government buildings obtain certification to Building Environment Assessment Method (BEAM) Plus,

a comprehensive environmental assessment scheme recognised by the Hong Kong Green Building Council. We have already begun the assessment process for our own EMSD headquarters building and assessment results will be available in the fourth quarter of 2014. Through the BEAM Plus certification, we tried to set a successful case of converting an existing building to a green building meeting the latest standards.

Upon completion of all assessments, our headquarters will likely be among the first in Government to obtain BEAM Plus for Existing Building, making the building a greener facility for our service users and the public to enjoy. The experience gained can be applied to help other government buildings achieve the rating, in particular existing buildings, which face more challenges than new buildings in meeting the BEAM Plus building performance criteria.



我們率先為政府物業的升降機進行優化工程，期望帶動私人物業加入優化行列，提升現有升降機運作的安全水平，使運作更為有效、可靠和舒適，讓公眾受惠。

We take the lead to modernise existing lifts in government premises, being trade model for the private premises to follow suit, making the existing lifts more safe, effective, reliable and comfortable for the benefit of the public.

為提升升降機的安全水平，使運作更為有效、可靠和舒適，我們由2013/14年度開始，為數千部現有的政府升降機進行優化工程，預計在四至五年內完成。

年內，我們繼續為司法機構改善法庭科技設備，例如更新高等法院「科技法庭」的視聽系統，以供進行需使用視像會議及其他視聽系統的聆訊。此外，由於終審法院即將遷往前立法會大樓，我們也會為大樓內的視聽系統提供設計和項目管理服務。

我們的服務還涵蓋數據中心，現時我們為九龍灣及小蠔灣數據中心提供操作、維修保養及伺服器代管服務。

我們於2013/14年度，成功續簽為添馬政府總部大樓及立法會綜合大樓各個機電及屋宇裝備提供操作及維修保養的服務水平協議，讓我們得以透過為旗艦政府大樓提供操作及維修保養，繼續服務市民。此外，我們今年也與康樂及文化事務署成功續簽服務水平協議，延續良好伙伴關係，一起服務市民。

機電工程營運基金員工的努力，贏得客戶認同。康樂及文化事務署經理（香港單車館及將軍澳運動場）戴婉君女士在評論營運基金就單車館計時系統所提供

的服務時說：「感謝（營運基金團隊）耐心聆聽客戶的要求，你們在籌備標書規格過程中提供了寶貴的技術意見，又不斷監察工程進度，使單車館能成功舉行一連串的出色賽事。」

我們經常要為政府大樓進行緊急搶修，以確保市民大眾從周一至周五都能無間斷獲得所需服務。一個獲客戶嘉獎的例子，就是我們在東區法院發生水浸事故後，迅速修復該處的供電系統。為此，東區裁判法院書記長郭煥樺女士讚揚我們的團隊：「在周末花大量時間進行緊急維修工作，務求恢復電力供應」，讓法院大樓所有法庭和辦公室都能恢復正常運作。

愛秩序灣官立小學是另一相同例子，我們的團隊為該校進行緊急搶修後，校長張俊珊女士向我們的同事致謝，稱讚他們「修理舞台燈光系統的服務又快又有水準，使學校的畢業典禮辦得更成功。」

作為全港康文設施和政府大樓的機電工程服務供應者，我們十分重視使用者是否舒適方便，同時率先推行各項措施，積極主動為政府大樓進行環保評估及能源管理認證等工作。

Aiming to make lifts more safe, effective, reliable and comfortable for users and the public, we have embarked on a lift modernisation programme for thousands of existing government lifts since 2013/14. Completion is scheduled within four to five years.

During the year, we have continued to help the Judiciary deploy better technologies in courts. For example, we renovated the audio-visual system of the Technology Court in the High Court Building for hearing cases requiring video conferencing and other audio-visual systems. As the Court of Final Appeal will relocate to the former Legislative Council building, we shall also be assisting in providing design and project management services for its audio-visual system.

Our work also covers data centres, for which we are providing O&M and server hosting services at the Kowloon Bay and Siu Ho Wan Data Centres.

Our Service Level Agreement (SLA) for O&M of various E&M and building services systems at the Central Government Offices and Legislative Council Complex at Tamar was successfully renewed in 2013/14, so that we may continue to serve the public via servicing these flagship government buildings. Besides, the SLA with LCSD was also renewed this year, extending our partnership to serve the public.

Our work has been rewarded with client recognition. Commenting on EMSTF's service with regard to the timing system at the HKV, Ms Tina Tai Yuen-kwan, Manager (Hong Kong Velodrome & Tseung Kwan O Sports Ground) of the Leisure and Cultural

Services Department said, "Thanks to (our team's) patience in listening to client requirements, offer of valuable technical advice in preparing tender specifications and constant monitoring of progress of work, a series of spectacular events were staged at the HKV with brilliant success."

Urgent repairs in government buildings are often called for to ensure uninterrupted service provision for the public during weekdays. A case in point that won client appreciation was the swift repair of the power supply system in the Eastern Law Courts following a water flooding incident. Ms Pauline Kwok, First Clerk of the Eastern Magistrates' Courts, complimented our team for carrying out "urgent works over the weekend for extensive hours in order to restore timely power supply", so that all

courts and chambers could resume smooth operation.

A similar case was our prompt repair work for the Aldrich Bay Government Primary School, with Headmistress Ms Cheung Tsun-shan thanking our colleagues for "the prompt action and quality service in repairing the stage lighting system which greatly enhanced the graduation ceremony".

As the E&M engineering service provider for recreational facilities and government buildings, we attach great importance to taking care of the comfort and convenience of the users, as well as taking the lead in initiatives such as environmental assessments and energy management certifications for buildings.



香港首個室內場地單車計時系統由機電工程營運基金負責設計和安裝，精確度可達千分之一秒，完全符合國際單車聯盟的標準。

The Hong Kong's first indoor track cycling timing system was designed and installed by EMSTF, providing timing accuracy up to 1/1000th of a second. This timing system complies fully with the International Cycling Union's standards.

治安對香港的繁榮安定十分重要。我們協助管理全港紀律部隊的機電系統，為香港繼續保持全球最安全的地區之一出一分力。

Law and order is essential to Hong Kong's economy and stability. We assist the disciplined forces in taking care of their E&M systems so as to contribute to maintaining Hong Kong as one of the safest regions in the world.

保安

年內我們為紀律部隊客戶進行了幾個重要工程項目，較突出的項目是為香港海關於國泰航空貨運站安裝的航空集裝箱檢查系統，及為懲教署於羅湖懲教所安裝的無匙「電鎖保安系統」。

香港是國際貿易樞紐，空運貨量極大。航空集裝箱檢查系統，就是應香港海關的要求，提升貨物檢測效率。系統能處理大型板貨及航空集裝箱貨物，大大縮短了查找違禁品和異常狀況的時間。

至於「電鎖保安系統」，則由懲教署和機電工程營運基金共同設計，是全港首個用於懲教機構的同類系統。「電鎖

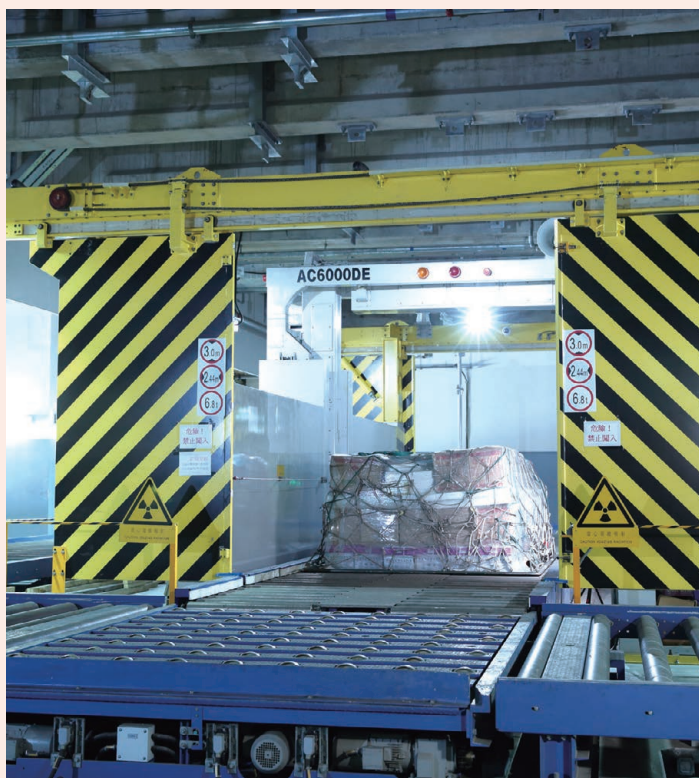
保安系統」主要結合了閉路電視、對講機、召喚按鈕及電腦化電鎖等子系統而建成，用以核實職員身份及控制出入，使院所內日常囚室開門的開關不再需要鎖匙。懲教所職員現可直接於控制室開關囚室開門，大大縮短了反應時間，而萬一發生危急情況，這點更非常重要。職員現也無需再往返囚室及匙房提取所需鎖匙，可能省下長達數百米的路程，大幅度提高了工作效率。

「電鎖保安系統」不但贏得客戶讚賞，更榮獲「2014香港資訊及通訊科技獎」之「最佳創新（企業創新）特別嘉許」獎。系統未來亦會應用於其他懲教所，全面提升本港懲教機構的保安水平。



我們與懲教署共同設計設於羅湖懲教所的無匙「電鎖保安系統」，集監控、記錄和身份認證等多項功能於一身，大幅度提升了羅湖懲教所的運作效率。

We jointly designed the keyless Electric Locks Security System in Lo Wu Correctional Institution (LWCI) with Correctional Services Department. Various functions like monitoring, recording and identity verification were included in this new system, which greatly improved the operation efficiency at LWCI.



我們為香港海關設計、安裝及保養全新的航空集裝箱檢查系統，有助提升貨物查驗效率。
We designed, installed and maintain the new Palletised Cargo Inspection System for the Customs and Excise Department to improve the cargo inspection efficiency.

SECURITY

Several significant engineering projects for our disciplinary clients were carried out in 2013/14, most notably the Palletised Cargo Inspection System at the Cathay Pacific Cargo Terminal for the Customs and Excise Department (C&ED) and the keyless Electric Locks Security System (ELSS) at the Lo Wu Correctional Institution for the Correctional Services Department (CSD).

The Palletised Cargo Inspection System was designed to address C&ED's need to efficiently inspect a huge volume of air cargo as Hong Kong is an international trading hub. The system expedites the inspection

process by scanning cargoes in form of pallet and unit load device, which considerably reducing the time and efforts taken to detect contraband and other abnormalities.

The ELSS, jointly designed by EMSTF and CSD, is the first system of its kind in Hong Kong's correctional institutions. It integrates CCTV, intercom, call button and computerised e-lock subsystems to verify the identity of the requesting staff for access control, making physical keys no longer required in daily locking or unlocking of cell gate doors at the institution. CSD officers may now operate cell gate doors directly from the control room,

greatly reducing response time, which can be critical in case of emergency. The new system also eliminates the need for officers to collect the keys from the key room, a distance saving can be up to several hundred metres, greatly boosting efficiency.

The ELSS has won client recognition and also received the "Best Innovation (Entrepreneurial Innovation) Special Mention" award at the Hong Kong ICT Awards 2014. It may be extended to other institutions in due course, taking security in Hong Kong's correctional institutions to a new level.



因應實施邊境禁區範圍縮減，我們協助香港警務處在落馬洲路段安裝一套新的邊界圍網保安系統，加強邊境保安。

We assisted Hong Kong Police Force reinforce border security by building a new border fence protection system at Lok Ma Chau section for the implementation of reduction of Frontier Closed Area.

另一方面，營運基金已開始為消防處將軍澳消防訓練學校籌建實火模擬事故訓練設施，並已展開招標工作。為了讓訓練更逼真，這套訓練設施會提供各種事故的現場原大模擬實景，包括高樓大廈、船、飛機、車輛、火車站、加油站、油缸及石油氣缸。

新設施將提高消防模擬訓練的質素，加強學員的救火能力，提升社會消防安全。我們十分重視市民的生命財產安全，能為我們的消防員提供高效和可靠的訓練設施而出一分力，我們感到驕傲。

此外，我們因應邊境禁區範圍縮減的實施，為警務處於落馬洲及打鼓嶺段設計及建造一個現代化圍網保安系統的工程，年內也有良好進展。我們與警務處也順利續簽了一份六年的服務水平協議，讓我們繼續為警務處提供操作及維修保養服務。

我們持續為多個紀律部隊提供機電、電子和屋宇裝備系統的維修保養服

務，例如海關設於落馬洲及深港西部通道邊境檢查站的兩個固定X光車輛掃描系統。我們無間斷的機電支援，幫助客戶部門提高工作效率，使市民安居樂業。

對機電工程營運基金的服務，很多客戶部門都表示欣賞。懲教署高級監督（工程及策劃）鍾子綸女士說：「機電工程署的全面工程支援，讓我們能保持正常運作，完全不受干擾。」香港警察學院槍械訓練科警司陳永亮先生則讚揚我們為該校安裝一個新模擬動作系統的專業表現：「貴署員工專心致志，勤奮且具備豐富專業知識，很快已解決了項目的所有困難，順利高效完成工程。」

社會安定是我們共同的願望。我們協助紀律部隊管理工程系統，提供合適保養，確保設施高效運作，讓客戶部門更全心為香港繼續保持安穩太平。

In another development, EMSTF started to provide professional E&M support for the construction of specialised live fire simulators at the new Tseung Kwan O Fire Services Training School for the Fire Services Department, with tender exercise commenced during the year. The facility will provide full-size mock-ups of high-rise apartments, ships, aircrafts, vehicles, railway stations, refilling stations, oil and LPG tanks to make the fire fighting and rescue drills more realistic.

The new facility will enhance the quality of simulation training and build up the fire fighting capability of the trainees, improving the community's fire safety in due course. We care about the lives and properties of the public, and we are proud of our contribution to the provision of effective and reliable training for our fire fighters.

The project to design and build a modern fence protection system for the Hong Kong Police Force (HKPF) at the Lok Ma Chau and Ta Kwu Ling sections progressed well during the year to support the implementation of reduction of Frontier Closed Area. In addition, the renewal of a six-year Service Level Agreement with HKPF will enable us to contribute further through O&M services for the Police.

We also continued to provide maintenance services to various E&M, electronic and building services systems for disciplined forces, such as the two C&ED Fixed X-ray Vehicle Inspection Systems at the Lok Ma Chau and Hong Kong-Shenzhen Western Corridor border control points. It is on-going E&M support services like these that

have helped our client departments improve their efficiencies, so that our community can continue to thrive in a safe and stable social environment.

Many client departments have expressed appreciation of our services. Ms Chung Chi-lan, Senior Superintendent (Works and Planning) of CSD noted, "The full backup from EMSD has helped us in maintaining our normal day-to-day operations without any disruption". Mr Ricky Chan Wing-leung, Superintendent of Police, Weapons Training Division of the Hong Kong Police College, also acknowledged EMSTF's professionalism in installing a new motion simulation system. "With full devotion, diligence and professional knowledge of your staff, these challenges were overcome and the project was completed smoothly and efficiently", he wrote.

Maintenance of law and order is essential to our community. We play a key support role in ensuring that the disciplined forces are equipped with effective, appropriate and well maintained engineering systems, making Hong Kong a safer place to live.

我們持續為多個紀律部隊提供機電、電子和屋宇裝備系統的維修保養服務。我們無間斷的機電支援，幫助客戶部門提高工作效率，使市民安居樂業。

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運輸

我們支援全港交通運輸工程系統的服務，深入城市的每一個層面，與市民息息相關。我們的宗旨，是提供優質可靠的運輸工程支援服務，讓公眾體驗安全、方便又順暢的交通。

Our engineering services that support traffic systems are woven into the fabric of the city's daily life, touching everyone in Hong Kong. We are committed to providing quality and reliable engineering support to facilitate a safe, convenient and smooth transportation experience for the public.

我們的服務範圍涵蓋海陸空交通基建。機場管理局（機管局）是其中一個主要客戶，我們為機管局提供多個重要工程系統的維修保養服務，包括跑道燈、行李處理、污水處理和空調系統等。我們也為駐赤鱗角的政府部門，以服務水平協議的方式提供服務，如最近與民航處續簽的五年服務水平協議，讓我們為民航處設於機場內外的所有設施，包括其新總部大樓，提供操作及維修保養服務。我們所有服務的目的都是讓市民能舒適愉快地享用機場設施。

在航空服務方面，由於航班日益增加兼且惡劣天氣，員工在維修保養戶外工程系統時，例如跑道燈的工作，面對不少挑戰。年內，我們與機管局共同開發了一套跑道燈「固定電流調節器測試平台」，以創意去解決問題。這測試平台的優點，是讓維修人員能隨時在室內環境進行跑道燈亮度穩定測試及就基本故障進行檢查，不受天氣影響。這方案大大提高了我們維修保養跑道燈的效率，讓我們在任何天氣下都可繼續維修保養工作，並減少對跑道運作的干擾。這測試平台既新穎、有創意又實用，更於2013年底取得設計專利。

2013/14年度完成的重大工程項目中，以我們協助旅遊事務署完成的啟德郵輪

碼頭項目就最為突出。郵輪碼頭已於2013年6月正式開幕，首個泊位也同時投入服務，加強了香港作為國際郵輪中心的地位。機電工程營運基金在郵輪碼頭各類包括全球最大型活動乘客登船橋在內的機電系統的設計和安裝，都扮演著重要的角色。

與此同時，我們為海事處更新優化船隻航行監察服務系統，工作進展良好。這是個橫跨幾年的項目，採用先進科技，更有效監察及管理本港水域的船隻交通情況。

至於陸路運輸，我們的服務也十分多元化。除了為約5 800部政府車輛提供維修保養服務、及滿足與各個客戶部門協議的服務承諾外，我們的車輛服務團隊更為各政府部門提供一般及特別用途車輛的採購服務。

車輛維修保養方面，我們已主動為政府車隊開展資產管理系統PAS 55/ISO 55001認證的準備工作，務求優化車隊的資產壽命及質素。我們由消防處的救護車開始，在消防處的全力配合及支持下，現時所有救護車都已成功得到PAS 55的認證，是次認證工作進一步加強我們與客戶之間的緊密伙伴關係。可靠的救護車車隊，對市民可說生死攸關。認證工作反映我們對這方面的高度重視。



我們為超過10 000盞機場跑道燈提供專業的維修服務，確保飛機於跑道及滑行道可安全升降和行駛。
We provide professional maintenance services to over 10 000 airfield ground lightings, ensuring runways and taxiways are safe for taking-off, landing and manoeuvring of planes.



我們的維修團隊與香港機場管理局，共同設計一套固定電流調節器測試平台，並取得專利。測試平台可在室內快捷地測試機場跑道燈，減少對跑道運作的影響。
Our maintenance team jointly designed and patented the Constant Current Regulator Testing Platform with the Airport Authority Hong Kong, allowing us to test the airfield ground lighting indoor and work faster, minimising disruption to runway operations.



我們協助客戶部門採購特別用途車輛。我們亦為部分車輛提供維修保養服務，如圖中所見於機場消防主局的快速截擊車，便是一例。
We assist client departments in procuring special purpose vehicles. We also provide maintenance services for some of these vehicles, such as Rapid Intervention Vehicle in Main Airport Fire Station as shown.



我們如期在啟德郵輪碼頭完成首個泊位各項工程。「海洋水手號」順利於2013年6月12日停泊郵輪碼頭。
Upon the timely completion of our work on the first berth, Mariner of the Seas successfully docked at the Kai Tak Cruise Terminal on 12 June 2013.

TRANSPORT

Our work in the transport sector spans Hong Kong's air, sea and land transport infrastructure. The Airport Authority Hong Kong (AA) is a key client for which we maintain several crucial systems at the Hong Kong International Airport, including its airfield ground lighting, baggage handling, wastewater treatment and air-conditioning systems. We also provide O&M services to government departments stationed at Chek Lap Kok via Service Level Agreements (SLAs), such as the recently renewed five-year SLA with the Civil Aviation Department for providing O&M services to all its airport facilities including its new headquarters. All these services are provided with the ultimate goal of giving the public a comfortable and pleasant airport experience.

Increasing air traffic and adverse weather conditions combine to pose challenges to the maintenance of outdoor airport systems, such as airfield ground lighting. During the

year, EMSTF and AA jointly developed an innovative solution to this problem with the creation of our Constant Current Regulator Testing Platform. This enables brightness stability tests and basic lamp failure detection checks to be conducted indoors at any time. This has greatly enhanced our airfield ground lighting maintenance efficiency, allowing us to work in any weather and also reducing disruption to runway operations. The design was successfully patented at the end of 2013 in recognition of its novelty, creativity and practicality.

Among the milestone projects completed in 2013/14, Kai Tak Cruise Terminal stands out. It officially opened in June 2013 when the first berth commenced operations, boosting Hong Kong's position as an international cruise hub. EMSD played a key role in the design and installation of various E&M systems, including the world's largest movable Seaport Passenger

Boarding Bridges, at the Cruise Terminal for the Tourism Commission.

Meanwhile, good progress was made in our work on the Replacement and Upgrading of Vessel Traffic Services System for Marine Department, a multi-year project that involves the deployment of state-of-the-art technologies to provide more efficient and effective vessel traffic surveillance and management capabilities in the Hong Kong waters.

Our support services for land transport are many and varied. Apart from looking after the maintenance of about 5 800 government vehicles and meeting the performance pledge agreed with our client departments, our vehicle engineering team also provides procurement services for all general and special purpose vehicles for various government departments.



ISO 55001認證有助優化交通燈的功能，提升設備的可用性和減少訊號故障對市民構成的影響。
ISO 55001 certification helps optimise traffic lights in order to enhance equipment availability and minimise disruption to the public due to fault signal.

採購車輛方面，我們不單協助客戶設計和採購車輛，更確保購買回來的車輛能真正滿足客戶的運作需要，並符合本地及國際在安全及環保方面的法規與標準，讓政府車隊為社會樹立良好榜樣。

年內，我們也繼續為本港多條行車隧道，提供各種系統的設計和安裝工程服務，並為主要交通基建項目，例如為中環灣仔繞道和東區走廊連接路、港珠澳大橋、蓮塘/香園圍口岸幹線及將軍澳—藍田隧道等，提供有關機電、屋宇裝備、電子、交通控制及監察系統的專業意見和技術支援服務。

運輸署也委託我們就海底隧道及城門隧道的隧道通風系統及交通控制監察系統的更新工程，提供項目管理服務。此外，我們也負責在各個交通要道，以LED屏幕顯示實時交通資訊，方便駕車人士即時得悉主要幹線的路面交通情況。

行人交通也是我們運輸工程服務的一環。更新中環至半山自動扶梯系統的撥款已經批出，我們的目標是盡快確定工程的技術規格和招標細節安排，讓工程盡快展開。另一方面，根據政府的「人人暢道通行」計劃，未來幾年會為全港的行人通道（即行人天橋、高架行人路及隧道）加裝300多部升降機，為市民包括輪椅使用者締造無障礙通行的便利環境。我們除了會為相關部門的設計和建造工程提供意見和技術服務外，也會負責日後的維修保養服務，確保所有行人通道的升降機和自動梯順暢運作，使市民感到便捷。

年內，我們提升了交通燈維修保養服務水平，着手ISO 55001認證工作，希望就交通燈的安裝、維修保養及減少故障時間等工作，能更有系統地處理。我們也計劃將交通燈維修保養系統與地理信息系統結合，屆時有關交通燈故障的檢測及修理效率會大大提高，對公眾的干擾也會減到最少。

年內我們收到不少客戶的嘉許，當中包括我們為天文台提供的服務。香港天文台高級科學主任（氣象預測系統）陳栢緯先生，對營運基金員工為天文台氣象浮標上的風速計支柱改善安全設計，表示感謝。「貴署員工專心致志，使氣象浮標維持高水平的使用率，讓故障時間減至最少，對確保航空安全非常重要。」

安全可靠的本地及國際交通運輸，是香港經濟及繁榮的支柱。因此，我們會盡力提供合適的工程方案以應付香港的運輸需求，讓所有道路使用者和行人，包括傷障人士，都能安全暢順抵達目的地。

On the maintenance side, we have taken the initiative to optimise asset life and quality for the government fleet via certification to Asset Management System PAS 55/ISO 55001 standards. The initiative began with ambulances under the Fire Services Department (FSD), all of which have now been certified with PAS 55 standards. The certification has obtained cooperation and support from FSD, demonstrating our close partnership with the client. The community counts on a reliable ambulance fleet in life-critical situations, and the certification effort demonstrates the extra care we take in this regard.

As to vehicle procurement, we not only assist user departments in designing and acquiring vehicles but also ensure that the models acquired best fit their operational needs. We make sure that the acquired vehicles meet various local and international safety as well as environmental regulations and standards, which in turn makes the government fleet become a model for the rest of the community.

During the year, we continued to provide project design and implementation services for various systems used within Hong Kong's road tunnels. We also continued to provide professional advisory and technical services with regard to E&M, building services, electronics and traffic control and surveillance systems for major transport infrastructure projects, including those for the Central-Wan Chai Bypass and Island Eastern Corridor Link, Hong Kong-Zhuhai-Macao Bridge, Trunk Road for Liantang/Heung Yuen Wai Boundary Control Point and Tseung Kwan O – Lam Tin Tunnel.

The Transport Department (TD) has also entrusted projects to us for the management of the replacement of road tunnel ventilation and traffic control and surveillance systems for the Cross Harbour Tunnel and Shing Mun Tunnel respectively. Furthermore, we are also responsible for the provisioning of electronic variable-



我們提供技術支援予路政署及土木工程拓展署，在行人通道加裝升降機，為市民提供暢通無阻的通道。
We provided technical support to Highways Department and Civil Engineering and Development Department to install lifts at walkways, providing convenient barrier-free access to the public.

message systems with LED display technology at strategic locations, to disseminate real-time information on traffic conditions for the convenience of drivers on key roads and highways.

Pedestrian traffic is another component of our transport service. The funding for the refurbishment of the Central-Mid-Levels Escalator and Walkway System has been approved, and we aim to finalise the technical specifications and tendering arrangement for implementation as soon as possible. In a separate development, under the Government's "Universal Accessibility" programme, more than 300 new lifts will be installed at walkways (i.e. footbridges, elevated walkways and subways) throughout the territory in the next few years, providing convenient barrier-free access to the public, including wheelchair users. Besides providing technical support and advisory services to the relevant departments for the design and construction works, our subsequent maintenance services will also see to it that all walkways lifts and escalators operate smoothly, to ensure that walkways stay user-friendly.

Our traffic signal maintenance services were taken to a new level in the year, when we introduced an ISO 55001 certification programme that will bring about a more systematic approach

to the installation, maintenance and improvement of traffic lights availability. We also plan to integrate our traffic light maintenance system with the Geographic Information System, which will greatly enhance efficiencies in fault detection and rectification so as to minimise disruption of service to the public.

Compliments from clients during the year covered our service to the Hong Kong Observatory (HKO). Mr Chan Pak-wai, Senior Scientific Officer (Meteorological Forecast System) of HKO thanked our staff for making safety improvements to the weather buoy anemometer mast design. "The dedicated effort of your team has enabled the weather buoys to maintain a high level of service availability with minimum equipment down time, which is very important in the assurance of aviation safety," he said.

Reliable local and international transport is the backbone of Hong Kong's economy and continuing prosperity. As such, we have spared no effort to provide appropriate engineering solution for the community's transport needs. We strive to achieve that all road users and pedestrians, including the physically challenged, are able to reach their destinations safely and smoothly.

企業管理
**Corporate
Stewardship**



機電工程營運基金的企業目標是「透過與客戶的伙伴關係，創造公眾價值利惠市民」，並透過實施五大策略以達到目標。我們欣然報告，經過第一年的實踐，五大策略的推展工作已取得相當進展。

One year into the implementation of the five strategies to achieve EMSTF's corporate goal of "creating public value for community betterment through partnership with our clients", we are glad to report good progress.



我們非常重視員工與管理層的溝通，於總部大樓大堂設立「員工天地」，作為雙方對話的平台。員工及管理層可於展板上張貼建議、問題、評論及回應。
We value staff and management communication. A Staff Corner is set up as a new platform for dialogue in the headquarters lobby for staff and management to post suggestions, questions, comments and responses.

企業管理 Corporate Stewardship



我們的策略業務單位及支援單位攜手合作，就落實每個策略推出多項重要營運措施。五大策略分別是：提供優質服務、成為業界典範、建立員工才能與關懷文化、優化知識管理及持續綠色作業。

Our strategic business units and support units have worked together to roll out key operational initiatives under each of the five strategies: deliver excellent service, become a trade model, build capacity and caring culture, enhance knowledge management and sustain green operation.

機電工程營運基金不單致力怎樣去做得更好，也清楚了解為何要做得更好，就是要為每個香港市民提升生活質素。歸根究底，我們相信，只有具備矢志服務市民的決心和熱情，營運基金才能貫徹目標，創造「公眾價值」。

EMSTF is focused not only on how to do its work better, but also has a clear sense of why it should do so, namely, to improve the quality of life for everyone in Hong Kong. After all, we believe it is by having the mind-set and the passion to serve the community that we will create the “public value” we aim to deliver.

五大策略

提供優質服務

2014年的客戶滿意度指數創歷年新高，我們在8分滿分中，取得總評分6.22分，證明我們持續改善服務的表現得到客戶認同。營運基金更於2013/14年內收到接近200封嘉許信，來自客戶部門不同階層的人員，這也是客戶滿意度的表現，對此我們深感欣悅。

優質服務是多面的，我們特別着重幾個策略性層面，例如充分運用「建築信息模擬」技術以有效推行資產管理工作，為客戶提供可靠高效的維修保養服務。本港建築物和工程資產日漸老化，資產管理可確保市民享用的公共服務不受干擾，這點十分重要。

就此，我們積極主動地協助客戶就關鍵系統（例如救護車隊和交通燈系統），進行資產壽命周期規劃及風險為本的資產管理工作。我們已為客戶的多個工程系統取得PAS 55資產認證，並會陸續為客戶的其他關鍵系統落實資產管理制度。

優質服務與新科技的應用息息相關。我們現正在17個試點推行綜合樓宇管理系統，並試用各種流動通訊技術，包括智能手機應用程式，以方便客戶報告故障，也可讓我們及時向客戶匯報工作進展。

各策略業務單位不斷增加對一般維修保養工作的外判力度，並同時緊密監察外判商的服務質素。這項措施對我們十分重要，基於人力資源方面的限制，外判可讓我們在不影響服務質素的情況下騰出人手，為客戶進行其他更為重要的工作。我們亦正檢視如何強化對外判合約的質素管理。

同時，我們已委託顧問公司探討採用「新工程合約」的可行性，有關研究進展良好。我們也於2014年1月推出網上「維修外判合約表現監察」先導系統，以加強管理承辦商的表現。

THE FIVE STRATEGIES

Deliver Excellent Service

The Customer Satisfaction Index 2014 hit a record high score of 6.22 out of 8, an indication that continuous service improvements were recognised by client departments. We are also delighted to have received almost 200 appreciation letters from staff of different levels in client departments in 2013/14, another measure of client satisfaction.

Excellent service has many facets. We are focused on a few strategic areas, such as leveraging the potentials of Building Information Modelling to facilitate effective asset management for providing reliable, efficient and cost-effective maintenance services to clients. Asset management is particularly important to ensuring uninterrupted service to the public, especially given the city's increasingly aging assets.

In this regard, we have proactively helped clients conduct asset life-cycle planning and risk-based asset management of critical systems such as ambulance fleets and traffic lights. We have also achieved PAS 55 certification for various asset systems of our clients and shall continue to implement for them asset management systems for other critical assets.

Excellent service also hinges upon deployment of new technology. Pilot implementation of Integrated Building Management System on 17 sites is in progress. Various mobile technologies, including smart phones apps, are in trial use to facilitate fault reporting and keeping customer informed of work progress.

All strategic business units have been increasing their use of outsourcing for routine maintenance and operation work, while keeping a close eye on quality supervision. This is a vital step to release our limited manpower to take on other critical work for clients without sacrificing the quality of our service. In this regard, we are reviewing our outsourcing contracts for better service quality control.

Concurrently, a consultant has been engaged to explore the suitability of adopting New Engineering Contract and the study is in good progress. Meanwhile, a pilot web-based Performance Monitoring System for Maintenance Contracts was launched in January 2014 to enhance of contractor performance management.

Become a Trade Model

Our priority is to take the lead in building a communication platform for E&M practitioners to share and implement best practices in operation and maintenance, maintain high standards of work safety, and promote E&M trade.

We drafted the proforma specification for Electrical Installations Term Maintenance Contract and are formulating the best practices for operation and maintenance of E&M assets.



我們造訪中華電力，就資產管理工作進行交流，務求為客戶提供更可靠高效、更具成本效益的維修保養服務。

We visited CLP Power to exchange views on asset management in order to provide more reliable, efficient and cost-effective maintenance services for clients.

成為業界典範

我們的首要工作，是為機電業界牽頭建立一個溝通交流的平台，好讓業界從業員分享和實踐在營運操作和維修保養方面的最佳做法，維持高水平的職業安全標準，以及推廣機電行業。

我們為電力裝置保養合約草擬了標準規格，並正就機電設備的操作和維修保養制訂最佳作業模式。

我們年內為員工和承辦商舉行各種職業健康及安全講座、活動和比賽。我們將與業界協作，檢視相關作業方法、指引和合約條文以提升安全表現，同時修訂我們的安全政策和安全手冊。

我們與業界攜手推廣機電行業，在2013年3月舉辦「香港機電業（技術人員）——就業及發展」活動，吸引超過2 700人入場參觀。

我們與香港電台聯合製作共分九集的電視連續劇《機電夢飛翔》，已於2014年1月首播。在節目播出期間同時舉辦一連串宣傳活動，讓市民從嶄新的角度了解機電行業，認識行業內容、吸引之處和各種挑戰，及如何造福市民等。

建立員工才能與關懷文化

員工是我們工作成效之所繫，只有建立員工才能，我們最終才可貫徹企業目標。建立員工才能，是指投放更多資源於技術及軟技巧培訓以提高工作成效，同時在工作中為同事提供支援和鼓勵，讓同事與管理層進行積極有效的溝通。我們亦盡力以身作則，提供安全健康的工作環境，以吸引新人加入機電行業。

為招攬新人加入，我們優化了部門的見習技術員訓練計劃，增加每年的招聘人數、提升見習技術員工資。

我們也協辦及參與了香港機電業推廣工作小組於2014年2月舉行的「機電業博覽——人才大招募」博覽會，推廣工作小組是由17個機電行業機構和公用事業公司代表組成。上述兩項措施，目標都是提高公眾對機電工程業的興趣，吸引年青新血入行。

為加強員工的相互溝通和關懷文化，部門更推出多項新猷，例如2013年推出一項嶄新的「假如我是署長」比賽，鼓勵員工突破框框，提出創新的意念，同時藉此了解員工的期望。部門也於總部大樓大堂設立「員工天地」，只要符合一些簡單規則，員工便可將對部門的建議、問題和意見張貼在展板上，事前無須審查；而部門管理層也會在展板上貼出回應。

我們參加了為期兩天的「機電業博覽——人才大招募」博覽會，是次活動由香港機電業推廣工作小組於2013/14年度舉行，目的是吸引年青新血入行。

We participated in the two-day E&M Trades Expo – Manpower Recruitment, organised by the Hong Kong E&M Trade Promotion Working Group in 2013/14 to attract new blood to join the industry.





我們於2014年年初推出一連串推廣機電行業的宣傳活動，頭炮是推出與香港電台聯合製作的《機電夢飛翔》電視連續劇。其中一集於機場拍攝，展示機電人員如何支援機場的暢順運作。

We kicked off a series of promotional activities for the E&M industry in early 2014 with the TV drama series "Engineering, Life and Dreams", jointly produced by RTHK and EMSD. One of the episodes was shot in the airport to illustrate how E&M workers contribute to the smooth operation of airport facilities.

We held various occupational health and safety seminars, programmes and contests for staff and contractors during the year. We will collaborate with the trade to review relevant practices, guidelines and contract provisions to enhance safety performance, and revamp our safety policy and safety handbook.

We promoted the E&M industry by joining hands with the trade. We organised the "Hong Kong E&M Trade (Technical Personnel) – Career and Development" in March 2013, attracting 2 700 visitors.

We launched a TV series entitled "Engineering, Life and Dreams" with RTHK, broadcast in January 2014. The nine-episode drama series, supported by parallel promotional activities, gave the public a fresh perspective on an engineering career – what it means, its thrills and challenges, and how it benefits the community.

Build Capacity and Caring Culture

Human resources are the key success factor in everything we do, hence it is only by building staff capacity that we can eventually achieve our corporate goal. Capacity building means investing more resources in technical training and soft skills development for better results, and also creating a supportive work environment where communication between staff and management is dynamic and effective.

We also endeavour to lead by example in attracting new blood to the E&M industry by providing career opportunities in a safe and healthy environment.

To attract new talent to the E&M industry, we upgraded our technician training scheme, expanded the annual intake and raised trainee salaries. We also helped steer and took part in E&M

Trades Expo – Manpower Recruitment in February 2014, organised by the Hong Kong E&M Trade Promotion Working Group with representatives of 17 E&M organisations and utilities. Both initiatives raised public interest in E&M engineering and helped attract young talent to the trade.

To foster staff communication and a caring culture, many new tools were rolled out. A new "If I Were DEMS" Competition was held in 2013 to tap staff's expectations and encourage out-of-the-box ideas. A Staff Corner was set up in the headquarters lobby, featuring panels on which colleagues may post suggestions, questions and views, without prior screening but subject to a few ground rules, to which management will post responses as appropriate.



你的聲音·我在聆聽 Your voice, We listen

熱線電話
81020097
所有個人資料及談話內容絕對保密

服務對象
機電署所有員工

服務形式

- 電話輔導熱線
- 面談輔導
- 諮詢服務
- 轉介服務
- 培訓課程及工作坊

服務範圍

- 人際相處及溝通技巧
- 工作壓力
- 婚姻關係及子女管教
- 情緒管理
- 哀傷輔導及生活轉變
- 財務管理

香港家庭福利會
Hong Kong Family Welfare Society

機電工程署
EMSD

我們關懷員工，細心聆聽及支援員工的需要。我們委託了香港家庭福利會為有需要的員工提供專業輔導服務，協助他們處理壓力及相關問題。
We care about our staff, listen to and support their needs. We commission the Hong Kong Family Welfare Society to provide professional counselling service for staff members who need it so as to enable them to cope with stress and manage other related issues.

其他新猷包括為即將退休的員工舉行榮休聯歡會，答謝他們多年來的寶貴貢獻。另外，我們也委託香港家庭福利會為有需要的員工提供輔導服務。這些雖只是小小心意，但我們相信對受方人員卻有重大意義。此外，我們也開始以短期合約方式，聘用在特定範圍具備豐富經驗的退休員工，以減輕同事的工作負擔。

優化知識管理

我們繼續拓展「知識群體」，以加強部門的學習和交流文化，並持續發展和改善部門的網上知識管理平台，讓員工有一個共通平台交流和搜尋機電知識。該平台最近更透過政府內聯網開放給借調到其他部門工作的同事，讓他們也可分享最新的機電專門知識，與時並進。

至目前為止，部門同事已紛紛自發成立了16個「機電知識區」。每個知識區由一位總工程師領導，探討同事感興趣的機電工程知識，以及與品質管理、合約、職安健和電腦服務相關的課題。除了「機電知識區」外，同事也就他們感興趣的事務，自組「睿智小組」交流和分享工作知識與經驗。

同時，我們贊助了30多個由員工自發組成的工程或技術睿智小組，進行本地或海外知識分享活動。已有約420位同事透過有關活動拓闊知識視野、增加面對面分享資訊和識見的機會，以及建立部門以外的人際網絡。

為方便員工於「知識管理平台」發掘新資訊，我們每兩星期發布《知識群體摘要》電子通訊，以及推出各種網上知識管理工具如「匯智分享」和「睿智關注」等。此外，還有其他工具，包括一個「電子自學中心」，以方便員工隨時隨地學習新知識。

我們於2013年6月完成編製《機電工程營運基金政策手冊》，並已於部門內聯網上發布，手冊旨在闡釋部門各種政策背後的理念，方便中層管理人員隨時查閱。與此同時，每年的「機電工程署品質及安全日」亦已成為亮點活動，讓所有策略業務單位通過匯報和互動交流，分享彼此經驗和成功個案。最近的品質及安全日已於2013年11月舉行，我們邀得兩位客席嘉賓在活動當日就「安全、品質與客戶滿意度」專題，與員工分享心得。



2013年推出的「假如我是署長」比賽，同事提出各種創新意念，讓管理層進一步了解員工的期望。
The "If I Were DEMS" Competition was launched in 2013, whereby colleagues presented various and innovative ideas to enable management to understand staff expectations.



新活動之一，是為即將退休的員工舉行榮休聯歡會，答謝他們多年來盡心工作。高層管理人員、退休員工和家屬齊齊分享這難忘一刻。

One of our new initiatives is to organise farewell tea parties for retiring officers to thank them for their dedicated efforts. Senior management, the retiring officers and their family members share memorable moments.

Other new initiatives included holding farewell tea parties for retiring officers to thank them for their valuable contribution, and commissioning the Hong Kong Family Welfare Society to provide counselling service to any EMSD staff member who needs it. These may seem like small gestures, but we believe they have great value for recipients. We have also started recruiting retired staff with solid experience in specific areas for short-term contracts to reduce our colleagues' workload.

Enhance Knowledge Management

We continued to develop the Knowledge Communities to foster a more effective learning and sharing culture. We continued to develop and improve our online Knowledge Management (KM) Platform, which serves as a single access point for colleagues to share and search E&M knowledge. Recently, the Platform has

been made available to the seconded staff via the Government Intranet so that our colleagues working in other departments can also share and keep abreast of the latest expert knowledge.

To date, 16 E&M Knowledge Areas have mushroomed throughout EMSD on a voluntary basis. Each is led by a Chief Engineer and explores a specific field of E&M engineering knowledge of interest to staff members. These Engineering Areas also include topics such as management of quality, contracts, occupational health and safety, as well as computer services. Besides E&M Knowledge Areas, staff also voluntarily set up Interest Groups to discuss and share working knowledge and experiences in their areas of interest.

Concurrently, we sponsored more than 30 staff-initiated engineering or technology interest groups on local or overseas knowledge sharing activities

that allowed some 420 staff members to expand their knowledge horizons, promote face-to-face sharing of information and insight, and build networks beyond our organisation.

To enable staff to discover new knowledge on the KM Platform, we published a bi-weekly e-newsletter "Knowledge Communities Digest" and developed online knowledge tools like "Share", "Follow". Other initiatives to facilitate staff learning anytime and anywhere included an E-learning Centre.

We completed an EMSTF Policy Manual in June 2013, and launched it on our Intranet to provide a handy reference for our middle management on the rationale behind the department's various policies. Meanwhile, our annual EMSD Quality and Safety Day continues to be a focal event for all strategic business units to share their experiences and success stories via presentations and interactive exchanges. The latest Quality and Safety Day, held in November 2013, featured two guest speakers who shared their perspectives on the "Safety, Quality and Customer Satisfaction" theme.

Knowledge management is key to building staff capacity and ensuring a strong foundation for service excellence. It is also vital to keeping EMSTF current and relevant in order to address the ever-changing needs of the community. Still in its early stages, our knowledge management work will continue to require further effort in the years to come.



見習工程師訓練計劃學員自發組成的睿智小組，參觀香港理工大學的電動車實驗室，以加深對電動車的認識。
Interest groups initiated by our Engineering Graduate trainees visited the Electric Vehicle Laboratory of the Hong Kong Polytechnic University to learn more about electric vehicles.

知識管理是建立員工才能的關鍵，能為優質服務奠定堅實的基礎。營運基金要能與時並進，提供適切服務以滿足不斷轉變的社會需要，知識管理更是必不可少的要素。我們在知識管理方面的工作，仍處於初步階段，在未來數年仍需再接再厲，繼續努力。

持續綠色作業

作為本港提倡能源效益與節能的先驅，我們一直致力在日常運作中節省天然資源和保護環境。我們採納並推廣綠色採購政策，推動營運基金擴大採用環保規格，以及在各策略業務單位公布採用綠色採購單。此外，我們亦通過優化主要場館的能效，促進能源節約。

去年另一重要行動，是為總部大樓落實「綠建環評」之「既有建築」的鉑金級認證評估工作。評估過程要求大樓以最新的綠色建築科技，進行若干更新及優化工程。有關工程現正順利進行。

總結：創造公眾價值利惠市民

上述根據五大策略進行的工作，是我們透過與客戶的伙伴關係，創造公眾價值利惠市民所着力推展的主幹活動。在宏觀層面，我們也不斷檢視營運基金的運作模式、管理架構和企業管治，尋找改善空間。

舉個例子，我們最近全面檢視了營運基金的企業管治及管理體系。現時的系統始於2003年，採納了「全面優質管理」的理念架構，並於2006年贏得香港管理專業協會優質管理獎金獎。為精益求精，我們最近開始將營運基金的整體運作，與最新的「全面優質管理」理念架構作出比較及修正，找出我們應維持的優勢，須予密切留意以作改善的地方，同時查找紕漏以盡快採取行動作出矯正。

我們期望上述檢視工作，能讓我們為營運基金的管理架構重新聚焦，創造更大公眾價值利惠市民。

Sustain Green Operation

As an early pioneer of energy efficiency and conservation in Hong Kong, we have always endeavoured to save natural resources and protect the environment through our operations. We aim to adopt and promote green practices in procurement by enhancing the use on the list of green specification in EMSTF and promulgating the adoption of green procurement list in our strategic business units. Also, we promote energy savings through optimisation of energy performance of major venues.

A key initiative last year was implementation work for the certification of our headquarters building to the Building Environment Assessment Method (BEAM) Plus Platinum Rating for Existing Buildings, which calls for

revamping and upgrading works using the latest green building technologies. The relevant works are in good progress.

Summing Up: Create Public Value for Community Betterment

Our work under the five strategies forms the pillars supporting our focused effort to create public value for community betterment delivered via long-term service partnerships with our clients. On a more macro level, we are also constantly reviewing our mode of operation, management framework and governance, and seeking opportunities for improvement.

An example is a review of our current governance and management system, for which we have adopted the Total Quality Management (TQM)

framework since 2003 and won the Gold Award of the Hong Kong Management Association Quality Award in 2006. Recently, we have begun benchmarking our operations against the latest TQM criteria for performance excellence. Through this exercise, we shall identify the strengths that we should maintain, the areas for improvement that we should pay close attention to, and the gaps that we would need to fill.

With this, we expect to be able to review and refocus our management framework so as to create greater public value for community betterment.



香港飛機工程有限公司的客席講者，在2013品質及安全日與我們分享品質管理和工作間安全的經驗。

Guest speakers from Hong Kong Aircraft Engineering Company Limited graced the Quality and Safety Day 2013 to share quality management and workplace safety experiences.