

# 以人為貴

## HUMAN RESOURCES



- 員工關係  
Staff Relations
- 就「公私營機構伙伴合作」徵詢員工意見  
Staff Consultations on PPP
- 精簡員工編制  
Streamlining of Staff Establishment
- 員工建議書計劃  
Staff Suggestion Scheme
- 康體活動  
Sports and Recreation
- 通訊  
Newsletter
- 員工培訓  
Staff Training
- 福利基金  
Funding Welfare
- 安全事宜  
Safety Matters
- 服務社會  
Community Services



促進良好的員工關係，  
一直是水務署的優先處理事項。

The promotion of good staff relations has always been a matter of priority in the operations of the WSD.



▲ 職員協商委員會的其中一個小組委員會會議。  
Staff at DCC Sub-committee meeting.

### 員工關係

促進良好的員工關係，一直是水務署的優先處理事項。

為達成這目標，「職員協商委員會」在八個小組委員會及多個職工會的支持下，為各級員工提供有效的溝通渠道。在委員會的安排下，各部門的員工可定期與高層管理人員就有關員工福利的事項進行討論。

### 就「公私營機構伙伴合作」徵詢員工意見

本署曾就沙田濾水廠的原地重建項目研究「公私營機構伙伴合作」的可行性，引起近期員工對其影響展開熱烈

討論。本署成立了專責諮詢委員會，收集在多次集會及論壇上就此事所發表的各種意見。

此外，署長及高層管理人員亦曾前往各分區辦事處進行親善訪問，與員工直接面談上述事宜。員工可藉此加深對「公私營機構伙伴合作」方案的了解，表達出自己的意見。

### 精簡員工編制

在正常離職和自願退休計劃下，加上我們的精簡措施，本署的編制有4 751名員工，比一九九七年高峯期約6 080名員工減少了接近22%。

在上述編制當中，338名為專業人員，1 903名為督察及技術人員，1 797名為一般職系人員，另有713名則為初級員工。

為了靈活調度和配合不斷轉變的需要，我們於去年聘用了300名合約僱員，從事行政、資訊科技、會計及客戶服務等各類工作。年內，合約僱員人數減少至238名。

### 員工建議書計劃

根據獎勵計劃，五份有助提升工作效率的員工建議書獲頒現金獎。





## Staff Relations

The promotion of good staff relations has always been a matter of priority in the operations of the WSD.

Serving to achieve this, as an effective channel of communication among all levels of staff, is a Departmental Consultative Committee (DCC), which is supported by eight sub-committees and a number of staff associations. Through this means, all sectors of staff are regularly brought together for discussions with senior officers at the management level on pertinent issues affecting their welfare.

## Staff Consultations on PPP

The major issue brought up recently for discussion among staff involves the general implications arising from the study on the feasibility of public-private partnership, the PPP, for in-situ reprovisioning the Sha Tin Water Treatment Works. A Special Consultative Committee was set up to collate the wide range of views expressed at numerous gatherings and forums on the matter.

In addition, the Director and senior staff visited different regional offices to discuss the matter directly with staff. In this way staff were able to

have a clearer understanding of the PPP proposal and to make their own views known.

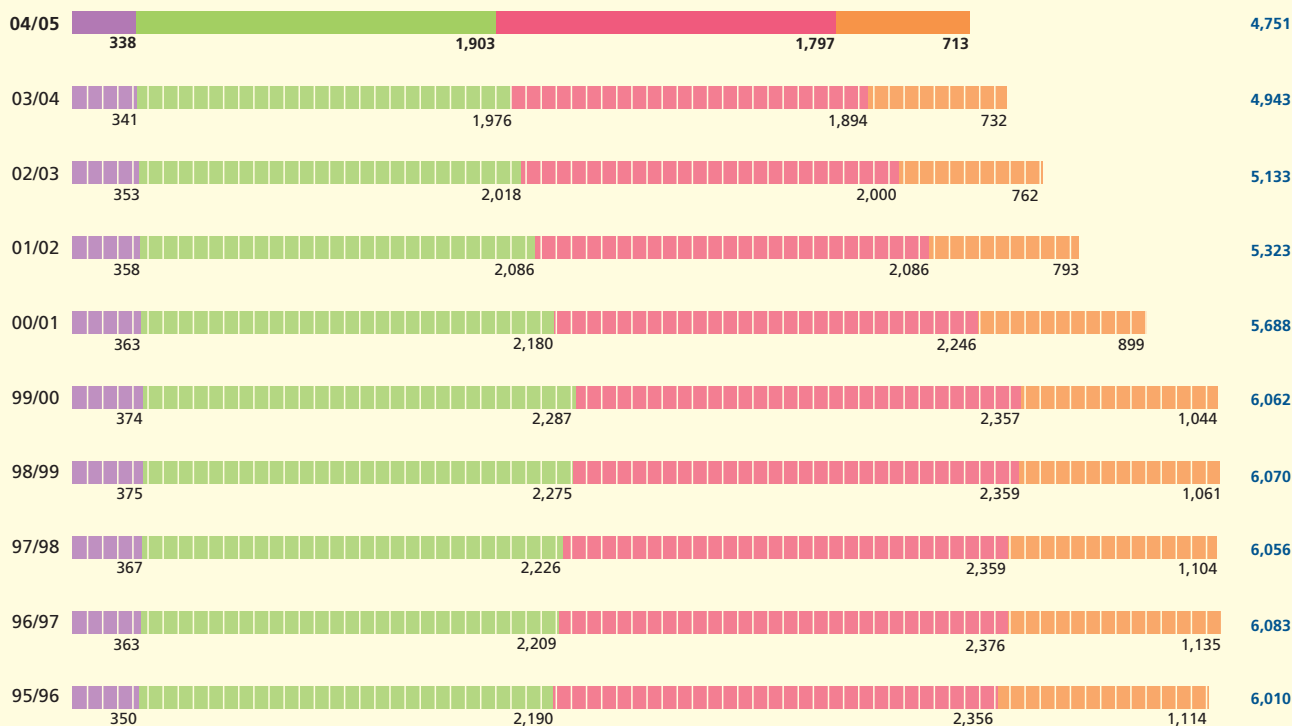
## Streamlining of Staff Establishment

Through normal depletion and voluntary retirement, together with our streamlining efforts, staff establishment declined by nearly 22 per cent to 4 751, from an all-time high of some 6 080 in 1997 .

It comprised 338 in the professional grades, 1 903 in the inspectorate and technical grades, 1 797 in general and technical grades and 713 junior staff.

### 員工編制 STAFF ESTABLISHMENT

財政年度 Financial Year



註：編制資料按每個財政年度三月三十一日的數字列出。  
Note: establishment position as at March 31 of each financial year.



自一九九三年起，獎額會考慮建議所能節省的財政開支。

### 康體活動

本署定期為員工舉辦有益身心的體育活動。

我們舉辦眾多室內體育比賽，包括羽毛球、籃球、擲飛鏢、保齡球和乒乓球等。

這些體育賽事的獎項及優良服務獎狀會在周年頒獎典禮上頒發。

### 通訊

為加強員工歸屬感，本署每季都出版名為「點滴」的通訊，繼續以電子版本專門報導員工動向和他們普遍關心的事宜。

### 員工培訓

本署亦有舉辦培訓課程，藉以不斷提高工作效率及提供更優質的服務。

年內，本署投資約260萬元，培訓員工透過新近電腦化的客戶服務及發單系統，為所有客戶提供一站式服務，並開辦課程提升有關工作小組的監督及管理能力。

同時，由於聘請了承辦商，電腦課程的數目亦增加了兩倍。



- ▲ 水務署員工出席「傑出顧客服務獎」的頒獎典禮。  
WSD staff at the presentation ceremony for the Outstanding Customer Service Award.
- ▲ 水務署周年聯歡晚宴。  
WSD Annual Dinner.
- ▲ 水務署周年頒獎典禮。  
WSD Annual Presentation Ceremony.





- ▲ 本署職員獲頒發公務員事務局局長嘉許狀。  
Staff receiving the Secretary for the Civil Service's Commendation Certificate.
- ▲ 划龍船健兒。  
Dragon boat racing team.
- ▲ 水務署義工隊出動。  
WSD Volunteer team in service.

There was a decline also in the number of contract staff – 238 against the figure of 300 the year before – employed for flexibility and changing needs in various fields of work, such as administration, information technology, accounting and customer services.

## Staff Suggestion Scheme

Under an incentive scheme, cash awards were granted for five staff suggestions contributing to greater work efficiency.

Begun in 1993, the awards also take into account the extent of financial savings resulting from the suggestions.

## Sports and Recreation

Sports events are regularly organized for the physical and mental well-being of staff.

Among the numerous in-house staff competitive activities are such sports as badminton, basketball, darts, bowling and table tennis.

Prizes, as well as meritorious service awards, are presented at an annual ceremony.

## Newsletter

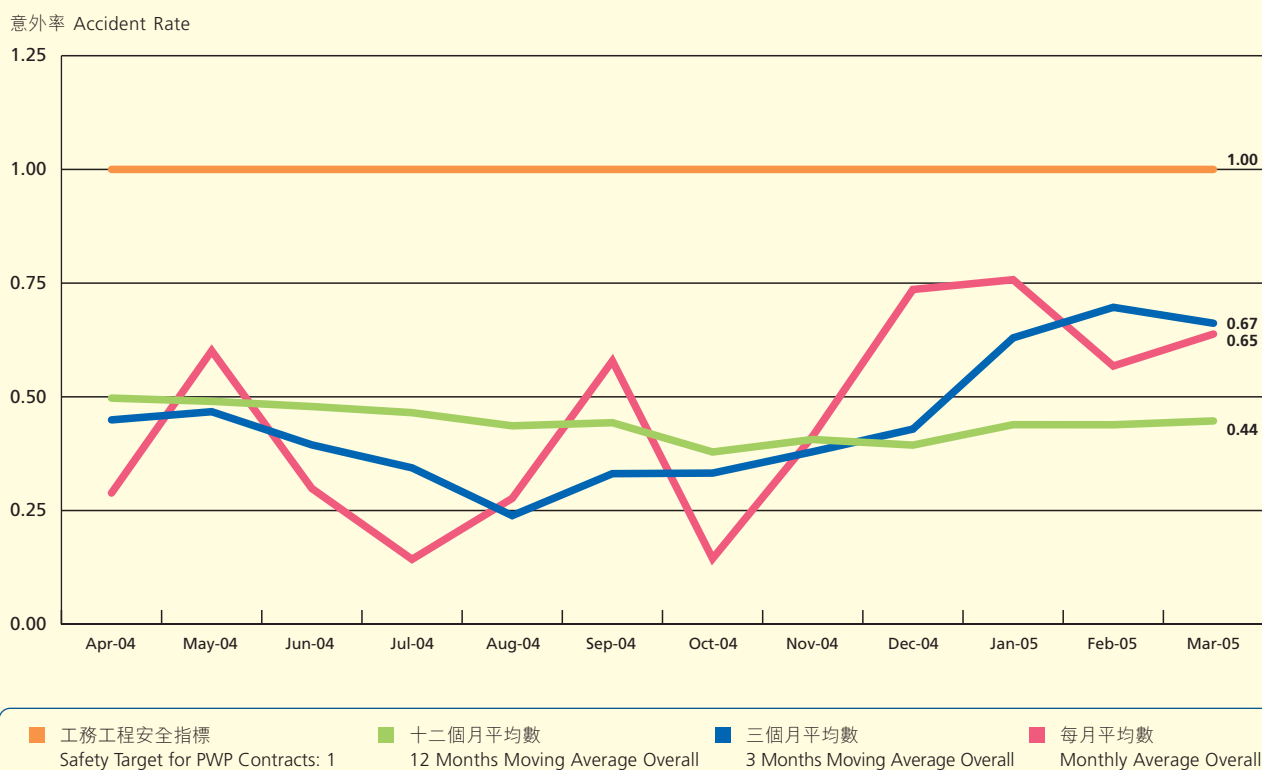
Droplet, the departmental quarterly newsletter, continues to report on staff events and on matters of general interest in soft format, helping foster a sense of belonging among staff.

## Staff Training

Training programmes are conducted as an on-going effort to promote greater efficiency and provide better service.

### 2004-2005年度水務工程合約意外率 ACCIDENT RATES FOR WATERWORKS CONTRACTS 2004-2005

每十萬工時工傷數字 No. of Non-fatal Accidents Per 100 000 Man-hours Worked



## 福利基金

「水務署福利基金」為有需要的員工提供免息貸款、補助金及其他形式的援助。

署內亦有以非牟利合作組織形式運作的儲蓄互助社，旨在鼓勵員工儲蓄，並為他們提供信貸服務。

## 安全事宜

本署安全組負責所有職業安全及健康事宜，並定期檢查水務設施、其辦事

處及工地，以確保有關人員遵守所有相關法律規定。

本署頒布的訓令明確規定實施安全培訓政策，有關訓令概述了基本的安全培訓要求以及與員工工作相關的危險。

年內，安全組進行了約800次安全檢查，以確保有關人員遵守有關規則，並參加了約400次關於工地安全事宜的會議。

## 服務社會

本署員工積極支持香港公益金、長春社、樂施會、世界自然基金會等慈善機構舉辦的公益活動，為社區事務出一分力。

本署為響應「公務員義工計劃」而在二零零二年成立的義工隊，繼續在售旗日協助向市民募捐及以多種方式服務社會。





▲ 首長級管理人員。  
Directorate Staff at management.

This year, about \$2.6 million was spent on training staff to carry out such tasks as providing a one-stop service to all customers through the newly computerized Customer Care and Billing System, and conducting courses on improving supervisory and managerial capability in a committed work force.

Computer courses were, meanwhile, increased threefold through the employment of contractors.

### Funding Welfare

For staff who may be in need, interest-free loans, grants and other forms of assistance are made available by the Waterworks Welfare Fund.

Credit unions in the form of cooperatives and non-profit associations promote savings and provide a source of credit to staff.

### Safety Matters

The Safety Unit deals with all occupational safety and health issues and regularly looks into waterworks offices, installations and construction sites to ensure compliance with all relevant statutory requirements.

Instructions are clearly set out for application of the safety training policy, which deals with basic safety training requirements and specific risks associated with work.

In the year, the Safety Unit carried out some 800 inspections to ensure compliance with rules and took part in some 400 meetings on such matters on construction sites.

### Community Services

Staff make it a point to help with community affairs by actively supporting charities, such as the Community Chest, the Conservancy Association, Oxfam and the World Wide Fund for Nature.

A team of volunteers, established in 2002 in support of the Civil Service Volunteer Work Programme, continued to offer help with flag day sales and a variety of community services.