

署長的話

Message from the Director

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回顧2018/19年度的工作，我們一直全力為公眾提供最佳及最可靠的服務。就營運服務來說，工作核心是協助客戶部門提升公共服務的質素；而在規管服務方面，就是聚焦支援機電業發展，協助業界進一步滿足公眾需要。

我們也秉持竭盡所能和精益求精的態度服務社會，並會把這傳統傳承下去。

確保公共機電安全

香港自上世紀六十年代起步入高速發展時期，時至今日，很多機電資產正面對老化的挑戰。為解決這問題，我們的規管服務已積極循多方面工作保障公眾安全，例如推出「優化升降機資助計劃」，提供財務誘因，資助合資格業主加快為其舊式升降機進行優化工程，以符合最新的安全標準。我們希望透過與社會大眾及相關持份者合作，把問題從根本解決，確保升降機使用者安全。

During the year 2018/19 under review, we have spared no efforts to offer the public the best and the most reliable services. In the context of our Trading Services, the core of our work is to help client departments enhance public services. For Regulatory Services, we focus on supporting the E&M trade to better meet the needs of the public.

We also strive to pass on our service legacy to the next generation of EMSD colleagues by continuing to serve the community with our best endeavour and the pursuit of excellence.

Ensuring Public E&M Safety

With rapid development since the 1960s, Hong Kong is now facing challenges of ageing E&M assets. To address this problem, our Regulatory Services has proactively adopted a multipronged approach to ensure public safety. One example is the Lift Modernisation Subsidy Scheme, which provides financial incentives for eligible property owners to expedite the modernisation of their aged lifts to meet the latest safety standards. By working together with the community and relevant stakeholders, we hope to tackle the problem at its roots so as to ensure the safety of lift users.



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為進一步提升鐵路系統的安全水平，我們自2018年開始，積極為鐵路運作引進更全面和更系統化的審核機制，以期透過審核找出港鐵公司在資產管理方面仍可改善之處。

To further enhance the safety of our railway system, we have been actively introducing more comprehensive and systematic audit mechanisms on railway operations since 2018, with a view to identifying through audits the areas of improvement in asset management of the Mass Transit Railway Corporation Limited (MTRCL).

與內地及亞太地區加強聯繫

除了確保機電安全和推動能源效益外，我們積極在香港和內地聯同有關機構推廣重新校驗，例如與來自粵港澳大灣區(大灣區)城市和國內其他地方的六個機構，在2018年11月簽署《粵港澳大灣區建築物重新校驗(再調適)合作備忘錄》，以推動大灣區在建築物重新校驗方面的研發和應用工作，這也是我們加強能源效益工作的新里程。

Strengthening Connection with the Mainland and Asia Pacific

On top of the ongoing work to ensure E&M safety and promote energy efficiency, we also actively promote retro-commissioning (RCx) both in Hong Kong and the Mainland in collaboration with relevant organisations. For instance, the EMSD signed a Memorandum of Co-operation (MoC) on Retro-commissioning of Buildings in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) with six organisations from cities in the GBA and other parts of China in November 2018 to promote the development and application of RCx of buildings in the GBA, marking a new milestone in our efforts of enhancing energy efficiency.

眾所周知，香港高廈林立，城中大量現有老化建築物也很適合應用重新校驗技術以改善能源效益。本港在重新校驗方面起步較早，當大灣區其他城市日後面對建築物老化的問題時，我們就可分享相關的技術和經驗。我們近年在能源效益和節能減排等方面的工作已初見成效，而上述重新校驗合作備忘錄更為規管服務開拓了一個全新領域，走出香港，帶領毗鄰城市共同推動可持續發展。

Widely regarded as a concrete forest packed with high-rise buildings, Hong Kong is well-placed to apply RCx to its stock of ageing buildings to improve energy efficiency. With a head start in RCx, Hong Kong is in a good position to share its expertise and experience with other GBA cities when they face challenges of ageing buildings in the future. Our work on energy efficiency, conservation and emissions reduction in recent years has already achieved initial results, while the above-mentioned MoC has opened up a new frontier for Regulatory Services to step out of Hong Kong and lead our neighbouring cities to promote sustainable development.

另外，我們的代表於2019年3月獲選為亞太經合組織第53屆「能源效益及節能專家小組」主席，任期兩年。「能源效益及節能專家小組」是亞太經合組織「能源工作組」轄下的四個專家小組之一，我們很高興香港能在國際組織擔當更積極角色，與亞太經合組織其他成員經濟體分享我們在能源效益方面的經驗。

In a separate development, our representative was elected the chairperson of the 53rd Expert Group on Energy Efficiency and Conservation (EGEE&C) of the Asia-Pacific Economic Cooperation (APEC) in March 2019 for a two-year term. The EGEE&C is one of the four expert groups under the APEC's Energy Working Group, and we are delighted that Hong Kong continues to play an active role in international organisations so that we can share our experience in energy efficiency with other APEC member economies.

同行協作

為配合政府在公共服務方面推動更廣泛使用創新科技的策略，我們近年積極與客戶部門共同開發各種創科方案，以提升公共服務的營運效率，更有不少項目屢獲殊榮，例如懲教署的智慧監獄系統及衛生署的智能發燒偵測系統等。我們的團隊與客戶合作無間，研究如何在其營運操作中應用先進技術，為日後客戶更廣泛運用創科作好準備。

除了推廣創科方案和促進創科研發外，我們還探索如何應用創新方法持續作出改善，而重新校驗便是其中之一例。我們以身作則，運用這嶄新節能措施，為現有的政府建築物進一步擴闊節能空間。

機電工程營運基金在最新的2018年客戶意見調查中，客戶滿意指數創下歷史新高，以8分為滿分計達6.61分。這固然是一大喜訊，但我們不會自滿，更不會故步自封。我們深知提供全面而可靠的機電維修保養服務、維持系統的運作效率和避免發生故障，只是客戶對我們的基本要求。

要真正令客戶感到滿意，關鍵是要清楚了解公眾的需要，再運用我們的專業工程知識，協助客戶提供更貼心的服務，令市民受惠。我們深明與客戶建立緊密而持續的伙伴關係十分重要。無論環境順逆，我們的團隊都會與客戶同舟共濟、並肩同行，緊守崗位為客戶竭誠提供服務。多年來，機電工程署一直貫徹這種精神，是我們得以持續穩定發展的關鍵。

Connect and Collaborate

Consistent with the Government's strategy to promote the wider use of innovation and technology (I&T) in public services, we have actively and jointly developed with our client departments various I&T solutions to enhance the operational efficiency of public services in recent years. Award-winning examples include the Smart Prison System for the Correctional Services Department and the Smart Fever Screening System for the Department of Health. Our colleagues have worked together with clients to study ways to apply advanced technologies in their operations, which will pave the way for their wider adoption of I&T in the future.

Apart from promoting I&T solutions and facilitating I&T development, we also explore the application of innovative means for continuous improvement, RCx being one of them. We set an example by taking the lead to apply this new energy-saving measure to capture further energy-saving potential in existing government buildings.

The Electrical and Mechanical Services Trading Fund scored a record-high Customer Satisfaction Index of 6.61 on a scale of 8 in the latest Customer Opinion Survey in 2018. This is certainly very good news, but we will neither be complacent nor stop there. We understand that providing comprehensive and reliable E&M maintenance services, maintaining the operational efficiency of systems and preventing the occurrence of system failure are only basic requirements of our clients.

To truly satisfy our clients, the key is to understand the needs of the public and make use of our professional engineering knowledge to assist clients in providing more tailored services which will benefit members of the public. We understand that it is very important to establish a close and ongoing partnership with clients. Whether in good times or bad, our teams will work side by side with clients and continue to deliver to them our dedicated services. This partnership spirit has permeated the EMSD throughout the years and is the critical base for our continued stable development.

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創新促成者角色

我們作為協助政府推動創新採購的促成者之一，透過多種途徑協助客戶部門加快創新的步伐。我們的「機電創科網上平台」是關鍵的線上工具。自2018年投入服務以來，該平台把客戶部門和公營機構與初創企業、大學和科研機構聯繫在一起，進行項目配對，並在概念驗證和項目試驗方面進行更緊密合作。有賴各合作伙伴的支持，平台推出不足一年，已吸納了來自客戶部門的200個創科願望和來自初創企業的130個創科方案，繼而催生了50多個創科項目，目前項目數量更不斷增加，進展令人鼓舞。

除了「機電創科網上平台」，我們還在2018年9月推出了一個名為「機電創科專區」的實體平台。在這個設於機電工程署總部大樓的展覽廳，客戶和訪客可親身體驗多個創科項目，包括一些我們與初創企業共同開發的項目，以及初創企業在不同政府場地進行測試的項目。「機電創科網上平台」及「機電創科專區」都深受歡迎，讓客戶探索初創企業、大學和科研機構在創科方面的巨大潛力，以滿足客戶部門的營運需要。

我們積極推動創科的工作初見成效，但未來仍有許多工作尚待開展。我們期待與政府各部門及業界同行協作，充分利用「機電創科網上平台」和「機電創科專區」，加強跨界別的合作，提升公共服務的質素，同時推動應用科研和開發工作，令社會整體受惠。此外，我們現正透過與本港12間主要的創科伙伴機構簽訂合作備忘錄，積極深化發展相關的策略伙伴關係，推動這些機構為「機電創科網上平台」的創科願望提供解決方案。

Our Role as Innovation Facilitator

Entrusted with the role as one of the facilitators to support pro-innovation procurement in the Government, we help client departments expedite innovation through a variety of channels. Our E&M InnoPortal serves as an important online tool. Since its inception in 2018, the E&M InnoPortal brings together client departments and public organisations with start-ups, universities and research institutions for project matching and closer collaboration on proof-of-concept and project trials. Thanks to the support of our partners, the E&M InnoPortal has received 200 I&T wishes from client departments and 130 I&T solutions from start-ups in less than a year after its launch, catalysing the implementation of more than 50 I&T projects. The number of such projects continues to grow and the progress is encouraging.

Apart from the E&M InnoPortal, a tangible platform named the E&M InnoZone was also launched in September 2018. It is an exhibition gallery at the EMSD Headquarters Building where clients and visitors may experience first-hand various I&T projects, including those we jointly developed with start-ups, as well as start-up projects under trial at different government venues. Both the E&M InnoPortal and the E&M InnoZone have proved popular with our clients, enabling them to explore the vast potential of I&T solutions offered by start-ups, universities and research institutions to fulfill their operational needs.

While our efforts in promoting I&T have yielded initial results, there is still much to be done in the future. We look forward to connecting and collaborating with government departments and the trade to fully utilise the E&M InnoPortal and the E&M InnoZone to strengthen cross-sectoral collaboration for enhancing public services, while driving applied research and development that will benefit the community as a whole. Furthermore, we are working actively to foster our strategic partnership with 12 major I&T partner organisations in Hong Kong through the signing of MoCs so as to encourage them to provide solutions for the I&T wishes on the E&M InnoPortal.

薪火相傳

年內，創科應用已擴展到我們的培訓課程。我們在總部大樓設立了全新的互動學習中心，提供使用全息影像及三維投影、虛擬實境和擴增實境等創新技術的培訓單元。此外，又會新增技能評估中心及技能發展中心兩項培訓設施，以期進一步為員工提供更優質的培訓課程。

2019年2月發布的《粵港澳大灣區發展規劃綱要》為部門在多方面提供了新機遇。舉例而言，在培訓方面，我們與廣州市工貿技術學院簽訂合作備忘錄，在培訓機電技術員和見習技術員方面加強合作；另外，我們亦與廣州市人力資源和社會保障局聯繫，促進雙方在機電人才發展方面的合作。

2018/19年度的喜訊之一，是機電工程署一位工程師獲香港工程師學會頒發2019年度「傑出青年工程師獎」，以表揚她在工程專業的成就、對工程師學會工作的貢獻，以及社會服務的表現。另外，我們也有數名工程師憑着其突破的創科設計，勇奪工程師學會「創意獎」。

繼近年部門一些見習技術員在「世界技能大賽」載譽歸來後，今年再有兩名見習技術員獲選代表香港參加8月於俄羅斯喀山舉行的「世界技能大賽2019」。行文之際，兩人分別在「電氣安裝」和「空調製冷」項目中報捷，贏得優異獎佳績。

知識和經驗的傳承，對任何機構都至為重要，機電工程署也不例外。上述獎項和榮譽，可說是我們多年來努力扶掖後輩，薪火相傳的成功例子。

多年來，我們積極為機電業樹立良好形象，不但竭力為業界吸納新血，還牽頭帶領香港機電業推廣工作小組，舉辦如職業博覽等招募推廣活動，向年青人介紹機電業的前景，也為來自本港各主要機電機構的新見習技術員，舉辦一年一度的「機電·啟航」迎新典禮，支持人才發展。

Passing on the Torch

The application of I&T was also extended to our training programmes during the year. We have set up a new Interactive Learning Centre at the EMSD Headquarters Building which offers a number of training modules using such innovative technologies as hologram, virtual reality and augmented reality technologies. Moreover, two new training facilities, namely the Skills Assessment Centre and the Skills Development Centre, will be established to further provide better quality training programmes to staff.

The promulgation of the Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area in February 2019 has opened up new opportunities for the EMSD in many aspects. For instance, in terms of training, we signed an MoC with the Guangzhou Industry and Trade Technician College (GITTC) to strengthen collaboration in training E&M technicians and technician trainees; and we also liaised with the Guangzhou Municipal Human Resources and Social Security Bureau (HRSSGZ) to enhance collaboration in E&M talent development.

An excellent piece of news in 2018/19 was that one of our engineers received the Young Engineer of the Year Award 2019 from the Hong Kong Institution of Engineers (HKIE) for her achievements in the engineering profession, contribution to the work of the HKIE and social services. Besides, several of our engineers have also won HKIE Innovation Awards for their groundbreaking I&T designs.

Further to the delightful results that some of the Department's technician trainees have achieved in the WorldSkills Competitions in recent years, two of our technician trainees were selected to represent Hong Kong in the WorldSkills Competition 2019 to be held in Kazan, Russia, this August. At the time of writing, the two trainees have won Medallions for Excellence in the "Electrical Installations" trade and the "Refrigeration and Air-conditioning" trade respectively in the WorldSkills Competition.

The passing on of knowledge and experience is vital to any organisation, and the EMSD is no exception. The above awards and honours are successful examples of our continuous efforts in nurturing the younger generation of colleagues and passing on the torch throughout the years.

Moreover, we have been fostering a positive image of the E&M trade to attract new blood over the years. We take the lead in the Hong Kong Electrical and Mechanical Trade Promotion Working Group in organising recruitment and promotional activities such as career expos to introduce to young people the prospects of the E&M trade, and we also organise the annual "E&M Go!" Orientation Ceremony for new technician trainees from major E&M organisations in Hong Kong to support talent development.

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Message from the Director

深化落實

展望來年，我們會以2018/19年度的成果為基礎，從三方面深化和落實各項工作。首先，我們會繼續協助其他政府部門和公營機構採用更多創科方案。另外，隨着「機電創科網上平台」開放予國際創科方案供應商，我們亦正研究與國際創科機構協作，進一步推動本港的創新文化。

第二，我們會在本港及大灣區其他城市繼續推動重新校驗，並加強重新校驗的培訓，也希望將來為整個大灣區制訂一套重新校驗的標準，從而為香港和周邊城市締造可持續發展的環境。在國際舞台上，我們會與亞太經合組織其他成員經濟體分享部門在能源效益方面的經驗，作出更多貢獻。

來年第三個工作重點，是按照與廣州市工貿技師學院及廣州市人力資源和社會保障局簽訂的合作備忘錄，落實各項聯合培訓工作。憑藉這些國內機構的支持，我們希望可達致最終目標，使本港代表能在「世界技能大賽」取得更佳成績，並吸引更多年青人加入機電業。同時，我們也會與本港的機電業從業員同行協作，並加強與大灣區的聯繫，協助提升業界的服務水平。

Deepening our Efforts

Looking ahead to the coming year, we will deepen and implement our work in three aspects based on the achievements made in 2018/19. First, we will continue to assist other government departments and public organisations to adopt more I&T solutions. Furthermore, subsequent to our opening-up of the E&M InnoPortal to international I&T solution providers, we are exploring collaborations with international I&T organisations to further promote a culture of innovation in Hong Kong.

Second, we will continue to promote RCx in Hong Kong and other GBA cities, step up RCx training and, hopefully, help establish a set of RCx standards for the entire GBA in the future, thus creating a sustainable environment for Hong Kong and surrounding cities. We will share the Department's experience in energy efficiency with other APEC member economies and make more contributions in the international arena.

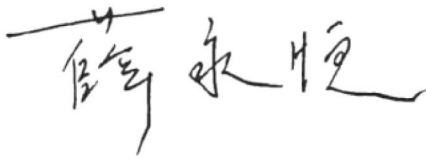
The third priority of work in the coming year is to implement the joint training initiatives under the MoCs signed with the GITTC and the HRSSGZ. With the support of these Mainland organisations, we hope to achieve our ultimate goal of helping Hong Kong representatives to obtain better results in the WorldSkills Competition and attracting more young people to join the E&M trade. Meanwhile, we will connect and collaborate with local E&M trade practitioners and strengthen our ties with the GBA to help enhance the service standard of the trade.

由衷謝意

我非常感謝部門所有同事，不僅盡心竭力完成日常工作，更憑着熱誠和創意接受許多新任務和挑戰。過去數年，我們在支援創科方面取得了初步成績，為公共服務及機電業界帶來裨益，實有賴各位同事勇於承擔，敢於創新。

各政策局和政府部門一直給予我們大力支持，而專業團體、學者、培訓機構、機電業界及其他持份者也對我們的工作貢獻良多，謹此衷心致謝。

最後，我們也要感謝市民、傳媒、立法會議員及其他意見領袖不斷給予反饋和建議，讓我們掌握社會脈搏。來年我們定會繼續努力，恪守初衷，為香港這個家服務。



薛永恒

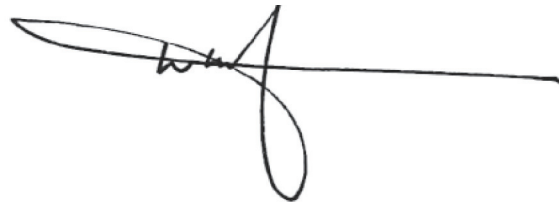
機電工程署署長
機電工程營運基金總經理

Heartfelt Appreciation

I am very grateful to all of our colleagues who have not only made dedicated efforts in carrying out their regular duties, but have also accepted many new tasks and challenges with zeal and creativity. The initial success in our I&T work over the past few years, which has brought benefits to public services and the E&M trade, would not have been possible without our colleagues' strong commitment and innovative minds.

Our heartfelt appreciation also goes to various policy bureaux and government departments which have always given us staunch support, and to professional bodies, academics, training institutes, the E&M trade and other stakeholders for their valuable contributions to our work.

Lastly, we would also like to thank members of the public, the media, Legislative Councillors and other opinion leaders who have helped us feel the pulse of the community through their continuous feedback and suggestions. In the year ahead, we shall continue with our work and adhere to our original goal of serving the people of our home, Hong Kong.



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Director of Electrical and Mechanical Services
General Manager, Electrical and Mechanical Services Trading Fund