



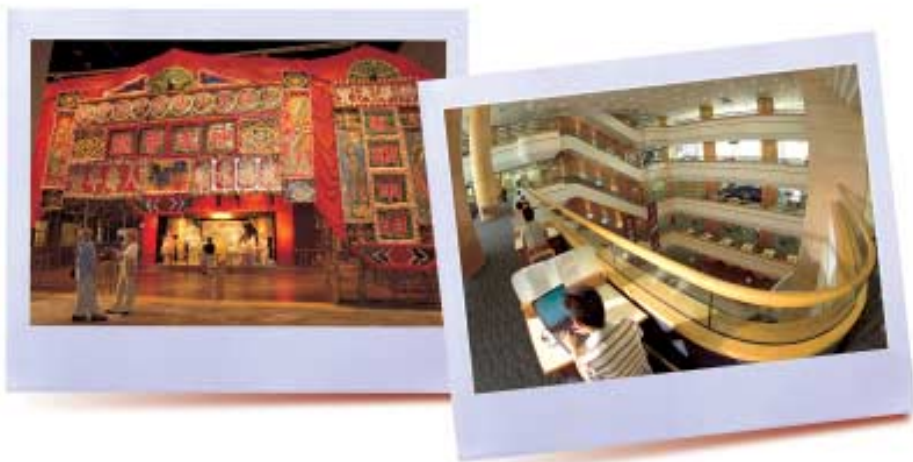
最近開幕的香港中央圖書館內獨特的圖書輸送系統，由我們負責維修保養。
員工正檢查保養該系統的操作。
Checking and maintaining the unique book conveying system at the newly opened
Hong Kong Central Library.

生活 LIVING

“ 香港生活的特色：活力十足、東西文化薈萃、多采多姿、企業精神充沛。為本港優質的市政及康樂場地及設施提供後勤服務的是我們的員工。他們克盡厥職，努力工作，確保各種場地及設施能順利運作，供市民享用。

There is so much to be said about living in Hong Kong: vitality, East meets West, variety, an enterprising spirit. Behind the city's impressive array of municipal and recreational venues and facilities are our staff who work diligently to ensure that these venues and facilities function smoothly for the enjoyment of everyone in Hong Kong. ”





公眾人士參觀香港文化博物館的展覽。
Members of the public enjoying exhibits at the Hong Kong Heritage Museum.

市政工程部在去年表現出色，不但收入有所增加，更得到客戶的肯定。年內，香港中央圖書館、香港文化博物館、海防博物館及香港電影資料館等新場地相繼投入運作，令該部的業務有所增長，負責的場地組合更多元化。

該部亦順利與郵政署、康樂及文化事務署、食物環境衛生署及海事處簽訂長期服務協議，並積極拓展新業務，包括機電裝置及改善工程，以及研究為政府資助機構和獨立團體提供服務的可行性。

2001年5月，本港再次爆發禽流感。該部的員工在極短時間，迅速把食物環境衛生署轄下所有街市的通風管道清洗妥當。這種積極進取的表現，獲得食物環境衛生署的嘉許。此外，該部亦獲得不少客戶的表揚，其中包括香港文化博物館和香港中央圖書館。該部員工盡心竭力，辛勤工作，確保所有場地啟用前，必要的裝置和設備均準備就緒，運作順利。康樂及文化事務署亦同樣對該部予以嘉許，原因是該署總部的主冷卻水喉管爆裂後，該部人員24小時不停搶修，順利修妥喉管。

為配合資訊科技及新技術的趨勢，該部亦努力為員工工作好迎接新挑戰的準備，包括提供越來越多內置電腦系統的新設備的培訓，如新型火化爐及舞台燈光系統等，並加強員工對新科技的認知。

展望未來，由於大部分具規模的文康設施已於過去兩年相繼落成，有關業務發展接近飽和。該部未來

香港中央圖書館為公眾提供瀏覽互聯網設施。
A library user surfing the internet at the Hong Kong Central Library.

的工作是繼續改善為現有客戶提供服務的質素，及繼續進行內部改革。來年的工作重點，是將屋宇裝備、電子、電機、機械及空氣調節等相關單位整合起來，加強一站式服務，務求為客戶提供更快捷的服務。

該部亦在員工培訓和技術發展方面，投入大量資源。明年的重點是鞏固現有業務、加強培訓和開拓新業務機會。



「提供出色服務和令客戶稱心滿意，是我們不斷改善服務的原動力。客戶的認同，證明我們所提供的專業服務，切合他們的需要。」

— 市政工程經理陳帆

“Service excellence and total customer satisfaction are the underlying motives for the continuous improvement of our services. We have a proven track record in providing dedicated services to meet customer needs.”

— Frank Chan, Municipal Sector Manager

(前頁圖片) 香港中央圖書館親子閱讀一景。
(Picture overleaf) Mother and child reading in the Hong Kong Central Library.

This has been a highly satisfactory year for the Municipal Sector Division, with both revenue growth and positive recognition from many clients. The year also saw the commissioning and opening of a series of new venues, including the Hong Kong Central Library, the Hong Kong Heritage Museum, the Museum of Coastal Defence and the Hong Kong Film Archive, contributing to the division's business growth and portfolio of venues.

The division also successfully secured long-term service agreements with the Post Office, Leisure and Cultural Services Department, Food and Environmental Hygiene Department and Marine Department. Actively exploring new business opportunities, it is also looking into areas such as E&M installations and improvement works and identifying new prospects in government subsidised organisations and autonomous bodies.

During the year, the division's highly motivated staff team received recognition from the Food and Environmental Hygiene Department (FEHD) for its prompt services in cleaning the air ducts at all FEHD markets, at extremely short notice, upon the outbreak of Bird Flu in May 2001. The division also received commendations from various clients for its support, including the Hong Kong Heritage Museum and the Hong Kong Central Library. The division committed every effort, ensuring that all necessary plant and equipment was ready and in order, prior to the opening of the venues. The Leisure and Cultural Services Department also echoed this recognition for the round-the-clock maintenance services provided by the division, over a ruptured chilled water mains pipe at their headquarters.

Responding to the increasing trend for IT and the new technologies, the division is actively equipping staff for the new challenges ahead. This includes training in, and an awareness of, new equipment in areas such as cremators and stage lighting, where the use of embedded IT system is increasing.

Looking ahead, the division's business volume is likely to plateau as most of the territory's major municipal facilities have been commissioned in the past two years. The



香港海防博物館是我們負責維修保養的場地之一。
The Hong Kong Museum of Coastal Defence, another venue maintained by EMSTF.

challenge for the division continues to be the enhancement of services to existing customers, and continuous internal improvement. A focus for the coming year is to strengthen its one-stop shop services by integrating its building services, electronics, electrical, mechanical and air-conditioning teams, so that clients will enjoy even speedier services via a single point of contact.

The division is investing in staff training and the development of in-house expertise. The focus for next year will be on securing existing business, investing in human resources and exploring new business opportunities.



員工於香港電影資料館檢查電影放映機。專業知識對處理年代久遠的電影拷貝十分重要。
Staff inspecting a film projector at the Hong Kong Film Archive. Handling old film copies calls for special expertise.