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機電傳聲

二零一六年六月 JUNE 2016

第三十九期 ISSUE 39

機電工程營運基金

EMSTF

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機電未來 續創新 惠及民

Serving with Care and Innovation
20 Years and Beyond

機電工程署
EMSD



伙伴關係跨越廿載

從機電工程營運基金（營運基金）尚未成立之時，直至1996年正式成立，並於2002年全面進入開放市場以來，我們一直與客戶部門建立和保持良好的伙伴關係。營運基金今年邁進20周年，我們會繼續致力「透過與客戶的伙伴關係，創造公眾價值惠市民」，並與客戶緊密合作，結伴同行。

20年來，我們不斷變革，與時並進，贏得客戶的信心和信任。我們用心聆聽客戶的意見，為回應2014年的客戶意見調查，我們將會設立「顧客為本電子平台」，增加工作透明度。我們不但引入先進科技，幫助客戶優化工程系統的性能，提高保養效率，而且開發網上系統，加強監督承辦商的表現。我們的專業團隊與客戶部門合作無間，共同為市民提供優質服務，而且歷年來獲得不少重要的獎項和認證。

為客戶引入先進科技

營運基金不斷協助客戶部門更新系統，以配合其發展需要，而不少項目更跨越廿載之久。以消防處的無線電系統為例，我們參與的工作由1980年引入第一代系統開始，經歷1997年的第二代，以至2012年第三代的數碼集群無線電系統，我們持續提升系統的功能，現正整合新一代調派系統與數碼集群無線電系統，並進行技術研究，以提升消防處的通訊效率和可靠程度。



我們為消防處潛水基地安裝了模擬海上拯救實況的模擬系統，用以培訓專業拯救隊伍，服務社羣。（圖片來源：消防處）

We helped install simulation systems capable of simulating real-life marine rescue situations at the FSD Diving Base for training up a professional rescue team to serve the community.

(Source: FSD)

共同研發培訓設施

員工培訓是不少客戶部門的重要工作。為提高訓練水平，我們與客戶共同研發培訓設施，讓學員在安全及受控制的環境下接受訓練。舉例來說，我們把消防處潛水基地打造成東南亞最先進的消防潛水訓練設施。我們也為消防處設計和建造真火模擬設施及不同的訓練場景，協助把消防及救護學院建設成國際頂尖的訓練學校，讓消防處培訓出色的學員，保障市民的生命及財產。

參與基建項目

多年以來，營運基金曾在客戶許多重大的基建項目中積極參與和提供協助，例如深港西部通道、青沙管制區、啟德郵輪碼頭及廣深港高速鐵路香港段。此外，我們還協助民航處把機場服務順利從啟德遷移至赤鱗角。事實上，最早與我們簽訂五年長期服務水平協議的客戶，便是民航處。由於該處十分滿意我們可靠而優質的服務，因此在過去20年從無間斷地與我們簽訂服務水平協議。

提供優化及增值服務

營運基金一直為客戶提供全面的一站式服務，包括質素保證、原廠部件、定期保養、全天候緊急支援和維修。此外，我們亦致力提供增值服務，以提高服務水平。近年，我們更為客戶引進ISO 55001 資產管理認證，取得認證的項目包括運輸署的交通燈系統、路政署的行人天橋升降機及自動梯，以及食物環境衛生署轄下的公眾街市及熟食中心的冷氣裝置。我們亦分別與多個客戶部門攜手合作，為香港機場管理局的機場跑道燈系統、民航處的航空交通管制中心大樓，以及醫院管理局（醫管局）的腎科儀器取得認證。在我們的協助下，醫管局轄下多家醫院，例如瑪麗醫院、東區尤德夫人那打素醫院、瑪嘉烈醫院、伊利沙伯醫院、將軍澳醫院、威爾斯親王醫院和屯門醫院，均成功取得澳洲醫療服務標準委員會的醫療認證。

為慶祝營運基金成立20周年，我們展開了一連串的活動，當中包括在今年五、六月舉行的一系列機電業與創新科技研討會，我們邀請專家與不同的機電業界分享最新的科技技術，參與人數超過1,500位，他們分別來自25個客戶部門、25家機構和五所大學，彼此分享交流最新機電科技資訊。



我們就啟德郵輪碼頭建造平台設施（例如乘客登船橋等）事宜，向旅遊事務署提供諮詢服務，以提升香港作為國際郵輪中心的地位。
We provided consultancy service for the Tourism Commission regarding the construction of apron facilities such as seaport passenger boarding bridges at the Kai Tak Cruise Terminal, so as to boost Hong Kong's position as an international cruise hub.

Partnership for 20 Years and Beyond

Before and since the setting up of the Electrical and Mechanical Services Trading Fund (EMSTF) in 1996, we have been building and maintaining a strong partnership with client departments, even after full entrance into the open market in 2002. This year, we will be celebrating our 20th anniversary. We will continue to work seamlessly together with our clients so as to fulfil our commitment to "create public value for community betterment through partnership with our clients".

For two decades, we have carried out reforms and improvements, winning clients' confidence and trust. We have listened carefully to our clients' feedback. In response to the results of the 2014 Customer Opinion Survey, we will set up the "Customer Centric e-Platform" to enhance job transparency. We have introduced advanced technologies to help clients optimise their engineering systems and boost maintenance efficiency. We have also developed a web-based system to strengthen monitoring of contractors' performance. In close collaboration with client departments, our team of professionals has been providing quality services for the public and obtained many important awards and certifications over the years.

Introduction of Advanced Technologies to Clients

EMSTF constantly helps client departments upgrade their engineering systems to cater for their development needs. Many system developments span more than 20 years. A typical example is the introduction of the Radio System to the Fire Services Department (FSD). Our involvement dates back to 1980 when its first-generation was launched, followed by the second in 1997 and the third-

generation of Digital Trunked Radio System (DTRS) in 2012. The next generation of integrating the mobilising system with the DTRS is now under technical study. We have kept upgrading the system functionality to boost efficiency and reliability of radio communication.

Jointly-Developed Training Facilities

Staff training is an important work of many client departments. To raise training standard, we and our clients jointly design and develop training facilities for their staff to be trained in a safe and controlled environment. For example, we developed FSD Diving Base into Southeast Asia's most advanced diving training facility for fire services. We also designed and built for FSD live fire simulation facilities and different training scenarios, helped develop the Fire and Ambulance Services Academy as a top-notch international training school, enabling FSD to train competent staff to protect the lives and property of the public.

Involvement in Infrastructure Projects

Over the years, EMSTF has participated and co-operated with clients in many major infrastructure projects, such as the Hong Kong-Shenzhen Western Corridor, Tsing Sha Control Area, Kai Tak Cruise Terminal and the Hong Kong Section of Guangzhou - Shenzhen - Hong Kong Express Rail Link. In addition, we helped the Civil Aviation Department (CAD) relocate smoothly the airport services from Kai Tak to Chek Lap Kok. In fact, our earliest five-year long-term service level agreement (SLA) was signed with CAD. Highly satisfied with our reliable and quality services, CAD has continuously maintained the SLA with us in the past two decades.

Provision of Optimised and Value-added Services

EMSTF provides clients with comprehensive and one-stop services, ranging from quality assurance, original parts, periodic maintenance to round-the-clock emergency support and repair. We are also committed to providing value-added services to improve our service level. In recent years, we have introduced the ISO 55001 Asset Management Certification to our clients. Projects awarded with certification include the Transport Department's traffic signal system, the Highways Department's footbridge lifts and escalators, and the air-conditioning installations in public markets and cooked food centres of the Food and Environmental Hygiene Department. Together with respective client departments, we have also achieved the certification for the Airfield Ground Lighting System of the Airport Authority Hong Kong, the Air Traffic Control Building of CAD, the renal equipment of the Hospital Authority (HA), etc. With our support, a number of hospitals under HA, namely Queen Mary Hospital, Pamela Youde Nethersole Eastern Hospital, Princess Margaret Hospital, Queen Elizabeth Hospital, Tseung Kwan O Hospital, Prince of Wales Hospital, and Tuen Mun Hospital, have gained accreditation by the Australian Council on Healthcare Standards.

To celebrate the 20th anniversary of EMSTF, we have organised a series of activities, which include the trade and innovation technology seminars conducted in May and June 2016. Professionals and experts from different E&M trades shared the latest and advanced E&M technology developments with more than 1,500 participants from 25 client departments, 25 E&M institutions and five universities.

營運基金為深港西部通道過境設施的電子和機電系統進行工程管理和驗收工作。

EMSTF was responsible for the project management and commissioning of the electronics and E&M systems of the cross-border facilities at the Hong Kong-Shenzhen Western Corridor.



20年來，我們不斷為消防處引進新科技，更新其無線電系統，我們現正進行第四代系統的技術研究，以提升消防處的通訊效率和可靠程度，協助救援工作。

For two decades, we continuously introduce new technology to FSD and upgrade its Radio System. Technical study for the fourth-generation of the system is underway to boost efficiency and reliability of radio communication, reinforcing the rescue work.

過去的努力帶來今天的成果。自從1997年首次進行客戶意見調查以來，客戶都視營運基金為首選的機電服務供應商，而在以8分為滿分計的客戶滿意指數，我們的得分更不斷錄得佳績，從最初的4.84分，到2014年創下6.22分的歷史新高。這是對我們工作的肯定，也給予我們很大的鼓勵，為答謝客戶20年來的支持，我們會繼續努力，在2016年達到客戶滿意指數6.3分的新目標。展望未來，營運基金會繼續實踐微利營運、優化服務和引進新技術，竭誠為客戶提供全面、優質和物有所值的機電工程服務。

Our persistent efforts over the years have brought the results we see today. Since the first Customer Opinion Survey in 1997, clients have considered EMSTF as their most preferred E&M service provider. In the 8-point scale overall Customer Satisfaction Index, we achieved continued improvement, climbing from the initial 4.84 to a record-high overall score of 6.22. This is a strong indication of customers' recognition of our work, and it gives us great encouragement. To thank for our clients' support over the past 20 years, we will continue to work hard and strive to achieve our new target of 6.3 points in the overall Customer Satisfaction Index. Looking ahead, EMSTF will keep operating at slim profit, optimising services and introducing latest technologies. Strenuous efforts will also be made to provide comprehensive, high quality and value-for-money E&M services to our clients.

客戶滿意指數
Customer Satisfaction Index



我們與香港機場管理局攜手合作，於2014年為跑道燈系統取得ISO 55001認證。

Together with the Airport Authority Hong Kong, we acquired the ISO 55001 certification for the Airfield Ground Lighting System in 2014.

我們為交通訊號維修服務取得的ISO 55001認證，協助運輸署更有效地優化交通燈的功能，提升設備效益和減少訊號故障。

We obtained the ISO 55001 for the traffic signal maintenance services of the Transport Department. It helps optimise the functionality of traffic lights in order to enhance equipment performance and availability.

機電工程營運基金20年優質之旅

The 20-Year Quality Journey of EMSTF

營運基金成立
EMSTF established

1996

1998

香港服務業獎：生產力
Hong Kong Award for Services: Productivity

1999

ISO 9001企業認證
ISO 9001 Corporate Certification

2000

ISO 14001企業認證
ISO 14001 Corporate Certification

2001

OHSAS 18001職安健認證
Certified to Occupational Health and Safety Standard OHSAS 18001

2002

簡化品質、環保和職業健康及安全管理等系統，
並合併成一個綜合管理系統
Streamlined and combined various management systems in quality, environment and occupational health and safety into an Integrated Management System

2006

香港管理專業協會
優質管理獎金獎
Gold Award of HKMA
Quality Award

2008

數據中心的資訊保安管理系統取得
ISO 27001認證
The information security management system of our data centre obtained ISO 27001 Certification

過去20年，機電工程營運基金（營運基金）致力為客戶提供優質機電工程服務，其間我們積極改進，不斷精益求精。繼2010年重組內部架構及修訂「抱負、使命與信念」後，我們於2012年訂立新的企業目標和實施五大策略，分別是：

- 提供優質服務
- 成為業界典範
- 建立員工才能與關懷文化
- 優化知識管理
- 持續綠色作業

該五大策略再演進成「五招十八式」，並於五年計劃中實施。根據上一次的客戶意見調查，以8分為滿分計，我們的客戶滿意指數就創下**6.22**分的歷史新高，這正是我們20年優質之旅所付出努力的最佳證明。

Over the past 20 years, the Electrical and Mechanical Services Trading Fund (EMSTF) has been committed to providing clients with quality E&M engineering services, during which we have proactively made improvements and continuously strived for excellence. Following the organisational restructuring and the revision of the Vision, Mission and Values statements in 2010, we formulated a new corporate goal in 2012 and implemented five strategies, namely:

- delivering excellent service
- becoming a trade model
- building staff capacity and a caring culture
- enhancing knowledge management
- sustaining green operation

These strategies further developed into “5 Strategies and 18 Initiatives” which are being implemented in our five-year plan. In the previous Customer Opinion Survey, we achieved a record-high score of **6.22** out of 8 on the Customer Satisfaction Index, which was the best proof of our efforts in the 20-year quality journey.

2014

總部大樓榮獲「綠建環評既有建築」暫定鉑金級評級
EMSD Headquarters Building awarded the Provisional Platinum Rating under the BEAM Plus for Existing Buildings

2015

總部大樓取得ISO 50001
能源管理系統認證
EMSD Headquarters Building obtained ISO 50001 Energy Management System Certification

2016

營運基金成立20周年
EMSTF 20th Anniversary



機電工程營運基金20年服務亮點 Highlights of EMSTF Services in 20 Years

2014
安裝新的邊境圍網保安系統以加強香港邊境沿線的保安
Installed a new border fence protection system to enhance security along Hong Kong border

2007
完成深港西部通道過境設施機電裝備的驗收工作
Completed commissioning of various E&M installations of the cross-border facilities at Hong Kong-Shenzhen Western Corridor

2012
於落馬洲管制站安裝車輛自動清關支援系統
Installed Automatic Vehicle Clearance Support System at Lok Ma Chau Control Point

2008
設計及建造牛潭尾動物廢料堆肥廠
Designed and constructed the Animal Waste Composting Plant in Ngau Tam Mei

2008
監督青沙管制區機電設施的管理、營運和維修
Oversaw the management, operation and maintenance of E&M facilities in Tsing Sha Control Area

2004
擔任香港科學園資訊科技基礎設施顧問
To act as the IT infrastructure consultant at Hong Kong Science Park

2007
為瑪嘉烈醫院傳染病中心提供操作和維修保養服務
Provided operation and maintenance services for the Infectious Disease Centre at Princess Margaret Hospital

2003
為醫院管理局及衛生署優化防疫設施，並全力支持其他客戶部門防止「沙士」疫情擴散
Enhanced infectious control facilities for Hospital Authority and Department of Health, and supported other client departments in combating SARS

2016
為將軍澳消防及救護學院建造新設施
Built new facilities for the Fire and Ambulance Services Academy in Tseung Kwan O

2013
為啟德郵輪碼頭建造乘客登船橋
Constructed seaport passenger boarding bridges for the Kai Tak Cruise Terminal

2008
為羅湖懲教所建立首套全面推行的「電鎖保安系統」
Established the first full-scale implementation of Electric Locks Security System at Lo Wu Correctional Institution

2008
為2008奧運馬術比賽提供工程管理和資訊及通訊科技服務
Delivered project management and ICT services for the 2008 Olympic Equestrian Events

2013
為消防處救護車隊取得PAS 55(現為ISO 55001)認證(首張為客戶取得的資產管理認證)
Acquired PAS 55 (now ISO 55001) certification for the ambulance fleet of Fire Services Department (the first asset management certificate achieved for client)

2009
為香港2009東亞運動會提供機電服務
Provided E&M services for the Hong Kong 2009 East Asian Games

1998
協助將機場服務從啟德遷往赤鱗角
Helped relocate the airport services from Kai Tak to Chek Lap Kok

2009
成立小蠔灣數據中心為政府部門提供數據儲存服務
Established the Siu Ho Wan Data Centre to provide data storage services for various government departments

2011
建造瑪麗醫院的微创手術中心
Constructed the Minimally Invasive Surgery Centre for Queen Mary Hospital

2016
完成第三代船隻航行監察服務系統的升級工作，圖為東大嶼山雷達站
Completed the third-generation system upgrade of the Vessel Traffic Services System. Pictured is the East Lantau Radar Station

2004
為「幻彩詠香江」提供技術支援
Offered technical support for "A Symphony of Lights"

2011
為政府總部及立法會綜合大樓提供全面的機電服務
Provided comprehensive E&M services for the Central Government Offices and Legislative Council Complex

2005
為世界貿易組織香港部長級會議提供與資訊科技有關的基建和系統
Provided IT-related infrastructure and systems for WTO Hong Kong Ministerial Conference

2011
為香港警務處研發的水警總區中央指揮系統贏得2011香港資訊及通訊科技獎
The Central Command System of Marine Police we developed for the Hong Kong Police Force won the Hong Kong ICT Awards 2011

營運基金為客戶提供24小時全天候機電支援、維修保養和項目顧問服務，服務範圍遍及全港。20年來，我們也為香港多項重要工程項目和基礎建設提供設計、建造及支援服務。

EMSTF provides 24-hour E&M support and maintenance services, as well as project consultancy services throughout Hong Kong for our clients. Over the past two decades, we have also provided design, construction and support services for major projects and infrastructure in Hong Kong.

五年計劃 Five-Year Plan (2013-2018)



五招十八式 5 Strategies & 18 Initiatives



活動快拍 Corporate Snapshots

榮獲五個公德地盤獎

Five Considerate Contractors Site Awards

機電署致力推動工地承辦商注重公德和職業安全。在第22屆公德地盤嘉許計劃中，機電署所監督的合約共獲得五個獎項，分別是工務工程－模範分包商類別的銀獎，以及工務工程－維修、保養、改建及加建工程類別的兩個銅獎和兩個優異獎。得獎承辦商除了在工地採取良好作業方式，體現高度注重公德的態度之外，更開發饒具創意的嶄新安全措施，實在值得嘉許。

EMSD is committed to promoting considerate practices and occupational safety among site contractors. In the "22nd Considerate Contractors Site Award Scheme", the contracts supervised by EMSD were presented with a total of five awards, namely a Silver

Award under the Public Works – Model Subcontractor category, and two Bronze Awards and two Merit Awards under the Public Works – Repair, Maintenance, Alteration and Addition Works category. The winning contractors were recognised for adopting good work practices which reflected their highly considerate attitude, as well as developing innovative measures to ensure work safety.

見習工程師勇奪比賽季軍

Our Engineering Graduates Win 2nd Runner-up in Competition

機電署兩位見習工程師梁卓烽先生和蔡耀暉先生所開發的「智能座位系統」，在香港工程師學會電子分部舉辦的「香港電子項目比賽2016－物聯網技術發展與智慧城市」中勇奪季軍。這個系統透過安裝於座位上的綜合感應器，分辨正在使用或未被使用的座位，使用者

只需安裝智能手機應用程式，便可查看座位空缺情況。此系統更可應用於公共圖書館、自修室和巴士等，既方便又實用。

The "iVacancy System" developed by our engineering graduates, Mr. Leung Cheuk-fung and Mr. Choi Yiu-fai, won the second runner-up in the "Hong Kong Electronics Project Competition 2016 – Internet of Things Development for Smart City", organised by the Electronics Division of the Hong Kong Institution of Engineers. Through the use of sensors installed in seats to distinguish the vacancy status, the award-winning system, being convenient and practical, enables users to preview the seating vacancies using mobile apps. This system can be installed in public libraries, study rooms and on buses.

機電署網站革新後投入服務

EMSD's Website Revamped and Put into Service

為了讓合作伙伴和市民大眾更了解機電署的工作和最新消息，部門網站已進行革新。經過一年多的策劃和努力，網站已於2015年11月以全新面貌投入服務。革新後的網站除了精簡首頁之外，還引入多項新元素，包括流動裝置兼容版本、分享功能和影片廊，大大加強互動性和流動性，網站最近更榮獲「2015最佳.hk網站獎」的榮譽嘉許。

To let our partners and the public have a better understanding of our work and keep abreast of our news, we have given a new look to our website. After more than a year of planning and efforts, the revamped website was put into service in November 2015. In addition to a streamlined home page, the revamped website includes many new features, such as a mobile-compatible version, a sharing function and a video gallery. These features have greatly enhanced the interactive appeal and mobility of the website. Recently, it has won the Honourable Mention in the "Best.hk Website Awards 2015".



我們時刻鼓勵承辦商創設和執行工地安全措施以保障員工安全，獲獎的元朗污水處理廠合約承辦商便是其中的表表者。

We always encourage contractors to create and carry out safety measures in work sites to protect employees. The winning contractor for the Yuen Long Sewage Treatment Works is one of the best examples.

您的寶貴意見對我們非常重要！如大家對《機電傳聲》有任何意見或回應，請隨時聯絡我們，讓我們不斷改進。如果您的同事有興趣收取本通訊及加入郵寄名單，歡迎以電郵 (bssd@emsd.gov.hk) 或傳真 (傳真號碼：2882 1574) 方式通知我們。如果您希望我們從郵寄名單中刪除您的名字，或更新您的資料，請透過電郵 (bssd@emsd.gov.hk) 與我們聯絡。

Your opinion is very important to our continuous improvement in VoiceLink! If you have any comments or feedback for the newsletter, please do not hesitate to let us know anytime. If your colleagues are interested in receiving our newsletter and want to subscribe it, feel free to e-mail or fax us at bssd@emsd.gov.hk or 2882 1574, and we will add them to our list. In case you wish to remove your name from our newsletter mailing list, or to update your information in the future, please e-mail to bssd@emsd.gov.hk.

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VoiceLink

Published by : Business Development Division, Electrical and Mechanical Services Department

Telephone : (852) 2333 3762

Facsimile : (852) 2882 1574

Website : www.emsd.gov.hk

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