

署長及總經理的話

MESSAGE FROM THE DIRECTOR AND GENERAL MANAGER



機電工程署（機電署）轄下的規管和營運服務在2014/15年度的整體表現良好。機電署以人為本，致力提升市民的生活質素。在我們規管團隊的努力下，本地機電安全事故數字維持於低水平，部分範疇更錄得下降趨勢，令人欣慰。而營運服務的總收入錄得54.92億港元，收入回報率為5.3%，業績表現符合業務規劃和微利營運原則。

In 2014/15, both the Regulatory and Trading Services under the Electrical and Mechanical Services Department (EMSD) performed well. We put people first and strive to enhance the quality of life of the public. With the efforts of our regulatory team, the number of E&M safety incidents in Hong Kong was maintained at a low level, with some aspects even showing a downward trend. The Trading Services recorded HK\$5,492 million in total revenue and the return on revenue (ROR) was 5.3%. The performance was consistent with our business plans and our principle to operate with the slim-profit model.

陳帆太平紳士

Mr Chan Fan, Frank, JP

機電工程署署長

機電工程營運基金總經理

Director of Electrical and Mechanical Services

General Manager, Electrical and Mechanical

Services Trading Fund

安全為先 市民安心放心

作為機電安全的規管機構，我們的首要目標是令市民安全安心。去年社會上曾發生一些令人難過的安全事故，引起市民關注。我們的規管團隊迅即跟進處理，為受影響市民提供協助，並主動透過傳媒發放訊息，釐清事實，以釋除市民的憂慮。我們將一直秉持開誠布公的原則，發布公共資訊。我們也會繼續留意境外發生的事故，引以為戒，避免類似事故在本港發生。

去年，我們首次公布升降機的保養價格數據供市民參考，同時亦與業界探討人力需求和工作環境等問題，目的是透過與業界及公眾共同協作，從根源消除升降機的安全隱患。另一方面，為配合香港鐵路網絡的發展，我們亦增加鐵路科的資源，以應付多條新路線的審批工作，確保有關運作安全穩妥。誠然，規管工作的目標不止於「零事故」，我們亦必須因應急促的社會變遷和科技發展而適時調整規管策略，與時並進。

優質服務 為民創造價值

在不影響我們服務質素的前提下，營運基金繼續保持低收入回報率，讓客戶能夠騰出資金，投放在服務市民的工作上。2014年客戶意見調查顯示，營運基金的客戶滿意指數，以8分為滿分計，創出6.22分的新高。這與營運服務現行「透過與客戶的伙伴關係，創造公眾價值利惠市民」的五年計劃方向一致。

PUTTING SAFETY FIRST FOR PEACE OF MIND

As the regulator of E&M safety, our prime objective is to bring peace of mind to the public. Last year saw a number of saddening safety incidents which had aroused public concern. Our regulatory team swiftly responded by offering assistance to the affected citizens, and proactively released information through the media to get the facts straight and allay the public's concern. We will continue to adhere to the principle of openness and transparency in the dissemination of public information. We will also continue to keep watch for and draw lessons from incidents outside Hong Kong to prevent similar incidents from happening in Hong Kong.

Last year, we for the first time promulgated for public reference the maintenance cost of lifts. In the meantime, we explored with the trade about such issues as the manpower needs and working environment, with the objective of nipping potential lift risks in the bud through concerted efforts with the trade and the public. On the other hand, to tie in with the development of Hong Kong's railway network, more resources were allocated to the Railways Branch for handling the vetting and approval work of a number of new routes so as to ensure their safe and stable operation. The goal of our regulatory work is more than achieving an incident-free city; indeed, we must also adjust the regulatory strategies in a timely manner in response to the fast-moving social changes and technological advancement, and keep pace with the times.

QUALITY SERVICES FOR CREATING PUBLIC VALUE

Without compromising the service quality, the Electrical and Mechanical Services Trading Fund (EMSTF) continued to maintain a low ROR in 2014/15 so that clients may release more funding to serve the community. EMSTF scored a record high Customer Satisfaction Index of 6.22 out of 8 in the 2014 Customer Opinion Survey. All these are in line with the current direction of the Trading Services' five-year plan to "create public value for community betterment through partnership with our clients".

營運基金以提供優質服務為信念，而持續改善正是當中的一個重要元素。年內，我們為部分客戶的機電設施取得ISO 55001資產管理認證，並致力推廣同類認證。我們亦積極引入新科技，如綜合樓宇管理系統、建築資訊模型技術等，以進一步提升服務水平，並配合香港發展成為「智慧城市」。

本地技術人才短缺和營運成本上升，以及客戶部門在未來數年將節約開支，均對基金的營運造成壓力。為此，我們將實行一系列提高生產力的措施，包括引入更多先進科技和加強知識管理工作，並繼續以微利營運，務求與客戶應對挑戰。

綠色理念 社會持續發展

在推廣能源效益及節能工作方面，去年是成果豐碩的一年。立法會通過《區域供冷服務條例》，訂明啟德區域供冷系統的服務收費機制，而有關系統正分階段投入服務，為區域供冷服務的發展及應用奠下重要基石。我們亦優化了強制性能源效益標籤計劃的能效評級標準，提升了對冷氣機、雪櫃和洗衣機的能源效益要求，預計每年可節省約三億度電，減少約21萬公噸二氧化碳的排放。

EMSTF is committed to delivering quality services, with continuous improvement as one of the key elements. During the year, we obtained ISO 55001 asset management certification for some of our clients' E&M facilities and put more efforts to promote similar certification. We also proactively introduced advanced technologies, such as integrated Building Management System, Building Information Modelling, etc., to further enhance our service quality and facilitate the development of Hong Kong as a "smart city".

EMSTF is facing pressure from a shortage of local skilled labour, rising operating cost and client departments' saving plans in the coming years. As such, we will implement a series of measures to enhance productivity, such as wider adoption of advanced technologies and strengthening of our knowledge management, and will also maintain the slim-profit model so as to rise to the challenges with our clients.

GREEN CONCEPT FOR SUSTAINABLE DEVELOPMENT OF SOCIETY

The work on promoting energy efficiency and conservation was fruitful last year. The Legislative Council enacted the District Cooling Services Ordinance which sets out the service charging mechanism of the District Cooling System (DCS) at Kai Tak Development. The system is now being put into service in phases, laying an important cornerstone for the development and application of district cooling services. We also upgraded the energy efficiency grading standards for energy labels under the Mandatory Energy Efficiency Labelling Scheme (MEELS) by raising the MEELS grading standards of air-conditioners, refrigerators and washing machines. It is expected that there will be a saving of about 300 million kWh of electricity every year and an annual reduction of around 210 000 tonnes of carbon dioxide emissions.

政府剛於2015年公布香港首份都市節能藍圖，定下在2025年將能源強度減少四成的新目標。為配合推廣藍圖，我們與環境局合作推出「全民節能」運動，以年青人為主要對象，冀能培養他們成為節能的領跑者。

當然，我們也緊記以身作則的重要性。2014/15年度，機電署總部大樓榮獲香港綠色建築議會發出的「綠建環評」之「既有建築」暫定鉑金級認證。與此同時，我們已開展協助其他政府大樓籌備參加「綠建環評」認證的工作，推動香港成為低碳宜居的綠色社會。

培育人才 推動業界發展

為促進機電業界交流，我們早前牽頭成立了由19家機電機構組成的「香港機電業推廣工作小組」。去年，我們繼續在小組中擔當協調角色，推動探討業界關注的議題，並組織多項活動以提升機電業的形象。

我們也透過公眾教育，向市民推廣機電業。去年的重點工作之一，是把機電業的元素加入「機電青少年大使」計劃。透過計劃，我們希望年青人在推廣機電安全、能源效益之餘，加深對機電業的認識，並產生投身機電業的興趣。

The Government just announced Hong Kong's first energy-saving blueprint in 2015, setting out the new target of reducing energy intensity by 40% by 2025. To tie in with promoting the blueprint, we collaborated with the Environment Bureau to launch the "Energy Saving for All" campaign targeting mainly young people, with the aim of nurturing them to become forerunners of energy saving movement.

Surely, we are also mindful of the importance of leading by example. In 2014/15, EMSD Headquarters received provisional BEAM Plus Platinum Rating for Existing Building certification from the Hong Kong Green Building Council. In the meantime, we are already helping other government buildings prepare for BEAM Plus certification to promote Hong Kong as a low-carbon and green city suitable for quality living.

NURTURING TALENTS FOR PROMOTING TRADE DEVELOPMENT

To foster the exchange of views among members of the E&M industry, we earlier took the lead to set up the Hong Kong E&M Trade Promotion Working Group comprising 19 related E&M organisations. Last year, we continued to play the coordination role in the Group by facilitating the discussion on issues which are of concern to the trade and running activities to enhance the trade's image.

We also promoted the trade to the community through public education. Incorporating the element of E&M trade into the E&M Young Ambassador (EMYA) Scheme was one of EMSD's priorities last year. It is hoped that through the EMYA Scheme, youngsters can gain an in-depth understanding of the E&M trade and take an interest in joining the trade while helping promote E&M safety and energy efficiency.

2015年是部門技術人才培訓計劃60周年。自1955年以來，我們一直致力培訓機電人才，透過培訓計劃，為有志投身業界的人士提供學習實踐、發展事業及追尋夢想的機遇。年內，我們亦優化技術員訓練計劃的內容，注入更多技能元素，提高學員適應行業發展的能力。我們將繼續密切留意業界的需求，以制訂合宜的培訓策略，促進機電業發展。

以人為本 力求精益求精

2015年是特別的一年。年初我們見證了九龍灣機電署總部啟用十周年，逾千名同事及其親友在總部廣場聚首一堂，以享用盆菜的方式慶祝盛事。我們亦騰出部門總部大樓地下大堂的空間，讓社企「另一咖啡店」落戶開業，不但為殘疾人士提供就業機會，也體現了我們以人為本的關懷文化。

The year 2015 marked the 60th anniversary of our departmental technician training programme. Ever since 1955, we have been committed to training E&M talents for Hong Kong via the training programme that provides an opportunity for people interested in the E&M trade to learn and practise the requisite skills, develop their careers and pursue their dreams. During the year, we enhanced the content of the Technician Training Scheme to make it more skill-based, aiming to strengthen the trainees' adaptability to the trade development. We will continue to keep track of the needs of the trade so as to formulate appropriate training strategies to promote its development.

PUTTING PEOPLE FIRST AND STRIVING FOR THE BEST

The year 2015 was a special one. The beginning of the year marked the 10th anniversary of our moving into the EMSD Headquarters at Kowloon Bay. We held a "poon choi" (basin meal) banquet for over 1 000 staff members, their families and friends at the headquarters piazza to celebrate the occasion. We also released an area at the ground floor foyer of our headquarters for the opening of "Another Cafe", a social enterprise, which not only creates employment opportunities for people with disabilities, but also reflects our people-oriented caring culture.

我們十分重視員工的發展，各級管理人員都克盡己任，致力引導員工盡展所長。在最新的員工滿意度調查中，員工提出了很多有建設性的建議，可讓管理人員參考，研究如何把領導和溝通工作做得更好。

年內，我們繼續深化「服務信念」，鼓勵每位同事清楚界定他們為公眾創造的價值和效益。我們也把提升「公眾價值」的觀念融入工作文化，藉以推動全體同事精益求精，為市民和客戶帶來更大裨益。

致謝

最後，我謹此就市民、客戶、業界、員工和其他持份者的支持和合作，致以衷心謝意。我也十分感謝各政策局及政府部門給我們的支持。此外，傳媒、立法會議員及公眾人士對我們的持續監察，也是我們不斷改進的動力之一，謹致謝忱。深信機電署憑藉目前的穩固基礎，定必更上層樓。



陳帆

機電工程署署長
機電工程營運基金總經理

We attach great importance to the development of our staff. Supervisors at different levels have been playing their part to guide their staff members to fulfil their full potential. The latest Staff Satisfaction Survey presented many constructive suggestions to which supervisors can make reference when exploring ways to polish leadership and communication skills.

During the year, we continued to reinforce the concept of “service value” to encourage each individual staff member to define clearly the values and benefits they created for the public. We also incorporated the concept of raising “public value” into our work culture, thereby motivating all of our staff to strive for excellence and bring more benefits to citizens and clients.

VOTE OF THANKS

This message would not be complete without a big thank you to the public, clients, the trade, our staff and other stakeholders for their support and cooperation. Our appreciation also goes to various policy bureaux and other departments for supporting our work. We must also thank the media, the lawmakers and the public for their ongoing scrutiny, which is a driving force for improvement for us. We are confident that from this solid foundation, further progress is in sight.



Chan Fan, Frank

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