

歲晚火化 需求殷 圓滿服務 客戶讚

Satisfying Seasonal Crematorium Service Demand Wins Client Appreciation



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電工程署為食物環境衛生署（食環署）轄下的和合石、哥連臣角、葵涌、富山及鑽石山等五個火葬場的機電設備，提供專業操作和維修服務。在葵涌、富山及鑽石山火葬場，我們更提供一條龍的火葬服務，包括接收棺木、安排禮堂儀式、磨骨和處理骨灰等。

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我們的服務信念和使命是「以專業尊重的態度處理火化程序，令死者安息，使家屬盡快取回骨灰」。為此，我們努力不懈，應付每個難關和挑戰，以實現「次日還灰」的服務承諾，務求令死者家屬安心。

農曆新年前的日子，一直是我們工作人員的緊張和繁忙時刻，因為市民都希望趕在農曆新年前，辦妥先人的身後事，讓先人盡早安息。由於市民對火化服務的需求劇增，所有火葬場不單需要全面運作，更要特別增加火化時段以應付額外的需求。每天火化場次由平日的140次，增加至超過180次；而火化服務時間更需由晚上10時30分延長至翌日凌晨2至3時。

在這段期間的清晨，少有電召的士願意到火葬場接載我們的員工下班！同事們只好由偏遠的火葬場，徒步走一段寂靜長路，到大路乘搭公共交通工具回家。即使如此，我們的同事仍然不畏辛勞，摯誠地貢獻他們寶貴的休息時間，為市民提供專業的火化服務，應付額外的需求，堅守我們的服務承諾。

食環署對我們同事的努力，亦給予肯定和讚許：「有賴你們的努力，我們才能成功應付2013年12月至2014年1月的繁忙時段……如果沒有你們的貢獻和支持，重置後的和合石火葬場就不能順利應付第一個農曆新年高峰期。」

EMS is entrusted by Food and Environmental Hygiene Department (FEHD) to provide professional services for the operation and maintenance of electrical and mechanical installations at the five crematoria in Hong Kong, including Wo Hop Shek Crematorium, Cape Collinson Crematorium, Kwai Chung Crematorium, Fu Shan Crematorium and Diamond Hill Crematorium. We also provide one-stop cremation services in the Kwai Chung, Fu Shan and Diamond Hill crematoria, including receipt of coffins, ritual arrangements, pulverisation and handling of ashes.

Our service mission is: "With the hope that the deceased rests in peace, we treat every cremation procedure professionally with respect, and ensure his/her family members receive the bone ashes as soon as possible." With this in mind, we work through every challenge and difficulty to deliver our promise of "Next Day Delivery" of bone ashes for the peace of mind of the families of the dead.

Pre-Chinese New Year is always a critical and busy time for our staff as the public has a strong desire to see the proper completion of disposal procedures of the deceased before the advent of the New Year. As such, the crematoria are typically in full swing during the run up to Chinese New Year, with extra cremation sessions to adequately cope with the seasonally high public demand. Daily cremation sessions can

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increase from the normal 140 sessions per day to over 180 daily sessions near Chinese New Year's Eve. The final cremation session which usually completes at 10:30pm was extended to 2-3am in the morning of the next day.

During such early hours of the day, few taxi drivers would pick up our staff directly from the crematorium. Our staff had to walk a long silent way to the main road to get public transport to go home. Yet our colleagues contributed willingly their rest time and worked tirelessly to deliver timely, additional cremation services to serve the public and live up to our service mission.

Our effort has gained appreciation from the FEHD: "With their effort, the peak days in December 2013 and January 2014 were successfully catered for. Without their contribution and support, the first Lunar New Year peak at the re-provisioned Wo Hop Shek Crematorium could not have been managed without problems."



我們努力不懈地提供專業的火化服務，務求令死者家屬安心。圖為我們和合石火葬場的专业團隊與食環署新界區高級衛生督察（墳場及火葬場）吳國倫先生（中）合攝。

We are committed to providing tireless and professional cremation services for the peace of mind of the family members of the dead. Pictured are our dedicated team members at Wo Hop Shek Crematorium with Mr. Ng Kwok-lun, Senior Health Inspector (Cemeteries & Crematoria) New Territories 2 of FEHD (middle).