

升降機及自動梯工程「零意外」目標 Zero Accident Target for Lift and Escalator Work



助理署長/3戴德謙先生(右)在2013年11月舉行的「機電工程署合約工作安全研討會」，力倡升降機及自動梯業界為工程人員締建安全的工作環境。

Mr. Tai Tak-him, Assistant Director/3 (right) at the "EMSD Contract Work Safety Seminar" held in November 2013, urged all parties involved in the lift and escalator industry to build a safe working environment for workers.

機

電工程署在2013年11月舉辦的「合約工作安全研討會 — 升降機及自動梯」率先為業界建立一個平台，讓大家分享經驗，學習提升工作安全高水平，達致工地「零意外」的目標。

助理署長/3戴德謙先生於研討會鼓勵所有專業工程人員，為升降機及自動梯工程設定更高的安全標準，並多走幾步，以不斷求進及創新的精神，持續作出改善。他指出，只要我們堅持，「零意外」的目標是指日可待的。

現時全港有超過5,000位已註冊的升降機及自動梯工程人員，專責為全港七萬多部升降機及自動梯，提供維修保養、安裝、優化及更新工作。要提高業界的安全水平，就需要各方的承諾、合作和努力。項目工程師必須制定明確的安全要求，並密切監察工地的安全水平和表現。與此同時，合約承辦商必須嚴格遵守合約要求，貫徹落實安全管理系統、

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In the most recent "Contract Work Safety Seminar – Lift and Escalator Work" organised by EMSD in November 2013, we have taken the lead to build a platform for industry practitioners to share best practices and learn how to maintain a high level of work safety, aiming at zero accident in work sites.

Speaking at the seminar, Mr. Tai Tak-him, Assistant Director/3 encouraged all professionals to set a high standard of lift and escalator safety and go an extra mile to pursue innovation for continued improvement. He noted that zero accident could be achieved if we persisted.

Currently, more than 5,000 registered lifts and escalators workers are charged with the maintenance, installation, modernisation and replacement work for over 70,000 lifts and escalators in Hong Kong. To achieve a high level of safety, we need strong commitment and joint efforts from all parties concerned. Project engineers must set out clear safety requirements and closely monitor site safety standards and performance. At the same time, contractors

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採納業內的安全典範、利用創新的工作技術或工作方法等來保證工作安全。

機電工程署透過聘用14家維修保養公司，為各政府部門管理超過3,500部升降機及自動梯的維修保養工作。我們正為這些裝置進行獨立審計，以找出升降機及自動梯日常保養可加強改進之處，並探索應用業界公認的最佳做法和良好措施。我們的不斷努力，就是要確保乘客的安全和工作的安全，實現「零意外」的最終目標。



領導升降機優化工程 Leading Lift Modernisation 機

電工程署現正推動全港的升降機和自動梯優化工程，為以身作則，我們更率先為政府物業的所有升降機進行優化工作，期望帶動私營市場業界加入提升舊式升降機安全水平的行列，使其升降機運作更可靠舒適。

全港的升降機於不同年代安裝和啟用，雖然安裝時已達當時的技術標準，但近年科技發展迅速，這些舊式升降機也有很大的改善空間。為此，我們特別製作「優化升降機指引」，列出為舊式升降機安全制訂的七大改善方案，包括安裝雙重制動系統、防止機廂不正常移動的裝置、防止機廂向上超速的裝置、障礙開關掣保護懸吊纜索、機廂門鎖及門刀，加裝對講機及閉路電視系統和自動拯救裝置等。

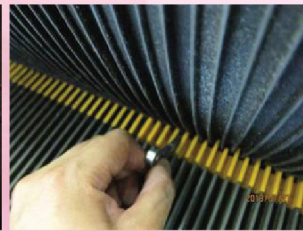
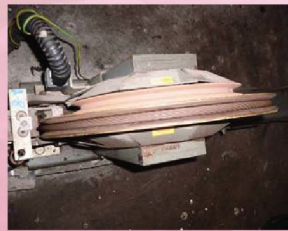
至於我們為政府升降機進行的優化工程，從2013年4月開展，分三個階段實施。我們向所有客戶部門提供一站式的解決方案服務，從初步評估、編製標書、執行項目、以至優化工程完成和恢復升降機服務。

在優化工作進行中，我們遇到不少挑戰。原因大部分場地都在使用中，暫停升降機服務肯定會為使用者帶來不便，尤其是對只有一部升降機的場地，如員工宿舍及社區中心等，故工程必須在最短的時間內完成。至於圖書館、法院大樓、文化中心和博物館等場地，我們更須盡力避免及減低在進行優化工程時可能帶來的噪音滋擾。

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must strictly observe contract requirements and implement a robust safety management system, making reference to industry best practices as well as developing innovative measures to enhance work safety.

EMSD also manages the maintenance of 3,500 lifts and escalators in government



為升降機及自動梯進行獨立審計，以找出日常保養可加強改進之處，為工人和乘客提供額外保障。

Independent audit inspection for lifts and escalators can help identify improvement areas in routine maintenance, giving extra protection to workers and passengers.



「優化升降機指引」列出為舊式升降機安全制訂的七大改善方案。

The "Guidelines for Modernising Existing Lifts" set out seven solutions for older lifts enhancement.

到目前為止，我們已為20多個政府建築物完成升降機優化工作，整個項目預計於2016年完成。屆時，承辦商應已熟習了升降機的優化工作，零部件的成本也應該愈來愈便宜，私營市場業界將更容易掌握舊式升降機的優化技術，確保公眾安全。

EMSD is taking the lead in lift modernisation in Hong Kong by enhancing all existing lifts in government premises, setting an example for the private sector to follow suit to make their lifts safer, more reliable and comfortable.

All the lifts in Hong Kong were installed in different decades. Although these lifts were installed to the level of technology appropriate at the time, rapid technology advancement in recent years means there is room for enhancement. Therefore, we have set out seven solutions for older lifts enhancement in the "Guidelines for Modernising Existing Lifts". The solutions include installation of a double brake system, an unintended car movement protection device, an ascending car overspeed protection device, an obstruction switch to protect suspension

premises via 14 contractors. We conduct Independent Audit Inspection on those installations to identify areas of enhancement on routine maintenance and to explore the adoption of best practices and good measures. All our efforts target to secure passenger and work safety to achieve our ultimate aim of zero accident.

ropes, car door mechanical lock and door safety edge, and adding an intercom and CCTV system and automatic rescue devices.

For the government lift modernisation project led by EMSD, it is carried out in three phases starting from April 2013. We provide one-stop engineering solution services to all client departments, from preliminary assessment, tender preparation, project execution to completion of modernisation and resumption of lift services.

In the course of modernisation work, we have encountered quite a few challenges. Most of the premises are occupied and suspension of lift services is a serious nuisance, especially for venues like staff quarters and community centres with only one lift. Modernisation work has to be completed in the shortest period possible. We also must pay special attention to mitigate noise that may arise from the modernisation works in libraries, court buildings, cultural centres and museums.

We have so far completed lift modernisation work for more than 20 government buildings. The aim is to complete the project by 2016. By that time, contractors will have become familiar with lift modernisation work and the cost of lift parts should become increasingly affordable. It will be much easier for the private sector to modernise their lifts to enhance public safety.



在升降機安裝雙重制動系統，能更有效保障乘客安全。
Double brake system installed on a lift machine to better protect lift passengers.

安裝在浮標風速計支柱上的齒輪箱加強了工作人員和航空交通的安全。
Installation of a gear box onto the anemometer mast of the water buoy has enhanced safety for maintenance staff and air traffic.



(安裝前) 在風速計支柱安裝齒輪箱前，高空作業為維修工作帶來潛在危險。
(Before installation) Maintenance work before installing the gear box on the anemometer mast posed potential hazards of working at height.

現 懸掛在香港天文台氣象浮標上的儀器，由於儀器位於浮標的頂部，對日常維修工作構成潛在高空作業的危險。我們主動提出的改善方案不單解決了員工的安全問題，更促進了航空安全和改善飛機乘客的體驗。

目前，在香港國際機場對開水域設有五個直徑三米的氣象浮標，浮標上的儀器能自動收集和測量風力、氣壓、溫度和濕度等天氣資訊，通過無線電波，每十秒將即時資訊傳送到位於航空交通管制塔內的天文台機場氣象所。這對預測機場周邊地區的風切變尤其重要，並有助確保航空安全，因為如發現有風切變在機場範圍內出現，飛行員便要立即採取行動，停留在其預定的飛行路徑。

然而，攀爬維修籠至浮標頂部進行維修工作，容易對高空作業的工作人員帶來人體下墮的潛在危險。我們得到天文台和客戶部門海事處的准許，主動重新審視風速計支柱的設計，安裝一組密封式金屬齒輪箱，這樣，豎立在浮標頂部的風向及風速監察裝置便可輕易降下，工作人員便不需攀爬維修籠進行維修工作。新的設計既提升了工作安全，又不影響浮標的堅固性和穩定性。

我們與天文台和海事處成功合作解決維修氣象浮標的安全問題。同時，維修工作可以更有效率地完成，提升天文台氣象裝置的可用性，能更及時地向飛機發出氣象資訊，從而提供風切變的預警，為旅客和公眾加強航空安全。我們的同事也贏得客戶的認同和對機電工程署的讚賞。



(安裝後) 改善風速計支柱設計後，維修工作更安全。
(After installation) Maintenance work after fixing the anemometer mast in the cage is much safer.

提升員工和飛機乘客安全 Safety for Staff and Air Passengers



Our initiative to solve safety issues arising from maintenance work of the anemometer masts of the Hong Kong Observatory (HKO) weather buoys has contributed to better aviation safety and enhanced travel experiences.

Currently, there are five weather buoys deployed in waters off the Hong Kong International Airport. Each weather buoy comprises an automatic weather station mounted on a three-metre diameter buoy. The automatic weather station measures weather information such as wind, air pressure, temperature and humidity, and transmits the information by radio to the HKO Airport Meteorological Office located in the Airport Traffic Control Tower every ten seconds. The timely weather information gathered and transmitted by these buoys is particularly useful in estimating wind shear over the areas around the airport to ensure aviation safety, as significant wind shear requires immediate action by pilots to stay in their intended flight paths.

However, climbing over the maintenance cage of the weather buoy and up to the anemometer mast to carry out

maintenance work for the wind sensor poses potential hazards of working at height for staff. With consent from HKO, the client department, and owner of the buoy, the Marine Department (MD), we took the initiative to re-design the anemometer mast by installing a gear box onto it so that the mast of anemometer erected on top of weather buoy could be lowered down and our staff were no longer required to climb up the cage for maintenance work. The new design has enhanced work safety without compromising the robustness and stability of the buoys.

Our collaboration with HKO and MD has successfully addressed the safety issue of weather buoy maintenance. At the same time, it ensures that the maintenance work be completed effectively and efficiently, thus raising the system availability of the installed instrument in issuing timely wind shear alerts to aircrafts in sea-breeze situations and enhancing aviation safety for air passengers and the public. Our colleagues have also earned recognition from the client who expressed appreciation to EMSD.



我們承諾全力加強警務處為市民提供服務的支援。簽署服務水平協議的是警務處副處長(管理)馬維騷先生(右)，和時任機電署副署長/營運服務胡建明先生(左)。

We pledge to reinforce HKPF's support for the general public. Signing the SLAs are Mr. Alfred Ma Wai-luk, Deputy Commissioner of Police (Management) (right) and Mr. Woo Kin-ming, the then Deputy Director/Trading Services of EMSD (left).

我們為醫院管理局(醫管局)及香港警務處(警務處)提供的專業支援，替我們贏得新增的服務水平協議服務，讓我們持續支援其對廣大市民的優質服務。

北大嶼山醫院

北大嶼山醫院是區內新建成的公立醫院，主要照顧北大嶼山新市鎮的發展、及區內不斷增長的人口、並配合香港國際機場和周邊主要旅遊景點的需要。

新醫院已於2013年9月開始運作，機電工程署受醫管局九龍西聯網的委託，為醫院的機電、空調和屋宇裝備等系統提供操作和維修服務，並將新醫院納入現時的服務水平協議，以支援醫院的日常運作。

香港警務處

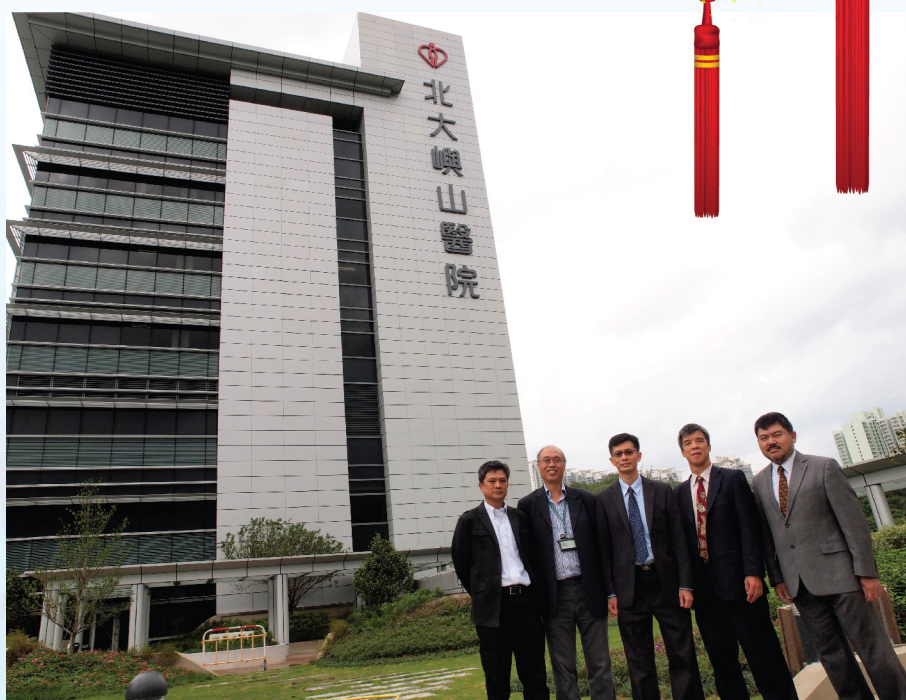
為確保設施能得到可靠的維修服務以幫助警務處維持社會秩序和安全，警務處與機電工程署簽訂了兩份為期六年的服務水平協議，並於2013年4月生效。現在，我們可為警務處提供一站式的全面工程方案，除保養維修外，服務範圍更包括新設施和儀器的測試、校驗、以至更換過時的裝備等。

第一份服務水平協議是全新的項目管理服務合約，每年項目估計總值約5,000萬元。根據這項安排，我們會為器材更換項目作前瞻性的規劃，為客戶推薦最先進、更節能的技術，以支援警隊不斷增長的需求。

此外，我們更續簽原有的服務水平協議，內容包括工程系統和車輛的維修服務，以及為數碼衝紅燈攝影機、偵察車速攝影機、宿舍之家庭器具、電訊站和警察摩托車提供優化服務。

為醫管局及警務處 提供新服務

New Services for Hospital Authority and Hong Kong Police Force



我們致力與醫管局合作，透過支援北大嶼山醫院，為區內居民提供更佳服務。

We are dedicated to working hand-in-hand with HA to better serve the needs of North Lantau residents through supporting the North Lantau Hospital.

Our professional services for the Hospital Authority (HA) and Hong Kong Police Force (HKPF) have gained for us new and additional Service Level Agreements (SLAs) to reinforce their support to the general public.

North Lantau Hospital

The North Lantau Hospital (NLTH) is a new public hospital catering for the development of the North Lantau New Town and its growing population, as well as the needs of the Hong Kong International Airport and major tourist attractions in the area.

Upon commencement of operation of the new hospital in September 2013, the HA's Kowloon West Cluster entrusted the operation and maintenance of electrical, mechanical, air-conditioning and building services system of NLTH to EMSD as a new venue of SLA services, to support the daily operation of the hospital.

Hong Kong Police Force

To ensure reliable maintenance of facilities for public order and safety, the HKPF has signed with EMSD two six-year SLAs effective April 2013. We now provide HKPF with total engineering solutions from testing, commissioning to replacement of plant and equipment.

The first SLA is a new contract for the provision of project management services



為期六年的新服務水平協議讓我們為警務處提供一站式工程方案，協助加強維持社會秩序和安全。數碼衝紅燈攝影機是增強服務的項目之一。

The new six-year SLAs enable us to provide total engineering solutions to HKPF to reinforce public order and safety. Work on the digital red light camera system is one of the service enhancements.

for an estimated project amount of \$50M per annum. Under this arrangement, we can plan forward replacement projects for the client and recommend state-of-the-art and more energy efficient technology to support the growing needs of HKPF.

Furthermore, we have also renewed the previous SLA for maintenance of engineering systems and vehicles, with service enhancements for the digital red light camera system, speed enforcement camera system, domestic appliances in quarters, cell sites and police motorcycles.



我們協助東區尤德夫人那打素醫院新的日間透析中心，建立了全面、可靠的醫療系統，能同時服務36名病人。港島東聯網的聯網行政總監劉楚釗醫生（左七）、東區醫院內科顧問醫生及部門主管蔡德康醫生（左八）、東區醫院設施管理部的成員，聯同我們衛生工程服務（香港東）分部的同事，一同慶祝中心的開幕。Our comprehensive, reliable systems at the new Dialysis Day Centre at Pamela Youde Nethersole Eastern Hospital can serve up to 36 patients at the same time. Dr. Lau Chor-chiu, Cluster Chief Executive, Hong Kong East Cluster (7th from left), Dr. Tsoi Tak-hong, Chief Of Service and Consultant Physician, Department of Medicine, PYNEH (8th from left) and members of Facilities Management Department of PYNEH celebrate the Centre opening with our Health Sector Services (Hong Kong East) Sub-division.

通過新腎科中心的連串挑戰 Ploughing through Challenges for the New Renal Centre

2013年12月2日的東區尤德夫人那打素醫院新的日間透析中心（腎科中心）開幕典禮，標誌着我們的努力成果，儘管我們在時間和運作上遇到許多的限制。

新腎科中心建於東區醫院東翼，合併了H8和K8病房，總面積達1,900平方米。由於港島東區腎科病人的需求量殷切，改造工程必須在2013年4月至8月期間完成，時間非常緊迫。機電工程署的任務是設計和安裝生物醫學工程系統及機電工程系統、管理十個承辦商，並須與院方的建築承辦商協調，以配合整體工程的進展。

我們專業及全面的服務，其中包括採購及安裝尖端的逆滲透淨水系統，這系統是目前在香港公立醫院中最大和最新的，可同時為36名病人提供服務。滲漏檢測系統則利用分區檢測的方法，能有效找出漏水的位置。而透析資料管理系統能整合病人的資料，於血液透析過程中能即時連線監控，從而提高病人的安全和管理效率，是香港目前唯一能夠連接不同

品牌腎科儀器的系統。這一特別功能，不單有利整體設備管理，對將來的採購和更新腎科設備工作，都更具靈活性。

項目的另一重點是專為隔離病房及小手術室設計的獨立空調系統，能防止交叉感染，並為將來的營運提供了靈活性。

新的日間透析中心設計獨特，同時設有正及負氣壓的隔離病房，分別為免疫系統受損和患有呼吸性傳染病的患者提供服務。為配合日間透析中心的高標準要求，負氣壓隔離病房的通風系統設計和氣壓調控，是根據「嚴重急性呼吸系統綜合症（沙士）」病房的設計指引來設計。對於用以進行植入腹膜透析導管手術的小型手術室，其通風系統亦根據國際準則「衛生技術備忘錄」HTM 03-01的最高標準來設計。

為應付新中心的額外冷氣負荷，我們還利用最新的環保技術，安裝了六套冷水機組，以及其他建築裝置如消防系統、配電及電氣系統等，提高能源管理效率。

The opening ceremony on 2 December 2013 marks the completion of our work for the new Dialysis Day Centre (Renal Centre) at Pamela Youde Nethersole Eastern Hospital (PYNEH), despite time and operation constraints.

With a total area of 1,900 m², the new Renal Centre at PYNEH was built in the East Block connecting the H8 and K8 wards. Due to the large demand of renal patients in Hong Kong East region, the renovation work had to be completed in a very tight time frame between April to August 2013. EMSD was tasked with the system design and installation of the Biomedical and E&M Engineering Systems, managing ten contractors and co-operating with the Hospital's building contractors at the same time to match the work programme.

Our professional and comprehensive services include procurement and installation of a cutting-edge Reverse Osmosis System, the largest and latest of its kind in Hong Kong public hospitals. It can serve up to 36 patients at the same time. The zoning approach of the water leakage detection system helps identify the location of water leakage. The Dialysis Data Management System consolidates patients' information and enables on-line haemodialysis process monitoring, thus enhancing patient safety and management efficiency. It is the only system in Hong Kong that is able to connect renal equipment of different brands. This is essential to facilitate overall equipment management and provides flexibility in future procurement and replacement of renal equipment.

Another highlight of our project is the independent air-conditioning system specially designed for the isolation rooms and Minor Operating Theatre to prevent cross contamination and provide flexibility for future operation.

The new Dialysis Day Centre is uniquely designed to have positive and negative pressure isolation rooms for both immune-compromised and infectious patients. The ventilation system of negative pressure room and its pressure level is designed and maintained based on the design guideline of SARS ward. The Minor Operating Theatre is mainly for carrying out Peritoneal Dialysis Catheter Insertion. Its ventilation system is also designed based on the highest standard of international guideline Health Technical Memorandum HTM 03-01.

Due to additional cooling load required for the new Centre, six chiller units with green technologies for better management of energy usage were installed, together with other building services installations like the fire services system and power distribution & electrical system.

創新、綠色設計的數據中心空調系統

Innovative, Green Design for Data Centre's Air-Conditioning System

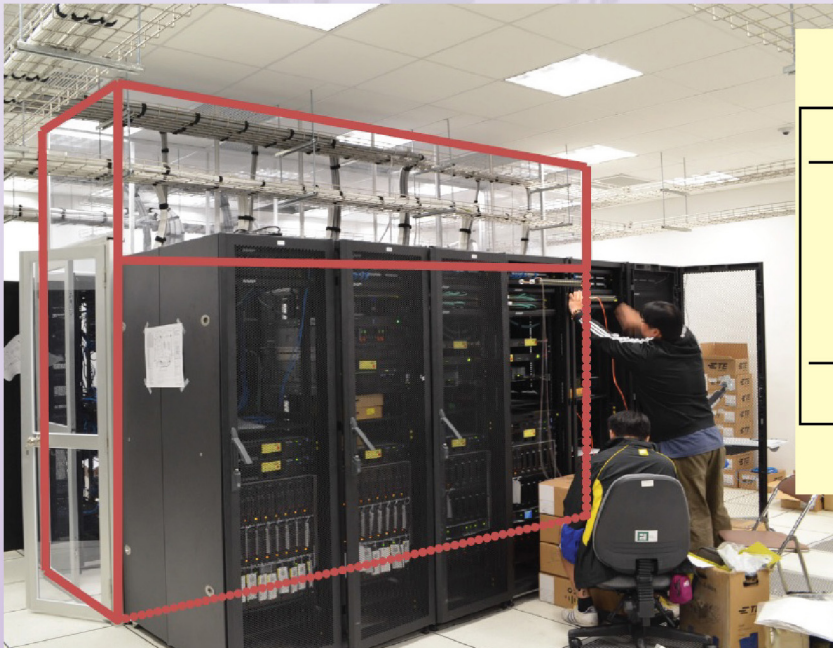
我們的小蠔灣數據中心主要負責為政府部門提供數據儲存服務，其中包括食物及衛生局的電子病歷檔案儲存。我們率先為小蠔灣數據中心的空調系統採用了創新的環保高效節能設計，預計可以提高整體散熱效能達20%至30%，此舉是支援客戶部門的環保措施。

這套獨特的空調系統是位於服務器機房內，採用一個屏蔽式熱氣流通道設計。該設計是由一個鋁質框架，利用聚碳酸酯隔板置於服務器機架頂部及每行機架兩旁所組成。屏蔽式熱氣流通道設計是一個高成本效益的解決方案，能把冷和熱的空氣分隔在不同的通道中。



我們全力支援小蠔灣數據中心的電子病歷檔案儲存工作。

Our team is dedicated to give full support to the Siu Ho Wan Data Centre for protection of the Electronic Health Record.

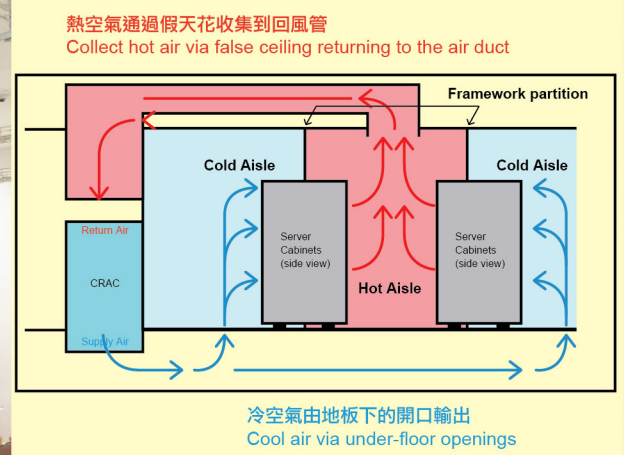


我們於服務器上加建熱氣流通道，將冷和熱的空氣分隔在不同的通道中，以求達到最佳散熱效能。

We are building a hot aisle containment separating hot and cold aisles in the server room to achieve the best cooling efficiency.

以物理屏障完全分隔冷熱氣流通道，能防止再循環和旁通的氣流影響服務器設備上部分的冷卻效能。該系統除了全天候24小時為所有服務器提供更好的散熱環境外，電腦控制的空調機組的送風和回風溫度可相應提高，使空調機組發揮較高的冷卻效能。

該節能空調系統乃數據中心第二期擴建工程的一部分，項目於2013年2月開始，預計於2014年年中完成。



高效節能的空調系統運作圖。

Operation diagram of the Energy-Efficient Air-Conditioning System.



Siu Ho Wan Data Centre is responsible for the storage of data for various government departments and the Electronic Health Record of the Food and Health Bureau is one of them. Our initiative to redesign its air-conditioning system with innovative, energy efficient measures is expected to improve the overall cooling efficiency by 20% to 30% as a green measure to support client departments.

This unique air-conditioning system comprises a hot aisle containment design in the server room. Formed by an aluminium framework with polycarbonate inserts on top of the server racks and at the two ends of the row, the hot aisle containment is a cost effective solution to contain air in cold and hot aisles.

This physical barrier divides the cold and hot aisles completely, preventing both re-circulation and bypass air which significantly affect the cooling performance on the upper part of the server equipment. Providing better thermal condition to all servers 24 hours round the clock, the system also allows higher supply air temperature and the warmest possible returned air back to the computer air-conditioning (CRAC) units, so as to operate in an efficient manner.

The energy saving air-conditioning system is part of the Phase II expansion of the data centre, construction of which started in February 2013 and is scheduled for completion by mid-2014.



機電工程署為香港警務處安裝的新邊界圍網保安系統，能更有效提供24小時監察及加強邊界保安。

HKPF new border fence protection system installed by EMSD enables effective monitoring and enhances security along the Hong Kong border round the clock.

強化邊境安全 Reinforced Border Security



為配合縮減香港邊境禁區範圍，機電工程署為香港警務處安裝了一套新的邊界圍網保安系統，提升警務處的運作效率，並加強香港邊境沿線的保安。這項目並進一步延展，以取代沿用將近十年的舊中央控制系統。

項目於2012年10月開始，以配合第二階段的邊境禁區範圍縮減，涵蓋落馬洲邊境管制站至梧桐河段。邊境禁區範圍縮減能釋放710公頃的土地供公眾使用。

新系統的亮點是採用了尖端科技，如利用視像分析技術和圍網偵測傳感器，去偵測任何於陸路邊境禁區附近出沒的非法闖入者、偷渡客或走私客。相比舊系統，新的偵測系統能大大降低了因惡劣天氣或野生動物所觸發誤報的可能性，從而更有效協助警務處監察邊境的工作。

我們將繼續支援邊境禁區範圍縮減第三階段的工程，整個項目預計將於2015年完成。

The new border fence protection system, installed by EMSD to match up the reduction of Frontier Closed Area (FCA) of Hong Kong, has reinforced the operation efficiency of Hong Kong Police Force (HKPF) and enhanced security along the Hong Kong border. The project was further extended to replace the old central control system which has been in use for almost ten years.

The project began in October 2012 to cope with the second stage of the reduction of the FCA, covering the section between Lok Ma Chau Boundary Control Point and Ng Tung River. The key benefit of this FCA section reduction was to release 710 hectares of land for public access.

The key highlight of the new system was the application of cutting-edge technology, such as video analytics technology and fence detection sensors to detect any intruder, illegal immigrant or smuggler near the land border restricted area. Compared to the old system, the new intrusion detection system reduces the possibility of false alarms due to adverse weather and wild animals, thus enabling more effective monitoring of the border.

We will continue to support the third stage of FCA reduction and the project is scheduled to be completed in 2015.



我們利用新的視像分析技術，透過閉路電視鏡頭及先進的圍網偵測傳感器偵測非法闖入者，以協助香港警務處提高運作效率。

We assisted HKPF to enhance operation efficiency by using new video analytic technology with CCTV cameras and advanced fence detection sensors to detect intruders.

創意點亮了品質及安全日 Creativity lit up Quality & Safety Day



「品質及安全日」旨在激發創意和提倡持續改進，為客戶部門提供優質的服務。主持開幕儀式的嘉賓包括（左起）：港機工程環境保護及工業安全經理鄧伙勝先生、港機工程品質經理（外勤維修）楊鎮鴻先生、機電工程署署理署長薛永恒先生、時任機電工程署副署長/營運服務胡建明先生、以及機電工程署助理署長/3戴德謙先生。

The Quality and Safety Day aims to inspire creativity and continued improvement to deliver quality services to client departments. Officiating at the opening ceremony are (from left): Mr. Matthew Tang, Environmental Protection & Industrial Safety Manager, HAECO, Mr. C H Yeung, Quality Manager (Line Maintenance), HAECO, Mr. Sit Wing-hang, Director of Electrical and Mechanical Services (Acting), Mr. Woo Kin-ming, the then Deputy Director/Trading Services of EMSD and Mr. Tai Tak-him, Assistant Director/3 of EMSD.

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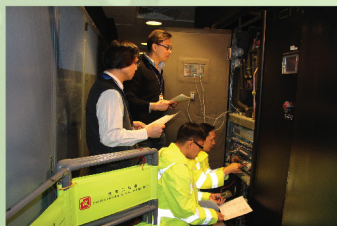
在品質及安全日2013獲獎的項目，再次突顯了我們同事的優秀創意，以及對持續改進和質量工作的熱忱。這個一年一度的活動，讓我們決心多走幾步，支持客戶部門向公眾提供卓越服務。

在機電工程署，我們相信「沒有最好，只有更好」。我們承諾與客戶部門緊密合作，在安全和健康的工作環境裏，努力改善我們的服務質量和效率。

2012/13年度「最佳客戶參與個案比賽」的冠軍和「最佳增值服務個案金獎」，由員工組成的「旁觀者」隊之「航空交通管制中心加裝額外空調系統」的專業方案奪得。該項目展示了機電工程署和客戶部門民航處之間的良好合作，透過兩個部門的共同努力，我們在電腦室安裝附有雙重隔音裝置的額外空調機組，從而降低航空交通管制中心的儀器

故障率，以維護飛行安全。我們團隊的創意和奉獻精神贏得了民航處的認可和讚賞。

自2010年以來，我們一直與員工和客戶，在機電工程署每年的「品質及安全日」，分享最佳的改善個案，目的是激發同事創意和建議改進方案。在「品質及安全日2013」，我們邀請了香港飛機工程有限公司（港機工程）的品質經理（外勤維修）楊鎮鴻先生和環境保護及工業安全經理鄧伙勝先生蒞臨作主講嘉賓，分享他們在品質管理及職安健方面的寶貴經驗。



在「最佳客戶參與個案比賽」和「最佳增值服務個案金獎」的項目中，我們在航空交通管制中心安裝額外的空調機組，以減低設備故障率，確保飛行安全。

In the project of Best Customer Engagement and Best Service Delivery Enhancement Award, we installed additional air-conditioning units at the ATC Centre to reduce equipment failure rate to ensure flight safety.



Award winning projects at Quality and Safety Day 2013 have once again highlighted our colleagues' excellent creativity and passion for continued improvement and quality work. This annual event underscores our determination to go an extra mile to support our client departments in serving the general public with excellence.

At EMSD, we believe there is always a better way of doing things. We are committed to working closely with clients and striving to improve our service quality and efficiency under a safe and healthy working environment.

The championship of the 2012/13 "Best Customer Engagement Project Competition" and "Best Service Delivery Enhancement Award" goes to Project Team Observers' "Improvement Work on Air-conditioning System at Air Traffic Control (ATC) Centre". The project demonstrates excellent co-operation between EMSD and the client department, Civil Aviation Department (CAD). It was a joint effort to reduce the equipment failure rate at the ATC Centre by installing additional air-conditioning units with double soundproof layers in the computer room, in order to uphold flight safety. Our team's creativity and dedication has won recognition and appreciation from CAD.

Since 2010, we have been sharing best improvement cases with staff and clients at the annual EMSD Quality and Safety Day, with the aim to inspire creativity and improvement suggestions. In the "Quality & Safety Day 2013", guest speakers from Hong Kong Aircraft Engineering Company Limited (HAECO), Mr. C H Yeung, Quality Manager (Line Maintenance), and Mr. Matthew Tang, Environmental Protection & Industrial Safety Manager, shared their valuable experiences in quality management and work safety.

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