

共融啟智

我們致力透過傳承知識和建構能力，賦能予員工、家庭、企業和廣大社群，共同建設香港成為智慧用水城市。我們發展多個合作項目，同時為不同計劃提供支援，當中包括進一步加強節約用水、培育惜水大使、提高專業和服務水平，以及增加大眾對水務署工作的認識。我們相信透過散播惜水的種籽，將可推動行為上的轉變，以有限的水資源成就更多。

We are empowering staff, homes, businesses and the wider community to contribute to building Hong Kong into a water-wise city. We foster knowledge and build competencies, as well as develop collaborations and provide support on a wide range of initiatives. These include improving water conservation, nurturing ambassadors, raising professional and service standards, as well as promoting awareness of the WSD's work and contributions. Through seeding the change, we believe we can achieve more with less water together.

啟發新思新行 構建智慧用水城市

Inspiring knowledge and behaviour changes for a water-wise city



我們的員工

Our People



賦予能力，服務更佳

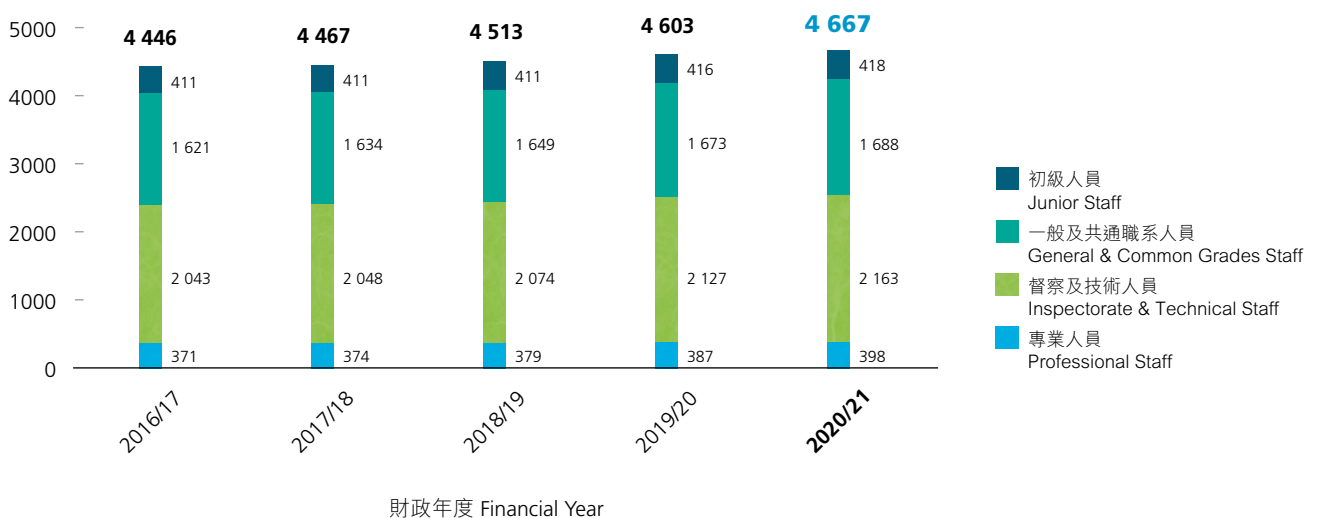
水務署相信提升員工的知識、技能、安全和健康水平是提供卓越服務的開端。現今世界中，氣候變化、科技發展或客戶期望均瞬息萬變。我們透過傳承知識、鼓勵協作和推動學習文化來迎接及適應轉變，從而不斷提升服務質素，並讓員工發揮潛能、成就更多。

EMPOWERING OUR PEOPLE TO SERVE BETTER

At the WSD, we believe the provision of outstanding service starts with empowering our staff with enhanced knowledge, skills, safety and wellness. Today, major changes in climate, technology or customer expectations can literally occur in the space of a few hours. Through fostering knowledge, collaboration and learning culture, we are embracing and adapting to changes more to continuously enhance our services, as well as enable our staff to flourish and achieve greater success.

人員編制

Staff Establishment



專題故事

Feature Story

培養知識和學習文化園地—「水務專業學院」

FOSTER KNOWLEDGE AND LEARNING CULTURE WITH THE WSD AQUA-DEMY

世界萬變不息。科技發展日新月異、人口和經濟持續增長，客戶的期望亦不斷在變。根據領英的研究，當今需求殷切的技能，逾半於三年前仍未列榜上。因此，我們有需要不斷優化流程和服務質素，並提升學習及適應能力，以迅速成長和調整技能和想法，達致與時並進。

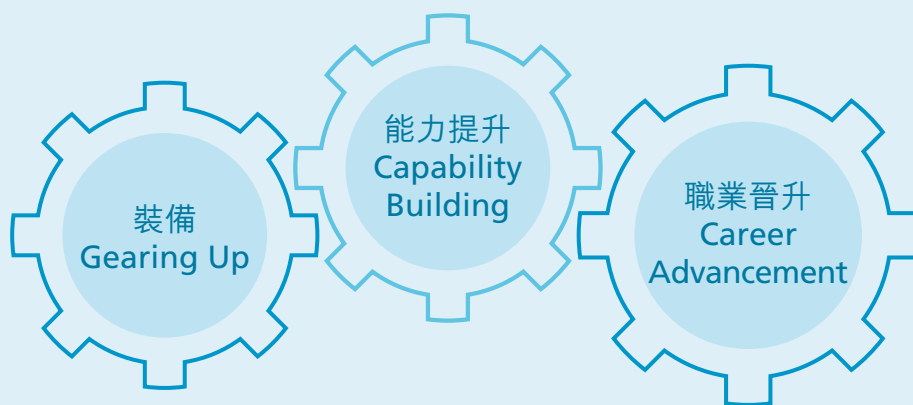
本年度，我們開展了一項全新措施，計劃透過成立虛擬學院「水務專業學院」，培養和提升我們學習環境。我們計劃於二零二一年九月成立此學院，期望學院能推動學習文化，使其成為員工個人發展和專業發展的重心，並鼓勵職場知識共享，實現卓越的運作表現和促進員工參與。

「水務專業學院」分為三個主要部分：系統化課程、知識共享計劃和培訓活動管理系統，以有系統的方式提升學習體驗。

The world is in constant flux with rapid technological advances, growing populations and economies, and transforming customer expectations. Research from LinkedIn has shown that half of today's most in-demand skills were not even on the list three years ago. There is a need for constant process and service improvement, and an increasing ability to quickly grow and adapt one's skill set and perspectives.

During the year, we have embarked on a new initiative to cultivate and enhance our learning environment with the establishment of a virtual academy "WSD AQUA-DEMY". Targeted to be launched in September 2021, the Academy seeks to make learning a key part of personal and professional development for our staff and improve knowledge sharing in the workplace with a view to achieving operational excellence and promoting staff engagement.

The WSD AQUA-DEMY will provide a structured approach to enhancing learning experiences via three key components: structured curriculum, knowledge sharing programme and a training activity management system.



系統化課程

為滿足員工不同的學習需要，我們將「水務專業學院」設計成一套系統化課程，適合不同專業（「土木」、「機電」和「水質科學」）和職系（專業和技術）。此外，課程提供三個學習階梯，分別為「裝備」、「能力提升」和「職業晉升」，以切合不同階段的專業發展。

Structured Curriculum

To address different learning needs of our staff, the WSD AQUA-DEMY is designed with a structured curriculum catered for different disciplines ("civil", "mechanical and electrical" and "water science") and grades (professional and technical). In addition, it provides three tiers of learning, namely "Gearing Up", "Capability Building" and "Career Advancement" to meet different stages of professional development.

知識分享計劃

我們亦定期舉辦主題活動和論壇，促進職場知識和經驗分享。我們推出了「知識管理茶座」，由內部或外部專家分享不同主題，啟發創新和促進協作。其中包括介紹將軍澳海水化淡廠項目中採用的最新技術，以及由香港申訴專員公署舉辦的投訴調查個案分享會。過去一年，我們共舉辦12場「知識管理茶座」，透過在多個辦事處實時直播，吸引近1 000人次參與。

Knowledge Sharing Programme

We also promote knowledge and experience sharing in the workplace through regular themed events and forums. We have introduced “Knowledge Management (KM) Cafes” with various topics presented by internal or external experts to inspire innovation and collaboration. These include an introduction of the latest technologies adopted in the Tseung Kwan O Desalination Plant project and a case sharing session on complaint investigation from the Office of The Ombudsman Hong Kong. Broadcast in real-time to also include our out-stationed offices, 12 KM Cafes were held in the past year with nearly 1 000 man-times participated.



過去一年，我們共舉辦12場「知識管理茶座」，透過在多個辦事處實時直播，吸引近

Broadcast in real-time to also include our out-stationed offices, 12 KM Cafes were held in the past year with nearly

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個人化培訓管理

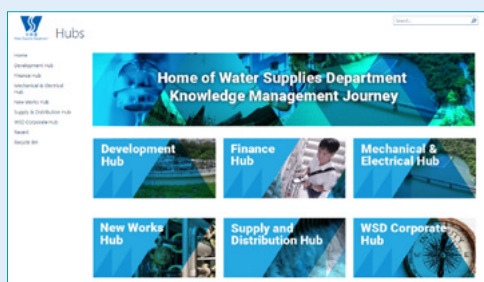
為了培養持續進修的文化，我們開設了專門的培訓頻道，並納入於一站式「點點」知識管理平台中。頻道整合所有即將舉行的培訓活動和課程，讓有志發展其專業的員工報名參加。我們亦正開發全新的培訓活動管理系統，方便員工檢索個人培訓記錄，並提供證書即將到期和更新的提示。新系統及其功能有助員工有效規劃自己的學習旅程。

Personalised Training Management

To foster a culture of continuous learning, we have developed the dedicated training channel which is incorporated into the one-stop “Knowledge Management Portal”. The Channel consolidates all upcoming training events and courses allowing staff to enrol for their professional development. We are also developing a new training activity management system which will facilitate the retrieval of personal training records and provide reminders on certificate expiry and renewal. The new system and its features will enable our staff to effectively plan for their learning journey.

一站式平台 推動持續進修

我們的內部知識管理平台「點聚」，集中存放大量水務相關資訊、學習資源、研究資料，以及最新科技發展和最佳實務方案的檔案及影片，為員工提供各種工具，輕易獲得最新資訊和共享訊息。這個知識共享平台能協助員工學習新知識和技能從而提升工作表現，並透過與同事和團隊分享工作經驗和見解，促進緊密合作和提高生產力。



A One-Stop Platform for Continuous Improvement

The one-stop “Knowledge Management Portal” is our centralised repository featuring a large array of waterworks related information, resources, research, technology trends and best practices in the form of documents and videos, and providing our staff with various engaging tools for easy updates, sharing and access. This knowledge sharing platform enables the learning of new knowledge and skills for enhanced performance; as well as the sharing of experiences and insights to peers and teams for closer collaboration and increased productivity.

員工培訓

STAFF TRAINING

二零二零至二一年度，我們提供了 **5 532*** 個員工培訓工日
 In 2020/21, we provided **5 532*** Man-days of training



* 在二零一九冠狀病毒病疫情期間，面授培訓課程人數受限或長時間暫停。
 amidst the COVID-19 epidemic in which in-person training courses were highly restricted or suspended for a prolonged period.



培訓工日 Training Man-days

| 財政年度 Financial Year | 2018/19 | 2019/20 | 2020/21 |
|---------------------------|---------|---------|---------|
| 培訓工日 Training Man-days | 8 483 | 8 666 | 5 532* |

*在二零一九冠狀病毒病疫情下，面授培訓課程人數受限或長時間暫停。
 *In-person training courses were highly restricted or suspended for a prolonged period during the COVID-19 pandemic.

職業健康及安全

我們致力保障員工和工人在職場的健康和安全，並按需要採取措施提高安全標準。

我們定期舉行會議，討論與職業健康和安全的議題，並舉辦宣傳活動，推廣健康和愉快的工作環境。例如，我們簽署了《好心情@健康工作間約章》，並向員工宣傳「健康飲食」、「體能活動」和「心理健康」等健康資訊。

我們的水務工程合約意外率一直遠低於政府就工務工程合約規定的上限，對此我們感到十分自豪。展望將來，我們將致力進一步降低意外率。

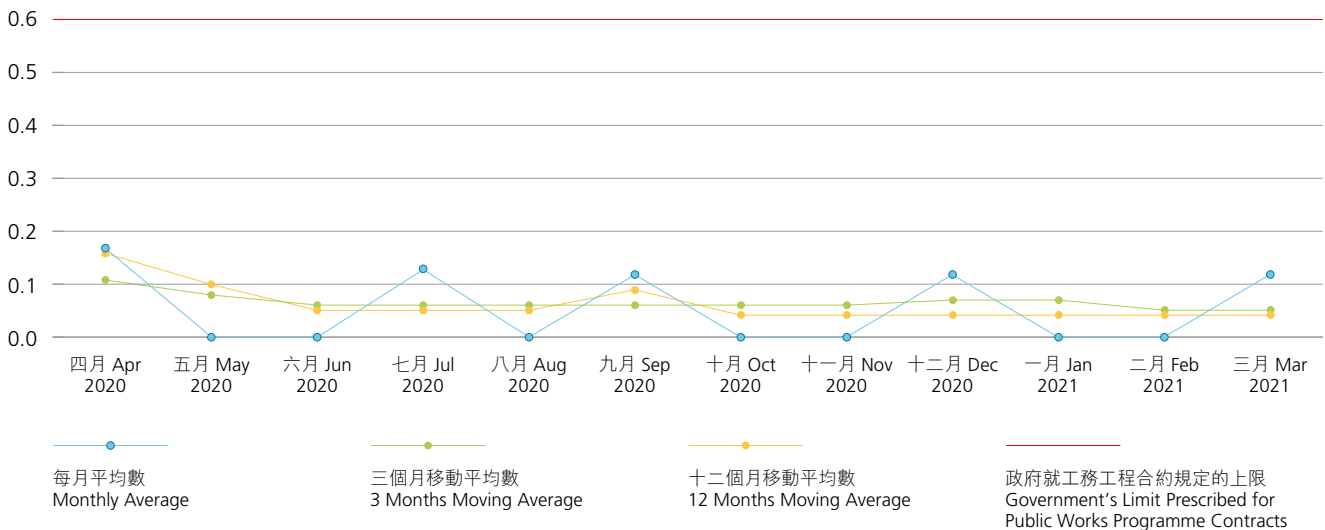
OCCUPATIONAL HEALTH AND SAFETY

We are committed to protecting the health and safety of our staff and workers in the workplace and introducing measures to enhance safety standards where needed.

We hold meetings on a regular basis to discuss matters of concern relating to occupational health and safety (OSH), and organise awareness campaigns to promote a healthy and joyful workplace. For example, we have signed the Charter of Joyful@Healthy Workplace and developed communications to promote “Healthy Eating”, “Physical Activity” as well as “Mental Well-being” health messages to our staff.

We take pride in our consistently low accident rate in our waterworks projects compared to the Government Limit prescribed for Public Works Programme contracts. We are dedicated to lowering the accident rate even further in future.

二零二零至二一年度水務工程合約意外率 Accident Rate in Waterworks Contracts 2020/21



註：意外率是指每十萬工時的意外數目。政府為工務工程合約規定的意外率為 0.60，相等於每年每 1 000 名員工發生 22 宗意外。
Note: The accident rate represents the number of accidents per 100 000 man-hours worked. The Government Limit prescribed for Public Works Programme contracts is an accident rate of 0.60, equivalent to 22 accidents per 1 000 workers per year.

服務社區

積極保持工作與生活平衡是水務署文化的核心。我們鼓勵和支持員工參與體育活動，以及社區和慈善項目。

SERVING THE COMMUNITY

At the WSD, maintaining a positive work-life balance is central to our culture. We encourage and support staff participation in sports activities as well as community and charitable causes.

水務署義工隊於二零零二年成立，鼓勵員工積極參與各項社區和慈善活動，包括探訪和服務弱勢社群、清潔海灘、電話輔導和外展服務支援、籌款等。

儘管二零一九冠狀病毒病疫情帶來挑戰，我們的義工隊對社區的承諾和關懷毫不間斷，包括探訪長者和殘疾人士、透過互聯網和電話提供服務與支援、協助籌集善款，以及支援政府採取防疫措施，於本年共貢獻了1 000小時的義工服務。

過去一年，我們的義工隊榮獲多個獎項，包括：

- ◆ 我們的義工獲社會福利署推廣義工服務督導委員會頒發金、銀、銅三個獎項
- ◆ 我們的其中一項義工服務項目，榮獲建造業義工獎勵計劃2021頒發金獎

The WSD Volunteer Team was established in 2002 to encourage staff to make active contributions to various community and charitable causes, ranging from visits and services to vulnerable groups, beach cleaning to lifeline and outreach services support, fundraising and so forth.

Despite the challenges posed by the COVID-19 epidemic, our Volunteer Team continued our commitment and care for our community by conducting visits to the elderly and disabled, providing services and support through the internet or telephone, helping with fundraising, as well as supporting the Government in epidemic prevention measures. During the year, a total of 1 000 man-hours of volunteer work were contributed.

During the past year, our Volunteer Team have received a number of award recognitions including:

- ◆ Gold, Silver and Bronze Awards presented to our volunteers by the Social Welfare Department's Steering Committee on the Promotion of Volunteer Service
- ◆ One of our volunteer service projects recognised with Gold Award at the Construction Industry Volunteer Award Scheme 2021

二零二零至二一年度員工義工服務 Staff Volunteer Service in 2020/21



員工義工服務(時數) Staff Volunteer Service (Man-hours)

| 財政年度 Financial Year | 2016 /17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|------------------------|----------|---------|---------|---------|---------|
| | 4 930 | 4 902 | 5 217 | 3 153* | 1 000* |

*註：鑑於二零一九冠狀病毒病疫情，二零二零年年初起有多項活動被取消。
*Note: A lot of activities were cancelled since early 2020 due to the COVID-19 epidemic.

員工嘉許認可

獎項和嘉許印證我們的出色表現，鼓舞團隊再接再厲，再下一城。今年，我們的員工和工程項目繼往開來，員工出眾的表現和水務署對建造業的專業貢獻再次受到嘉許，得獎如下：

- ◆ 申訴專員公署頒發之**申訴專員嘉許獎(公營機構獎)**及2位同事榮獲**申訴專員嘉許獎(公職人員獎)**



STAFF RECOGNITION

Award and appreciation are a testament to our outstanding performance boosting our motivation and inspiring team for further success. This year, our staff and projects were once again commended for their outstanding performance and professional contributions to the industry. These include the following:

- ◆ **Ombudsman's Awards 2020 for Public Organisations** and two of our officers were given **Individual Awards**



- ◆ **NEC 2020年度大獎**：獎項表揚世界各地機構以夥伴合作方式推動工程項目的優秀表現及實踐典範。

項目 上水及粉嶺供水改善計劃

獎項 NEC 2020年度水利工程項目 – 高度讚許

- ◆ **NEC Awards 2020**: This award recognises excellence in project delivery and showcases examples of good practice through collaboration from across the world.

Project *Improvement of Water Supply to Sheung Shui and Fanling*

Award *NEC Water Project of the Year 2020 – Highly Commended*



「上水及粉嶺供水改善計劃」在BIM應用、環境保護、安全和項目管理方面的最佳實踐，均獲得本地和國際讚譽。

The “Improvement of Water Supply to Sheung Shui and Fanling” project also received other local and international accolades on its best practices covering Building Information Modelling (BIM), environmental protection, safety and project management.



◆ **建造業議會可持續建築大獎2020**：獎項旨在表揚機構和從業者，尤其是建造業年輕一代，在可持續發展方面的最佳實務方案。

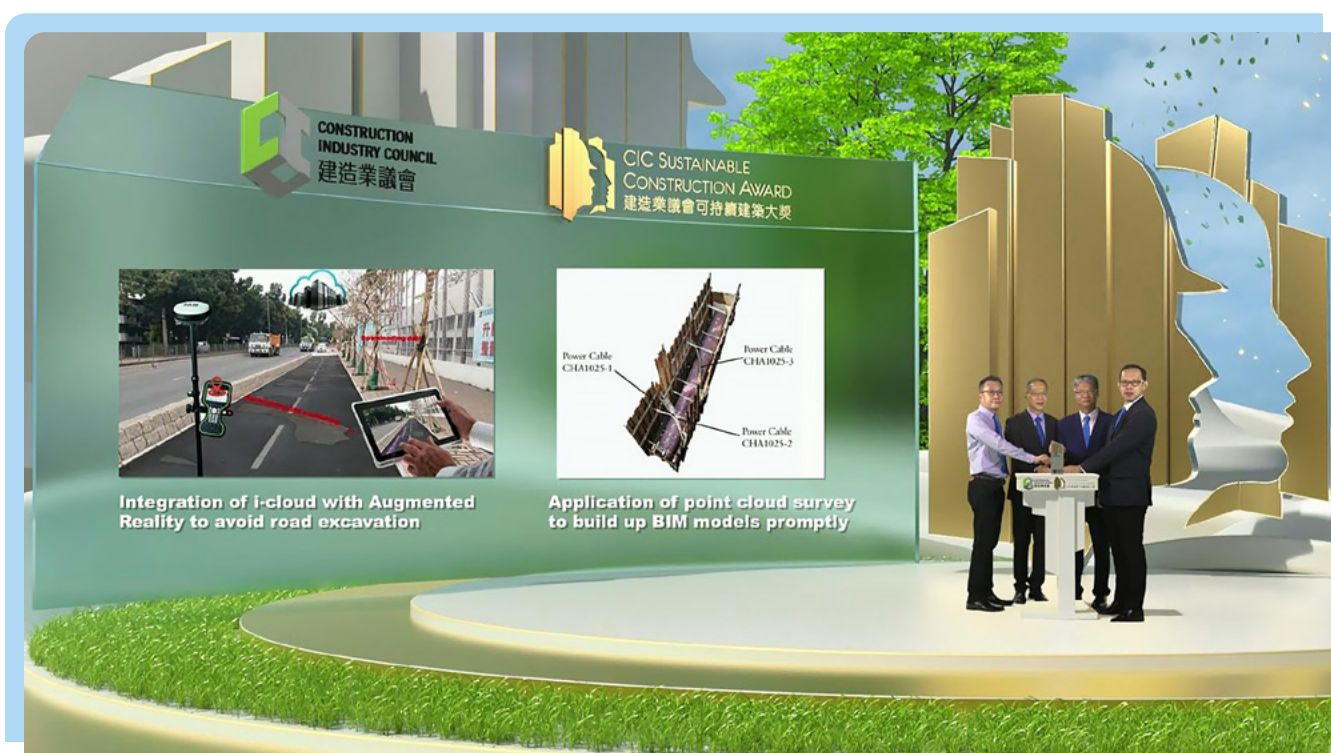
項目 上水、粉嶺和鄰近新發展區的再造水供應工程

獎項 項目業主（公營機構）類別—銀獎
業界從業員類別——年青從業員傑出獎
見習土木工程師蕭濠傑先生

◆ **Construction Industry Council Sustainable Construction Award 2020**: The Award aims to recognise sustainability best practices among organisations and practitioners, in particular the young generation of the construction industry.

Project Infrastructures for Supply of Reclaimed Water in Sheung Shui, Fanling and adjoining new development areas

Award Silver Award in Public Owner (Public Sector) Category
Outstanding Award of Young Practitioner in Industry Practitioners Category
Mr SIU Ho-kit, Civil Engineering Graduate



「再造水供應工程」項目利用BIM、無人機、虛擬實景（VR）和擴增實景（AR）等先進技術，提高施工效率。例如，項目團隊使用AR技術，不需要開挖道路，亦能確定水管的位置。

The “Infrastructures for Supply of Reclaimed Water” project leverages advanced technologies such as BIM, Drone, Virtual Reality (VR) and Augmented Reality (AR) to improve construction efficiency. For example, the use of AR enables the project team to locate water mains without the need of road excavation.



見習土木工程師蕭濠傑先生榮獲業界從業員類別——年青從業員傑出獎

Mr SIU Ho-kit, Civil Engineering Graduate, received the Outstanding Award of Young Practitioner in Industry Practitioners Category

我們的社區

Our Community



共建智慧用水城市

COLLABORATING FOR OUR WATER-WISE CITY

提升服務質素 應付客戶增長

ENHANCING SERVICES TO MEET CUSTOMER GROWTH

我們一直秉承以客為本的核心理念，竭誠提供適時、高效、貼心的服務。我們不斷探索嶄新和有效措施，滿足客戶增長所致的各種需求，同時促進經濟繁榮。

As part of our core values, we strive to enhance customer satisfaction in delivering responsive, efficient and customer-oriented services. We are constantly exploring new and effective ways to meet diverse needs of our increasing customers while underpinning a thriving economy.

隨著資訊和通訊科技的迅速發展，我們以方便、靈活和高效為本，完善了多項服務。

With the advanced development in information and communication technology, we have implemented a number of service enhancements to provide convenience, flexibility and efficiency.

客戶數目

Number of Customer Accounts

| 財政年度 Financial Year | 2016 /17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|------------------------|-----------|-----------|-----------|-----------|------------------|
| | 2 955 400 | 2 988 700 | 3 042 700 | 3 077 800 | 3 115 900 |

多元化的付款方法

為進一步方便客戶，我們提供更多元的繳費方式，當中包自動轉賬、自動提款機轉賬、繳費靈、轉數快、支票、電話和網上繳費。我們將繼續了解客戶需求的變化，適時調整安排。

電子賬單服務

為了向客戶提供更方便和環保的賬單管理服務，我們推出了電子賬單服務，提供多項增值服務，例如即時以電郵接收最新賬單、繳費提示電郵，以及查閱過去兩年的用水和繳費記錄等。截至二零二一年三月三十一日，超過135 700名客戶已選用電子賬單。

Diversified Payment Options

To bring greater convenience to customers, we provide diversified payment options for water bills. These include autopay, ATM, PPS, FPS (Faster Payment System), cheque, phone and internet banking. We will continue to gauge the emerging needs of our customers for appropriate and timely arrangement.

E-Bill Service

To offer customers a more convenient and environmentally friendly billing management service, we have launched e-bill service with value-added benefits, such as instantly receiving new bills by email, getting email payment reminders, and viewing water consumption records and payment history for the last two years. As at 31 March 2021, over 135 700 customers have switched to electronic billing.



名客戶已選用電子賬單
customers have switched to electronic billing

水務署流動應用程式

「水務署流動應用程式」為用戶提供實用功能，可用於查閱賬單摘要、催繳通知，以及有關水務署的計劃和服務的最新資訊。此外，用戶也可以利用應用程式：

- 以二維碼於便利店繳付帳單，無須出示實體水費單。
- 接收來自452個區議會劃分選區的暫停供水通告。
- 獲取水務署「一般認可」水管及配件的產品資料。

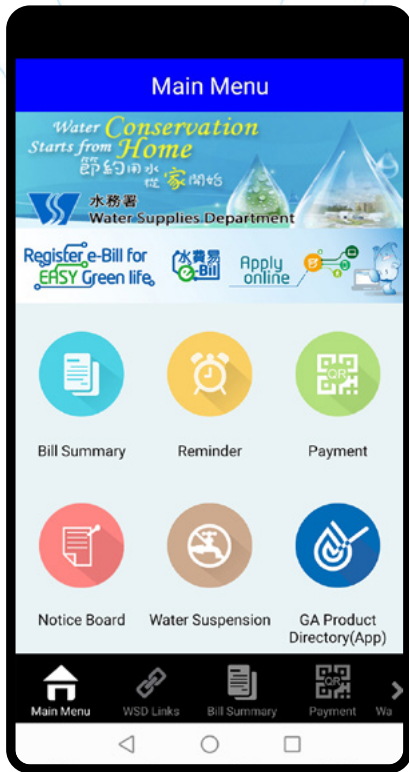
我們期望透過展示用水量的即時摘要，提高客戶精明用水的意識，從而推動行為改變，實現節約資源和成本。

WSD Mobile App

Our mobile application “WSD Mobile App” provides a useful tool for users to view bill summary, reminders as well as the latest news about the WSD’s initiatives and services. In addition, users can make use of the app to conduct the following:

- make payments at convenience stores by using the QR code provided without the need to present paper water bills.
- receive water suspension notices from among 452 sub-districts according to the District Council Election Constituencies.
- obtain product information of water supply pipes and fittings with general acceptance of the WSD.

Through presenting an instant overview of water consumption, we hope to raise customer awareness of using our water wisely and inspire their behaviour changes to achieve resource and cost saving.



iOS版本
iOS version



Android版本
Android version

免費下載「水務署流動應用程式」
Download the WSD Mobile App for free

提升供水申請服務

儘管我們計劃於二零二三年底，方開始接受以電子方式申請供水，但我們在可行的情況下致力推展該計劃，以盡早方便水喉業界和市民大眾。

繼去年為村屋提供電子遞交申請服務後，我們由二零二零年八月開始，將此服務擴展至簡單的水管工程，包括特定行業如飲食業、理髮店、美容店和洗衣店，及申請分拆水錶等。

此外，為方便水喉業界查閱有關水管工程及提交申請的最新指示和指引，我們推出了《樓宇水管工程技術要求》和《申請供水指引》，並從二零一八年開始，每年會檢視和更新這兩份刊物。於更新相隔期間，所有新政策和指引都將透過通函發布。此外，我們亦透過季度會議與業界分享相關資訊。

Service Enhancement for Applications for Water Supply

While our target is to accept applications for water supply through electronic channel by end 2023, we have endeavoured to bring this convenience to the plumbing trade and members of the general public as early as practicable.

Further to our provision of the electronic submission channel for village-type houses last year, we have extended this service to simple plumbing cases including selected business trades such as food business, barber & beauty shops and laundries, and separate meters since August 2020.

In addition, in order to facilitate easy reference for the plumbing trade to identify the latest instructions and guidelines on the requirements on plumbing works and submissions, we have promulgated “Technical Requirements for Plumbing Works in Buildings” and “Guide to Application for Water Supply” since 2018, and both publications will be reviewed and updated annually. In between two updates, any new policies and guidelines will be promulgated by means of Circular Letters. Moreover, we have established a sharing platform with the trade through quarterly meetings.

自二零二零年八月起，電子遞交申請服務擴展至

Since August 2020, electronic submission service extended to



暫停供水自動通告系統

為加強與客戶溝通，我們正逐步設立一套以地理訊息系統為本的「暫停供水自動通知系統」，特別是在緊急情況下，主動通知受影響的客戶緊急暫停食水供應。在水管發生緊急故障時，該系統能協助我們確定因緊急維修而需要關閉的閘門和暫停使用的水管段，從而識別供水受影響的建築物並通知有關方面。

第一階段「暫停供水自動通知系統」已於二零二零年十二月推出，向大型屋苑（即不少於1 000個住宅單位的屋苑）管理處發出暫停食水供應通知。我們計劃於下一階段提升系統，將緊急暫停供水通告發送給相關用戶。

Water Suspension Notification System

To enhance customer communications, particularly in the event of emergency, we are progressively developing a geographic information system (GIS)-based Water Suspension Notification System ("WATSUN") to proactively notify affected customers of emergency suspension of fresh water supply. At times of emergency failure in water mains, the WATSUN could assist to identify the valves to be closed and the sections of water mains to be isolated for emergency repair works, thereby identifying the buildings to be affected and notifying the concerned parties.

The Phase 1 development of WATSUN was rolled out in December 2020 providing fresh water suspension notifications to the management offices of large housing estates (with residential units not less than 1 000). We are planning to extend such emergency notification service to individual consumers in our next phase of system enhancements.

「暫停供水自動通知系統」服務覆蓋範圍

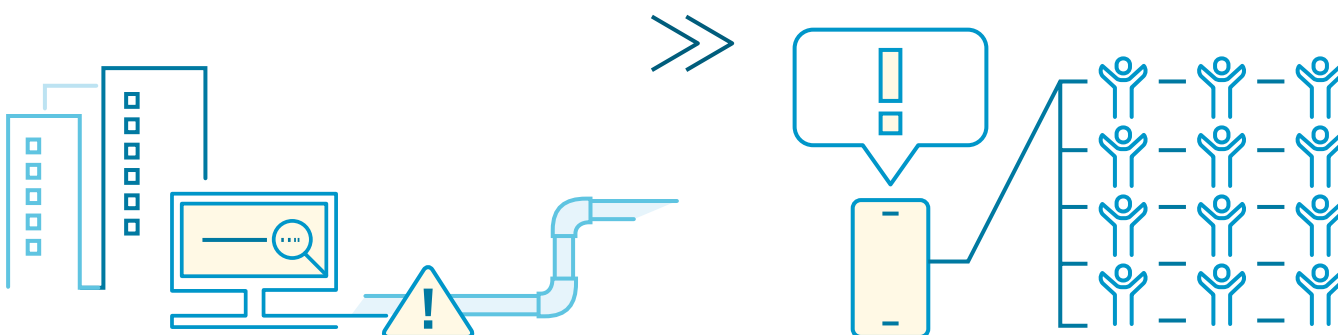
Service coverage of WATSUN

第一階段 （已於二零二零年十二月推出）
Phase 1 (rolled out in December 2020)

大型屋苑的管理處
Management Office of Large Housing Estates

第二階段
Phase 2

將擴展至相關用戶
To be extended to Individual Consumers



推廣智慧用水的文化

為保持市民惜水的習慣，及在控制食水需求增長方面帶來積極影響，我們透過公眾教育活動，並以目標為本的方針來與社區密切合作，務求推動公眾支持，提高活動的成效。

PROMOTING WATER-WISE CULTURE

To sustain water-cherishing behaviour and effect positive changes in containing the growth of fresh water demand, we leverage both public education campaigns as well as a targeted approach in close collaboration with the local communities to mobilise support and enhance effectiveness.

「齊來慳水十公升2.0」活動 Let's Save 10L Water 2.0 Campaign

「齊來慳水十公升2.0」活動的目標，是向不同界別推廣惜水文化，並鼓勵社區將每日節省最少10公升用水量。活動包括「為私人屋苑和私立學校免費安裝節流器」、「創新節水花灑頭設計比賽」、「挑戰沖涼4分鐘」、「慳水比賽」等一系列活動。其中，「挑戰沖涼4分鐘」和「慳水比賽」分別暫定於二零二一年中和二零二二年初舉行。



這些活動旨在培養節約用水的習慣，並呼籲全民承諾珍惜水資源。

The “Let’s Save 10L Water 2.0” Campaign is designed to promote water-cherishing culture to all walks of life and encourage the community to reduce daily water consumption by 10 litres or more. It consists of a series of activities including the “Free installation of flow controllers at private housing estates and private schools”, “Innovative Water Efficient Showerhead Design Competition”, the “4-minute Shower Challenge” and the “Water Saving Competition”, of which the latter two initiatives are tentatively scheduled in mid-2021 and early 2022 respectively.

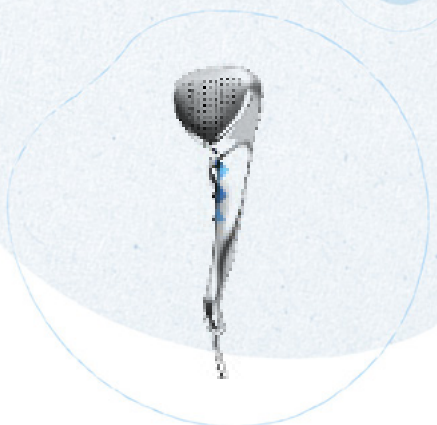
These initiatives seek to cultivate water-saving habits and call for collective commitment in cherishing water.

創新花灑頭設計比賽 Innovative Water Efficient Showerhead Design Competition

沐浴佔生活用水量的比例甚高。設計淋浴花灑頭時如能融入環保功能，可有效減少用水和能源消耗。是次比賽收到來自學界和專業組別150多份參賽作品，匯集眾多創新的淋浴花灑頭設計。優勝作品巡迴展暫定於二零二二年上半年舉行，目的是提高公眾對節約用水的意識，並推廣善用節水器具。



Bathing accounts for a large proportion of domestic water consumption. Integrating eco-friendly features in designing showerheads is effective in reducing both water and energy consumption. Over 150 entries from both academic and professional sections gathering innovative showerhead designs were received in the competition. Roving exhibitions of winning entries are tentatively scheduled for the first half of 2022, which aims to raise public awareness of water conservation and promote the use of water-saving devices.



中學及大專生組金獎林桂好女士

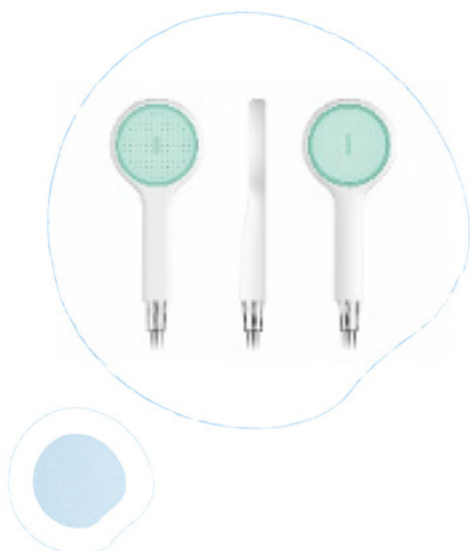
節約用水：5分鐘節約用水沙漏花灑

花灑手柄內置5分鐘沙漏倒數計時器，非使用時倒掛。當用家提起花灑開始淋浴時，沙漏隨即倒數計時。本設計旨在鼓勵用家在5分鐘內完成淋浴，以達致節約用水的效果。

Gold Award winner, Academic Section – Ms LAM Kwai-ho

Save water: Five-minute hourglass in showerhead

A five-minute countdown hourglass is embedded into the handle of this showerhead and is being hung upside down when not in use. Once users begin showering and raise the showerhead, the hourglass operates and counts down straightway, which aims to encourage users to complete shower within five minutes with a view to achieving water conservation.



專業組金獎高儀香港有限公司

GENIE手握花灑

本產品具備多個特點，包括出水穩定、易清潔及輕巧等。半透明的彩色花灑面讓用家能輕易了解花灑內部的衛生狀況，利用硬幣打開背後的花灑蓋板便可清潔。花灑每分鐘出水量為8.4公升，並獲得水務署一級用水效益標籤。

Gold Award winner, Professional Section – Grohe Hong Kong Limited

GENIE Hand Shower

This product has the features of stable water flow, easy cleaning and light in weight. With the transparent coloured spray face, users are able to view the internal hygiene condition of the hand shower with ease. The back part features a simple opening system that allows users to easily open the back cover with a coin and remove it to clean the inside. Its water flow rate is 8.4 L/min with WELS Certificate Grade 1 registered by the WSD.

抽水俠Ben Sir醒你慳水小貼士 Water Saving tips from Word Jacker (Ben Sir)

為使節約用水的訊息更具吸引力，提高市民的慳水意識，名人歐陽偉豪博士 (Ben Sir) 寓教於樂，設計一系列可應用於日常生活的節水小貼士，並透過社交媒體、網站、出版物和戶外場地等不同渠道推廣，以不同的媒介傳揚節約用水的訊息。

To enhance the appeal of the water-saving messages and raise public awareness of water conservation, a suite of water-saving tips for different daily life applications using edutainment approach are designed and promoted by the popular celebrity Dr AU YEUNG Wai-hoo (Ben Sir). The following features the highlights of various water conservation messages in multimedia formats that are broadcast in different communications channels covering social media, website, publications and outdoor spots.



「滴滴遊蹤深導行」參觀活動 "Excursion with Water Save Dave" Visiting Programme

自二零一九年舉辦「滴滴遊蹤深導行」參觀活動以來，活動致力讓公眾透過導賞團形式到訪水務署水塘和濾水廠等不同水務設施，加深公眾對水資源的認識，鼓勵大家響應共同保障後代獲得水資源的機會。

今年，我們增設大埔濾水廠為參觀地點之一，使活動內容更豐富。導賞團共設三個主題，共七個參觀點，藉此讓參加者以互動的方式，更了解水務署的日常運作、供水基礎設施的錯綜複雜的動態，以及個人和集體為何須要節約用水的原因。基於二零一九冠狀病毒病疫情的限制和具挑戰的情況下，我們取消了二零二零至二一年度的所有個人和團體導賞團。

Established since 2019, the "Excursion with Water Save Dave" Visiting Programme aims to raise public knowledge about water resources and encourage their collective efforts to protecting our water resources for future generations via a guided tour of the WSD's various waterworks facilities including reservoirs and water treatment works.

This year we enhanced our programme with an additional visiting location of our Tai Po Water Treatment Works. Under the Programme which comprises of three thematic topics with a total of seven visiting locations, participants could learn more through an interactive mode about the daily operations of the WSD, the complex dynamics of our water supply infrastructure, as well as the reason for conserving water both at individual and collective levels. With the restrictions and challenging environment due to the COVID-19 epidemic, all the guided individual and group tours were cancelled in 2020/21.

導賞主題：

Guided tour themes:

- ◆ 我們的水資源
Our Water Resources and Nature
- ◆ 水務文物徑
Waterworks Heritage Trails
- ◆ 食水處理與質量控制
Fresh Water Treatment and Quality Control

參觀地點：

Visiting locations:

- ◆ 船灣淡水湖
Plover Cove Reservoir
- ◆ 萬宜水庫
High Island Reservoir
- ◆ 大潭水務文物徑
Tai Tam Waterworks Heritage Trail
- ◆ 九龍水務文物徑
Kowloon Waterworks Heritage Trail
- ◆ 牛潭尾濾水廠
Ngau Tam Mei Water Treatment Works
- ◆ 馬鞍山濾水廠
Ma On Shan Water Treatment Works
- ◆ 大埔濾水廠
Tai Po Water Treatment Works



惜水運動

除了提高市民的節約意識和智慧用水的生活外，我們亦與學校和企業等目標群組合作，提高節約用水的成效。

二零一五年至一六年度推出了專門為小學而設的「惜水校園」綜合教育計劃，以培養年輕一代良好的節約用水習慣。計劃結合理論與實踐，輔以多元化的教材，拓寬學生對水資源的認識，並提高他們對節約用水和可持續發展的認識。憑藉計劃在小學取得的成功，計劃於二零一八年至一九年度擴展至幼稚園。

二零二零年八月，「惜水學堂」更為小學教師推出網上教師專區，以便利老師的節水教學和提升教學體驗。遊戲特區的五個遊戲亦經過更新，並於二零二零至二一新學年開始，借予小學和教育團體。

為進一步加強推廣，我們將在「惜水校園」計劃下，舉辦「節約用水周2021」，透過一系列比賽和活動，向小學和幼稚園學生宣傳惜水的重要性。

CHERISH WATER PROGRAMME AND CAMPAIGNS

Apart from promoting conservation awareness and water-wise living among members of the public, we have also collaborated with targeted groups such as schools and enterprises to enhance effectiveness in conserving water.

A dedicated “**Cherish Water Campus**” Integrated Education Programme for primary schools was launched in 2015/16 to nurture good water-saving habits amongst the younger generation. The Programme aims to broaden students’ knowledge about water resources and raise their awareness about water conservation and sustainability by integrating theory with practice with the aid of diversified teaching materials. Riding on the success of the programme in primary schools, the programme was then extended to kindergartens in 2018/19.

In August 2020, the online “Cherish Water Campus” Teacher’s Portal for Primary School was launched to facilitate water conservation education and enhance teaching experience. Five game booths were also revamped and made available for lending to primary schools as well as education groups in the new academic year 2020/21.

To step up our promotion, we are planning to organise the “Water Conservation Week 2021” under the “Cherish Water Campus” Programme to disseminate the importance of cherishing water among primary schools and kindergarten students via a series of competitions and activities.

參與「惜水校園綜合教育計劃」的學校數目：

Number of schools participated in the “Cherish Water Campus” Integrated Education Programme:

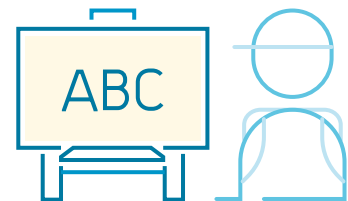
330

間小學
primary schools



340

間幼稚園
kindergartens



海報設計大賽，是「惜水學堂」綜合教育計劃的重點推介活動之一。活動以「節約用水」、「防止滲水」、「循環再用水」、「珍惜水資源」、「水與生命」、「惜水校園」等主題，鼓勵參賽學校自行舉辦比賽，藉以教育學生珍惜水資源和節約用水。以下是幾張從參與學校收集而來極具創意的參賽海報作品。

The poster design competition is one of the suggested activities under the “Cherish Water Campus” Integrated Education Programme focusing on themes such as “Water Conservation”, “Prevention of Leakage”, “Recycled Water”, “Conservation of Water Resources”, “Water and Life”, “Cherish Water Campus” etc. Participating schools are encouraged to organise competitions to educate students about water resources and water conservation. The following entries are examples of creative poster designs collected from the participating schools.



我校所舉辦的「惜水學堂」活動，涵蓋探索、實踐和延伸部分。各級學生除了在校內透過課堂互動活動和主題講座來認識水資源外，他們更在家居、商場和食肆實地考察，分析收集得來的用水數據和其他相關資料，反思節水的重要性。

The activities organised by our school have incorporated exploration, practice and other learning experiences. Through the programme, students from different grades learn more about water resources by completing interactive activities in class and participating in themed talks. They have also performed research at homes, shopping centres and restaurants to collect and analyse water usage data, which enabled them to reflect on the importance of water conservation.

新界婦孺福利會基督教銘恩小學 - 潘卓賢老師

Mr POON Cheuk-yin, Teacher of NTWJWA Christian Remembrance of Grace Primary School

除了幼稚園和小學，我們也鼓勵全民參與，管理及減少用水和用水流失，並且身體力行，教育年輕一代及其家人（包括外籍家庭傭工）節約用水，帶領智慧用水的生活模式。

Apart from kindergartens and primary schools, we encourage every citizen to manage and reduce water use and loss, and join our cause in educating the younger generation and their families (including foreign domestic helpers) in conserving water and leading a water-wise lifestyle.



同心協心 推動行動

要推動精明利用水資源，以及應對與日俱增之水資源風險，同心協力是當中的重要關鍵。在這一年裡，我們與不同團體建立合作關係，支持各大社區活動，使節約和安全用水的訊息能深入社會每個角落。

活水健步行 2020 Walk for Living Water 2020

我們今年與愛德基金會(香港)攜手合作，舉辦第十屆「活水健步行」。參加者可自己選擇適合的時間和地點，邁步健行。活動籌集逾47萬港元善款，用於為尼泊爾、緬甸和斯里蘭卡農村的乾旱地區，建設安全食水和衛生設施。正值二零一九冠狀病毒病疫情爆發的情況下，這些必要設施更能發揮作用。

Co-organised with the Amity Foundation for the 10th year, this year's event was conducted with participants arranging their own walks at time and place of their choice. Over HK\$470,000 was raised to build safe drinking water and sanitation facilities for rural water-deprived regions in Nepal, Myanmar and Sri Lanka, which are most needed in light of the COVID-19 epidemic.



FOSTERING SYNERGIES TO INSPIRE ACTION

Concerted efforts and collaboration are critical drivers to inspiring wise use of our water resources and addressing the growing water risks. During the year, we built partnerships and provided support in various community activities to widen our reach to all walks of life and amplify our messages on water conservation and safety.

2020 國際環保博覽 Eco Expo Asia 2020

由香港貿易發展局主辦的國際環保博覽，主題為「創科減碳·共建循環經濟」，我們透過網上展覽攤位介紹水塘的浮動太陽能板發電系統。

Organised by the Hong Kong Trade Development Council with the theme "Green Innovation for a Circular Economy", the initiative was supported by us with a virtual exhibition booth introducing our floating solar power system at impounding reservoirs.



創新科技嘉年華 2020 InnoCarnival 2020

我們參與由創新科技署舉辦的「創新科技嘉年華2020」，推廣「智管網」和「自動讀錶系統」的智慧供水基礎設施，以鼓勵公眾一起應對用水流失問題。

We participated in the InnoCarnival 2020 organised by the Innovation and Technology Commission and promoted our smart water supply infrastructure “Water Intelligent Network and Automatic Meter Reading System” with a view to encouraging the public to jointly tackle the water loss problem.



Information



Brochures



Social Media



Links

香港綠色日 2020 Hong Kong Green Day 2020

我們加入成為環保促進會的支持機構，致力提倡綠色生活。約80個品牌以「綠色商店」或「綠色食肆」的身份參與其中。另有160多家企業簽署「綠色承諾」，在辦公室和工作場所實施綠色措施。

Participating as a supporting organisation, we joined the Green Council to advocate green living. Approximately 80 brands participated as “Green Shops” or “Green Restaurants”, and over 160 corporates joined the “Green Pledge” to implement green measures at offices and workplaces.



放眼世界

Our Global Network



合作推進水務管理

為香港提供優質且可持續的供水服務是我們一直秉承的抱負。為此，我們投入參與國際性水務專業團體，並與海內外國際同業緊密合作，以探索與水務管理相關的創新科技和最佳實務方案、提升實力，以及分享我們的見解及解決方案，與其他智慧用水的城市優勢互補。

水務署投入參與以下世界頂尖的水務公用事業網絡和知識平台，以汲取可持續和智慧水務管理的實踐和創新資訊，並連繫水務行業具影響力的領導者：

- ◆ 國際水協會
- ◆ 國際海水化淡協會*
- ◆ 國際公用事業專業網絡*
- ◆ 國際水利與環境工程學會
- ◆ 美國水務協會*
- ◆ 智能供水網絡論壇*

*註：中文譯名

今年我們參加了多個地區性及國際性會議，學習和分享水務管理的見解、最佳實務方案和未來趨勢。當中包括：

PARTNERING FOR ADVANCING WATER MANAGEMENT

As part of our vision to excel in providing quality and sustainable water supply in Hong Kong, we join the global knowledge hubs for water professionals and work in close collaboration with our regional and international counterparts. We seek to explore the latest innovations, technologies and best practices of water management; build capacity; as well as contribute insights and solutions adding value to the work of many other water-wise cities.

The WSD joins the following international leading water utility networks and knowledge hubs to access sustainable and smart water practices and innovations, and collaborate with thought leaders of the water sector:

- ◆ International Water Association (IWA)
- ◆ International Desalination Association
- ◆ Leading Utilities of the World
- ◆ International Association for Hydro-Environment Engineering and Research (IAHR)
- ◆ American Water Works Association
- ◆ Smart Water Networks Forum

During the year, we participated in various conferences for learning as well as sharing water management insights, best practices and future trends. These include:

第二屆粵港澳大灣區水務論壇

這一年一度的論壇，為大灣區的水務企業提供交流平台，藉以探索合作機會，並交流供水和污水管理方面的創新理念和最新技術，以促進大灣區水務行業的持續發展。

論壇於二零二零年十一月十七至十九日於廣州舉行，主題為「創新·發展·共贏」。我們的團隊在論壇上分享如何以「設計思維」構建節約用水策略、BIM技術在工程生命周期的應用，以及水質管理和用水流失管理。

國際水利與環境工程學會85周年峰會

此峰會於二零二零年十二月十四至十七日在北京及線上同步舉行，逾80位具份量的專家出席，內容包括具前瞻性的講座、主題演講和技術報告分享。水務署副署長周世威工程師在峰會上分享香港的可持續水資源管理策略。

國際水協會二零一九冠狀病毒病網上研討會

二零一九冠狀病毒病疫情對水務機構構成的壓力日益增加，影響其供水服務、污水處理及排放服務，以及為濾水設施運作帶來風險。

水務署副署長周世威工程師於二零二零年四月二十九日應邀出席網上研討會「二零一九冠狀病毒病：監管機構的回應」，分享在疫情下水務署如何確保可靠及優質的供水，以及對未來緊急應變準備和規劃的看法。

這個由國際水協會舉辦的網上研討會吸引了來自世界各地的監管機構、研究和科學團體的水務專業人士參與。



周世威工程師在國際性會議上分享經驗。
Ir CHAU Sai-wai shared experience in international events.

2nd Guangdong-Hong Kong-Macao Greater Bay Area Water Forum

This annual forum provided a common platform for water utilities in the Greater Bay Area (GBA) to explore collaboration opportunities, exchange innovative ideas and the latest technologies in water and wastewater management, and foster the continued development of the GBA's water sector.

The forum was held in Guangzhou from 17 to 19 November 2020, under the theme "Innovation • Development • Success". Our team participated in sharing our experience in adopting design thinking approach to develop water conservation strategy, and integrating Building Information Modelling (BIM) technology into project lifecycle, water quality management and water loss management.

IAHR 85th Anniversary Summit

Over 80 respected experts attended this summit held physically in Beijing as well as virtually from 14 to 17 December 2020 to give vision talks, keynote lectures and technical reports. Ir CHAU Sai-wai, Deputy Director of Water Supplies shared in the global summit about Hong Kong's sustainable water management initiatives.

IWA COVID-19 Webinar

The COVID-19 pandemic has posed increasing pressure on the ability of water utilities to provide water and wastewater services as well as risk to water treatment operation.

Invited as the key speaker in the webinar held on 29 April 2020 themed "COVID-19: The Regulators' Response", Ir CHAU Sai-wai, Deputy Director of Water Supplies shared the WSD's experience in ensuring reliable and quality water supplies during the crisis and his views on the readiness and planning of contingency response in future.

Organised by the IWA, the webinar was attended by water professionals from regulatory agencies, industry research and science communities across the world.

