

# 大事回顧

## ACHIEVEMENTS OF THE YEAR

### 1 新的抱負、使命和信念 NEW VISION, MISSION AND VALUES

2001年初，機電工程營運基金訂立了新的抱負、使命和信念。新的抱負、使命和信念反映了客戶和社會不斷發展的面貌，並申明我們要成為所有客戶的「首選」這個目標。以過往的成就為基礎，我們的新抱負、使命和信念，將會為我們新一階段的發展提供藍圖和方針。

The EMSTF has adopted new vision, mission and values statements since early 2001. They reflect the increasing sophistication of our customers and the community, and capture our aspirations to become the "most preferred" choice for all our customers. Building on past achievements, our new vision, mission and values will provide the framework and direction for a new stage in our development.



### 2 ISO 14001企業證書 ISO 14001 CORPORATE CERTIFICATION

在2000年10月，我們的環境管理系統取得認證，使機電工程營運基金成為首個取得ISO 14001企業證書的政府部門。客戶對符合環保及節能原則的服務需求越來越殷切，因此，取得這個證書實屬合時。

In October 2000 EMSTF became the first government department to achieve ISO 14001 corporate certification for our environmental management systems. This move has been timely as our customers increasingly have a need for services that are more environmentally friendly and energy saving.

### 3 推出資訊服務 IT SERVICES LAUNCHED

為了滿足客戶對資訊科技服務不斷增加的需求，並響應特區政府要朝電子政府邁進的號召，我們推出了一系列為客戶部門度身訂造的資訊科技服務。我們已取得資訊科技署的認可，並已準備就緒，提供求助台和網絡維修服務、軟件資產管理、軟件發展和入門網站/網頁設計服務，以協助其他政府部門落實資訊科技計劃。

To satisfy increasing demands from customers for IT services and in response to the SAR Government's call to move towards e-government, we have launched a series of IT services tailored for customer departments. With the blessing of the Information Technology Services Department, we are ready to provide helpdesk and network maintenance, software asset management, software development and web portal/page design services to assist other government departments in the implementation of their IT initiatives.



### 4 OHSAS 18001認證進展順利 OHSAS 18001 CERTIFICATION IN PROGRESS

我們於1999年取得ISO 9001企業證書及於去年取得ISO 14001企業證書後，於去年年底即開始進行OHSAS 18001的認證計劃，以加強職業安全及健康管理系統和程序。申請工作現正順利進行，預期可於2001年年底取得認證。

Following our success in gaining ISO 9001 corporate certification in 1999 and ISO 14001 corporate certification last year, we began an ambitious OHSAS 18001 certification programme at the end of last year, to enhance our occupational health and safety management systems and processes. Progress is well underway and certification is expected before the end of 2001.

## 5 客戶服務及人力資源發展獎項 CUSTOMER SERVICE AND HRD AWARDS

憑著我們為消防處和醫院管理局提供的傑出服務，機電工程營運基金贏得公務員事務局2000/01年度公務員顧客服務獎勵計劃的優異獎。我們亦贏得公務員培訓處的2000年人力資源發展人才培訓典範獎銅獎。身為得獎者，我們更與其他20個政府部門和專上學院，獲邀參加由公務員培訓處於2001年4月舉行的公務員持續學習與進修展覽。

EMSTF won merit awards in the Civil Service Bureau's Civil Service Customer Services Award Scheme 2000/01 for our outstanding work for the Fire Services Department and Hospital Authority. We also won a bronze award in the Civil Service Training and Development Institute's (CSTDI) Best Practice in HRD Award 2000. As an award winner, we were also among the 20 government departments and tertiary institutes that were invited to participate in the Continuous Learning & Development Exhibition organised by CSTDI in April 2001.



## 6 以長期服務協議提供穩定服務 SERVICE STABILITY VIA LONG-TERM SERVICE AGREEMENTS

為了進一步加強服務的穩定性及為客戶節省成本，我們的7個業務單位與許多客戶簽訂了長期服務協議。此舉對客戶來說十分重要，因為有關協議提供了一個機制，讓機電工程營運基金可以不斷為客戶提供更好的服務，令客戶安枕無憂。

To further enhance service stability and maximise cost savings for customers, the seven business units have reached a number of long-term service agreements with many clients. This is a significant move for customers as the agreements provide a framework for hassle-free services and continuous service improvement by EMSTF.

## 7 繼續推行環保措施 CONTINUING OUR ENVIRONMENTAL INITIATIVES

機電工程營運基金各種有關環保的服務廣受客戶歡迎，包括室內空氣質素測量和改善服務、能源審計及能源管理機會等服務。我們亦出版了第二份環保報告，詳細記錄我們的環保成果及我們在署內就節能、環保及減少廢物與浪費資源所作出的努力。

EMSTF's various environment-related services, including Indoor Air Quality measurement and improvement services, energy audits and energy management opportunities, continue to be well-received by clients. We have also published our second Environmental Report, which recorded our environmental achievements and efforts within the organisation on energy conservation, environmental protection and waste/resource minimisation.



## 8 開展第二個三年部門培訓計劃 SECOND 3-YEAR DEPARTMENTAL TRAINING PLAN KICKS OFF

1997-2000 年度的部門培訓計劃完滿結束，我們已對有關計劃進行檢討，並於2001年年初開展新的2001-04年度培訓計劃。該計劃強調管方應繼續在人力資源發展方面投資，務使培訓工作能與機電工程營運基金的整體策略和業務目標配合。

With the satisfactory completion of the Departmental Training Plan 1997-2000, the Training Plan was reviewed and a new Training Plan for 2001-04 commenced in early 2001. The Plan saw management's renewed commitment to invest in human resource development and to align training with EMSTF's overall strategic and business goals.