

# VOICE LINK

## 機電傳聲

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伴您同行  
Be There for You



**本期重點：**

**Issue Highlight:**

2016年客戶意見調查

Customer Opinion Survey 2016 **P2/**

機電工程署  
**EMSD**



# 為您多走一步 Going the Extra Mile for You

**機**電工程營運基金（營運基金）自1996年成立以來，一直「透過與客戶的伙伴關係，創造公眾價值惠顧市民」，與客戶結伴同行二十載。營運基金樂於聆聽及非常重視大家於上一次客戶意見調查中表達的寶貴意見和建議，並已實行多項改善工作，以及陸續推出其他改善項目。

**維修呈報更方便 進度更快知悉**  
近期推出的服務改善項目，是一個為呈報非緊急維修事項而設的新流動平台，現已可供客戶使用。客戶可隨時隨地利用智能電話掃描二維條碼，即時連接到網上維修事項報告表格作出呈報，令過程更方便快捷。

此外，客戶在2014年客戶意見調查中反映，希望更清楚知悉我們的工作進度，我們對此十分重視，並正籌劃一個名為「顧客為本電子平台」的大型改善項目，同時會全面革新現有的資訊服務中心，以回應客戶這方面的訴求。項目目標是提升現有的工作管理系統，並優化工作程序，好讓工作分配和進度追查變得更有效率，對客戶更透明。

這套新的「顧客為本電子平台」將於2017/18年度推出，屆時我們將能為客戶更主動提供適時的工作進度報告，並更有效率地回應查詢。

**新科技提高工程系統效益**  
我們正陸續引入先進科技，幫助客戶優化工程系統的性能，例如在政府建築物應用「綜合樓宇管理系統」，將建築物的機電、空調和屋宇裝備系統整合到單一應用平台，實時通報運作狀態，並加入預警功能，一方面讓工作人員盡早作出應對，防患於未然，另一方面亦提升維修效率，縮短設備故障時間。

**督促承辦商做得更好**  
我們開發了一套網上「維修外判合約表現監察系統」，以加強監察承辦商的表現，攫取承辦商在故障維修個案的跟進資料，及監察其保養及維修等工作的質素。這套系統的流動應用版本已於2015年7月投入服務。

**穩健服務物超所值**  
根據過往多次客戶意見調查，客戶都視營運基金為首選的機電服務供應商，服務物有所值。客戶表示，選用營運基金主要原因是我們服務優質可靠、技術卓越，這無疑是對我們工作表現的肯定。

**以具競爭力價格微利營運**  
客戶普遍認同我們的服務質素和價格均具競爭力。雖然客戶重視質素多於價格，價格水平也非他們主要的考慮因素，但是我們仍會繼續以微利營運。我們的顧問德勤企業管理諮詢(香港)有限公司，在其「機電工程營運基金定價機制檢討」中指出，營運基金採用「成本附加」的定價策略，以確保機電工程服務定價合理，前後一致。這意味着營運基金價格與市場價格大致相符，為客戶提供物有所值的服務。

**緊密伙伴關係 服務優質全面**  
我們十分榮幸能成為客戶的緊密合作伙伴。我們定必努力為客戶多走一步，精益求精。

**專業可靠 高度誠信**  
營運基金擁有卓越的專業團隊，誠信度高，是客戶多年來的忠實伙伴。

**一站式機電服務**  
營運基金提供全面而優質的一站式機電服務，更包括風險評估、危機管理與緊急支援等服務，再加上我們熟悉政府政策和規例、以及政府部門和公營機構的運作和設施，因此更能滿足客戶所需。客戶多年來一直以我們為首選的機電服務供應商，我們實感光榮。

透過掃描以下二維條碼或登入下述網站連結，便可在維修事項報告表格上填報非緊急個案：

You can scan the QR code or access the web link below to fill in the fault reporting form for non-emergency cases:

<http://www.emsd.gov.hk/minisites/webform/web/index.php>

**為客戶省錢 回饋社會**  
在微利營運下，我們樂意為客戶承擔更多的工作，因為我們相信，為客戶節省的每分錢，客戶都可用以改善對社會的服務。

**主動提出創新方案**  
營運基金的專業團隊積極為客戶引進新科技方案、認證計劃及各種節能機電裝置。例如最近我們研發的一個「流動智能平台」，本身可優化與無線網絡相關工程項目的運作及維修保養工作，而我們三位年輕工程師，更將平台成功應用到建築信息模擬與資產管理系統上，並獲得「香港工程師學會青年會員創意獎2016」優異獎狀。

無論何時何地，您都可以用智能電話呈報非緊急維修事項，比以前更容易方便。  
You can now report non-emergency fault cases anytime, anywhere by using a smart phone. It's much easier and more convenient.



### 合作無間 屢獲殊榮

營運基金多年來與客戶並肩攜手，合作無間。過去，我們與客戶協作的項目屢獲殊榮。例如我們與香港警務處和政府飛行服務隊合力研發、在直升機上通過聯合數碼通訊平台使用電話功能，可為受救者提供直接的通訊，這合作項目便在「2015年公務員優質服務獎勵計劃」中，奪得部門合作獎優異獎。

此外，我們與懲教署共同設計的電鎖保安系統，亦榮獲「2014香港資訊及通訊科技獎」的最佳創新（企業創新）特別嘉許獎。

Since its inception in 1996, the Electrical and Mechanical Services Trading Fund (EMSTF) has been working with our clients for 20 years to “create public value for community betterment through partnership with our clients”. We listen and attach great importance to the invaluable feedback and suggestions from the 2014 Customer Opinion Survey (COS), and in response we have launched numerous improvements, with more in the pipeline.

### Better Informed of Work Progress

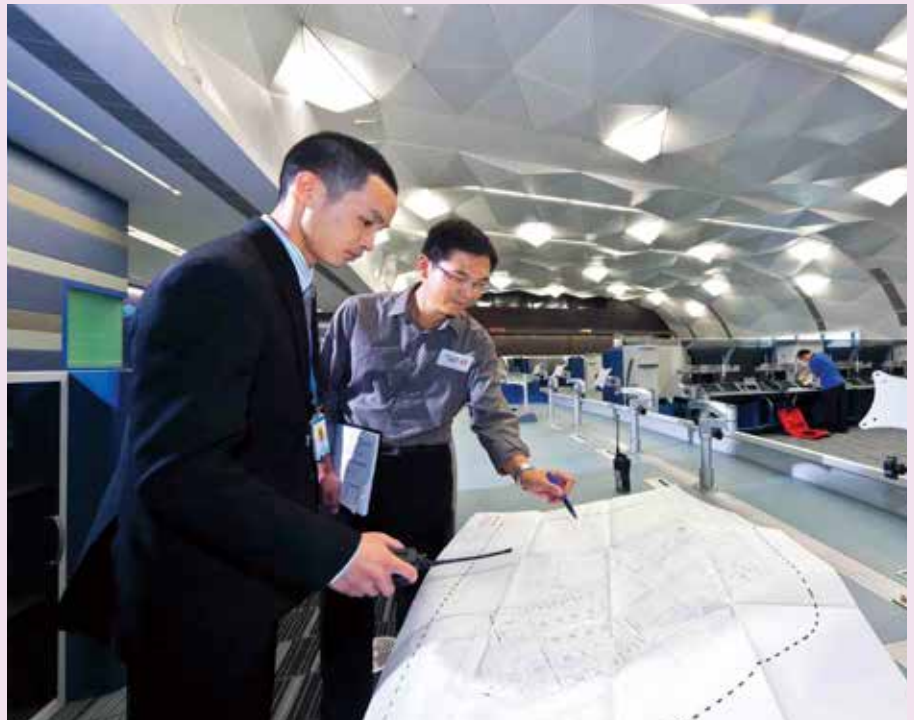
A recent improvement is a new mobile platform for fault reporting of non-emergency repair cases, now ready for use. Clients simply scan a QR code with their smart phones and will be immediately connected to an online reporting form, making fault reporting more convenient anywhere anytime.

A feedback from the COS that we take very seriously is the need to “keep clients informed of work progress”. We are working on a major initiative called “Customer Centric e-Platform (CCeP)” to address the issue, alongside a total revamp of our existing Information Service Centre. The aim is to upgrade our current job management system and improve processes so that job assignment and progress tracing will become more efficient and transparent to clients.

When the new CCeP is launched in 2017/18, we shall be able to give clients more proactive, timely updates of work progress and handle enquiries more promptly and effectively.

### New Technologies to Optimise Engineering Systems

We will continue to help clients optimise their engineering system features via advanced technologies. An example is



我們與客戶合作無間，建立緊密的伙伴關係。

Our seamless co-operation with clients has built a strong partnership.

implementing the integrated Building Management System (iBMS) for government buildings which enables the integration of electrical, mechanical, air-conditioning and building services systems into a single platform, offering real-time operation status information. The iBMS also features a pre-alarm function which alerts staff to act early to prevent potential failure, and boosts repair work efficiency to minimise down time.

### Make Contractors Perform Better

A web-based “Performance Monitoring System for Maintenance Contract” is now in place to help monitoring contractors, capture information on fault cases follow-up, as well as the quality of their preventive and corrective maintenance works. Its mobile applications were also launched in July 2015.

### Consistent, Value-for-Money Services

Previous COSs revealed that clients considered EMSTF to be their most preferred E&M service provider which offered value-for-money services. Clients chose EMSTF services mainly due to our reliable, quality services and technical competence, a sign of recognition for our performance.

### Slim Profit with Competitive Price

Clients recognise our competitiveness in service and pricing. Although clients emphasise “quality” over “price”, and “price” is not the key factor in their choice of service provider, we will keep operating under a slim-profit model. The consultant, Deloitte Consulting (Hong Kong) Limited points out in its “Review of the Current Pricing Mechanism of EMSTF” that

EMSTF has been using a “cost-plus pricing strategy” to ensure that the price of our E&M services is reasonable and consistent over time, indicating that our prices are comparable to market prices and offer good value.

### Strong Partnership, Comprehensive Quality Services

We are honoured to be a close partner of our clients. We will try our best and go the extra mile to improve our service.

### Reliable Professionals with Integrity

EMSTF has a team of excellent professionals with high integrity who have been dedicated partners for our clients over the years.



### One-Stop E&M Services

EMSTF offers comprehensive, high quality "one-stop" E&M services including but not limited to, risk assessment, crisis management and emergency support services. As we are familiar with government policies and regulations, and the operation and facilities of government departments and public organisations, we have the unique capability to satisfy clients' needs. We are honoured to have been their most preferred E&M service provider over the years.

### Saving More to Serve the Community

Where necessary we are happy to take on more work for less, for we believe every dollar we saved for clients will find its way to better serve the community.

### Proactive and Innovative Solutions

EMSTF's team has worked proactively to introduce new technological solutions, certification programmes as well as energy-saving E&M installations to clients. A recent example is a Mobile Smart Terminal developed to optimise operation and maintenance work on WiFi network related projects, which has been subsequently applied to the Building Information Modelling and Asset Management System by our three young engineers, winning a Certificate of Merit in the "HKIE Innovation Awards for Young Members 2016".

### Award-winning Collaboration

EMSTF has always collaborated seamlessly with clients, winning many awards in the process. In the Civil Service Outstanding Service Award Scheme 2015, for example, a telephone feature riding on the Unified Digital Communications Platform in a rescue helicopter enables direct communication with victims. Jointly developed by the Hong Kong Police Force, the Government Flying Service and EMSD, it was awarded the Meritorious Award in the Partnership Award category.

The Electric Locks Security System, jointly designed by the Correctional Services Department and EMSD, also won the Best Innovation (Entrepreneurial Innovation) Special Mention in the "Hong Kong ICT Awards 2014".



機電署的袁彪洪先生（左一）、黎漢鋒先生（右一）及袁慧珊小姐（右二）獲得「香港工程師學會青年會員創意獎2016」優異獎狀。

Mr. Yuen Piu-hung (1st left), Mr. Lai Hon-fung (1st right) and Miss Yuen Wai-shan (2nd right) of EMSD received the Certificate of Merit in the "HKIE Innovation Awards for Young Members 2016".

### 齊來參加2016年客戶意見調查，表達您對營運基金的看法！

您對我們的服務有甚麼看法？或改善建議？今年我們會再委託獨立研究顧問，進行2016年度客戶意見調查，這是您告訴我們想法的最好機會！

顧問公司會在2016年4月派發問卷，歡迎大家積極參與，暢所欲言，讓我們持續改善，精益求精。當然，如果您認為我們這兩年表現不錯，我們也很樂意聽到您的嘉許！希望大家踴躍回應。

### Have Something to Say About EMSTF Performance? Take Part in the 2016 Survey!

Do you have an opinion about our performance? Or suggestions for us to improve? The Customer Opinion Survey 2016, to be conducted by an independent research consultant, is the perfect opportunity to tell us what you think.

The consultant will be distributing questionnaires in April 2016. Do tell us your honest opinions so that we can continue to improve. And if you like what we did in the past two years, we would love to hear that too! We look forward to your support for the survey.

Feedback Form

Excellent

Good

Average

Poor

# 合作項目一香港首個垃圾桶自動點算系統

## 四部門協力在13個月內完成設計、招標、測試及檢討

### Collaboration of Four Departments to Complete Design, Tendering, Testing & Review of Hong Kong's First Automated Bin-counting System within 13 Months

## 作

為客戶部門值得信賴的合作伙伴，機電署致力應用最新科技協助客戶解決技術問題。為協助環境保護署（環保署）籌備實施都市固體廢物收費，在2014年10月至2015年11月的13個月內，我們成功設計一套可安裝在政府垃圾收集車上的垃圾桶自動點算系統，並完成有關的招標、安裝、測試及檢討工作。

該點算系統是四個政府部門的合作項目。除了受環保署委託設計、招標及安裝系統外，機電署亦負責改裝食物環境衛生署（食環署）轄下三輛垃圾收集車，以及在房屋署（房署）轄下垃圾收集站試行該系統，以測試系統「以整幢樓宇按廢物容量」機制收費的可靠性。

經改裝的垃圾收集車配有特別設計的射頻識別系統，如配合附貼在垃圾收集桶上的射頻識別標籤，該點算系統便會自動點算和記錄有關資料，例如垃圾收集桶的所屬樓宇、傾倒的次數等。透過安裝在垃圾收集車內的儀器，收集所得的資料和數據會即時傳送到中央伺服器。環保署人員可利用桌上電腦或流動裝置查閱相關資料，並安排在日後向有關樓宇準確地收取費用。

我們本着「以客為先」的服務態度，對客戶部門的要求迅速作出回應。我們在十個月內完成點算系統的安裝工作，並在三個月內完成其後的測試工作。檢討結果令人滿意，該系統的數據精準度高達99.9%，而可靠度亦接近100%。測試期內並沒有任何故障記錄。

這個項目能順利完成，全賴環保署、食環署、房署和機電署的協作和努力。各部門在這個先導項目發揮的伙伴合作精神，創造了一個促進環保的成功個案。

Being a reliable partner, EMSD is committed to helping client departments solve technical problems by applying cutting-edge technologies. To help the Environmental Protection Department (EPD) prepare for the implementation of municipal solid waste charging, in just 13 months from October 2014 to November 2015, we successfully designed and completed the tendering, installation, testing and review of an Automated Bin-counting System that can be installed on government refuse collection vehicles (RCVs).

The counting system is a collaborative project among four government departments. In addition to system design, tendering and installation, EMSD was entrusted by EPD to retrofit three RCVs of the Food and Environmental Hygiene Department (FEHD) and conduct trial runs of the system at refuse collection points of the Housing Department (HD) to test the reliability of the system for charging on the basis of "by volume of waste disposed of by building".

The retrofitted RCVs are installed with specially-designed Radio Frequency Identification (RFID) system. Working

together with the RFID tags attached to the refuse collection bins, the counting system will automatically count and record information such as buildings to which the bins belong, the number of bin tipplings, etc. The information and data collected are transferred real-time by the on-board device installed on the RCV to the central server. EPD officers can access the related information with desktop computers or mobile devices, and arrange charging the buildings accurately in the future.

Putting "Customer First", we responded promptly to client department's requests. We completed the installation of the counting system in ten months and the subsequent pilot test in three months. Review result was satisfactory. We achieved a high data accuracy of 99.9% and nearly 100% reliability of the system. No fault was recorded during the trial period.

The smooth completion of this project is attributed to the concerted efforts of EPD, FEHD, HD and EMSD. Our partnership in this pilot project has created a successful case of promoting environmental protection.



機電署協助環保署在垃圾收集車安裝垃圾桶自動點算系統。

EMSD installed the Automated Bin-counting System on RCVs for EPD.

為節能減排出謀獻策

# 150幢政府建築物完成能源審核

## Energy Saving Recommendations for 150 Government Buildings upon Completion of Energy Audits

作

為政府建築物的維修保養服務供應商，我們充分明白客戶部門的要求和建築物場地的現況，可以為客戶出謀獻策，制訂節能減排的策略計劃，達致政府建築物的節能目標。

行政長官在2015年的《施政報告》中承諾，在未來五個財政年度把政府建築物的用電量，在運作環境相若的基礎上減少5%（以2013/14財政年度用電量為基準），以繼續推展綠色運動，在本港加強推動低碳和優質的居住環境。

為協助各決策局和部門就344幢用電量最高的政府建築物進行能源審核，機電署在2015/16財政年度獲環境局撥款資助，委聘了三家能源審核顧問公司率先為用電量最高的150幢政府建築物進行能源審核。

截至2016年3月，能源審核顧問公司已完成該150幢政府建築物（包括政府總部、灣仔政府大樓和稅務大樓、游泳池、運動場館、圖書館、市政大廈、警局和監獄等）的審核工作。至於餘下的194幢建築物，機電署已委聘了能源審核顧問公司於2016年3月開始進行能源審核的工作。

我們已完成政府總部大樓等150幢政府建築物的能源審核工作，並會為客戶部門出謀獻策，提出可行的節能實施方案和時間表。

We have completed the energy audits for 150 government buildings, including the Central Government Offices, and will recommend practicable energy saving plans and timetables to our client departments.

審核顧問完成審核後會編製能源審核報告，並邀請客戶部門、建築物業主、機電署同事等持份者出席簡報會，解釋其節能減排的建議。機電署作為客戶部門的緊密合作伙伴，會參考審核顧問的建議，因應個別建築物的運作和技術特點，為客戶部門提出可行的實施方案和時間表，以落實各項節能措施和項目，達致節能目標。

Being the maintenance agent for government buildings, EMSD fully understands the needs of client departments and the current condition of the venues. We are in a good position to help our clients develop strategic plans to save energy in order to achieve the energy saving goal for government buildings.

The Chief Executive pledged in his 2015 Policy Address a target of achieving a 5% saving in electricity consumption for government buildings under comparable operating conditions (based on the electricity consumption in the financial year 2013/14) in the next five financial years. This is a continuous green drive to foster a low-carbon and quality built environment in Hong Kong.

EMSD has been entrusted by government bureaux and departments with the task of conducting energy audits for 344

government buildings with the highest electricity consumption. In the financial year 2015/16, we commissioned three energy audit consultants to carry out energy audits for the top 150 government buildings in terms of electricity consumption, with funding provided by the Environment Bureau.

By March 2016, the consultants have completed energy audits for those 150 government buildings, which include the Central Government Offices, Wanchai Tower and Revenue Tower, swimming pools, sports centres, libraries, municipal services buildings, police stations and prisons. Meanwhile, we have commissioned an audit consultant to start the energy audits for the remaining 194 buildings in March 2016.

Upon completion of energy audit reports, the consultants will organise briefing sessions for stakeholders such as client departments, building owners and EMSD colleagues, explaining their energy saving proposals. Being a close partner of client departments, we will take reference of the audit consultants' recommendations and, based on the operation and technical features of individual buildings, propose practicable plans and timetables to implement energy saving measures and projects, so as to achieve the energy saving targets.



數碼無線電通訊系統覆蓋範圍廣闊、音質優良，大大提高了民安隊今年1月在大帽山的救援工作效率。（圖片由大公報攝影部提供）

With wide coverage and excellent sound quality, the digital radio communications system greatly enhanced the efficiency of CAS's rescue work on Tai Mo Shan in January. (Photo provided by Photography Section of Ta Kung Pao.)



我們為民安隊添置及檢測手提對講機，以便能順利加入聯合數碼通訊平台，使用更可靠、覆蓋範圍更廣的無線電通訊系統。

We procured and tested the portable transceivers, so CAS can join the UDCP and enjoy a more reliable digital radio communications system with better coverage.

## 把無線電通訊系統升級和數碼化 協助民安隊加入聯合數碼通訊平台 提高救援效率

### Upgrade and Digitalise CAS's Radio Communications System to join UDCP for Rescue Enhancement

**作**為客戶部門的忠實伙伴和技術顧問，機電署致力協助客戶不斷優化轄下系統、更新硬件。去年10月，我們把民眾安全服務隊（民安隊）沿用的模擬制式無線電通訊系統更換為數碼無線電通訊系統，並協助民安隊加入由香港警務處設立的聯合數碼通訊平台（該平台），讓民安隊與警隊、消防處、政府飛行服務隊和海關等政府部門在採取聯合行動時，不但能進行跨部門通訊，更可提升內部通訊功能，為市民提供更優秀、更高效率的救援服務。

民安隊加入該平台後，有助促進跨部門合作。民安隊與警隊每年都舉行不少聯合演習，在最近於昂坪360舉行的聯合演習中，所有參與聯合行動的隊員均把頻道調校至同一通話羣組，大家即時互聯互通，提升了工作效能。

該平台利用數碼傳輸，使無線電訊號的覆蓋率高達95%。今年1月，香港出現六十年以來最冷的寒潮，大批登上大帽山欣賞結霜的人士因天氣惡劣而被困山上。民安隊與其他政府部門同時參與救援行動。大帽山屬於荒野地區，一般手提電話和通訊設施的網絡都未能覆蓋，但是這次民安隊隊員採用新系統的對講機，同事溝通無間，而且音質優良，大大提高了救援工作的效率。

該平台透過加密處理防止竊聽，加強通話保安。新系統的器材輕巧靈活，而且攜帶方便，隊員只需使用連接該平台的手提對講機，而無需額外安裝固定或臨時無線電基站，便可使用既可靠，覆蓋範圍又廣闊的無線電通訊。這個新系統還有助民安隊節省人手和維修開支，極具成本效益。

**A**s the loyal partner and technical advisor of our client departments, EMSD is committed to helping them optimise their systems continuously and update the hardware. Last October, we successfully helped the Civil Aid Service (CAS) replace their analogue radio communications system with the digital radio communications system and connect it to the Unified Digital Communications Platform (UDCP) established by the Hong Kong Police Force (HKPF). The UDCP not only enables communication between CAS and other government departments such as HKPF, the Fire Services Department, the Government Flying Service and the Customs and Excise Department during joint operations, but also enhances internal communications functions, providing the public with better and more efficient rescue services.

Joining the UDCP is beneficial to inter-departmental collaboration. CAS and HKPF carry out numerous joint exercises every year. In a recent one in Ngong Ping 360, all officers involved tuned their

communications channel to the UDCP common talk group, which instantly connected everyone and enhanced efficiency of the exercise.

With the use of digital transmission, the coverage of the UDCP's radio signals is up to 95%. In January this year, Hong Kong was hit by the most severe cold surge in 60 years. Many people who went up Tai Mo Shan for frost viewing were stranded there due to bad weather. CAS and other government departments were involved in the rescue operation. Tai Mo Shan is a remote mountain, hardly covered by ordinary mobile phones and communications facilities. Using the portable transceivers of the new system, officers of CAS enjoyed seamless communications with excellent sound quality, which greatly enhanced the efficiency of the rescue work.

Communications over the UDCP are encrypted to prevent tapping and to strengthen call security. The new system is equipped with devices which are light and easy to carry. By configuring the portable transceivers to be compatible with the UDCP and without setting up extra fixed or temporary repeater sites, CAS officers can enjoy reliable and radio communications with wide coverage. The new system also helps CAS save manpower and maintenance expenditure, thus achieving cost-effectiveness.

# 教育及職業博覽2016

## Education & Careers Expo 2016

# 人事廣角鏡

## Staff Movement

今年初，由機電署與其他政府部門、公營機構、工會及商會組成的香港機電業推廣工作小組參加了為期四天的「教育及職業博覽2016」，以推動香港機電業的發展和吸引更多年輕人投身該行業。工作小組首次採用「機電大街」的方式，透過一站式的行業展覽及專題講座，讓年輕人了解機電業的就業前景和發展，並即場提供多個職位空缺的資料。在「機電業主題日」開幕禮暨「機電生活小品」微電影比賽頒獎典禮上，工作小組各成員機構均承諾會與業界攜手合作，引領生力軍成為日後的機電技術專才。

教育及職業博覽2016的「機電大街」讓年輕人輕易找到投身機電業的途徑和方法。

The "E&M Street" at the Education & Careers Expo 2016 lets youngsters easily search for the ways and means to join the E&M industry.

Earlier this year, the Hong Kong E&M Trade Promotion Working Group, which comprises EMSD and other government department, public organisations, trade unions and associations, participated in the four-day Education & Careers Expo 2016 to promote the development of the E&M industry in Hong Kong and attract more youngsters to join the industry. For the first time, the Working Group used the "E&M Street" approach, by way of a one-stop industry exhibition and topical seminars, to attract youngsters' attention to the career prospects and development of the E&M industry. We also presented job vacancies at the fairground. At the opening ceremony of the "Electrical & Mechanical Theme Day" cum prize presentation of the "E&M Life" Mini-movie Competition, every member organisation of the Working Group pledged to join hands with the industry to lead the new generation to be E&M talents in the future.



麥家俊先生  
Mr. Mak Ka-chun

麥家俊先生於2016年1月23日獲委任為機電工程署助理署長/2，負責監督營運基金為政府辦事處及法院大樓、港口及海港、公眾文娛康樂場地，以及公立醫院等提供的工程服務。

Mr. Mak Ka-chun has been appointed as Assistant Director/2 of EMSD with effect from 23 January 2016. He is responsible for overseeing our Trading Fund's engineering services for government offices and court buildings, port and harbour, public cultural and recreational venues, public hospitals, etc.



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