

精益求精

Enhancing Our Competencies



本署致力培育一支出色的管理及運作團隊，同時推行計劃，藉以提升在所有提供優質供水服務環節的能力。

The Department is dedicated to the development of an outstanding management and operation team whilst at the same time initiating programmes to improve competencies that involve all phases of providing high quality water supply service.

培訓

水務署已培育一支富有才幹和竭誠服務的工作隊伍，他們在本署各崗位任職。我們為員工安排深入培訓計劃，確保我們能持續滿足客戶需要和期望。本年度，我們繼續參與名為「工程師講座」的跨部門(包括土木工程拓展署、路政署、渠務署、運輸署及水務署)知識分享計劃。該計劃每星期向各部門的工程師提供講座。講者包括具備專業知識、經驗或在特定領域工作的專業人員、作為個別領域專家的退休公務員。這項計劃能促進知識分享、建立知識社群及培養工程師互相學習的文化。

Training

WSD has nurtured a talented and highly dedicated workforce that extends across the entire range of the Department's operations. We schedule in-depth training schemes for our staff members to make sure that we continue to meet the needs and expectations of our customers. This year, we continue to participate in the inter-departmental (viz. Civil Engineering and Development Department (CEDD), Highways Department, Drainage Services Department, Transport Department and WSD) knowledge-sharing programme entitled – "ENGINEER Talks". These meetings are delivered to engineers on a weekly basis. The speakers included professionals with valuable knowledge and experience or working in specialised areas, retired officers of experts of a subject domain. This programme promotes knowledge sharing, building up of a knowledge community and cultivation of a mutual-learning culture among engineers.

我們亦會繼續提供培訓，以加強或提升員工的技術知識和管理能力，尤其是與濾水、水安全及資訊科技相關的知識和技能。

於二〇一七／一八年度，我們已為員工提供共8,290個培訓日，成本達230萬元。在減低工作地點意外方面，根據統計數字，水務工程合約意外率一直處於低水平。事實上，我們的意外率遠低於政府就工務工程合約所定的上限。

培育一支盡心盡力的工作隊伍

我們亦已在本署管理層與員工之間建立強而有效的溝通渠道。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，就全體員工共同關切的事項坦承溝通。除定期會議外，本署亦就員工關切的事項主動安排與工會舉行特別協商會議及簡報會，而高級管理層人員亦定期到訪各辦事處及工作場地，解答員工關切的主要問題，及提升士氣。為表揚有卓越及模範工作表現的同事，本署推舉他們接受公職獎項如公務員事務局局長嘉許狀、申訴專員嘉許公職人員獎及十大優秀司機獎等。

向合作伙伴學習

我們與多間學術機構一同研究及發展多個項目，從而加強了雙方在技術發展的合作。本署積極及致力在整個部門內培養創新文化。本署亦推出多項激勵計劃，鼓勵員工出謀獻策改善服務及提升工作效率。

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

In 2017/18, we have provided a total of 8,290 days of training at a cost of \$2.3 million for our staff. With respect to reducing workplace accidents, we are maintaining a consistently low accident rate in our waterworks contracts according to statistics. In fact, we are well below the limit designated by the Government for public works contracts.

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 communication on issues of common concern for all staff members. Apart from regular meetings, the Department also proactively holds ad-hoc consultative meetings and 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 whilst addressing major staff concerns. The Department recognised the contribution of staff with commendable and exemplary performance and has recommended them to receive service-wide awards, such as The Secretary for the Civil Service's Commendation Award, The Ombudsman's Awards for Officers of Public Organisations and Ten Outstanding Drivers Award, etc.

Learning from Partners

We have formed many partnerships with academic institutions on research and development projects. This has led to strengthened collaborative relationships on technological developments. The Department actively cultivates and works hard to achieve a culture of innovation throughout the organisation. 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

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由員工不時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。

濾水廠技術轉移工作坊和培訓小組

於二〇一〇年，本署設立技術轉移工作坊及培訓小組，以提高員工對食水處理最新發展的認識。我們舉辦研討會及技術考察，涉及設計及興建濾水廠、濾水工藝和濾水廠的運作。年度內，超過359名員工參加了五場培訓小組知識分享會。本署會繼續邀請水務專家與員工分享先進的技術知識。

兩個工程師職系系列合併

原本分屬土木工程拓展署署長及水務署署長管理的工程師系別已於二〇一七年九月一日合併；此舉有利土木工程師職系的發展，為所有職系成員提供更多機會涉獵更多工程範疇。這安排不但對工程師同儕的職業發展別具意義，而且對他們的技能提升亦十分重要，可幫助他們應付在建造的基礎建設項目日益嚴峻的挑戰，並更好服務社會。

greater operating efficiency. The result is that new innovative ideas come up from time to time from staff which are tried, tested and implemented, significantly helping us achieve impressive service and operational improvements.

Update on the Technology Transfer Workshop and Training Group on Water Treatment Works

In 2010, the Department formed a technology transfer workshop and training group to help increase knowledge of staff about the latest developments in water treatment. We have held seminars and technical visits on design and construction of water treatment work, treatment processes and treatment works operations. During the year, more than 359 staff have participated in knowledge-sharing at five seminars of the training group. We will continue inviting water experts to share their advanced technical knowledge with our staff.

Merging of the Two streams of the Engineer Grade Officers

The two streams of Civil Engineer grade under the respective central authorities of the Director of Civil Engineering and Development and the Director of Water Supplies have been merged with effect from 1 September 2017. The merger brought about better development of the Civil Engineer grade and increased opportunities and exposure for all members of the grade. This does not only have a critical importance on the career of fellow civil engineers but also on the enhancement of the capacity and ability of the civil engineers to face the increasingly demanding challenges in delivering the infrastructure of Hong Kong and to better serve the community.



建立團隊精神

本署定期為員工舉辦各式各樣的康體活動，旨在鼓勵員工建立健康的生活模式，在工作與生活之間保持平衡之餘，促進員工間的交流及培養團結精神。同時，本署鼓勵員工參與由外界團體舉辦的活動或比賽，例如龍舟比賽、建造業議會籃球邀請賽、發展局水運會、跨部門羽毛球比賽、渣打香港馬拉松、樂施毅行者及其他各種活動，以加強與其他政府部門及合作夥伴之間的聯繫。過去一年，參與以上各項康體活動的本署員工共計超過400位。



Team Building

The Department has held a wide variety of sports and recreational events on a regular basis to foster a healthy and balanced lifestyle, as well as to enhance the relationships and solidarity among all staff members. The Department has also encouraged staff members to take part in events and competitions organised by external parties, including, inter alia, dragon boat races, Construction Industry Council Basketball Tournament, Development Bureau Swimming Gala, Inter-departmental Badminton Tournament, Standard Chartered Hong Kong Marathon and Oxfam Trailwalker. These events have greatly contributed to strengthening the bonds with government counterparts and, industry partners. In the past year, over 400 staff members of WSD participated in the above sports and recreational events.



義務工作

本署人員一如既往積極參與義務工作，履行對社會的責任及展現對社會的關懷。於年度內，我們的義工參加了超過80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。員工的社區服務時數合計達4,902小時。有20名員工獲得由社會福利署「義工運動督導委員會」頒發的個人金、銀、銅嘉許狀，嘉許他們服務社區的貢獻獲得嘉許。

Voluntary Work

Staff volunteers show their on-going commitment and concern for the community by taking part in more than 80 charity events during the year. These include fund raising, visiting the homes of the elderly and assisting the disabled. A total of 4,902 community service hours have been spent and 20 staff have received individual Gold, Silver and Bronze awards from Steering Committee on Promotion of Volunteer Service of the Social Welfare Department in recognition of their dedication to voluntary work for the community.

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獎項和嘉許

本署在本港及國際均獲得多項殊榮。我們在服務、創新及人力發展方面的工作皆獲得肯定。

本署於二〇一七／一八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 2017/18 include:

二〇一七年公務員優質服務獎勵計劃

Civil Service Outstanding Service Award Scheme 2017

- 隊伍獎(內部支援服務)－銅獎：浮動太陽能發電系統
Team Award (Internal Service) – Bronze Prize: Floating Solar Power System
- 隊伍獎(內部支援服務)－優異獎：次氯酸鈉投放系統
Team Award (Internal Service) – Meritorious Award: Sodium Hypochlorite Dosing System
- 隊伍獎(內部支援服務)－特別嘉許(創新意念)：浮動太陽能發電系統
Team Award (Internal Service) – Special Citation (Innovation): Floating Solar Power System

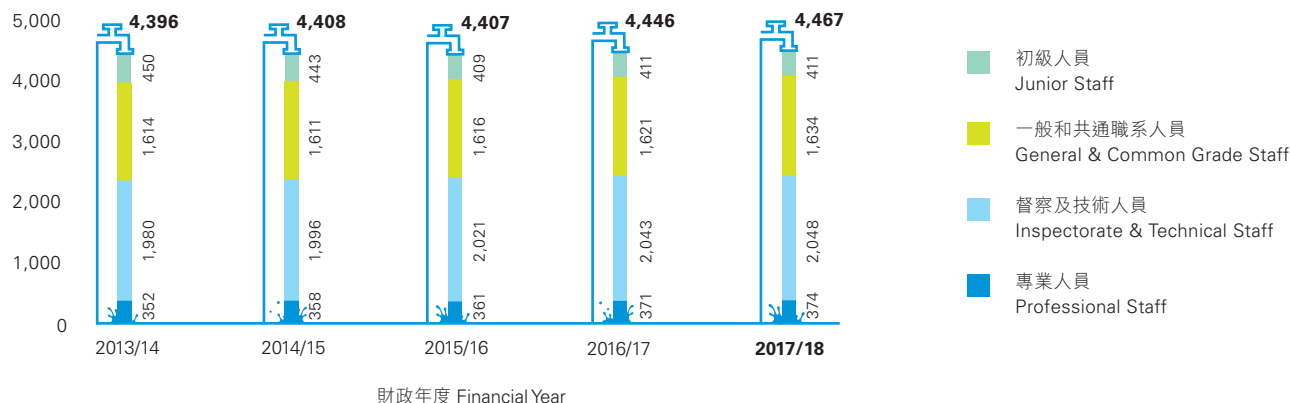


綠建環評新建建築(1.2版)暫定白金級－大埔濾水廠及附屬原水和食水輸送設施擴展工程－設計及建造新設二號水道

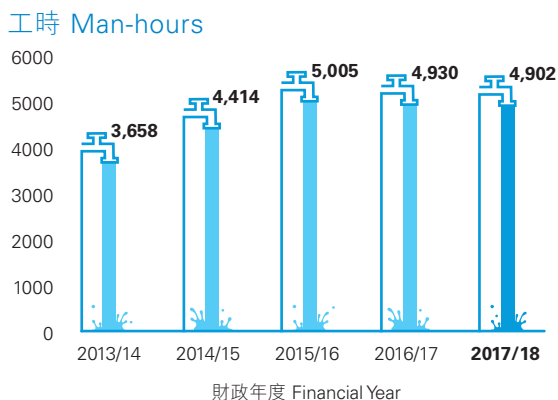
BEAM Plus Scheme (Provisional Platinum rating) – Expansion of Tai Po Water Treatment Works and Ancillary Raw Water and Fresh Water Transfer Facilities Design and Build of New Stream II



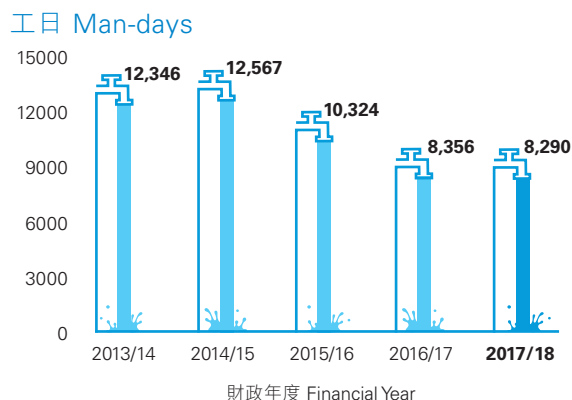
員工編制 Staff Establishment



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



培訓工日 Training Man-days



二〇一七／一八年度水務工程合約意外率 Accident Rate for Waterworks Contracts 2017/18

