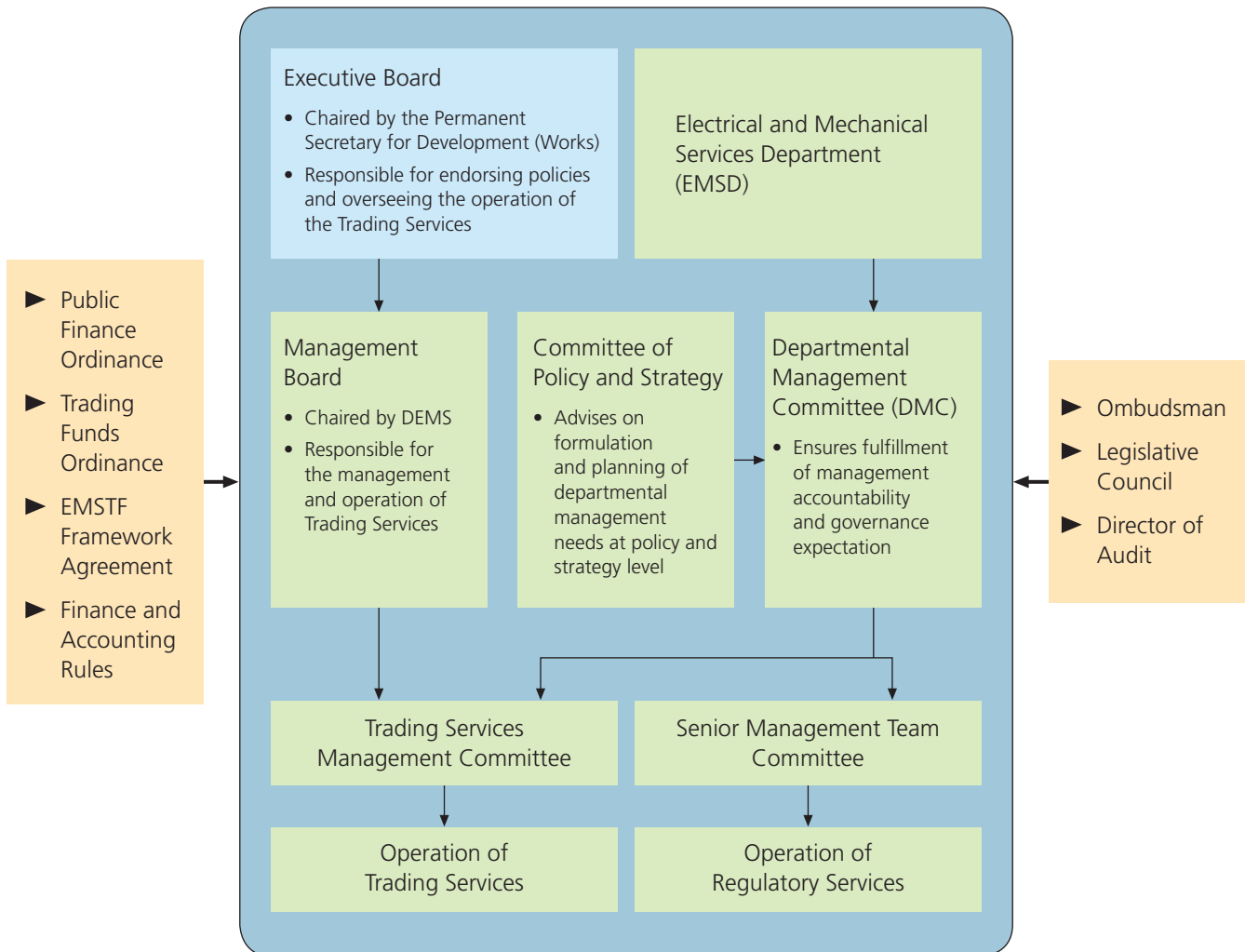


Corporate Governance



Stakeholder Engagement

As a government agency, our stakeholder groups include:

- Customers
- Policy bureaux
- Staff
- Industry and business organisations
- Suppliers and contractors
- Professional and trade associations
- The general public

Given the varied nature of our stakeholders, we have developed different communication programmes to cater for their different needs. Our communication channels include customer liaison groups, EMSTF customer newsletter Voicelink, staff consultative committees,

regular consultations with trade associations and professional institutions, annual reports, and ongoing electrical and mechanical safety and energy efficiency promotion programmes and publications. Furthermore, senior managers are also personally involved in supporting and encouraging colleagues to join the Council and various Boards and Committees of the Hong Kong Institution of Engineers and participate in international engineering organisations, as part of the effort to upkeep the high standards of the profession in Hong Kong.

Staff and customers are two major stakeholder groups. Opinion surveys with these stakeholders are conducted once every two years. The latest Staff Satisfaction Survey was conducted in 2007 while the Customer Opinion Survey has just been completed in April 2008. We have looked into the results to identify areas for improvement.