



Customers

Customer satisfaction influences our day-to-day business, particularly that of our Trading Services. In this regard, we commission an independent Customer Satisfaction Survey once every two years to gauge customer satisfaction level. The most recent survey was completed in April 2008 and we have looked into the results to identify areas for improvement. With regard to Regulatory Services, our Customer Liaison Group meets regularly with representatives from the general public to exchange views and obtain face-to-face feedback on our regulatory and safety promotion activities, and how they can be improved.

Community Activities

Our staff regularly participate in a variety of community activities. Some examples are the Community Chest Walk for Millions, Tree Planting Days, Green Carnival 2008 and Job Shadowing for Secondary School Students. In January 2008, our Staff Voluntary Service Team was awarded the 10-Year Service Grand Award presented by the Secretary for the Civil Service, in recognition of our contribution towards community services.



10-Year Service Grand Award for Staff Voluntary Service Team



Green Carnival 2008

Public Education

We work closely with other government departments and the community to promote E&M safety and energy efficiency to the trades and the public, an important aspect of the work of our Regulatory Services. Public education is conducted through a variety of channels, including mass media and the Internet, publications, promotional and advertising campaigns, posters and mail-outs, carnivals, road shows, game contests and quizzes, and talks and seminars tailored to both the trades and the general public. During 2007/08 we have continued to engage the community via the following activities: