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署長的話 Message from the Director

2016/17年度是機電工程署(機電署)碩果豐收的一年，成績令人振奮。在規管服務方面，機電署維持高水平的機電安全和持續提升能源效益，並在開通新鐵路綫和發展區域供冷系統方面，達成多個目標。至於營運服務，我們的表現超逾目標，總收入錄得62.03億港元，收入回報率為5.3%。

與此同時，我們2016年的「客戶意見調查」和「員工滿意度調查」均在滿意度評分上創出新高，證明我們團隊的工作表現出色，對客戶和員工這兩組至為重要的持份者都照顧周到，既能滿足客戶的需要，也能有效地與團隊內的所有同事合作和溝通。

The year 2016/17 was fruitful for the Electrical and Mechanical Services Department (EMSD), with many exciting achievements. Our Regulatory Services maintained a high level of electrical and mechanical (E&M) safety and a good result in promoting energy efficiency, while reaching many milestones in new railway lines and district cooling system (DCS) development. Our Trading Services recorded above-target performance, with total revenue at HK\$6,203 million and return on revenue at 5.3%.

Meanwhile, both our Customer Opinion Survey and our Staff Satisfaction Survey returned record high satisfaction scores in 2016. This is testimony to the excellent work of our team in serving the needs of our customers and engaging effectively with all our staff members, two of our most important stakeholder groups.

讓公眾安心

我們的首要任務，是提高機電安全和能源效益，讓公眾安心。近年來，規管服務不僅加大了執法力度，加強了對業界和公眾的安全教育，使機電事故數字處於較低水平，還推出多項計劃及活動，幫助業界遵行法規和提高服務質素。

有關例子包括「車輛維修工場自願註冊計劃」、「優質升降機服務認可計劃」，以及我們最近為向公私營機構推廣《重新校驗技術指引》及相關最佳作業方式而進行的工作。這些措施不一定是法定要求，卻有助提高機電安全和能源效益。作為監管者和促成者，我們很高興能為業界和社會多走一步，協力謀求福祉。

年內，規管服務內負責鐵路安全的同事也忙於為觀塘綫延綫及南港島綫的開通，進行測試及巡查工作。他們與另外五個政府部門的同事無縫合作，表現卓越，使各鐵路新綫的安全測試在緊迫時間下順利如期完成，亦為各協作部門在2017年公務員優質服務獎勵計劃中奪得「部門合作獎」金獎。這個獎勵計劃旨在嘉許卓越的政府服務。我們很高興能夠確保新鐵路綫「安全可靠」和如期啟用，造福市民。

啟德發展區區域供冷系統已運作數年，為各類建築物供應中央製造的冷凍水作空調之用，而機電署總部大樓也於2017年接駁至該供冷系統。隨著未來幾年有更多新鐵路綫開通，我們鐵路科的同事正為迎接新挑戰作出準備。一如鐵路科同事，我們的區域供冷系統團隊亦已準備就緒，現正為其他新發展區開展區域供冷系統的工作。這些令人振奮的挑戰，將會提升我們的專業知識，並在過程中為社會創造巨大價值。

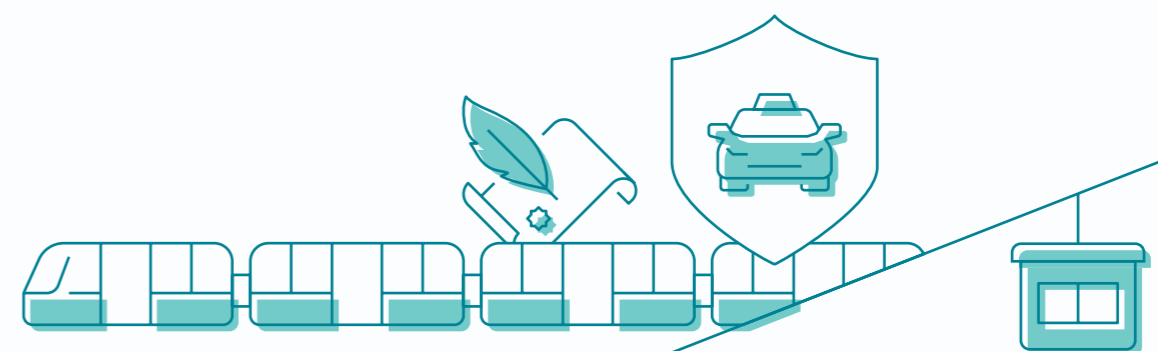
PEACE OF MIND FOR THE PUBLIC

Enhancing E&M safety and energy efficiency so as to bring peace of mind to the public is our top priority. In recent years, our Regulatory Services has not only made great efforts to enforce the law, step up safety education for the trades and the public, and keep E&M incidents at a relatively low level, but also rolled out a diverse range of programmes and activities to help the trades comply with the law and raise their service quality.

Some examples are the Voluntary Registration Scheme for Vehicle Maintenance Workshops, the Quality Lift Service Recognition Scheme and our latest efforts to promote the Technical Guidelines on Retro-commissioning and related best practices to the public and private sectors. These initiatives may not be statutorily required, but they can contribute to greater E&M safety and energy efficiency. As regulator and facilitator, we are delighted to offer extra assistance to the trades and the community to help the cause.

Some colleagues in Regulatory Services responsible for railway safety were also busy in the past year with testing and inspection work for the opening of the Kwun Tong Line Extension and South Island Line. Thanks to their excellent work and seamless collaboration with five other government departments, the joint team satisfactorily completed the safety inspection of both new lines under a very stringent programme, and won the Partnership Award Gold Prize under the Civil Service Outstanding Service Award Scheme 2017, a major recognition in government service. We are delighted that our work in ensuring that the new rail lines were "safe and sound" and ready to commence service to the public on time was of value to the people of Hong Kong.

The DCS at Kai Tak Development has been operating for a few years, supplying centralised chilled water for air-conditioning purpose to a range of buildings, including our headquarters which was connected to the system in 2017. Like our colleagues in the Railways Branch, who are preparing for new challenges of the opening of more new railway lines in the next few years, our DCS team is also getting geared up for the adoption of DCS in new development areas in Hong Kong. These are exciting challenges that will take our expertise to a new level and create great value to the community in the process.



署長的話 Message from the Director

從「好」到「更好」

至於營運服務，即機電工程營運基金（營運基金），其主要目標是透過與客戶的伙伴合作，提高市民生活質素和締造更美好的社會。營運基金年內的成果之一，是透過公開投標取得醫院管理局（醫管局）的五年合約，為醫管局轄下醫院和診所的各種機電、屋宇裝備及生物醫療設備和系統，提供全面的操作及維修保養服務。這次獲得合約，突顯了我們的市場競爭力，以及我們與醫管局之間跨越廿載的穩固伙伴關係。

在科技應用方面，營運基金各個策略業務單位繼續協助客戶部門應用綜合樓宇管理系統和其他科技，以提高營運效率、節約能源和整體工程系統的表現。這些項目取得的佳績，有利我們更廣泛應用科技方案。對營運基金而言，科技應用是具有增長潛力的範疇，對客戶也很有價值。

隨着香港不斷發展和進步，機電署的使命也更趨明確，就是不單要發展本身的業務和服務，還要促使本港的機電設施精益求精，從「好」變成「更好」。香港在七八十年代經濟騰飛，大量機電資產和設施相繼安裝。時至今日，這些資產和設施已日漸老化，亟需優化或更換，以免老化的資產削弱本港的效率和可靠度。

我們面對雙重挑戰：必須適時優化或更換舊資產，並利用最新科技把半新不舊的資產及時數碼化。就此而言，無論我們的意願多好，也不能獨力成事。對於公營部門，我們必須得到擁有資產的客戶同意，再以我們的人力和技術技能配合他們的需要，方可成事。至於私營機構，要說服他們加強在資產管理方面的投入，否則挑戰更大，甚至超出我們的控制範圍。

透過知識分享和向公眾展示優化及更換資產的好處，同樣可以惠及私營機構。事實上，我們的新焦點應是促進與業界更緊密合作，藉此推動香港機電業的發展。

為此，我們已和18個機電機構組成香港機電業推廣工作小組。近年，工作小組舉辦了多項宣傳和招募活動，目的是讓年青人及家長感受到機電業界前景光明，並提升機電行業的專業形象，以吸引和培育新血，穩定地提供人才。

FROM “GOOD” TO “BETTER”

For our Trading Services, also known as the Electrical and Mechanical Services Trading Fund (EMSTF), improving people's quality of life and community betterment through partnership with our clients remains its key goal. One of EMSTF's achievements during the year was securing five-year contracts from the Hospital Authority (HA) via open tender, covering a wide range of operation and maintenance services for various E&M, air-conditioning, building services and biomedical systems at HA hospitals and clinics. This underscores our competitiveness in the market and the strength of our partnership with HA spanning two decades.

On the technology front, various Strategic Business Units under EMSTF have continued to help our client departments deploy the integrated Building Management System and other technologies to enhance operational efficiency, energy saving and overall system performance. The good results achieved in these projects have paved the way for more widespread deployment of technology solutions, an area of growth potential for EMSTF and of great value to our clients.

As Hong Kong continues to develop and move forward, it becomes ever more apparent that EMSD's mission is not only to grow our business and services, but also to help the city's E&M facilities progress from “good” to “better”. Many of Hong Kong's E&M assets and facilities were installed in the 1970s and 1980s when the economy took off. Their timely upgrading or replacement is now becoming critical if we are to prevent ageing assets from undermining the city's efficiency and reliability.

Our challenge is two-fold: to upgrade or replace old assets in a timely manner, and to digitise mid-life assets in time using the latest technologies. Even with the best of intentions, we cannot do it alone. For the public sector, we need to secure buy-in from our clients that own the assets, and then align their needs with our manpower and technological capabilities. As regards the private sector, we need to persuade the trade to accord priority in asset management, or otherwise the challenge is even greater and, may eventually be beyond our control.

By making available our know-how and showcasing the benefits of asset upgrading and replacement to the community at large, the private sector will also stand to benefit. Indeed, our new focus should be to drive the development of the E&M industry in Hong Kong by working more closely with the trades.

Already in place is the Hong Kong Electrical and Mechanical Trade Promotion Working Group, which we formed with 18 related E&M organisations and have held various promotional and recruitment activities in recent years. The group's aim is to impress upon young people and their parents that the E&M trades offer bright prospects and to boost the professional image of these trades to attract and nurture a steady stream of new talent.

此外，我們認為本地機電業的技術和科技水平仍有改進空間，因此正與職業訓練局等機構緊密合作，籌辦各類推廣計劃和訓練課程。行文之際，機電署有兩位見習技術員已取得資格，於10月前往阿布扎比參加著名的「世界技能大賽」。他們的傑出表現，證明只要努力用心，香港的年輕技術人才也能達到世界級的機電標準。

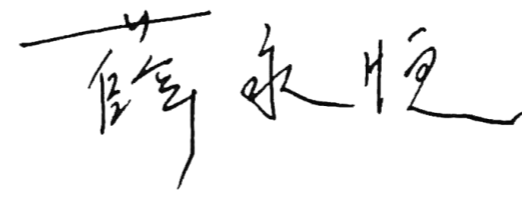
七秩新目標

2018年是機電署成立70周年，正是反思過去、計劃未來的好時機。機電署為其他政府部門提供各類機電工程服務，歷史悠久，可追溯至戰後初期。近年，我們的工作範疇和營運模式均有重大變化和演進，但規管服務和營運基金的同事卻始終如一，以勇於承擔和堅定不移的態度，致力達成提高香港市民生活質素的目標。

只要堅持抱負、使命和信念，並獲得客戶、機電業界和其他持份者支持，要優化和更換機電資產，挑戰雖大，卻非不可做到。我們的往績顯示，機電署的強項之一，是與時並進，同時創造公共價值。我們將發揮這項實力，迎難而上，協助香港邁步向前。

致謝

過去一年，我們在多方面取得佳績，實有賴公眾、客戶、業界、全體員工、承辦商、專業團體、學者、培訓機構和其他持份者的支持，以及各前任者的領導，謹此向他們衷心致謝。我們亦感謝各政策局和部門的大力支持和表誠合作，以及感謝立法會議員、意見領袖、傳媒及市民對我們作出監察和提供意見。我們期待來年繼續與各持份者攜手並肩，共創更美好的香港。



薛永恒
機電工程署署長
機電工程營運基金總經理

We also see room for improvement in the technical and technological proficiency of our E&M trades, and are working closely with institutions such as the Vocational Training Council on various promotional and training programmes. At the time of writing, two of our technician trainees have qualified to compete in the prestigious WorldSkills Competition in Abu Dhabi in October. Their outstanding performance shows that young technicians in Hong Kong can achieve world-class E&M standards by working smart.

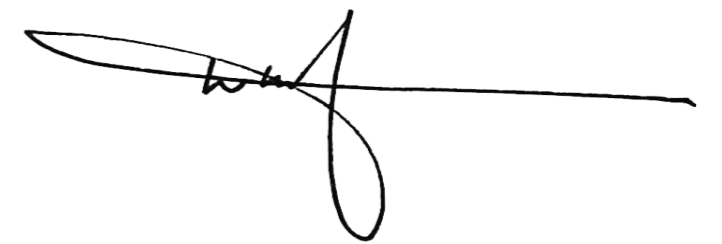
NEW GOAL AT 70

The year 2018 marks the 70th anniversary of EMSD, presenting a good opportunity for us to reflect on the past and plan ahead. EMSD has a long history of providing a multitude of E&M engineering services to other government departments, dating back to the early post-war years. Our scope of work and operating mode have changed and evolved significantly in recent years, but our people in both Regulatory Services and EMSTF have stayed committed and steadfast in fulfilling our goal to enhance the quality of life in Hong Kong.

By adhering to our Vision, Mission and Values and securing the necessary buy-in from our clients, the E&M trades and other stakeholders, the asset upgrading and replacement challenge is not insurmountable. Our track record shows that keeping up with the times while creating public value is one of our strengths. We shall leverage this strength to forge ahead and help Hong Kong move forward.

VOTE OF THANKS

We owe our many accomplishments in the past year to the public, our clients, the trades, all our staff, contractors, professional bodies, academics, training institutions and other stakeholders as well as the leadership of our predecessors. We hereby express our sincere gratitude to them all. Our thanks also go to various policy bureaux and departments for their strong support and collaborative spirit. We also thank the Legislative Councillors, opinion leaders, media and the public for their scrutiny and feedback. We look forward to working with all our stakeholders in the coming year to make Hong Kong an ever-better place.



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