



「5S良好工作場所整理」

的實務經驗分享

Sharing The Good Practices of '5S' Housekeeping

引言

「5S」是一套經實踐證明為非常有效的工作場所管理工具，亦是一切職業安全措施的最基本元素。「5S」概念是起源於日本廠務，而「5S」是取自5個日文詞語的開首字母而命名，意思代表「整理」、「存放」、「清潔」、「標準」和「修養」。事實上，保持工作環境整齊有序，不但能減低因工場環境整理欠佳而發生意外的風險，改善工作場所的衛生情況，亦有助提高工作效率及生產力。

今期《縱橫》將繼續走訪不同機構與讀者分享各種最佳實務，其中更邀得兩間於職安局「良好工作場所整理比賽2007-08」中勇奪金獎的機構，分享他們推行「5S良好工作場所整理」的經驗與心得。

Introduction

'5S' symbolizes a proven, practical and effective tool for ensuring good housekeeping practice in workplaces. It is the cornerstone on which sound occupational safety measures are built. This workplace management concept originated in Japan and represents 'organization', 'neatness', 'cleanliness', 'standardization' and 'discipline'. A tidy and ordered work environment not only helps to reduce the risk of accidents and to raise the hygiene standard of a workplace, but also contributes to higher efficiency and productivity.

In this issue, two gold prize winners of the 'Good Housekeeping Competition 2007-08', a competition organized by the Occupational Safety and Health Council, will share their good practices and valuable experiences regarding the implementation of '5S' in the workplace.

互持也香港有限公司

Uchiya Hong Kong Ltd

互持也香港有限公司於1986年成立，是日本Uchiya Thermostat Company Limited的全資子公司，主力生產恆溫器、過熱保護器及斷路器，員工人數約有240人，全數為香港人。

在互持也的香港廠房內，每一處地方都十分整潔衛生，各式各樣的貨品、機器、物料，以及工具等均擺放整齊。廠內規劃完善，四

Uchiya Hong Kong Limited was established in 1986 and is a subsidiary of the Japanese Uchiya Thermostat Company Limited. The company is a recognized leading manufacturer of bimetallic thermostats, thermal protectors and circuit breakers for electrical, electronic and automotive industries, and has a workforce of approximately 240 employees in Hong Kong, all of whom are local residents.

A tidy and clean environment is maintained in every part of Uchiya's Hong Kong factory. Various goods, machines, materials

周均可見到清晰的指示牌，每個工作區域都以清楚的黃黑間線劃分妥當，而每部機器更會以一位卡通主角命名並於機身列明操作時須注意的事項。此外，每位員工均須穿著整齊的制服工作，而在每天下班前，所有員工都會各自清潔所屬的工作範圍，秩序井然。

互持也香港有限公司董事總經理梁德華先生表示，互持也一向注重產品的品質及生產管理，因此早於1997年，其品質管理系統便已獲ISO證書認證。而為了回應市場對於產品品質及準時付運的期望，同時克服市場競爭及成本上漲等不利因素，互持也於1998年開始在香港推行「5S」管理，並於2000年11月成為本港首家取得「五常法認證」的製造業公司；而今次更獲得良好工作場所整理比賽金獎，這些都是公司全體同事十年來努力的成果。

他解釋，「五常法」以「5S」管理概念為基礎，而「5S」的管理概念是源於日本。由於日本人的積極性及紀律性均很強，因此較容易在日常工作中引入「5S」概念。而在華人社會，基於文化差異，在推行「5S」時，若能以「5S」中的「常自律」為重心，並輔以定期的審核，則對提高「5S」管理有很大的幫助。

他表示，包括他本人在內，公司共有30位員工專責推行「5S」管理，而員工之間亦會互相督導，上下一心，因此成效昭然。然而，今天的成果其實得來不易。回顧十年前，互持也開始分階段推行「5S」，當時先將「5S」的參考資料張貼於人事通訊欄內，以增加員工對「5S」的了解。然而，大家在態度上或多或少都有欠認真和積極，因此影響了實施的進度。

有見及此，當時公司決定透過由上而下的方式來推行「5S」，包括由梁德華先生率先修讀有關課程，並鼓勵所有辦事處員工報讀；此外，更特別頒布「軍令狀」，下令所有員工均須嚴格執行「5S」，否則有可能會被解僱；而

and equipment are placed tidily. Signposts with clear messages are displayed throughout the factory. Working areas are clearly divided with black-yellow lines. Each machine is named after a cartoon character, with points to note in operation clearly listed on the body of the machines. In addition, every employee must wear clean uniform at work, and is responsible for cleaning up their designated working areas before getting off duty every day. Everything is maintained in good order.



員工每天均會穿着整齊的制服工作，及在下班前清理工作場地。
Every employee must wear clean uniform at work, and clean their own working areas before getting off duty every day.

Mr Leung Tak Wah, Managing Director, Uchiya Hong Kong Limited, said that Uchiya pays a great deal of attention to the quality of her products and the management of the manufacturing process. As a result, her quality management system obtained ISO certification in 1997. In order to fulfill the market's expectation of high quality production and on-time delivery, as well as to overcome unfavourable factors such as market competition and cost increases, the '5S' management principle was introduced in 1998. In November 2000, the company became the first manufacturing enterprise to be 5S certified in Hong Kong. This year, the company was awarded with the Gold Award in the Good Housekeeping Competition. All these are the result of a 10-year long effort by all staff members.

Mr Leung explained that the '5S' system is based on the '5S' management principles which originate from Japan. As the Japanese are aggressive and highly disciplined, it is easier for them to implement '5S' principles in daily working routines. However, due to cultural differences between Japanese and Chinese, the implementation of '5S' must be carried out with a strong sense of 'self discipline' and regular performance auditing.

He said that, including himself, there are 30 staff members responsible for the implementation of 5S management principles and employees are supervising each other in the implementation of '5S'. With all staff members having the same ideal and objective, an excellent outcome is thus achieved. However, the present impressive outcome is actually a hard-won one. Uchiya

所有員工均可在管理評審會議紀錄中，清楚明白公司推行「5S」的絕對決心。

經過十個月的講解及訓練後，梁德華先生把全公司分為7個「5S」責任區，訂立每月重點主題，再輔以定期的審核，開始將推行「5S」制度化。而在這由上而下的推行過程中，公司同時引進賞罰分明的制度，透過獎賞來激勵表現良好的員工，令員工的責任感及積極性大大增強。久而久之，公司內部就逐漸形成了一股「五常文化」了。

此外，由於互持也在生產上推行JIT管理(Just In Time Management)，而「5S」正好可以協助管理原料及製成品的物流程序及生產程序，有助減少浪費，保持產品高可靠度，延長機器壽命，提高公司生產力及保障員工職業安全與健康等，因此，就算近年面對外圍市場競爭劇烈，公司仍可維持良好的市場佔有率。

是次獲獎，彰顯了互持也香港有限公司在良好工作場所整理上，獲得了業界的認同。展望未來，梁德華先生表示：「沒有最好，只有更好！雖然今次獲獎，但我們相信總有可以進步的地方，我們亦不會就此滿足，下一個目標，我們將會就進一步改善質量而努力。」



互持也香港有限公司董事總經理梁德華先生表示，推行「五常法」有助減低成本，提高公司生產力。
Mr Leung Tak Wah, Managing Director, Uchiya Hong Kong Limited, said that the adaptation of '5S' was useful to reduce the production cost and enhance the productivity of the company.

started implementing '5S' ten years ago. Initially, information on '5S' was posted on notice boards of the human resources department to enhance the understanding of fellow staff members, who would then put them into practice, on 'what is 5S'. However, the staff were not aggressive and earnest in their implementation of 5S, thus affecting the implementation process.

With reference to this situation, the company decided to implement '5S' from top to bottom. Mr Leung, as the General Manager, attended the '5S Lead Auditor' Training Program, and encouraged other staff members to enroll in the same course. In addition, 'military order' was announced, which required all staff members to strictly follow and obey the '5S' requirements, or they will be dismissed. Every staff member can understand the strong determination of the company to implement '5S' from the minutes of management assessment meetings.

After ten months of explanation and training, Mr Leung divided the company into seven '5S' responsibility areas. A theme is set up each month, with regular internal audits, and the implementation of '5S' became more systematic. In this top-to-bottom implementation process, a reward and punishment system was also adopted. The responsibility and aggressiveness of staff members were greatly enhanced through rewarding employees with good performance. In the long run, a '5S culture' was developed in the company.

On the other hand, as Uchiya had adopted "Just in Time Management" in production, the additional adaptation of '5S' was able to assist in material management, as well as the logistic and production process of the goods, and thus helped to reduce wastage, maintain the high reliability of products, enhance the productivity of the company and ensure the occupational safety and health of the staff. Therefore, though facing a keen competition in the external market recently, the company can still maintain a satisfactory market share.

The achievement in the Good Housekeeping Competition shows that the efforts in good housekeeping of Uchiya Hong Kong Ltd had been recognized by the sector. Looking towards future, Mr Leung said that, 'There is no "the best", only "better"! We believe that there are rooms for us to do better and make improvements. We shall not satisfied with our present achievement. Our next goal is to further improve the quality of our products.'

中華電力客務熱線中心

CLP Power Hong Kong Ltd – Customer Interaction Centre

良好工作場所管理概念「5S」，除了適用於製造業外，亦有助提升服務業的職安健水平。今屆良好工作場所整理比賽的另一間金獎機構——中華電力有限公司屬下的中電客務熱線中心，就是一個好例子。

中電客務熱線中心擁有逾100位員工，以24小時全天候運作，為香港220萬中電客戶提供賬戶查詢、供電申請、緊急維修安排等服務，每日應接客戶電話近10,000個。中心於2007年第一季開始推行「5S」管理概念，在短短一年內，就獲得良好工作場所整理比賽的金獎殊榮；其成功的秘訣，在於獲得同事主動的參與以及積極支持。

中電市場及客戶服務業務部總監周騰輝先生表示，中電客務熱線中心推行「5S」管理的目的，旨在提高中心的效率，為客戶提供更完善的服務。其實早於2000年中電已經推行「5S」管理，當時有關計劃首先在工地推行，以安全為主要著眼點，結果效果良好，並對整體工作有正面的幫助，公司於是將5S管理概念推廣至其他部門。由於已經累積了不少經驗，因此在推行上可謂事半功倍。

中電客務熱線中心經理關美玉小姐表示，由於熱線中心面積寬敞闊大，並需要保存大量客戶資料，而工作上則需要即時回應客戶的查詢，因此工作場所需要整齊清潔，才能令同事們容易而快捷地取得客戶的資料。在引進以「五常法」為基礎的「5S」管理後，對提升日常運作的效率有很大的幫助。

The good housekeeping management principle '5S' does not only apply to the manufacturing industry, it can also enhance the standards of occupational safety and health of the service sectors. Another Gold Award winner of the Good Housekeeping Competition 2007-08, the Customer Interaction Centre of CLP Power Hong Kong Ltd, is a good example.

The Customer Interaction Centre of CLP Power Hong Kong Ltd has over 100 staff members handling nearly 10,000 phone calls everyday providing 2.2 million customers with round-the-clock hotline services, including account management, supply application, energy efficiency advice and emergency services. The Customer Interaction Centre introduced the '5S' management principles in the first quarter of 2007, and won the Good Housekeeping Gold Award within 1 year. The reason for her success is the full support and active participation by fellow staff members.

Mr Chow Tang Fai, Director of the Marketing & Customer Services, CLP Power Hong Kong Ltd said that, the reason for the introduction of '5S' management to the Customer Interaction Centre was to enhance the efficiency of the centre, and to provide better service to customers. CLP Power Hong Kong Ltd first introduced the '5S' management in 2000. Initially, it was merely introduced in work sites, with the focus on safety. The results were so promising and the overall outcome was so positive that the company decided to further promote '5S' management principles to other departments. As experience was obtained during the earlier introduction of '5S', the subsequent implementations were more efficient and effective.

Miss Kwan Mei Yuk, Manager of the Customer Interaction Centre of CLP Power Ltd said that, since there is a large amount of customers' information stored in the center, and staff members must react to the enquiries of customers immediately at work, the workplace must be kept tidy and clean. In this way, the staff can obtain customers' information easily and quickly. The introduction of the '5S' management principle has greatly enhanced the effectiveness of daily operations.

客務熱線中心推行的「5S」以「由心出發」為主題，並以「過程開心」、「積極參與」及「建立文化」為目標。由於熱線中心是24小時運作，同事們需要輪班工作，故較難齊集所有同事作一起講解，因此須透過內部傳訊的途徑及個別的組會進行宣傳。在推行時，首先邀請同事建立五常委員會，負責推行及檢討「5S」管理的進度。委員會採用共同參與的方式，將公眾範圍劃分成不同的區域，並由不同的小組管理，藉責任制及各組別之間的互相提點及監察，提升「5S」的水平。

在推廣「5S」方面，公司主要利用軟性的宣傳手法，以「開心五常」為主題，透過集體構思，以各種有趣的宣傳手法將「5S」訊息傳遞予全體同事，營造開心愉快的氣氛，當中包括建立五常地帶，推出五常之歌，創造五常家族，發放溫馨小提示、定期通訊及電子通訊等，並舉行大掃除日、比賽、口號設計比賽及參觀交流等活動。

在各種推廣「5S」訊息的活動中，最有趣的要算是「常氏家族」。熱線中心的同事將「5S」概念擬人化，透過常氏家族的故事發展，例如「常組織」先生和「吳整頓」小姐(婚後改姓成常整頓)的戀愛故事，經過傾慕、訂婚、結婚、搬屋，然後誕下「常清潔」、「常規範」和「常自律」三兄妹的生育以至環保的過程，將五常訊息及重點透過內部的宣傳傳達予每位同事，而在「五常」以外，他們更引進「常幫手」和「常宣傳」兩位家族新成員。而一連串有趣的五常家族推廣，由創作意念到舉辦活動，均由同事自行構思。

周先生補充，工作場所整齊清潔，有助改善工作環境，亦可令同事工作得更為愉快。此

The '5S' principle introduced by the Customer Interaction Centre is targeted to 'originate from the heart', with the goals of 'joyful process', 'active participation' and 'culture building'. As the center provides round-the-clock hotline services, staff members have to work in shifts. It is difficult to gather all staff members together at once for introduction and explanation. Therefore, promotion has to be done with internal communications and individual team meetings. In the early stage of the implementation, staff members are invited to set up a '5S' committee to implement and evaluate the progress of '5S' management. The committee has adopted a participation mode with the working teams. In addition to the designated office space of individuals, each team was assigned a responsible zone divided from the public area. This is to instill a sense of ownership, as well as a culture whereby the teams monitor and remind each other about '5S' accountability for the creation and maintenance of a neat, tidy and safe environment.

The company mainly adopted a soft approach in promoting the '5S', with the theme of the 'Happy 5S'. Through a variety of interesting promotion activities, the Customer Interaction Centre built a relaxed and fun atmosphere for staff to learn and exercise the '5S'. Activities include the establishment of a '5S' zone, the introduction of a '5S' song, the creation of 'Sheung's family', the release of the '5S' caring tips, regular newsletters and electronic newsletters. In addition, cleaning day, internal team awards, slogan competitions and visits to other '5S' workplaces are organized on a regular basis.

Of all the remarkable ideas, the most innovative one is the establishment of the 'Sheung's family' ('Sheung' is the same as 'always' in Chinese). Staff members of the Customer Interaction Centre personified each of the '5S' principles with unique character. For instance, from the love story of 'Organisation



中電市場及客戶服務業務部總監周騰輝先生與客務熱線中心經理關美玉小姐積極推動「5S」管理。Mr Chow Tang Fai, Director, Marketing & Customer Services and Miss Kwan Mei Yuk, Manager of the Customer Interaction Centre of CLP Power Ltd play an active role in the implementation of '5S' management.



客務熱線中心透過營造開心愉快的氣氛來推動員工學習及推行‘5S’。Customer Interaction Centre built a relaxed and fun atmosphere for staff to learn and exercise the ‘5S’.

外，由於可以更快提取客戶資料，提升工作效率之餘，亦可縮短客戶等候的時間，有助提高客戶的滿意程度，令公司、同事和客戶都能達到一個三贏的局面。他又表示，今次獲得良好工作場所整理比賽金獎，對同事們來說是一個很大的鼓勵。然而，要在團隊內建立起成功的「5S」文化，實在有賴持之以恆的努力。因此，中電客務熱線中心的員工將絕不鬆懈，並繼續在團隊內致力推行開心「5S」的文化。同時，公司亦會汲取客務熱線中心的成功經驗，將「5S」管理進一步推廣到前線服務上。

Sheung (Mr Sheung)’ and ‘Neatness Sheung (Mrs Sheung)’, came a story line about the start of love, engagement, marriage, house moving, the birth of ‘Cleanliness Sheung’, ‘Standardization Sheung’ and ‘Discipline Sheung’, and the development of environmental protection. By utilising these interesting and inspiring stories, ‘5S’ messages are disseminated among staff effectively. Apart from the ‘5S’ characters, they further introduced two new family members, ‘Helpful Sheung’ and ‘Promotion Sheung’. The innovative promotional activities of ‘Sheung’s family’ was designed and carried out by the staff members on their own.

Mr Chow further pointed out that, a tidy and clean workplace helps to enhance the working environment, and thus allows the staff to work in a happier mood. Besides, since customers’ information can be obtained instantly, the job efficiency can be enhanced, the waiting time of customers is shortened, and customer satisfaction is enhanced, which resulted in a ‘win-win’ situation for the company, staff members and the customers. He said that his fellow colleagues are greatly encouraged by the Good Housekeeping Competition Gold Award. Meanwhile, continuous efforts are needed to develop a mature ‘5S’ culture in the team. Therefore, they will continue to put great effort into the implementation of ‘happy 5S’ culture. At the same time, the company will adapt the successful experience of the centre, to future promote ‘5S’ management to other frontline services.

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高衛物業管理 — 專訪

An Interview with Goodwell Property Management Ltd

「突破思維空間・追求卓越境界」是高衛物業管理有限公司的企業文化，然而在提升生活素質之餘，高衛亦不忘加強職業安全及健康的發展，以提高職安健水平，減少意外發生。

總經理梁少波先生表示，人身安全是非常重要的，因此，公司不會吝嗇投放資源於推行職安健，而過去所作出的努力已漸見成效，在今期的通訊訪問中，梁先生分享了他們推行職安健的歷程、經驗以及未來的發展。

‘In search of excellence with unbounded thinking’, is the corporate culture of Goodwell Property Management Ltd. Goodwell works to enhance standard of living through excellence in property management. As an organization which takes good care of her staff and strives for excellence across the board, Goodwell takes her occupational safety and health responsibilities seriously, and works hard to improve her standard of occupational safety and health.

Mr Dicto Leung, General Manager of Goodwell Property Management Ltd, said that personal safety is very important and the company makes great efforts to promote occupational safety

梁先生指出，公司是採用「合縱連環」的方式來逐步推行職安健。所謂「合縱」是指公司上下層之間的關係，如公司管理層如何將職安健的訊息下達至各個不同部門的員工，以及員工接收訊息後如何向上層反映意見等。而「連環」即是指橫向關係的發展，包括承辦商、業主、住戶及集團系內其他相關的公司等。他認為要有效推行職安健不但要打通上下層之間的關係，改善溝通渠道，還要得到承辦商及業主等的配合，才能令職安健政策順利推行及得到廣泛支持。就如去年，他們管理的鹿茵山莊，榮獲「最佳職安健物業管理公司」金獎，便是其中一個好例子。他指出，員工在外牆進行維修工作時，很多時會涉及高空工作，所以經常要搭建及拆卸工作棚，工作性質屬高風險而且很不方便，所以他們便游說業主安裝永久工作平台。由於他們經常會與他們管轄的物業的業主代表開會討論物業安全管理事項，及舉辦活動向住戶灌輸職安健的知識，業主間都很認同他們的職安健概念。所以當他們在會上提議安裝永久工作平台時，業主都樂意支持，建議很快便獲通過。這正好表示橫向支持的重要性，否則在推行及推廣安全及健康的事宜時，將難以實行。

梁先生認為，推動職安健是一個漫長的過程，不可以一蹴而就，必須循序漸進。他們自



高衛得到業主支持，於大廈外牆加建工作平台，保障工人於外牆進行維修工作的安全。

With the support of the owners, Goodwell installed permanent working platforms to ensure the safety of workers during repair works.

and health and improve her performance. Substantial positive results have been obtained after continual efforts and hard work put in. In this issue, Mr Leung shares the company's progress, experience and future plans for the promotion of occupational safety and health.

Mr Leung explained that the company adopted the method of communicating both vertically and horizontally to promote occupational safety and health messages. Vertical communication refers to the relationships between staff members at different levels in the organization's structure, and the paths that exist to ensure that communication can travel both ways. Horizontal communication refers to the company's relationships with contractors, property owners, residents and other related companies and stakeholders. Mr Leung thinks that, for occupational safety and health to be promoted effectively, it is essential to maintain good relationships and communication between staff members of different levels within the company, as well as securing the support of contractors and property owners.

Last year, the Deer Hill Bay project managed by Goodwell was awarded the gold prize for 'The Best Property Management Company in OSH'. Their success was largely due to the effort they made in ensuring cooperation and good communication throughout the project on the promotion and implementation of occupational safety and health measures. Mr Leung explained that when performing maintenance work on external walls, employees have to work at height, which requires the frequent installation and removal of scaffolds. This is a high risk task, and is very inconvenient. Therefore, the company persuaded the owners to install permanent working platforms. As the company often had meetings on property safety management with representatives of the owners and promoted knowledge on occupational safety and health issues to the residents through different activities, the owners strongly agreed to their concepts on occupational safety and health. Therefore, when the company suggested installing permanent working platforms, it was welcomed by most owners. This demonstrates how essential horizontal communication is in securing support for occupational safety and health improvements.

Mr Leung said that promoting occupational safety and health is a long process. It can not be achieved through a one-off burst of effort; rather, it must be done step by step. In 1998, a Safety

1998年成立安全委員會負責統籌、計劃、推廣及監察職安健事宜，隨後，又成立了職安健管理委員會，集合他們旗下管理的48個屋苑代表，定期開會討論、檢討及交流物業管理的職安健事宜。另外他們會定期對安全管理系統進行安全審核，收集、評估和核證安全管理制度的效率、效能及可靠性，並透過審核結果作出持續的改善。

他又認為，建構職安健文化，需要長期的堅持，而得到領導層的支持是很重要的。經過多年來的努力，他們的「合縱」發展已見成果，全體2000多名員工的職安健意識明顯獲得提高，員工較以前更主動提出改善工作安全的意見。來年的職安健工作重點是要加強「連環」的發展，如致力提升承辦商的職安健水平，並會參與職業安全健康局舉辦的「安健屋邨確認計劃」，藉此提升物業管理的專業水平，希望能夠在業內起到催化作用，做好其職安健的同時，亦能感染同行一起提升職安健的水平。至於公司內部將會繼續舉辦各種不同類型的活動及培訓課程，並會積極參與比賽以推行公司的管理理念及作出持續改進，而管理層則會以身作則為員工樹立榜樣，務求將職安健文化滲透至每一位員工的行為當中，令他們對職安健從「認識」、「認同」階段，進步到「支持」，最終達到「發展」。



高衛物業管理有限公司總經理梁少波先生(中)表示：「員工的安全是很重要，公司不會吝嗇投放資源於推行職安健。」

Mr Dicto Leung (middle), General Manager of Goodwell Property Management Ltd said that personal safety is very important and the company makes great efforts to promote OSH.

Committee was established by the company, to be responsible for planning, organizing, developing, implementing and monitoring safety and health issues. An Occupational Safety and Health Management Committee was established afterwards to gather together the 48 property representatives from the properties under Goodwell's management. The committee meets regularly to discuss, evaluate and exchange ideas on occupational safety and health in property management. In addition, the committee conducts regular safety audits to assess the reliability, effectiveness and efficiency of the safety management system. Improvements are implemented according to the audit recommendations.

In addition, Mr Leung pointed out that support from management is essential to cultivate a strong occupational safety and health culture. As a result of years of hard work, the improvements in Goodwell's vertical communication can be seen. The awareness of occupational safety and health issues among the 2,000 employees has significantly increased, and employees are now more likely to offer their ideas on how to improve work safety.

In future, the development of occupational safety and health will focus on horizontal communication, for example, by enhancing the occupational safety and health standards of contractors and participating in the 'Hong Kong Safe and Healthy Estate Accreditation Scheme' held by the Occupational Safety and Health Council. Taking part in the accreditation scheme will provide an incentive to develop occupational safety and health procedures, raise professional standards and gain recognition for their achievements. Goodwell also hopes to act as a catalyst in the sector by using her experience in implementing occupational safety and health.

Goodwell remains committed to continuously improving her own safety and health performance and will carry on with her programme of internal activities and training courses. The Company also intends to actively participate in occupational safety and health competitions to promote her methods of development and practice. The management board will work hard to set a good example to staff members and promote the culture of occupational safety and health across the organization. Ultimately, the aim is to support and develop every staff member so that they move from passively understanding and agreeing to occupational safety and health concepts, to voluntarily take an active role in supporting and improving Goodwell's occupational safety and health practices.

綠十字會 日本起重機安全考察 經驗分享研討會

Green Cross Group – Experience Sharing Seminar on Crane Safety in Japan

職業安全健康局於本年1月組織了一個為期5天的「日本起重機安全考察團」，遠赴日本東京進行考察交流，學習日本有關起重機安全的成功經驗。為了讓本港同業分享到日本的有關經驗，綠十字會於4月16日，在金城假日酒店舉辦有關研討會，並邀請兩位考察團成員分享這次日本考察的心得。

建造業議會訓練學院講師張少球先生以圖表仔細比較日本與香港，在起重機械操作的基本訓練內容、內部培訓安排、按類型及操作負荷量的發證級別、天秤裝拆人員的工作管理架構等，有何異同之處。禮頓建築(亞洲)有限公司高級安全主任李奕恆先生則介紹日本起重機的法例在不同時期的修訂及其推行成效，並指出修訂有關法例的目的是為確保使用者的安全。他還詳細講解了有關法例的三大要點，包括製造與架設的要求、使用與操作的要求和檢查的要求。另外，他以圖片展示日本的天秤組裝過程，以及當地地盤的安全施工情況。



職安局主席李啟明，SBS，太平紳士表示研討會有助同業了解日本起重機安全的發展，加強業界對起重機的安全使用。

Mr Lee Kai Ming, SBS, JP, Chairman of OSHC said that learning from Japan's experience is an ideal way for stakeholders from Hong Kong to gain a broader perspective and knowledge on the current crane safety development, and thus enhance their own awareness and knowledge of safe crane operation.

In January, the Occupational Safety and Health Council organized a 5-day Benchmarking Study on Crane Safety in Japan. Participants visited different sites in Tokyo to observe crane safety operations and learnt about the relevant safety and health measures in Japan. To enable participants of this study tour to share their experiences with others and thereby enhance the safety awareness of a wider range of stakeholders in the relevant industries, the Green Cross Group organized an experience sharing seminar on Crane Safety in Japan on 16 April 2008, at the Holiday Inn Golden Mile. Two delegates were invited to share their experiences.

Mr Cheung Siu Kau, Lecturer of the Construction Industry Council Training Academy, delicately compared the similarities and differences between Japan and Hong Kong, in terms of the content of basic training on the use of lifting appliances, internal training arrangements, certification system categorized by different types and safe working loads, and management organization of tower crane technicians with the use of tables and graphs.

Mr Lee Yick Hang, Senior Safety Officer of Leighton Contractors (Asia) Ltd introduced recent amendments to the legislation on cranes in Japan and their effectiveness since the implementation. He explained that the legislation had been amended to ensure the safety of crane users. He further explained the three key points of the legislation, including the requirements on manufacture and installation, requirements on usage and operations, and requirements on inspections. In addition, he used photos to illustrate the installation of tower cranes, as well as the work safety conditions on construction sites in Japan.



講者回答在場人士的提問。
Speakers answered the questions raised by the participants.

參觀 香港電燈有限公司 — 南丫發電廠

Visiting the Hongkong Electric Co Ltd – Lamma Power Station

綠十字會一行20人於2008年5月16日，參觀香港電燈有限公司的南丫發電廠，以了解港燈推行的安全管理制度，尤其在天然氣使用方面的工序控制。

港燈發電科工程師(安全及培訓)勞健雄先生表示，集團一向都非常重視員工的健康及安全，並致力履行企業社會責任。集團的安全管理系統已實行了超過30年，該系統是按照安全規例的14個元素、ISO 9001國際品質管理系統及職業健康及安全評估系列OHSAS 18001的標準而制定。而為了符合政府的環保要求，發電廠擴建部分的發電機組燃料會主要採用天然氣。集團亦為此作出相應的安全管理措施，除了訂定清晰的安全架構及規章外，還針對員工、管理層及訪客的不同需要設計了5級不同程度的安全培訓，並會派員到海外接受一些特殊訓練以汲取相關的職安健知識。至於，員工在進入天然氣管制區域時，必須移除手提電話及數碼相機等可能燃源，佩戴個人防護裝備及氣體探測器，以防發生氣體洩漏所造成的意外。

Twenty Green Cross Group Members visited the Lamma Power Station of the Hongkong Electric Co Ltd on 16 May 2008 to learn about the company's safety management system, especially the procedures relating to the use of natural gas.

Mr K H Lo, Engineer (Safety and Training), Generation Division, the Hongkong Electric Co Ltd, said that the company puts a great emphasis on the health and safety of her staff members and conforms to the highest standards of corporate social responsibility. The safety management system of the company has been established for over 30 years and was set up in accordance with the 14 elements of the mandatory requirements, as well as the essence of the International Quality Management System ISO 9001 and the prestigious OHSAS18001 certification on Occupational Safety and Health. To meet the environmental protection requirements set by the Government, natural gas is used as the primary fuel of the generating unit in the extension of the Lamma Power Station. Some other related safety management means were introduced by the company. Apart from setting up a clear safety framework and policy, a 5-level safety training program was also designed to meet the different needs of staff members, management and visitors. Besides, overseas training was provided to some officers to obtain the related OSH new knowledge. Furthermore, when entering the Natural Gas Controlled Areas, staff members are not allowed to carry mobile phones or digital cameras, so as to reduce the possibility of generating sparks inside these areas. Staff members must be well equipped with personal protective equipment and natural gas detectors in case of a gas leakage.

Mr C B Leung, Engineer (Safety and Training) from the Generation Division described the contents of the emergency response measures in details, including the early preparation work, preventive measures, emergency responsibilities after an accident took place, and development of external promotion channels. He said that as the power station is located on an outlying island, it is inconvenient to access to other parts of Hong Kong. Therefore, the company formed a Fire Service Team to provide round-the-clock service to the power station, thus immediate rescue can be provided in case of fire or gas leakage. There is also a registered nurse stationed at the first aid post to give instant treatments to the injured. First aid and fire fighting training is also provided



港燈發電科工程師(安全及培訓)勞先生及梁先生與綠十字會會員合照。

Mr Lo and Mr Leung, Engineers (Safety and Training), Generation Division, the Hongkong Electric Co Ltd took group photo with the Green Cross Group members.

此外，工程師(安全及培訓)梁振邦先生就緊急應變措施的內容作詳細介紹，包括前期的準備工作、預防措施、事故發生後的緊急應變措施安排及建立對外宣傳的渠道等。他表示，由於發電廠位於離島，對外交通連接不方便，所以他們自組了1隊消防隊伍，為發電廠提供24小時的服務，以備發生火警或洩漏氣體時能作即時救援，並於急救站內駐有註冊護士為傷者作適時的治理。此外，集團亦為相關員工提供急救及消防訓練，及每個月輪流舉行火警、受傷意外以及其他事故的演習。

經驗分享後，勞先生及梁先生還安排綠十字會員到山頂遙望台俯瞰發電廠的全貌，並沿途展示廠內建築物的所屬位置及解答會員的提問。

to staff members in need. Moreover, fire drills and rehearsals for injuries and other accidents are conducted on rotation in each month.

After the experience sharing session, Mr Lo and Mr Leung led the Green Cross Group members to visit the watchtower on the peak, where members can have a full view of the Lamma Power Station. They also introduced the different buildings and responded to the questions raised by the members, which let the members to have a better understanding of the operations of a power station, as well as the related risk management.



港燈發電科工程師(安全及培訓)勞建雄先生為綠十字會會員解答有關緊急應變的名類問題。

Mr K H Lo, Engineer (Safety and Training), Generation Division, the Hongkong Electric Co Ltd answered further questions on emergency preparedness raised by the Green Cross Group members.

職安健資訊中心

OSH Information Centre

位於本局觀塘職安健訓練中心內的圖書館目前藏有逾160種雜誌、期刊及通訊，以及約7,000本與職業安全健康有關的書籍、錄影帶及光碟供市民免費查閱，為本港最大型之同類專題圖書館。而持有公司圖書證的綠十字會會員更可借閱「可供外借」的書籍兩本及光碟／錄影帶三盒。有關圖書證的申請方法，請瀏覽本局網頁www.oshc.org.hk。

The library located in our Kwun Tong OSH Training Centre has over 160 kinds of magazines, journals and newsletters, and about 7,000 technical books, video tapes and CDs in the field of occupational safety and health which is among the largest in Hong Kong. A corporate library cardholder whose corporate is a member of the Green Cross Group may borrow 2 books and 3 CDs/video tapes from those library materials not bearing restriction. Please visit our website www.oshc.org.hk for library card application.

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開放時間：
星期一至五 上午9:00至下午6:30
星期六 上午9:00至中午12:00
電話：3106 2000

Opening hours:
Mondays to Fridays 9:00 am to 6:30 pm
Saturdays 9:00 am to 12:00 noon
Tel: 3106 2000

職安健訓練課程推介

Occupational Safety and Health Courses Highlights

本局職安健訓練中心提供了一系列的職安健訓練課程，其中「職安健宣傳推廣工作坊」旨在讓學員明白推廣活動的概念，掌握及運用多種媒介及活動的技巧，從而更有效地宣傳及推廣職業安全及健康。「預防性壓力管理培訓課程」旨在激發員工管理壓力的意識、擴展身心資源，以減少壓力為自身及機構帶來的影響及可以更有效地進行壓力管理。

綠十字會會員更可以折扣價修讀本局的職安健課程。如欲索取更多有關職安健課程資料，請致電2311 3322或3106 2000與職安健訓練中心聯絡或瀏覽本局網頁www.oshc.org.hk。

The OSH Training Centres of the Occupational Safety and Health Council offer a great variety of quality training programmes. Through the "Safety Promotion Workshop", participants will understand the concepts and practices of promotion, so that they will be able to promote occupational safety and health in a more effective way. The "Preventive Stress Management Workshop" aims at arousing awareness and extending the physical and psychological resources of employees to enable them to minimize the damaging effects of stress and manage stress more effectively.

Members of the Green Cross Group can enjoy a discounted rate for OSHC's training courses. Please call 2311 3322 or 3106 2000 for further details or browse at the following website: www.oshc.org.hk.

日本貨運及貨櫃處理作業安全管理 及技術發展考察團

Benchmarking Study on Latest Technology and Safety Management of Cargo and Container Handling in Japan

職業安全健康局將聯同日本中央勞働災害防止協會於2008年11月舉辦一個為期五天的「日本貨運及貨櫃處理作業安全管理及技術發展考察團」。是次考察的目的在於觀摩和借鑑日本貨櫃儲運業界的翹楚在推行安全管理及發展安全技術的成功經驗。歡迎業界派員參加。

The Occupational Safety and Health Council and the Japan Industrial Safety and Health Association will organize a 5-day 'Benchmarking Study on Latest Technology and Safety Management of Cargo and Container Handling in Japan' in November 2008. The study is intended for the Hong Kong companies to benchmark the successful experience in Japan, and will cover both the latest technology development and best practices on safety management of cargo and container handling.

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