

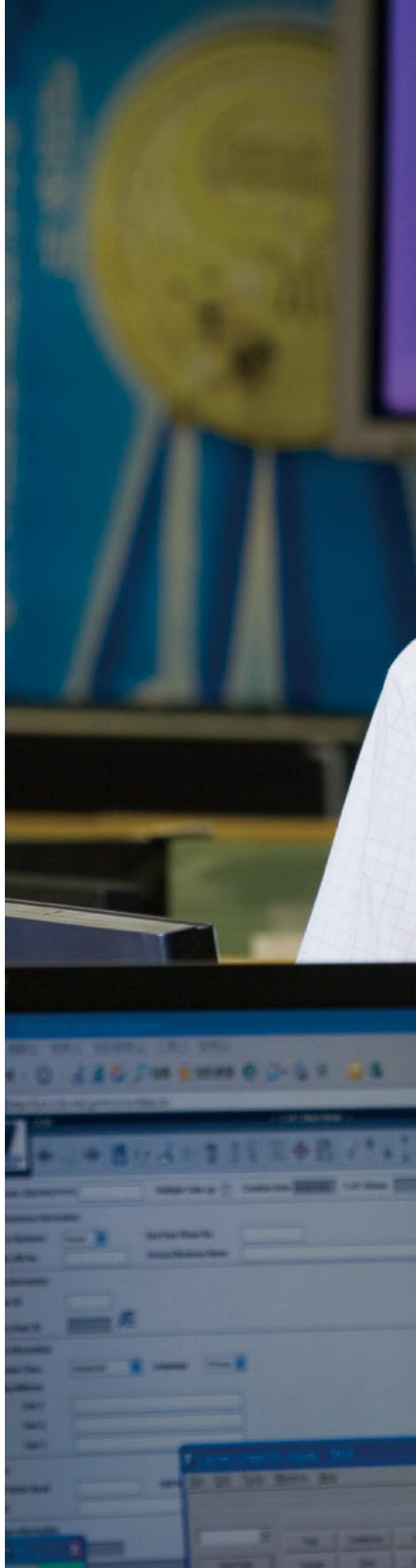
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人  
為  
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Our People  
and the  
Community



許樂文女士是一名客戶服務代表。她雖於二零零五年才加入本署工作，但樂於協助客戶解決疑難。她非常認同在與客戶接觸時保持禮貌和耐性有助減少誤會。

Ms L M HUI is a customer service officer. She has just joined the department in 2005 but she enjoys helping customers to solve their problems. She feels it is true that keeping a polite and patient manner will help reduce misunderstandings when dealing with customers.







繪圖室內的工作隊伍。  
*A committed workforce in the Drawing Office.*

#### 我們的挑戰

面對不斷轉變的市場環境，維持員工積極進取的精神。

#### 我們的方案

確保所有員工均積極參與諮詢討論我們將來採納的供水服務新路向。

#### OUR CHALLENGE

*To keep people motivated in the context of a changing market environment.*

#### OUR SOLUTION

*To ensure that all staff members play an active role in consultations and discussions on potential new directions we may take for the delivery of water services.*

溝通和諮詢是與員工保持良好關係的重要工具。本署去年繼續秉承此優良作風，為各階層員工開放溝通渠道。「職員協商委員會」在八個小組委員會及七個職工會支持下，定期與管理人員商討有關工作及福利的事宜。

擬議的「公營部門與私營機構合作」進行的採購模式，仍是員工的近期話題，大家集中討論私營機構參與供水工作所帶來的影響。本署已設立專責諮詢委員會，廣泛收集意見，並安排論壇發表。為了監察「公營部門與私營機構合作」之顧問研究進度，一個由多個政策局及政府部門的官員加上「職員協商委員會」和職工會的代表所組成的「督導委員會」已經成立。

Communication and consultation are critical tools in achieving good staff relations. The Department has over the past year continued to adopt this ethos. Communication channels are open to all levels of staff and across all disciplines. A Departmental Consultative Committee (DCC), which is supported by eight sub-committees and seven staff associations, regularly meets with officers at management level to discuss issues affecting work and welfare.

The proposed PPP schemes remain a current topic with discussion focusing on the implications on staff of private sector involvement in water supplies work. A Special Consultative Committee has been established to collate a wide range of views and to establish forums to air issues. To monitor the progress of the PPP Consultancy, a Steering Committee was formed with membership comprising representatives from various bureaux and departments as well as representatives from the Departmental Consultative Committee and staff unions.



以客為本是我們的價值之一。  
*Customer satisfaction is one of our core values.*

### 建立團隊精神 **Creating a Team Spirit**

通過自然離職、自願退休和主動精簡措施，我們的員工編制從一九九七年高峰期的6 080名員工，減至4 656名（截至二零零六年三月三十一日），下跌23.5%。現時，我們有專業人員338名、督察和技術人員1 873名、一般職系人員1 748名和初級員工697名。我們的合約員工數目，比去年的238名微升至257名。不同工作範疇（例如：行政、資訊科技、會計和客戶服務）的人力資源需求不斷轉變，合約員工令我們在手安排方面更具彈性。

A combination of natural depletion, voluntary retirement and active streamlining efforts has resulted in our staffing establishment declining by 23.5 per cent to 4 656 (as at 31 March 2006) from an all time high of 6 080 in 1997. Currently, we have 338 staff in the professional grades, 1 873 in the inspectorate and technical grades, 1 748 in general grades and 697 junior staff. Our contract staff numbers increased slightly - 257 against the figure of 238 last year. This category of staff gives us flexibility to meet changing human resource needs across a number of fields of work such as administration, information technology, accounting and customer services.



有效的溝通能維持和諧的員工關係。  
*Harmonious staff relation being maintained by effective communication.*

根據獎勵計劃，曾提出有助加強工作效率及節省財政開支建議的六名員工，均獲頒現金獎。「水務署福利基金」為可能需要免息貸款、補助金或其他方式協助的員工提供援助。以非牟利合作形式運作的儲蓄互助社，旨在鼓勵員工儲蓄和提供信貸服務。

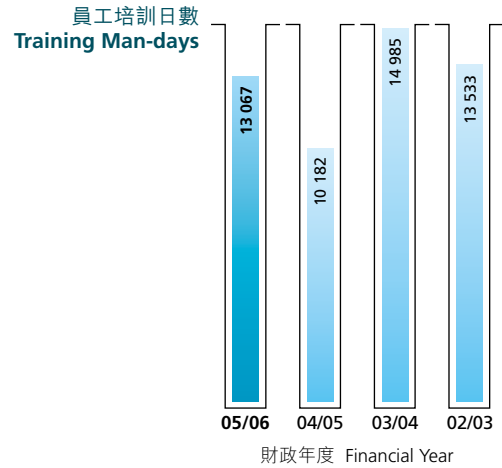
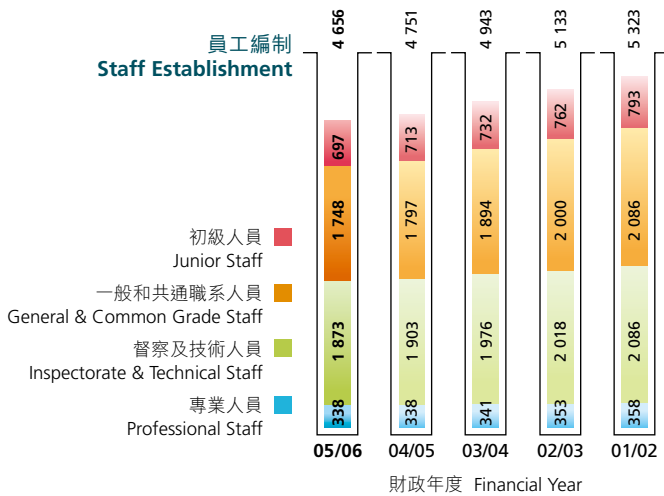
在工作時間外，部門內舉辦的體育活動，深受員工歡迎。多項室內比賽和活動包括：羽毛球、籃球、擲飛鏢、保齡球和乒乓球。我們將在周年頒獎典禮上，同時頒發比賽獎項及服務獎。

《點滴》季刊報導員工活動和介紹普遍關心的事宜，是我們另一個重要的溝通渠道。

Under an incentive scheme, six cash awards were granted to staff members who have come up with ideas that contribute to greater work efficiency and often financial savings for the Department. For staff who may need interest-free loans, grants or other forms of assistance are available through 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.

Sports events organised within the department remain popular outside working hours. The numerous in-house staff competitions and activities include badminton, basketball, darts, bowling and table tennis. Prizes as well as service awards are presented at an annual presentation ceremony.

“Droplet”, our quarterly newsletter remains another important communication channel reporting on staff events and matters of general interest.



## 員工表現及客戶服務

培訓對提升效率和改善服務非常重要。年內，我們投資260萬元培訓員工，其中包括客戶服務的培訓課程。我們強調效率和職業發展的重要，因此設計培訓課程時，著重多項工作技能的發展。我們鼓勵員工持續進修和自我提升，以求充滿信心應付新挑戰。

「客戶聯絡小組」是客戶與部門直接溝通的橋樑。年中討論的項目包括：「食水系統優質維修認可計劃」的進度。

與此同時，我們的客戶電話諮詢中心繼續24小時運作處理服務故障、更改地址、終止服務和帳戶查詢。

我們每年檢討服務表現目標：以反映本署對達標的決心，並及時回應公眾需要的轉變。這些目標，可在運作環境中切實執行，並可刺激員工改善公眾服務的動力。

## Staff Performance and Customer Service

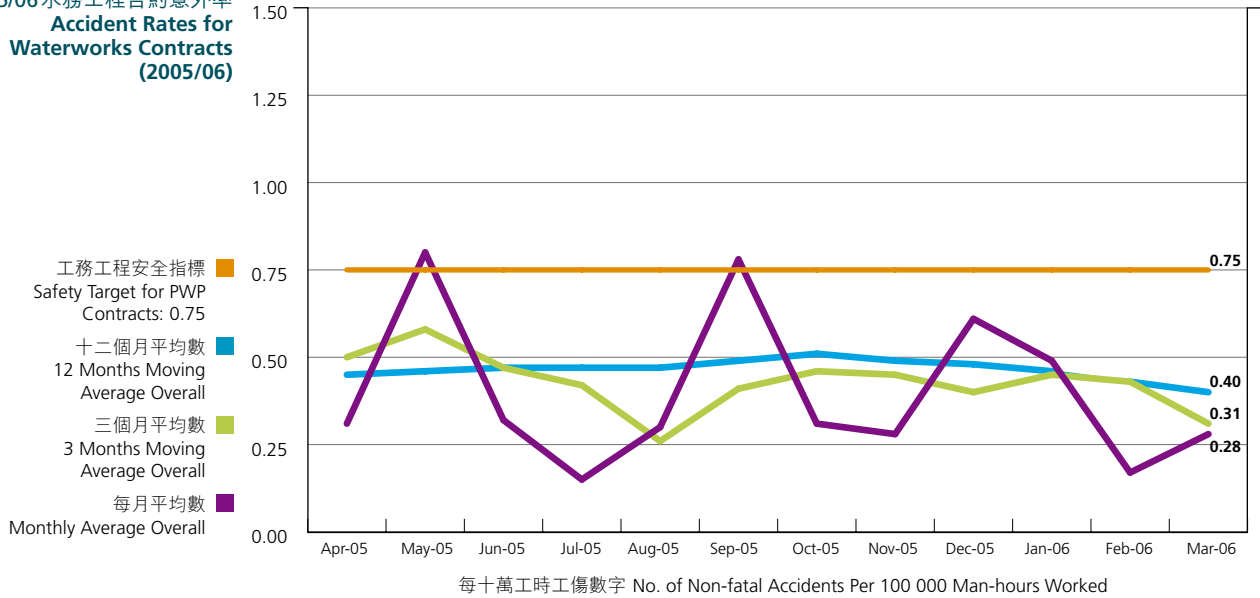
Training is integral to promoting efficiencies and improved services. During the year, HK\$2.6 million was spent training staff including those involved in customer services. Our training sessions are also designed to develop a multi-skilled workforce with an emphasis on efficiency and career development. We aim to promote a culture of continuous learning and self-improvement where people feel confident meeting new challenges.

A Customer Liaison Group operates as a direct link between customers and the Department. Issues discussed during the year included the progress of the Fresh Water Plumbing Quality Maintenance Recognition Scheme.

Meanwhile our Customer Telephone Enquiry Centre continues to operate round-the-clock dealing with service faults, changes of address, service termination and account inquiries.

Performance targets are reviewed annually to reflect both the department's determination to achieve goals and our timely responses to changes in public expectations. These targets are realistic in terms of the environment in which we operate and are a great incentive for staff to improve their service to the public.

2005/06 水務工程合約意外率  
**Accident Rates for  
 Waterworks Contracts  
 (2005/06)**



本署的安全組處理員工所面對的職業安全及健康事宜。小組定期檢查辦事處、設施及工地，以確保符合各項相關的法定要求。本署須呈報的員工意外率為千分之十二點一四。以每十萬工時計算，水務工程合約的平均意外率為0.40宗；相對於環境運輸及工務局，對公共工程合約所定的安全要求為低。去年，安全組在工地和水務設施進行約900宗安全檢查，以確保符合有關提倡安全及防止意外的條例。安全組更參加了360個工地安全會議和內部會議，提供了有關安全及健康的意見。

Our Safety Unit deals with all occupational safety and health issues that staff may face. It regularly reviews offices, installations and construction sites to ensure compliance with all relevant statutory requirements. The accident rate for in-house staff in terms of reportable accidents per 1 000 employees is 12.14. The average accident frequency rate for waterworks contracts is 0.40 accidents per 100 000 man-hours which is below the safety target set by the Environment, Transport and Works Bureau for public works contracts. Over the past year, the Safety Unit carried out some 900 inspections of construction sites and waterworks installations to ensure compliance with regulations and rules for safety promotion and accident prevention. The Safety Unit also participated in 360 site safety meetings and in-house meetings for advice on safety and health.

### 提高公眾意識

我們不斷尋求方法，令公眾認識水的價值及其重要性，令大眾明白到水是日漸減少的資源。我們特別為節約用水和保護資源的需要，推行多項公眾運動。這些運動同時在印刷和電子媒體推行，並以廣告海報宣傳。員工亦經常抽空出席學校和公眾團體的活動，推廣節約用水和保護資源的訊息。

### Raising Public Awareness

We are constantly identifying ways in which we can raise the community's awareness of the importance and value of water, as a diminishing resource. Various publicity campaigns have been launched focusing in particular on the need to conserve water and to protect it as a resource. Campaigns have been launched in both print and electronic media and through advertising poster displays. Staff also make themselves available to address schools and other community groups to ensure the conservation and protection messages are understood.

我們盡力提供水務設施給公眾使用。例如：每年從九月至三月的釣魚季節，向公眾發牌，令持牌人士可於指定的水塘垂釣。現已不再供應飲用水的黃泥涌水塘，是我們將設施改變成消閒地點的好例子。我們亦偶爾為馬拉松和單車運動項目開放部分水塘通道。

本署員工繼續以自願形式和在日常工作時，致力公益活動。員工積極支持香港的慈善團體，例如公益金、長春社、樂施會及世界自然基金會等。本署的義工團隊繼續響應「公務員義工計劃」，協助賣旗和其他社會服務，例如探訪長者等。

Where we can, we make available waterworks installations to the public. Examples of this include creating a fishing season and licence that can be used in specified impounding reservoirs from September to March annually. Wong Nai Chung Reservoir, which is no longer used for the supply of potable water, is a good example of converting our facilities into a recreation attraction. Some access roads to our reservoirs are occasionally opened for marathon and cycling sports events.

Our staff remain committed to helping with community affairs on a voluntary basis as well as in their working lives. Staff actively support Hong Kong charities such as the Community Chest, the Conservancy Association, Oxfam and the World Wide Fund for Nature. A team of volunteers continues to work with the Civil Service Volunteer Work Programme helping with flag-day sales and other community services such as visits to the elders.



一本地團體在參觀大埔濾水廠時，在控制室拍照留念。  
A group of local visitors at the Control Room of Tai Po Water Treatment Works.