

# 開創未來 Shaping Our Future



本署致力培育一支出色的管理團隊，同時推行工作場地計劃，藉以提升在所有供水環節供應優質食水的能力。  
**The Department is dedicated to the development of a strong managerial leadership team while at the same time initiating workplace programmes to improve competencies that involve all phases of providing high quality water supplies.**

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## 培訓

水務署已培育一支富有才幹和竭誠服務的工作隊伍，並安排他們在本署各級部門任職。我們為(4,407)名員工安排深入培訓計劃，確保我們能持續滿足並超越用戶的需要和期望。本年度，我們參與一項名為「工程師講座」的跨部門知識分享會聯合計劃。我們定期向各部門（即土木工程拓展署、路政署、渠務署、運輸署及水務署）的工程組員工提供講座，講者包括具備專業知識、經驗或在特定或專業領域受過特別培訓的專業人員、退休公務員或專家。該項集中式計劃旨在促進知識分享、建立知識社群及激發員工的興趣。另外，為增進員工在智能水錶及智能用水網絡管理方面的知識，我們安排六名員工前往英國，參加為期兩週的技術轉移培訓計劃。該培訓讓員工了解最新技術，有助我們部署智管網。

## Training

The WSD has nurtured a talented and highly dedicated workforce that extends across the entire range of the Department's operations. We scheduled in-depth training schemes for our (4,407) staff members to make sure that we continue to meet and exceed the needs and expectations of our customers. This year, we participated in a jointly instituted programme of inter-departmental knowledge sharing sessions entitled ENGINEER Talks. Talks were delivered to staff members of Works Group of departments viz Civil Engineering and Development Department (CEDD), Highways Department, Drainage Services Department, Transport Department and WSD on a regular basis and speakers included professionals, retired officers or experts with valuable knowledge, experience or special training in their particular or specialised areas. The centralised programme is to facilitate knowledge sharing, build up a knowledge community and arouse staff members' active interest. Also to enhance the knowledge of our staff members on smart metering and smart water network management, we arranged six staff members to attend 2-week technical transfer training programme in the United Kingdom. The training provided our staff members the latest technology which was beneficial to our implementation of the WIN.



我們繼續提供培訓，以加強或提升員工的技術知識和管理能力，培訓內容尤其集中在濾水、安全性及資訊科技方面。

於二零一五／一六年度，我們已提供共10,324 個工日的培訓，成本達290 萬港元。在減低工作地點意外方面，統計數字顯示，水務工程合約意外率一直處於較低水平。事實上，我們的意外率遠低於政府就工務工程合約所定的安全上限。

We continued to provide training programmes to enhance or upgrade the technical knowledge and managerial skills of our staff members, particularly in the area of water treatment, safety and information technology.

In 2015/16, we have conducted a total of 10,324 training days at a cost of HK\$2.9 million. With respect to lowering workplace accidents, the statistics show that we are maintaining a consistently low rate of cases on waterworks contracts. In fact, we are well below the safety limits designated by the Government for public works contracts.



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## 培育一支盡心盡力的工作隊伍

我們亦已在本署各級管理層與員工之間建立穩健而有效的溝通渠道。為此，部門協商委員會及轄下小組委員會提供多個有效平台，供全體員工就共同關切的事項交換意見。除定期會議外，本署亦就員工關切的事項安排與工會舉行臨時會議及協商簡報會，而高級管理人員亦定期到訪各辦事處及工作場地，向員工通報部門重要事項及解答員工關切的主要問題，提升士氣。本署期望所有主管人員在履行職責時以提高生產力及改善服務作為第一要務。為此，本署已推出多項激勵計劃，鼓勵員工出謀獻策，務求改善服務及提升工作效率。提出的創新建議經試行、試驗及實施後，明顯提升了我們的服務質素和運作效率。

## Fostering a committed workforce

We have also established strong and effective communications channels between managers and staff within the Department. In this regard, the Departmental Consultative Committee and its sub committees have provided useful forums to create an open exchange of ideas on issues of common concern for all staff members. Apart from regular meetings, the Department also holds ad hoc meetings and consultative briefings with staff unions on issues of concern to staff members. Senior management personnel also make regular visits to individual offices and work sites to help boost staff morale while updating staff on key departmental issues and addressing major staff concerns. As part of their duties, all supervisors are expected to make productivity enhancements and service delivery improvements a top priority. To this end, the Department has introduced a number of motivation schemes to encourage staff to contribute their ideas and opinions on how to improve service delivery and foster greater operating efficiency. The result is that new innovative ideas are being tried, tested and implemented, significantly helping us achieve impressive service and operational improvements.



## 向合作伙伴學習

我們與多間頂尖學術機構和私營公司一同研究及發展多個項目，從而加強了雙方在技術發展和新技術應用方面的合作。本署積極培養創新文化，致力加強各級員工的信心。年內，員工為協助全面提升本署運作達致卓越表現而提出許多意見和建議，本署亦已仔細考慮有關建議，並在可行情況下付諸實行。

於二零一零年，本署設立技術轉移工作坊及培訓小組，以便提高員工對水處理最新發展的認識。我們舉辦研討會及技術考察，了解設計、合約管理、濾水程序和濾水廠運作。年內，226 名員工參加兩場知識分享會，並兩次前往濾水廠和本署及其他部門的建築地盤進行技術考察。本署的工程顧問及承建商會繼續與員工分享先進的技術知識。

由於濾水廠運作本質上屬於非常專業的範疇，而且各濾水廠的濾水程序及設備大同小異，本署在濾水廠為前線員工安排別開生面的實地培訓，藉以轉移各濾水廠運作的經驗及技術。於二零一五／一六年度，本署為操作人員提供電氣設備及設施培訓，並為新員工安排入職課程。

## 部門職位互調計劃

自二零零九年起，水務署參與「自願性職位互調計劃」，將本署的工程師調派至土木工程拓展署等工程部門，以擴闊他們的視野和工作經驗。「自願性職位互調計劃」成效顯著，現已踏入第七年，成功互調 31 對工程師。本署所有部門的工程師都可申請其中一類職位互調，一般為期兩年。從「自願性職位互調計劃」的經驗所得，水務署及土木工程拓展署自二零一四年十一月起向二零零八年起獲聘任的工程師實施部門指令職位互調。每項互調一般為期三年。本署深信職位互調經驗有利於員工的事業發展，並為他們提供一個全新的環境，讓他們展現決斷行事的能力和才能。

## Learning from partnerships

We have formed a great many partnerships with academic institutions and private sector firms on research and development projects. This has led to strengthened collaborative relationships on technological developments and newly developed applications. The Department actively cultivates a culture of innovation and we have worked hard to bolster confidence throughout the organisation. The large number of ideas and suggestions submitted by staff during the year that help raise the overall excellence of our operations have been carefully considered and, where feasible, these ideas have been implemented.

In 2010, the Department formed a technology transfer workshop and training group to help increase knowledge about the latest developments in water treatment. We held seminars and technical visits on design, contract management, treatment processes and treatment plant operations. During the year, 226 staff participated in knowledge-sharing at two seminars and two technical visits to water treatment plants as well as our Department's construction sites and those of other departments. Our engineering consultants and contractors continue to share their advanced technical knowledge with staff.

Since the operation of water treatment works is by nature very specialised, and the treatment process and the plants of each water treatment works are similar, we arrange special on-site training for frontline staff at our water treatment works in order to facilitate the transfer of experience and technical know-how on how each facility operates. In 2015/16, we conducted training on electrical equipment and facilities for operators and arranged an induction course for new recruits.

## Departmental Cross Postings

Since 2009, the WSD has participated in a Voluntary Cross Posting Scheme (VCPS) that seconds engineers from our Department to CEDD's group of departments in order to expand their overall exposure and broaden their work. This successful scheme, now in its seventh year, has teamed up 31 pairs of engineers. Engineers from all sections of our Department can apply for one of these cross-posting positions for a term which normally spans two years. Based on the experience gained from VCPS, the WSD and CEDD have since November 2014 implemented a Management Initiated Cross Posting (MICP) for engineers appointed since 2008. To date, postings for six pairs of engineers have been effected under the MICP. The duration of each MICP is normally three years. The Department believes strongly that this cross-posting experience helps staff members with their career development and offers a fresh new environment for people to display their personal initiative and individual capabilities.



## 建立團隊

為協助全體員工更妥善維持工作與生活的平衡，水務署過去一年舉行了各式各樣的體育活動，超過400名員工參與其中。我們亦鼓勵員工參與外界團體及專業機構舉辦的各項體育活動，例如部門際乒乓球比賽、部門際高爾夫友誼杯、香港工程師學會四十周年運動會暨家庭同樂日及其他各種活動。以上各項活動均有助在員工之間建立更深厚的團隊精神之餘，亦有助促進員工培養健康的生活習慣。

## Team Building

To foster a better work-life balance among all staff members, the Department held a series of diversified sports events with more than 400 participants over the past year. Staff members are also encouraged to participate in sports events organised by external parties and professional institutions, such as the Inter-departmental Table Tennis Tournament, Inter-departmental Golf Friendship Cup, the Hong Kong Institution of Engineers 40th Anniversary Sports and Family Fun Day and many others. These events have greatly contributed to building a stronger esprit de corps among staff as well as fostering healthier life styles for everyone.





## 義務工作

本署人員一如既往積極參與義務工作，履行對社會的承諾及展現對社會的關懷。於年內，我們的義工參加了超過93項慈善活動，當中包括籌款活動、探訪老人院及協助殘疾人士。員工義務工作時數合計達5,005小時，有20名員工獲得個人金、銀、銅嘉許狀，表揚他們服務社區的貢獻。

## Voluntary Work

Staff volunteers showed their on-going commitment and concern for the community by taking part in more than 93 charity events during the year. These included fund raising efforts, visiting the homes of the elderly and assisting the disabled. A total of 5,005 community service hours were spent and 20 staff received individual Gold, Silver and Bronze awards in recognition of their dedication to voluntary work to the community.





## 獎項和嘉許

本署在本港及國際均獲得多項殊榮，以認同我們在服務、創新及人力發展方面的成就。

本署於二零一五／一六年度獲得的獎項包括：

## Awards and Recognition

The Department has received a number of awards, both locally and globally, that recognise our work in the areas of service, innovation and manpower development.

The awards received by the Department in 2015/16 include:



公務員優質服務獎勵計劃

- 隊伍獎（內部支援服務）金獎
- 特別嘉許（創新意念）獎

Civil Service Outstanding Service Award Scheme

- Team Award (Internal Service) Gold Prize
- Special Citation (Innovation) Prize

building SMART Hong Kong International BIM Award 2015

- Autodesk建築信息模擬設計大獎2015  
— 香港、澳門及台灣
- Autodesk BIM Awards 2015 – Hong Kong, Macau and Taiwan

二零一五至一六年度香港公益金「僱員募捐計劃」

- 政府部門最高籌款獎第三名

The Community Chest's Employee Contribution Programme 2015/16

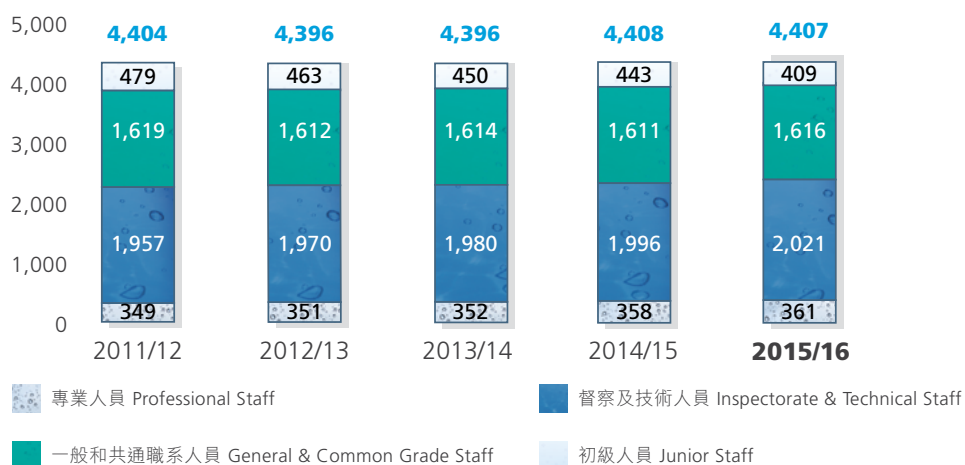
CARE Scheme (Civil Service Category)

- 3rd Highest Donation

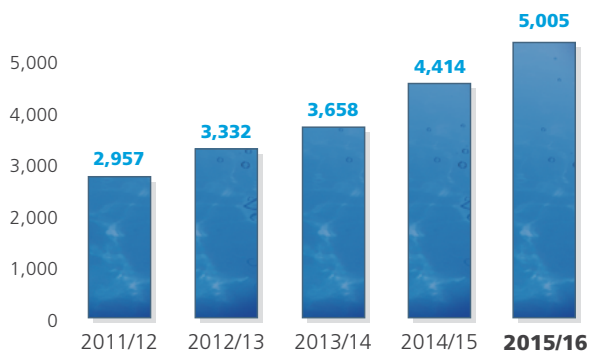


二零一五年度申訴專員嘉許獎公職人員獎  
The Ombudsman's Awards 2015 for  
Officers of Public Organisations

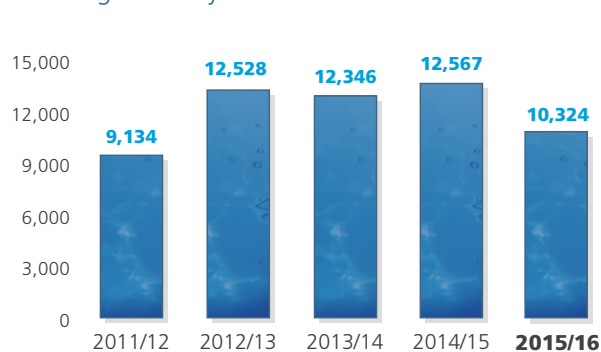
## 員工編制 Staff Establishment



## 水務署義工工時數目 No. of Man-hours for WSD Volunteers



## 培訓工日 Training Man-days



## 二零一五／一六年度水務工程合約意外率 Accident Rate for Waterworks Contracts 2015/16

