

卓越 EXCELLENCE

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香港市民期望能享用政府提供的快速有效率的服務，也期望政府辦公大樓管理完善且方便市民。我們的員工在這方面扮演重要的角色，確保政府的辦事處大樓及設施得到妥善保養，使市民受惠。

Hong Kong is a city where the public expects and enjoys speedy delivery of efficient government services, in well-maintained and user-friendly office premises. Our staff play an important role in this direction, ensuring that government offices and facilities are maintained in optimum condition to serve the public. ”



員工於灣仔政府大樓控制室檢查空調系統。

Staff checking the air-conditioning system in the control room of Wan Chai Tower

WANCHAI TOWER
灣仔政府大樓

WANCHAI
LAW COURT
灣仔法院
M1/F-12





長沙灣政府合署大樓是機電工程營運基金維修保養的多種政府合署大樓之一。

Cheung Sha Wan Government Office Building, one of the many government office buildings EMSTF maintains.

(前頁圖片)灣仔政府大樓外，商人在閒談。大樓為公眾提供多種設施和服務。(Picture overleaf)

Businessmen chatting outside Wan Chai Tower, a government building with many facilities and services for the public.

過去一年，由於客戶需求更多的服務，綜合工程部的業務錄得可觀的增長。

長沙灣政府合署大樓和九龍城法院的工程設備及系統，已於1999/2000年度末投入運作，而沙田政府合署大樓和粉嶺法院的設備及系統，預期會在2001年年底投入運作。未來一年，該部的主要工作仍會是更新和改善現有政府建築物，包括更新消防設施(以辦公室的灑水系統為主)。自去年起至2002/03年止，更會在全港約60個警署進行全面的警署改良工程，包括翻新報案室及會見市民的地方、整修更衣室及安裝無接觸式智能卡自動化保安系統。

在新蒲崗政府合署大樓和廣東道政府合署大樓實施的設施管理試驗計劃，仍在進行中，客戶都感滿意。

另一個不得不提的新業務，是我們的室內空氣質素服務。該部擔當兩重角色，既負責監察室內空氣質素，亦負責空調系統的操作維修。該部亦負責執行政府推出的室內空氣質素測量試驗計劃(以12個參數為基礎)，以確保所有政府場地的室內空氣質素均維持在良好水平。

一如以往，客戶關係管理仍是該部的首要工作。由於該部部分客戶將受第三階段開放市場計劃影響，我們須為此作出準備，客戶關係管理因而更形重要。該部已與客戶舉行一連串工作研討會，加強雙向溝通。另外，又由2001年4月起，重組該部的屋宇裝備小組，俾能提供更以客為本的服務。

重組工作的要旨，在於將該部的屋宇裝備人員調派至其他機電工程營運基金業務單位，務求各個單位均有屋宇裝備專業及督導人員派駐，可直接為客戶提供服務。這些屋宇裝備人員會與其他工程界別的員工互相合作，為客戶提供全面一站式屋宇裝備和機電工程服務。

展望2001/02年度，保持業務穩定和進一步增長的關鍵，在於提高生產力、改善業務流程、鞏固與客戶的關係和提供增值服務。該部亦正積極探求與物業管理公司合作，在未來提供機電及屋宇裝備維修服務，倘若客戶日後決定將這類服務外判的話，亦可將影響減至最低。



「我們在提供各式各樣的操作、維修、改裝、加裝及改善客戶的機電裝置等服務時，客戶的需要是我們首要關注的事情。」

— 綜合工程經理蔡國權

"Customers' needs are our main concern, while we provide our full range of services in operations, maintenance, alterations, additions and improvements of their E&M installations."

— K.K. Choi, General Engineering Services Manager

The General Engineering Services Division saw considerable business growth in the past year, as a result of clients requiring more services.

The engineering equipment and systems for the Cheung Sha Wan Government Office Building and Kowloon City Law Court were commissioned at the end of 1999/2000 while those for the Shatin Government Office Building and Fanling Law Court are expected to come into operation in late 2001. Upgrading and improvement works in existing government buildings will continue as a part of our services provided to clients. These include the upgrading of fire services facilities, mainly for sprinkler systems, in office buildings. A comprehensive Police Station Improvement Project covering some 60 police stations throughout the territory, including the renovation of report rooms and public interface areas, refurbishment of changing rooms, and automated security systems with contactless smartcard features, began last year and will run through to 2002/03.

The pilot schemes for facilities management continue at the San Po Kong Government Office Building and Canton Road Government Office Building, to the clients' satisfaction.

Another new business area, which should not be left out is our Indoor Air Quality initiatives. This division plays a dual role in monitoring indoor air quality while also ensuring the operations and maintenance of air-conditioning systems. The division has also participated in the trial for the indoor air quality measurement scheme (based on 12 parameters) launched by the Government, to ensure that quality indoor air is maintained at all government premises.

Client relationship management continues to take precedence, in particular in the past year as the division prepares for Phase three of EMSTF's "untying" process, which affects some of its clients. A series of working level seminars have been held to enhance face-to-face communications with clients, and from April 2001, a restructuring programme for the division's building services team has been underway to achieve better client focus.



員工在長沙灣政府大樓天台進行定期檢查工作。
Staff conducting routine inspection on the roof of Cheung Sha Wan Government Office Building.

The gist of the restructuring has been to relocate the division's building services personnel to other EMSTF business units so that each business unit, together with their clients, will have direct access to building services professionals and supervisory staff. They in turn will work with other disciplines to provide one-stop, integrated and comprehensive building services together with E&M engineering services to clients.

Looking to 2001/02, the key to steady business and further growth lies in boosting productivity gains, improving processes, cementing client relationships and introducing value added services. The division is also actively exploring partnership relationships with property management agencies for future co-operation opportunities in E&M and building services maintenance, should clients decide to outsource these services in the future.



技術人員在九龍城法院大樓維修照明系統。
Technician repairing the lighting system at the Kowloon City Law Courts Building.