

全年回顧 Year in Review

# 工作場地及社區 Workplace and the Community

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在過去一年，員工總數仍為4 482人，與去年相同。

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# 4 482

員工  
Staff





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員工的技術知識和管理技巧需要不斷提升。

*The technical knowledge and management skills of staff are to be upgraded from time to time.*

我們的成就建基於本署全體員工無私奉獻、全心服務及專業表現。員工是我們最寶貴的資產，透過與我們的業務夥伴、客戶及社區互相合作，對香港社會的福祉發揮著重要作用。

## 識別策略

在過去一年，本署高級管理人員詳細討論本署的未來方向及服務概況。除瞭解未來供水需求外，我們亦研究服務對象及效率，以及在短期及長期均能實施的服務改善措施，從而認清部門各工作範疇所面臨的挑戰。這些挑戰來自從提高運營效率的訴求、更換老化水管，以至滿足客戶的殷切期望、員工處理緊急情況時可能遇到的壓力等。透過管理工作坊，管理人員可提出問題的解決方案及最佳實務措施。

## 客戶服務

瞭解客戶的具體需求 — 不管是商業用戶還是住宅用戶 — 是釐定適切服務標準的重心。

Our success is founded on the commitment, service and professionalism of staff across the whole Department. People are our greatest asset. Their interaction with our partners, customers and the community is vital to the well-being of Hong Kong's society.

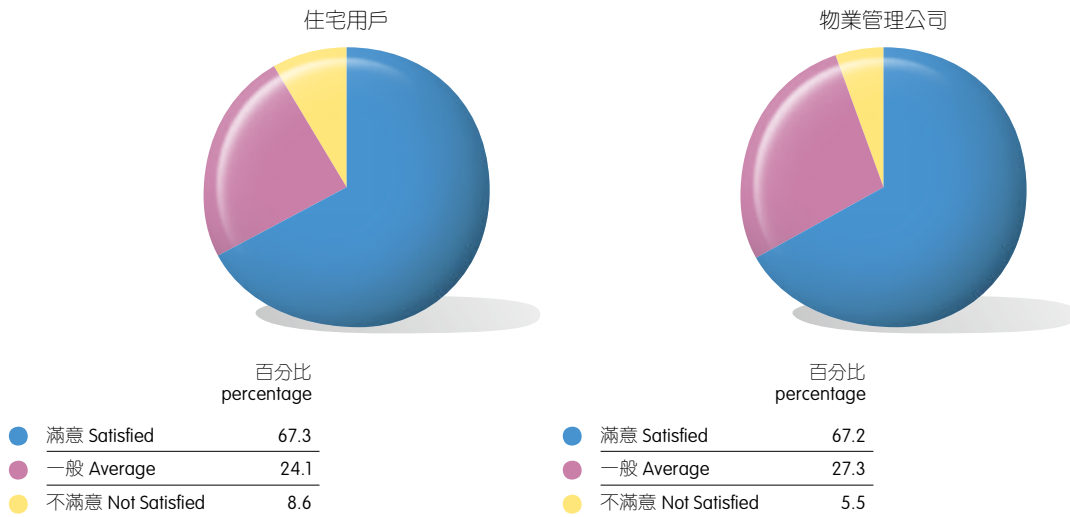
## Identifying Strategies

Over the past 12 months we have involved senior management staff in detailed discussion on the future direction and service profile of the department. In addition to identifying future water supply needs, we have looked at service targets and efficiencies and service improvement initiatives that can be implemented both in the short and long term. Challenges have been identified across all aspects of our business. These challenges range from pressure to increase operational efficiency, replacing aging water mains through to high customer expectations and stress staff may face when handling emergencies. Management workshops have been charged with identifying solutions and best practice initiatives.

## Customer Service

Understanding the specific needs of our customers – whether commercial or residential – is integral to creating appropriate standards of service.

自來水水質客戶滿意度意見調查 (於二零零六/零七年度進行)  
 Customer Survey on Tap Water Quality (conducted in 2006/07)



去年的客戶論壇及意見調查特別關注改善自來水水質。調查顯示 91.4%住宅用戶對自來水水質表示滿意。超過 90% 私人物業公司相信他們的客戶及居民滿意度相近，而絕大部分受訪的住宅用戶認為有必要更換日漸老化的供水裝置及設施。結果顯示，住宅用戶十分支持本署的「大廈優質食水認可計劃」(二零零八年之前稱為「食水系統優質維修認可計劃」)。

Customer forums and surveys over the past year have focused in particular on the improvement of the quality of tap water. This survey revealed that 91.4% of domestic customers are satisfied with the quality of tap water. Over 90 % of private property companies believe that their clients and residents have a similar level of satisfaction while almost all domestic customers surveyed believe that it is necessary to replace deteriorating water supply installations and facilities. The Department's Quality Water Recognition Scheme for Buildings (previously known as the Fresh Water Plumbing Quality Maintenance Recognition Scheme before 2008) appears to be well supported by domestic customers.



同心協力是我們的價值之一。  
 Teamwork is one of our core values.

本署就是否符合客戶期望進行了一項更廣泛的調查，結果顯示，98.8%客戶對所享有的服務表示滿意，較二零零二年的調查結果略有改善。我們繼續開拓本署與區議會等地區團體的溝通管道，以解釋不同地區環境規劃工程的相關問題。

A more general survey on whether the Department is meeting customer expectations showed that 98.8% of customers are satisfied with the service they receive. This is a slight improvement compared with the survey results recorded in 2002. We have continued to cultivate communication channels between the Department and local groups, including district councils, to clarify issues surrounding planned work in different districts.

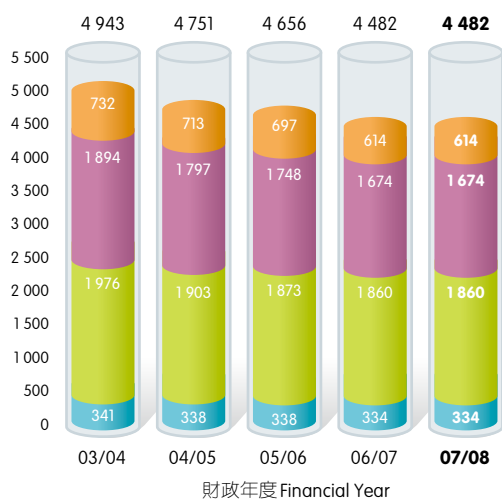
## 員工關係

在過去一年，員工總數仍為4 482人，與去年相同。清晰的溝通策略，仍然是促進員工關係的重要基礎。我們利用的主要溝通途徑包括成立已久的職員協商委員會及其小組委員會，以及各職工會的年度及特別會議。此外，水務署署長及屬下高層人員深入分區辦事處及外設辦事處進行「親善大使訪問」，與前線員工討論他們的工作情況，聆聽他們的心聲。

## Staff Relations

The staffing headcount over the past 12 months has remained at 4 482, the same as the previous year. A clear communications strategy continues to form the basis of effective staff relations. Key channels used include the long-established departmental consultative committee and its sub-committees, coupled with the annual and ad-hoc meetings with individual staff unions. In addition, the Director of Water Supplies and his senior staff have undertaken "ambassador" visits to regional offices and outstations to discuss with frontline staff their work and concerns.

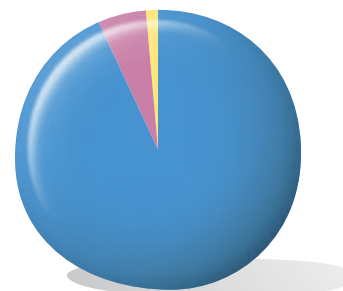
員工編制  
Staff Establishment



- 專業人員 Professional Staff
- 督察及技術人員 Inspectorate & Technical Staff
- 一般和共通職系人員 General & Common Grade Staff
- 初級人員 Junior Staff

供水服務客戶滿意度意見調查  
Customer Survey on Water Supplies Services

	百分比 percentage
● 滿意 Satisfied	93.3
● 一般 Average	5.5
● 不滿意 Not Satisfied	1.2

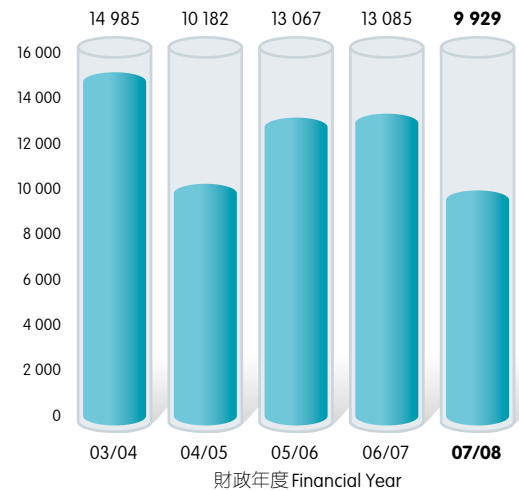


水務署二零零五年至零六年年報在第十屆香港印製大獎中獲頒「金獎」，表揚本署年報的製作質素。  
WSD's 2005/06 Annual Report was awarded a 'Gold Award' at the 10th Hong Kong Print Awards for its production quality.



水務署的宣傳刊物。  
The publications of Water Supplies Department.

員工培訓日數  
Training Man-days



本署透過員工建議書獎勵計劃，鼓勵員工探討如何提高生產力及改善服務質素。去年，10名員工因提出的建議極具建設性獲署方頒發獎項。此外，一名文書主任獲頒申訴專員嘉許獎，藉以表揚在優化客戶服務上的貢獻。

### 提升表現培訓

員工培訓涉及的員工培訓日數合共達9 929人日，預算則達港幣230萬元。員工培訓著重提升或改善員工的技術知識及管理技巧。培訓課程針對前線客戶服務員工及工作場所安全問題。本署全年均有開辦課程，提升員工在機構內使用及應用資訊科技的技術水平，並增設綜合管理培訓課程。本署舉行各類研討會，討論供水網絡、測漏及項目管理相關的能源管理、更換及修復工程等課題，都使員工各自的專長領域知識有所增益。

### 職業安全

儘管員工在工地的工作量不斷增加，但安全表現卻持續改善。內部意外率維持在每1 000名員工20.25宗的低水平。另一方面，由本署管理公共工程合約的總意外率從去年每十萬工時工傷0.39宗降至今年每十萬工時工傷0.28宗。

Staff members are encouraged to think about productivity enhancement and improving service delivery through the Staff Suggestions Scheme. During the past year, 10 staff members received the Department's awards for their meritorious suggestions. Separately, a clerical officer was honoured with an Ombudsman's Award in recognition of her dedication and commitment to quality customer service.

### Training for Performance Improvements

Staff training, involving training man-days totalling 9 929 and a budget of HK\$2.3 million has focused on enhancing or upgrading technical knowledge and management skills. Training courses have targeted front line customer service staff and issues of work-place safety. Courses to improve the level of use and application of information technology across the organisation have continued through out the year, along with new integrity management training sessions. Seminars on topics such as energy management, replacement and rehabilitation projects across the supply network, leak detection and issues management have been held to enrich staff knowledge in their respective fields of expertise.

### Occupational Safety

Despite an increasing workload faced by staff at construction sites, safety performance continues to improve. The in-house accident rate remains low at 20.25 accidents per 1 000 employees. On the other hand, the overall accident rate for public works contracts administered by the Department dropped from 0.39 last year to 0.28 accidents per 100 000 man-hours worked this year.



精密策劃乃成功之道。  
*Careful planning – an important step towards success.*

### 提高公眾意識

我們認為，培養客戶節約用水的文化，對維持及保護未來水資源至關重要。我們全年均有舉辦珍惜食水活動，包括講座及研討會、屋邨及學校巡迴展覽，以及透過印刷品及電子媒體宣傳節約用水。

與此同時，我們在三個濾水廠舉辦公眾開放日，重點介紹食水處理技術，吸引數以千計的市民參觀，當中包括立法會議員。為了在開放日吸引公眾人士入場參觀，我們舉辦水質科學展覽，又向大眾市民展示我們的水錶測量系統以及更換水管及修復工程。

本署每年舉辦的「珍惜點滴，積聚未來」研討會，吸引來自物業管理公司、業主立案法團、酒店及學術機構代表出席。講者集中討論水質及配水系統，以及本署公佈的「供水安全計劃」。

### Raising Public Awareness

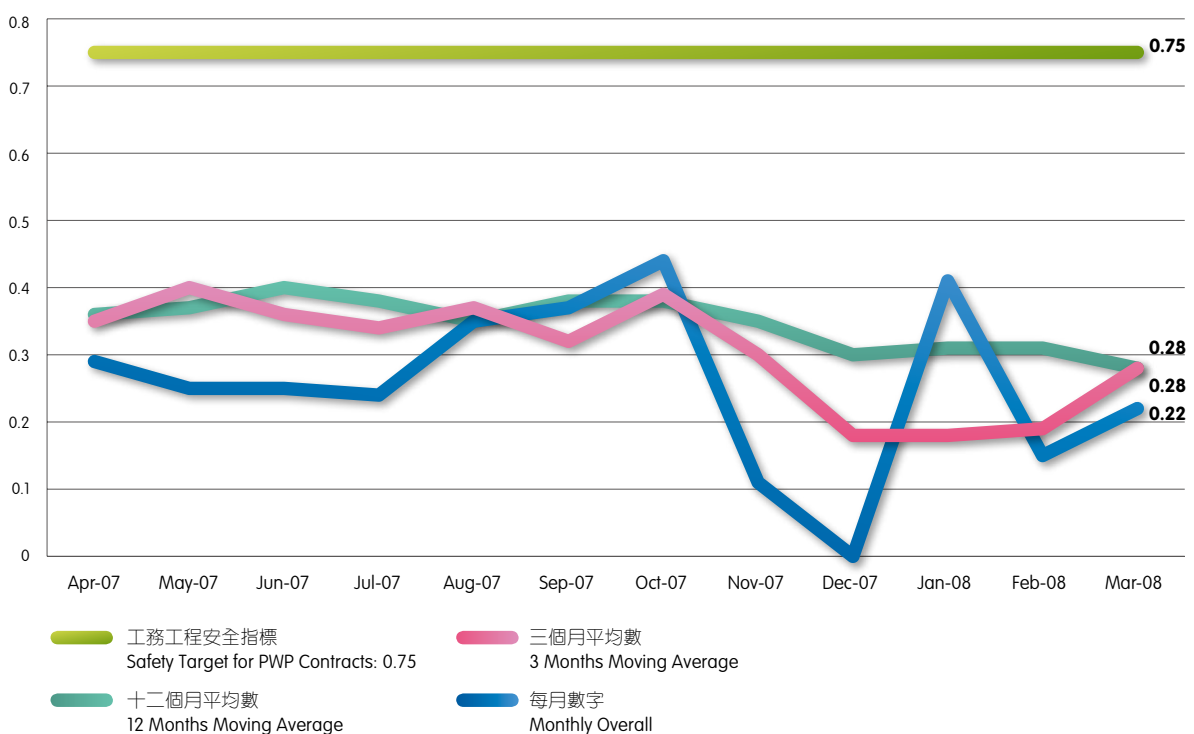
We believe a water conservation culture among customers is critical to our efforts to maintain and protect future water resources. The water conservation campaign continued throughout the year with talks, seminars and roving exhibitions staged in housing estates and schools and across print and electronic media.

At the same time, public open days were held at three water treatment works. Several thousands people, including members of the Legislative Council, participated in guided tours that highlighted the technical aspects of water treatment. Exhibitions on water science, our metering system and the mains replacement and rehabilitation programme were also staged to attract public interest during open days.

The “Save Water for the Future – Every Drop Counts” seminar, organised annually by the Department, drew representatives from property management companies, owners’ corporations, hotels and academic institutions. Speakers focused on both the quality of water and the systems that distribute it as well as the Department’s official Water Safety Plan.

二零零七／零八年度水務工程合約意外率  
Accident Rates for Waterworks Contracts 2007/08

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







左：大潭篤原水抽水站（一級歷史建築物）。  
Left: Tai Tam Tuk Raw Water Pumping Station (Grade I Historic Building).

右：石梨貝濾水廠（三級歷史建築物）。  
Right: Shek Lei Pui Water Treatment Works (Grade III Historic Building).



## 關心社會

本署及屬下員工一直致力實踐社會承諾。員工積極服務社會，甚至在工餘時間亦不遺餘力。義工小組年內參加了47項活動，包括賣旗日、植樹日及到老人院探訪長者。他們亦籌辦中學生導賞團，帶領學生參觀具有歷史意義的水務設施。為表揚他們的貢獻，社會福利署義務工作統籌課向本署頒發了義務工作嘉許銀狀。與此同時，本署兩名員工分別獲頒個人義務工作嘉許銀狀及個人義務工作嘉許銅狀。

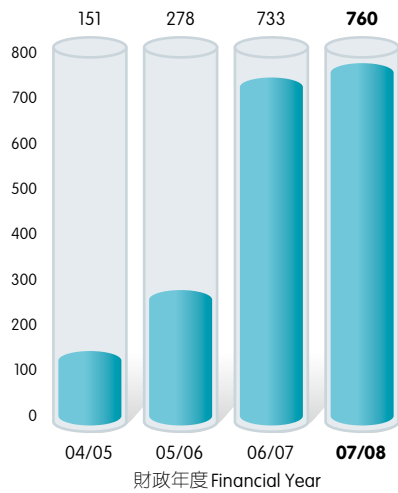
此外，為表揚本署服務社會的精神，香港社會服務聯會更向本署頒發「同心展關懷」二零零七／零八年度標誌。

## Caring for the Community

The Department and its staff take their commitment to the community seriously. Staff members play an active role in serving the community, even outside working hours. Teams of volunteers participated in 47 activities during the year including flag days, tree planting endeavours and visits to homes for the elderly. They also organised tours of historic waterworks installations for secondary school students. In recognition of these contributions, the department was awarded the Silver Award for Volunteer Service by the Social Welfare Department's Central Office for Volunteer Service. Two staff members were awarded individual silver and bronze awards.

In a separate recognition of this ethos of community service, the Hong Kong Council for Social Services awarded the Department its Caring Organisation 2007/08 logo.

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



上：一名文書主任獲頒申訴專員嘉許獎，藉以表揚在優化客戶服務上的貢獻。圖為申訴專員嘉許獎頒獎典禮後各得獎者合照。

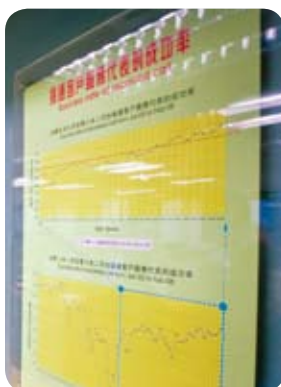
Upper: A clerical officer was honoured with an Ombudsman Award in recognition of her dedication and commitment to quality customer service. A group photo of all awardees taken after the Ombudsman Award Ceremony is shown.

左下：水務署義工代表從公務員事務局局長手中接過感謝狀。

Upper left: Our volunteers' representative receiving a Certificate of Appreciation from the Secretary for the Civil Service.

右下：本署在一九九三年成立「客戶聯絡小組」，務求定期與客戶聯絡，加強彼此的溝通，藉此進一步提高服務水平。

Upper right: In order to provide a regular venue for better communication with its customers, the Department has set up a Customer Liaison Group in 1993 with a view to further improving its services.



年內，客戶電話諮詢中心處理約 850 000 個電話查詢。

Some 850 000 telephone enquiries were handled by our Customer Telephone and Enquiry Centre in the year.

