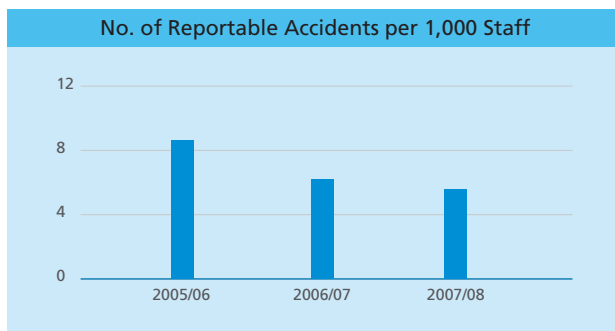


Healthy and Safe Working Environment

Occupational Health and Safety

At EMSD, we take a proactive approach to Occupational Health and Safety (OH&S). Our Safety and Health Policy and infrastructure help ensure that a high standard of OH&S in the workplace can be achieved and maintained throughout the department. Our Departmental Occupational Safety and Health Committee, which comprises management and staff representatives from branches/divisions as well as departmental consultative committees, meets on a regular basis to review our health and safety performance in all areas with a view to identifying areas for improvement. We have continued to conduct training and refresher courses, and disseminate information through various channels. Our accident rate has steadily declined since 2000, and more recently from 6.19 per 1,000 staff in 2006/07 to 5.46 per 1,000 staff in 2007/08.



Sick Leave

In 2007/08, a total of 18,151 working days were lost due to sick leave. This is equivalent to around 3.54 days per employee.

Staff Relations

Staff Satisfaction Survey

Independent research specialists are appointed to conduct staff satisfaction surveys on a regular basis. In the latest 2007 survey, every employee at senior engineer rank and below was provided with an opportunity to express his/her views through a survey questionnaire. The average overall staff satisfaction rating is 6.5 (on a scale of 10) which is at the same level as that in 2005. Overall satisfaction level in the past few years shows an upward trend.

Staff Consultation Channels

In addition, we have 4 departmental consultative committees and 5 divisional consultative committees to facilitate communication between particular groups of staff and management within EMSD. Staff members are also free to join the various established staff unions as well as the general government unions.

Internal Communication Audit

An independent consultant was commissioned to conduct an Internal Communication Audit for EMSD from May to September 2007, with the objective to review the effectiveness of our internal communication mechanisms and practices, and to make recommendations for improvement. Follow-up actions will be taken to enhance the various internal communication channels and practices both on a corporate and divisional level, on the basis of the consultant's recommendations.

Contractor and Supplier Management

We often invite our working partners, such as consultants and contractors, to tender for public works contracts. In selecting contractors, we adhere to the basic principles of honesty and fairness, and adopt competitive tendering wherever applicable in compliance with government guidelines. We have established and maintained close communication with our suppliers and contractors to ensure that critical information, such as customer concerns, is clearly conveyed to them and relevant issues are addressed properly and in a timely manner. To monitor the work of contractors, we conduct regular meetings and audits to keep track of project progress as well as to minimise any inconvenience or disturbance caused to the neighbourhoods where the works take place. Post-project reviews are carried out upon project completion to further assess contractor performance. In order to enhance the awareness and sensitivity of staff to issues of integrity and conduct, integrity management workshops are arranged for staff who have official dealings/contacts with consultants/contractors and their supervisors.