



**VITAL EMPLOYEE
SERVICE
CONSULTANCY**
盈力僱員服務顧問

EFSC



Vital Employee Service Consultancy

盈力僱員服務顧問



讓你的僱員笑
Cheer Your Employees Up

服務綜述

自 1993 年起，盈力僱員服務顧問致力為香港不同類型的機構提供僱員輔導及職場培訓服務，目的是改善僱員的身心健康，從而提高公司生產力，增加員工歸屬感。我們的主要服務包括：僱員輔導、危機處理、在職培訓及工作生活平衡活動等。至今，我們已經服務超過 350 間機構，包括政府部門、公營機構及商業公司，而僱員輔導服務更涵蓋超過 28 萬名僱員，相信是目前全港最大規模的僱員輔助計劃 (EAP)。

Service Overview

Vital Employee Service Consultancy has been providing services to the employees of various organizations with the aim of improving their work productivity and quality of life since 1993. Our major services include employee counseling, critical incident management, staff training, work-life balance activities, etc. We have provided services for more than 350 organizations including government departments, public organizations and business companies. Possibly the largest Employee Assistance Programme (EAP) service provider in Hong Kong, the existing coverage of our employee counseling service is over 280,000 employees.

新計劃及策略

輔導服務 新客戶

盈力提供的僱員輔導服務，透過 24 小時熱線及面談輔導，協助僱員處理因工作、家庭及個人所引起的壓力問題，是家庭友善措施之一。過去一年，我們除了保留舊有客戶之外，更成功獲得十份新的服務合約，包括：東瀛遊、牛奶公司集團、中國工商銀行（亞洲）、利亞零售有限公司、鴻福堂集團、香港房屋委員會、長者安居服務協會、強制性公積金管理局、香港交易及結算所有限公司及香港理工大學。

New or Pilot Projects

New Customers Using our Counseling Service

Employee counseling and consultation service is one of our major services to help the staff of our customers cope with stress and anxiety arising from work, family and personal problems, which is one of the family friendly policies. In the past year, we succeeded in engaging a number of new contracts from different sectors including EGL Tours Company Ltd., Dairy Farm Group, Industrial and Commercial Bank of China (Asia) Ltd., Convenience Retail Asia Ltd., Hung Fook Tong Holdings Ltd., Hong Kong Housing Authority, Senior Citizen Home Safety Association, Mandatory Provident Fund Schemes Authority, Hong Kong Exchanges and Clearing Ltd. and the Hong Kong Polytechnic University.

長者安居服務協會是首間使用盈力輔導服務的社福機構。我們已準備好為業界提供高質素的輔導服務，亦會鼓勵更多社福機構引入 EAP，協助僱員處理壓力問題。

此外，一些舊有服務合約如公務員事務局「壓力管理諮詢熱線」、教育局的「教師陽光專線」及香港鐵路有限公司的僱員輔導服務亦於去年獲得續約。能同時得到商業及公營機構的支持及讚賞，對我們來說是值得鼓舞的。

Senior Citizen Home Safety Association was our new EAP customer and this was our first time to provide EAP service to social welfare sector. Vital is ready to provide professional counseling service to the field and we will continue to encourage social welfare agencies to launch EAP for their employees.

Besides, some customers renewed their contracts with Vital including the "Hotline Counseling Service for Civil Servants" under Civil Service Bureau, the "Teachers' Helpline" under Education Bureau and the EAP under MTR Corporation Ltd.. It was encouraging to have the support and appreciation to our services from both the public and business sectors.



香港交易及結算有限公司透過服務簡介會向員工介紹「僱員輔導熱線」。

Hong Kong Exchanges and Clearing Ltd. arranged briefing sessions to introduce "Staff Counseling Hotline" to staff.

訓練活動 新思維

過去一年，我們繼續為不同機構舉辦在職培訓，新增了近 30 個客戶，包括：adidas 香港有限公司、四洲集團、八達通控股有限公司、通力電梯（香港）有限公司、永安旅遊、信安保險有限公司等。為了配合市場的需要，我們亦不斷創作新穎的題目，當中以「讀心術 - 你也能看透別人」、「V 型反彈 - 提升三低員工工作熱誠與表現」及「靜能量 - 靜觀減壓體驗」最受企業歡迎。

New Initiatives in Training Programme

Over the past year, Vital provided various topics of training workshops for different customers. There were 30 new customers using our training service including: adidas Hong Kong Ltd., Four Seas Mercantile Holdings Ltd., Octopus Holdings Ltd., KONE Corporation, Wing On Travel, Principal Insurance Company (HK) Ltd., etc. In response to the market interests, we designed new topics such as "Mind-Reading – You can see people's heart", "V-Shape Rebounds – Enhancing staff motivation and performance in workplace" and "Power of Silence – An experiential workshop on mindfulness" which received positive feedbacks.



我們在廣州為堡獅龍企業有限公司的培訓人員提供「想創你的腦」工作坊。
We conducted "Train-the-trainer Workshop on Creativity" in Guangzhou for the Bossini Enterprises Ltd..



香港中華煤氣有限公司員工透過我們設計的互動遊戲，認識九型人格。
Staff of The Hong Kong and China Gas Co. Ltd. understood Enneagram through our interactive games.



孫立民先生與和記黃埔地產的督導人員分享管理 Y 世代員工的技巧。
Mr. Suen Lap-man shared skills on managing Gen Y staff for the supervisory staff of Hutchison Whampoa Property Ltd..



永安旅遊的外遊領隊在「危機處理工作坊」中參與個案討論。
Staff of Wing On Travel involved in case discussion in the "Workshop on Crisis Management".



寶光實業員工參加有益身心的香薰瑜珈班。
Staff of Stelux Holdings actively participated in the Aroma Yoga Class.



盈力為食物環境衛生署的前線人員舉辦了針對工作處境而設計的「減衝突、學自保」培訓課程。
Vital conducted a tailor-made workshop on Self-Protection for the frontline staff of Food and Environmental Hygiene Department.



教育局委托盈力舉辦教師工作坊，體驗靜觀減壓。
Education Bureau appointed Vital to conduct Workshop on Mindfulness for teachers.



環保署員工在戶外解困遊戲中體驗團隊合作精神。
Through outdoor problem solving activity, staff of Environment Protection Department experienced team spirit and cooperation.



盈力為香港國際社會服務社的退修日安排了新穎及有趣的團隊創意遊戲，近 200 人參與其中。
Vital arranged some innovative and interesting team games for nearly 200 staff in the Retreat Day of International Social Service Hong Kong Branch.

國內市場 新發展

除了香港市場之外，盈力亦繼續向中國市場發展，為國內企業提供服務。去年 8 月，我們獲邀到廣州為堡獅龍企業有限公司舉辦「想創你的腦 - 在工作間發揮創意」工作坊，而參加者是該公司來自不同省份的培訓部員工。另外，我們亦為立德國際公證香港有限公司於深圳及番禺舉辦了「壓力管理工作坊」，參加者的反應非常熱烈。

Business Development in Mainland China

In addition to the Hong Kong market, Vital was expanding its business in Mainland China. In August 2010, Vital was invited to conduct a workshop on "Creativity – Creative problem solving in workplace" for Bossini Enterprises Ltd.. The participants were the in-house trainers of Bossini who came from different provinces of China. Besides, we conducted stress management workshops for the staff of Bureau Veritas Hong Kong Ltd. in ShenZhen and PanYu. The participants enjoyed the workshops and actively participated in the training activities.

特別活動項目

作為香港大型的僱員服務提供者，盈力積極提倡及協助公司營造和諧工作間，並提升員工的工作表現及熱誠。過去一年，我們舉行了不同主題的研討會及在職人士問卷調查。

Special Events

As the largest provider of employee services in Hong Kong, Vital proactively advocate and assist the companies to build a harmonious working environment, as well as to enhance the work performance and motivation of staff. Last year, we initiated an employee survey and organized a public seminar.

「三低員工處境」 - 認識及管理低表現員工調查

工作間存在表現欠佳的員工，不單為管理層增添煩憂，更會影響同事的工作士氣及情緒。為了探討有關情況，我們於去年 5 月舉行「三低員工處境 - 認識及管理低表現員工調查」，訪問逾 500 名在職人士，了解他們對三低員工的看法。調查發現，受訪者最怕與「低 EQ、惡劣工作態度、欠缺工作熱誠」之員工共事。是次調查結果得到各大傳媒的廣泛報道，包括：無綫電視、有線電視、NOW 財經台、香港電台、蘋果日報、東方日報等。

"3-Low Staff" - Survey on Low Performance Staff at Workplace

In workplace, "3-Low Staff" not only makes trouble to management, but also affects staff's morale and work emotion. In order to investigate the issue, Vital conducted a survey named "3-Low Staff – Survey on Low Performance Staff at Workplace" and more than 500 employees were interviewed in May 2010. The findings reflected that staff with low EQ, bad work attitudes and lack of work enthusiasm were the most unwelcome colleagues in workplace. This survey received wide media coverage including TVB, Cable TV, Now TV, RTHK, Apple Daily and Oriental Daily.



◀ 盈力管理顧問孫立民先生及高級經理吳慧琪小姐在記者會中公佈「三低員工處境」調查結果。
Mr. Suen Lap-man, Management Consultant of Vital, and Ms. Wicky Ng, Senior Manager, announced the result of "Survey on 3-Low Staff" in the press conference.

「V形反彈」- 處理三低員工及建立熱誠工作團隊研討會

我們於去年十月舉行「V形反彈 - 處理三低員工及建立熱誠工作團隊研討會」，探討「三低員工」的處境及管理人員的處理策略。會中邀請了多位嘉賓分享寶貴的人事管理經驗，包括：香港人力資源管理學會會長暨捷成洋行有限公司集團人力資源董事莫家麟先生、堡獅龍企業有限公司人力發展部副董事謝曉丹小姐、以及萬寧人力資源高級經理陳樂敏小姐。是次研討會的報名情況非常踴躍，逾 200 名參加者到場支持，反應熱烈。

"V-Shape Rebound" - Seminar on Enhancing Staff Motivation and Job Performance

Subsequent to the above survey, a public seminar on "V-Shape Rebound - Seminar on Enhancing Staff Motivation and Job Performance" was organized in October 2010. HR expertise from prominent companies, including Mr. Francis Mok, President of HKIHRM and Group HR Director of Jebsen & Co Ltd., Ms. Dana Tse, Associate Director of HR of Bossini Enterprises Ltd., and Ms. Monica Chan, Senior HR Manager of Mannings, were invited to share their managerial experience. Over 200 people participated in the seminar and did enjoy a fruitful and knowledgeable sharing.



莫家麟先生、謝曉丹小姐及陳樂敏小姐在「V形反彈 - 處理三低員工及建立熱誠工作團隊研討會」中分享人事管理經驗及心得。In the "V-Shape Rebound - Seminar on Enhancing Staff Motivation and Job Performance", Mr. Francis Mok, Ms. Dana Tse and Ms. Monica Chan shared their experiences and tips on staff management.

合作伙伴

「滙豐營商新動力」

「滙豐營商新動力」是專為中小企而設的企業可持續發展計劃，旨在協助中小企在業務營運中，實踐對社會及環境負責任的可持續營商手法，以提高競爭力及生產力。過去數年，「滙豐營商新動力」夥拍香港社會服務聯會的「商界展關懷」計劃，定期為中小企舉辦工作坊暨午餐會，而盈力的培訓師均被邀請為主講嘉賓，與中小企分享員工管理的知識和技巧。去年 5 月，我們在會上分享了「如何提升員工動力」，參加者的反應非常熱烈，證明中小企對員工培訓的需求很大。來年，我們仍會繼續與中小企交流，了解中小企僱員的需要。

Jointly Organized Projects with Business Partners

"HSBC Living Business"

"HSBC Living Business" is a programme that helps small and medium-sized enterprises (SMEs) become more competitive and productive by incorporating socially and environmentally sustainable practices into their business operations. In the past years, "HSBC Living Business" and the Hong Kong Council of Social Service have jointly organized regular luncheons for the SMEs. Vital's trainers were invited to be the guest speakers of the luncheons. In May 2010, we shared the topic "How to Motivate Your Staff" with the participants. The positive response reflected the training needs of the SMEs. In the coming years, we will continue to explore the needs and the market of SMEs.

商界展關懷

由香港社會服務聯會頒發的「商界展關懷」及「同心展關懷」標誌是嘉許實踐企業社會責任的公共及工商機構。去年我們成功提名了 28 間機構獲得此標誌，我們為這些機構設立 24 小時僱員輔導熱線、定期舉辦訓練、製作資訊教育活動等，協助機構營造家庭友善工作間，成為關懷員工的僱主。獲得此嘉許的客戶包括：

Caring Company Scheme

Caring Company Logo and Caring Organization Logo are awarded by the Hong Kong Council of Social Service for recognizing organizations which demonstrate good corporate citizenship and caring spirit. In the past year, we helped companies create family friendly workplace for the employees and develop a caring image for the employers by providing various employee assistance programmes like hotline counseling, training programmes and educational materials. Through our nominations, the following 28 companies were awarded with these logos:

香港上海滙豐銀行有限公司	The Hongkong and Shanghai Banking Corporation Ltd.
香港鐵路有限公司	MTR Corporation Ltd.
九龍巴士 (1933) 有限公司	The Kowloon Motor Bus Co. (1933) Ltd.
和記黃埔地產有限公司	Hutchison Whampoa Property Ltd.
信和集團	Sino Group
希慎興業有限公司	Hysan Development Company Ltd.
銀聯信託有限公司	Bank Consortium Trust Company Ltd.
中信銀行國際有限公司	CITIC Bank International Ltd.
捷成集團	Jebsen Group
索尼香港	SONY Corporation of Hong Kong Ltd.
城巴有限公司	Citybus Ltd.
美泰玩具亞太有限公司	Mattel Asia Pacific Sourcing Ltd.
新世界第一巴士服務有限公司	New World First Bus Services Ltd.
縱橫二千集團	The G2000 Group
歐萊雅香港有限公司	L'OREAL Hong Kong Ltd.
香港通用公証行有限公司	SGS Hong Kong Ltd.
昆士蘭聯保保險有限公司	QBE Hongkong & Shanghai Insurance Ltd.
昂坪 360 有限公司	Ngong Ping 360 Ltd.
傑普採購 (控股) 有限公司	Gap International Sourcing (Holdings) Ltd.
香港海關	Hong Kong Customs and Excise Department
市區重建局	Urban Renewal Authority
香港貿易發展局	Hong Kong Trade Development Council
香港機場管理局	Hong Kong Airport Authority
香港金融管理局	Hong Kong Monetary Authority
香港理工大學	Hong Kong Polytechnic University
香港大學專業進修學院	HKU School of Professional and Continuing Education
香港按揭證券有限公司	The Hong Kong Mortgage Corporation Ltd.
雅麗氏何妙齡那打素醫院	Alice Ho Mui Ling Nethersole Hospital

在商界展關懷頒獎禮上與各合作伙伴的合照：

Photos taken with our partners at the Caring Company Award Presentation Ceremony:



香港機場管理局
Airport Authority Hong Kong



銀聯信託有限公司
Bank Consortium Trust Company Limited



城巴有限公司及新世界第一巴士服務有限公司
Citybus Limited & New World First Bus Services Limited



縱橫二千集團
The G2000 Group



和記黃埔地產有限公司
Hutchison Whampoa Properties Limited



九龍巴士(1933)有限公司
The Kowloon Motor Bus Co. (1933) Ltd



歐萊雅香港有限公司
L'OREAL Hong Kong Ltd.



香港鐵路有限公司
MTR Corporation Ltd.



索尼香港
Sony Corporation of Hong Kong Ltd.



香港貿易發展局
Hong Kong Trade Development Council

結語

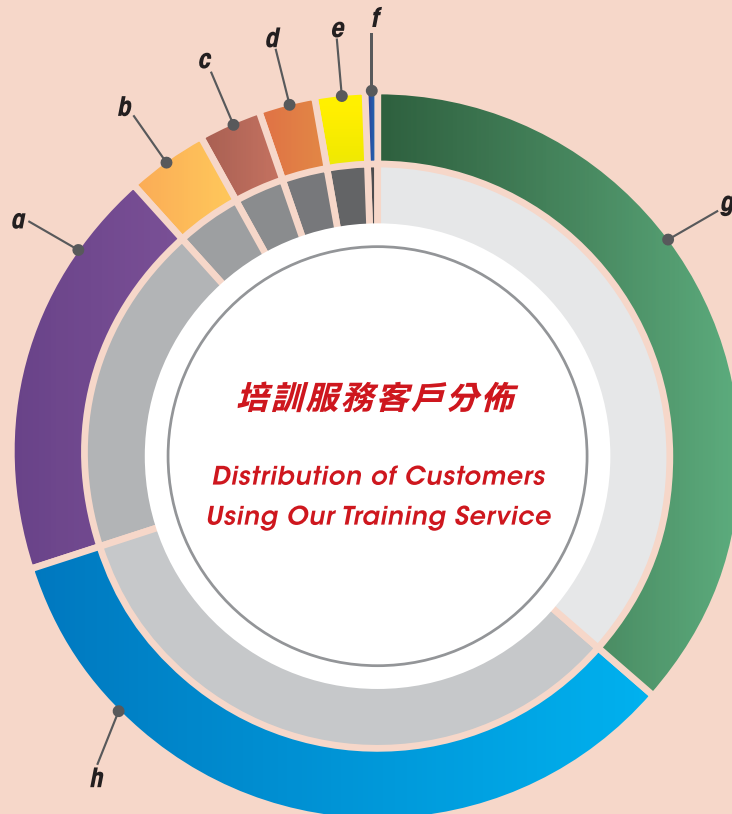
為繼續提高盈力僱員服務顧問的優質服務，同工將不斷改善服務質素及開發更多新穎的培訓主題及活動，促進僱員工作與生活平衡，令僱主及僱員同樣得益。我們相信，以同工的豐富經驗及委身精神，盈力僱員服務顧問在未來一年必定能夠創出更好的成績。

Conclusion

To ensure good quality of service, we would continue to improve our service quality and explore possible service for advocating work-life balance which would benefit both employers and employees. We believed that with our staff's rich experience and dedication, Vital will achieve further prosperity in the coming year.

服務統計資料 Service Statistics

服務類別 Types of Service		服務人次 No. of employees served
訓練及發展活動	Training and development activities	23,200
工作與生活平衡活動	Work-life balance activities	1,700
危機事件解說服務	Crisis incidents debriefing service	120



a	公營機構／公用事業	Public Bodies + Public Utility Service	18.5%
b	銀行	Bank	2.7%
c	教育機構	Education Institution	3.6%
d	非政府機構	NGO	2.3%
e	醫院	Hospital	2.5%
f	酒店	Hotel	0.5%
g	政府部門	Government Department	33.6%
h	其他商業機構	Other Business Organization	36.5%

於 2010/2011 年使用我們僱員輔導服務的客戶
Our customers for staff counseling service in 2010/2011

商業機構	Business Companies
半島酒店	Peninsula Hotel
新世界第一巴士服務有限公司	New World First Bus Services Ltd.
新創建交通服務有限公司	NWS Transport Services Ltd.
城巴有限公司	Citybus Ltd.
香港上海滙豐銀行有限公司	The Hongkong and Shanghai Banking Corporation Ltd.
香港通用公證行	SGS Hong Kong Ltd.
香港鐵路有限公司	MTR Corporation Ltd.
希慎興業有限公司	Hysan Development Co. Ltd.
利奧紙品印刷集團	Leo Paper Bags Manufacturing Ltd.
信和集團	Sino Group
逢源建築有限公司	Fung Yuen Construction Company Ltd.
信和物業管理有限公司	Premium Living Ltd.
信和物業服務有限公司	Sino Estates Management Ltd.
中港城物業管理有限公司	CHKC Building Management Ltd.
信和護衛有限公司	Sino Security Services Ltd.
信和停車場管理有限公司	Sino Parking Services Ltd.
恒毅清潔服務有限公司	Best Result Cleaning Services Ltd.
城市花園酒店	City Garden Hotel and Bright Tower
港島太平洋酒店	Island Pacific Hotel
皇家太平洋酒店	The Royal Pacific Hotel & Towers
香港黃金海岸酒店	Hong Kong Gold Coast Hotel
黃金海岸鄉村俱樂部遊艇會	Gold Coast Yacht & Country Club Ltd.
九龍巴士 (1933) 有限公司	Kowloon Motor Bus Co. (1933) Ltd.
龍運巴士有限公司	Long Win Bus Co. Ltd.
索尼香港	Sony Corporation of Hong Kong Ltd.
歐萊雅香港有限公司	L'OREAL Hong Kong Ltd.
美泰玩具亞太有限公司	Mattel Asia Pacific Sourcing Ltd.
Warnaco Inc.	Warnaco Inc.
電能實業有限公司	Power Assets Holdings Ltd.
捷成集團	Jebsen Group
中信銀行國際有限公司	CITIC Bank International Ltd.
昆士蘭聯保保險有限公司	QBE Hongkong & Shanghai Insurance Ltd.
交通銀行	Bank of Communications
瑞安集團	Shui On Group

和記黃埔地產有限公司	Hutchison Whampoa Property Ltd.
佳能香港有限公司	Canon Hong Kong Ltd.
香港浸信會醫院	Hong Kong Baptist Hospital
縱橫二千集團	The G2000 Group
牛奶公司集團	Dairy Farm Group
惠康超級市場	Wellcome Supermarkets
萬寧	Mannings
7-Eleven	7-Eleven
宜家家居	IKEA Hong Kong
鴻福堂集團	Hung Fook Tong Holding Ltd.
東瀛遊	EGL Tours Company Ltd.
中國工商銀行(亞洲)	Industrial and Commercial Bank of China (Asia) Ltd.
利亞零售有限公司	Convenience Retail Asia Ltd.
OK 便利店	Circle K
玩具反斗城	Toys "R"Us
聖安娜餅屋	Saint Honore

政府部門 / 公營機構

Government Departments / Public Organizations

公務員事務局	Civil Service Bureau
教育局	Education Bureau (for 60,000+ teachers)
香港海關	Customs & Excise Department
廉政公署	ICAC
香港房屋委員會	Hong Kong Housing Authority
香港房屋協會	Hong Kong Housing Society
雅麗氏何妙齡那打素醫院	Alice Ho Mui Ling Nethersole Hospital
香港貿易發展局	Hong Kong Trade Development Council
香港科技大學	Hong Kong University of Science and Technology
嶺南大學	Lingnan University
香港理工大學	Hong Kong Polytechnic University
香港金融管理局	Hong Kong Monetary Authority
香港按揭證券有限公司	The Hong Kong Mortgage Corporation Ltd.
證券及期貨事務監察委員會	Securities and Futures Commission
職業訓練局	Vocational Training Council
香港機場管理局	Hong Kong Airport Authority
香港大學專業進修學院	HKU School of Professional and Continuing Education
香港交易及結算所有限公司	Hong Kong Exchanges and Clearing Ltd.
長者安居服務協會	Senior Citizen Home Safety Association
強制性公積金管理局	Mandatory Provident Fund Schemes Authority