



# 服務綜述

## Service Overview

### ■ 服務綜述

盈力僱員服務顧問在這十六年來為香港不同類型的機構提供服務，目的為改善僱員生活質素及提高其生產力，從而增加歸屬感。主要服務包括僱員輔導、危機處理、在職培訓、專業介入、工作生活平衡活動等。至今，我們已經服務超過300間機構，包括政府部門、公營機構及商業公司。僱員輔導服務更涵蓋超過二十四萬名僱員，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, theme projects, work-life balance activities, etc. We have provided services for more than 300 organizations including government departments, public organizations and business companies. Possibly being the largest EAP service provider in Hong Kong, Vital is providing employee counseling service to over 240,000 employees.



昆士蘭聯保保險有限公司的同事積極參與團隊挑戰遊戲  
Staff of QBE actively attempted the team challenge activity





為奧加光學有限公司在深圳的員工舉辦優質睡眠工作坊  
Workshop on quality sleep conducted for the staff of Okia Optical Co. Ltd. in Shengzhen



九龍巴士公司員工在危機處理工作坊中進行角色扮演  
The staff of KMB participated in role playing in the Workshop on crisis management



為香港中文大學員工舉辦的九型人格工作坊  
Workshop on Enneagram conducted for the staff of Chinese University of Hong Kong



香港機場管理局員工在「開心由我揀」工作坊中大玩遊戲  
Staff of the Hong Kong Airport Authority played games in the Workshop on being happy



為公務員事務局舉辦的壓力管理講座  
The seminar on stress management conducted for the Civil Service Bureau



教師們在教育局安排下的工作坊中學習鬆弛技巧  
Teachers was practicing relaxation exercise in the workshop arranged by Education Bureau



### ■ 輔導服務 新客戶

盈力提供的僱員輔導服務，主要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，更獲多家客戶的青睞，委託我們負責僱員輔導服務，當中包括：和記黃埔地產有限公司、佳能香港有限公司、瑞安建業有限公司、鴻福堂集團、中信嘉華銀行、交通銀行、廉政公署、昆士蘭聯保保險有限公司及香港浸信會醫院。今年我們的成績斐然，得到更多企業的信任及支持，證明盈力的服務受到廣泛的認同。

### ■ 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. In the past year, we succeeded in engaging a number of new contracts from different sectors. The new customers included Hutchison Whampoa Properties Limited, Canon Hongkong Company Limited, Shui On Group, Hung Fook Tong, CITIC Ka Wah Bank Limited, Bank of Communications, Independent Commission Against Corruption (ICAC), QBE Hong Kong & Shanghai Insurance Limited and Hong Kong Baptist Hospital. It was encouraging to have the support and appreciation to our services from both the public and business sectors.

### ■ 創新培訓及探索活動 – 盈得360

盈力不斷力求創新，為配合客戶對培訓及員工活動的需要，我們與昂坪360有限公司合作推出嶄新的員工培訓及探索活動：「盈得360」- 企業培訓及多元探索系列。最大特色乃是利用大嶼山昂坪的優越場地，在大自然的懷抱下進行不同形式的培訓及員工活動。「盈得360」分為兩部份，包括「升觀之旅」企業培訓及「賞創昂坪」多元探索系列，旨在為客戶提供不同的培訓，協助提升僱員的團隊精神、人際溝通及管理技巧等，以及設計非一般的啟迪旅程，洗滌都市人的心靈。

為了向客戶推廣「盈得360」，去年11月我們與昂坪360攜手合辦「盈得360推介會」，免費招待過百名來自不同企業及機構的代表實地考察場地及配套設施，感受如何在昂坪之巔，舉辦員工活動。他們乘坐纜車飽覽大嶼山的景色，並分別參加不同的小組導賞活動，包括：「漫遊奇趣徑」、「發現大澳」、「養生養生在昂坪」，親身體驗箇中的樂趣。

此系列推出不久，已經有不少機構委託我們在昂坪安排團隊建立的員工培訓活動，包括香港中文大學、職業訓練局等，參加者對此新穎的培訓模式深感滿意。

### ■ Innovative Training and Exploring Programme – "Get 360"

Aiming to provide a unique staff training service, Vital started a new programme "Get 360" with our partner, Ngong Ping 360 Limited, including corporate training and exploring activities for the market. "Get 360" is a newly-developed programme which designs different training workshops to enhance the team spirit, communication and management skills of employees. The tailor-made activities at Ngong Ping can also refresh and enlighten our mind. Most of the participants enjoy the cable car journey and appreciate the ideas of the programme.

In order to promote the programme of "Get 360", we organized a promotion fair with Ngong Ping 360 in November 2008. Over one hundred participants joined the free promotion fair so as to have a field study about the venue, facilities and the programme. We arranged different tours including: "Ngong Ping Fun Walk", "Discover Tai O" and "Healthy @ Ngong Ping" for participants to experience the characteristics of "Get 360".

Customers were impressed by the programme "Get 360". The Chinese University of Hong Kong, Vocational Training Council, etc. also appointed Vital to organize staff training programme on Ngong Ping which have had positive feedbacks from participants.



「盈得360」推介會上參加者體驗不同主題活動  
Participants experienced various activities in the promotion programme of "Get 360"

## ■ 正面心態 共迎危機

面對金融海嘯，經營環境轉趨嚴峻，我們接獲不少客戶查詢，希望提供講座有助重整員工情緒、穩定工作士氣。有見及此，我們設計了全新的培訓題目 — 「開心由我揀」。此培訓活動是以正向心理學為基礎，提供致樂的實踐技巧，為員工建立正能量。委托我們安排此活動的客戶包括：香港滙豐銀行、香港鐵路公司、捷成集團、索尼香港、衛生署等。

經濟環境下滑，不少企業要裁員減薪，渡過危機，而盈力則為不少僱員提供轉職情緒支援，協助受影響的員工處理因工作轉變而產生的情緒困擾，並提供新工作轉介服務。有不少傳媒得知盈力在香港僱員服務上的角色，分別作出訪問及正面報導我們的工作，包括：星島日報、經濟日報、蘋果日報、香港電台電視部、澳洲廣播電台等。

## ■ Positive Mind Towards Crisis

The financial tsunami has had a great impact on the global economy. Customers hoped to stabilize staff's emotion and working morale. Our newly designed workshop, "I choose to be happy" targets for the recent atmosphere. The workshop is based on positive psychology which introduces how to live happily and build up positive energy in workplace. Vital was commissioned to deliver this workshop to different companies, included Hong Kong Bank, Jebesen Group, Sony Corporation of Hong Kong Ltd and Department of Health.

Over the past year, economic environment was glided. Many enterprises laid off employees to overcome the crisis. Vital provided outplacement services to assist the affected staff to cope with job change and the associated stress, and to provide job matching and placement service as well. Singtao Daily, Hong Kong Economic Times, Apple Daily, Radio Television Hong Kong and Radio Australia also conducted interviews with Vital to reflect the workplace environment in Hong Kong.



為昆士蘭聯保保險度身訂造的「QBE員工樂在工作中」小冊子  
Tailor-made booklet on "Healthy Life & Happy Work" designed for the QBE Insurance.



為佳能香港有限公司、香港浸信會醫院、職業訓練局設計的輔導熱線宣傳單張  
Promotional leaflet of employee counseling service designed for the Canon (Hong Kong) Ltd., Hong Kong Baptist Hospital and Vocational Training Council.

# 特別活動項目

## Special Events

我們會因應社會的變化而為客戶發展不同的服務。有見社會越來越重視身心健康及和諧工作間，我們特別為顧客度身訂造有關的主題活動，並得到參加者的熱烈反應。這些項目令僱員感受到機構對他們的關愛，更增加了他們對機構的歸屬感。

Throughout the years, our service was developed in response to the changing needs of the working community. In view of the increasing concern on balanced work-life, some theme projects were developed and tailor-made for our customers with positive responses. The projects enabled the employees to feel the care of the employers on their physical and mental health. It also enhanced the commitment of the employees towards the organizations.

### ■ 「讓你的僱員笑－建立快樂工作間研討會」

我們一直致力為僱主營造良好的工作氣氛，更於去年4月進行「同事幾分親－工作間人際關係調查」，結果發現與同事及上司的關係與工作表現有密切關係。為了進一步討論樂在工作間的心得，我們於去年5月舉行「讓你的僱員笑－建立快樂工作間研討會」，邀得香港鐵路公司、迪士尼樂園和捷成集團的專業管理人士，交流建立快樂工作間的策略和方法。其中富利堡汽車集團主席黃毅力先生亦分享如何與上司快樂相處之道，逾160名參加者到場聆聽各企業代表的經驗及心得，獲益良多。

### ■ "Cheer Your Employees Up" - How to Build a Happy Workplace

Subsequent to our survey on the interpersonal relationship in the workplace in April 2008, an open seminar on "Cheer Your Employees Up" - How to Build a Happy Workplace was organized on 16 May 2008. HR expertise from prominent organizations such as MTR, Hong Kong Disneyland and Jebsen & Co. Ltd. shared their experiences and approaches in developing harmonious atmosphere in their workplace. Mr. Eric Wong, CEO of Richburg Motors, also gave a vivid presentation on handling interpersonal relationship and adversity faced by staff. About 200 participants from both private and public sectors did enjoy a fruitful and knowledgeable sharing.





「讓你的僱員笑 - 建立快樂工作間研討會」中邀得不同嘉賓分享讓僱員快樂之道  
Various guests were invited to share their tips in the Seminar on "Cheer Your Employees Up - How to Build a Harmonious Workplace"

## ■ 公益企業「工作生活平衡日」

2008年10月17日被「公益企業」定為「工作生活平衡日」，鼓勵公司在此日向員工表達僱主對員工的工作與生活平衡的關注和重視。有不少機構響應參與「工作生活平衡日」，並邀請我們為員工安排身心健康有關的講座，讓員工感受到公司對同事的關愛。參與機構包括捷成集團、美國銀行、香港房屋協會及香港興業國際集團，而講座题目的包括：中醫保健、香薰治療、生活平衡等。

## ■ Work-Life Balance Day

To raise the awareness on the importance of work-life balance, the Community Business promoted 17 October 2008 as Work-Life Balance Day. Companies were encouraged to contribute and commit to being a socially responsible employer and to show their interests about the work-life balance of employees. Many customers joined the Work-Life Balance Day and appointed us to arrange health-related talks for their staff. Jebesen Group, Bank of America, Hong Kong Housing Society and HKR International Limited also organized health talks in response to the Work-Life Balance Day. Their favorite topics included "Tips from Chinese Medical Practitioner", "Aromatherapy for Health and Beauty" and "Striving for Work Life Balance".

### ■ 「員工身心樂健系列－健康之旅」@ 香港房屋委員會

為了提升員工的健康意識，我們為房委會的員工安排一連兩日的健康講座及檢查服務。2009年1月舉行之健康之旅共近200名員工參加，他們對體適能測試、視力評估、血糖膽固醇測試、脊柱檢查、足穴自療及中醫問症的健康諮詢攤位深感興趣，亦建議多作有關安排，讓更多同事有機會了解自己的健康狀況及學習保健技巧。

### ■ Health Check Days for Hong Kong Housing Authority

Being a responsible employer, Housing Authority cared about the personal well-being and occupational health of staff. Vital was responsible for the two health check days in January 2009 with the aim to promote healthy work life. Various health service booths, such as Spine Check by Physiotherapist, Medical consultation by Chinese Medical Practitioner, etc were arranged at the venue. Nearly 200 staff participated in the health check day. They enjoyed the programme and suggested to arrange more similar staff activities for promoting health.



香港房屋委員會員工積極參與「員工身心樂健系列－健康之旅」  
 The staff of Hong Kong Housing Authority actively participate in the Health Check Days



## ■「快樂人生 盡在Canon」

本年初，佳能香港有限公司委託我們提供僱員輔助計劃(EAP)，為了宣傳有關輔導服務，我們於1月舉行服務啟動日，並安排治療師為員工介紹香薰用法及作即場按摩指導，有助鬆弛神經。此外，工藝導師亦教授彩沙製作，讓同事設計沙樽，有的更將製成品送贈予同事，聊表心意。佳能員工對公司為他／她們提供了輔導熱線服務及一連串活動，都感到受備關懷及重視。

來年，「讓你的僱員笑」仍是我們的服務主題，我們將會加強此項目的內容及宣傳以滿足更多客戶的需求。

## ■ "Work Happy @ Canon"

Vital was appointed to provide the EAP service for Canon Hong Kong in January 2009. In order to promote the captioned service, a kick off day, was arranged. Fun and leisure booths included "Aroma Massage" and "Sand Bottle DIY" were provided to increase staff's awareness on releasing stress and enjoying fun on DIY handwork. Staff of Canon appreciated the EAP service and enjoyed the atmosphere.

"Cheer your employees up" would still be our main theme in the coming year. We would keep on strengthening the content and promotion of our service to satisfy the needs of more customers.



為佳能香港有限公司舉辦的「僱員輔助計劃啟動日」  
 The EAP Kick-off day conducted for Canon Hong Kong Company Ltd.

# 合作伙 伴

## Jointly Organized Projects with Business Partners



### ■ 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十八間機構獲得此標誌，包括香港上海滙豐銀行有限公司、香港鐵路公司、九龍巴士（1933）有限公司、信和集團、銀聯信託有限公司、中信嘉華銀行、希慎興業有限公司、捷成集團、索尼香港、歐萊雅香港有限公司、香港通用公証行有限公司、3M香港有限公司、香港海關、香港貿易發展局、美國總統輪船私人有限公司、香港按揭證券有限公司、昆士蘭聯保保險以及雅麗氏何妙齡那打素醫院。我們為這些機構設立二十四小時僱員輔導熱線、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。隨著我們的合作伙伴增加，來年我們會繼續提名我們的客戶獲得此嘉許。

### ■ 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, 18 companies and organizations were nominated by Vital including The Hongkong and Shanghai Banking Corporation Ltd., MTR Corporation Ltd., The Kowloon Motor Bus Co. (1933) Ltd., Sino Group, Bank Consortium Trust Company Ltd., CITIC Ka Wah Bank Ltd., Hysan Development Company Ltd., Jebson Group, SONY Corporation of Hong Kong Ltd., L'OREAL Hong Kong Ltd., SGS Hong Kong Ltd., 3M Hong Kong, Customs and Excise Department, Hong Kong Trade Development Council, APL Co. Pte Ltd., The Hong Kong Mortgage Corporation Ltd., QBE Hong Kong & Shanghai Insurance Ltd. and Alice Ho Mui Ling Nethersole Hospital to be the awardees of the logos. We helped these organizations provide 24-hours' hotline counseling service, conduct regular training programme, produce educational items, etc. so as to create a family-friendly workplace for the employees and develop a caring image for the employers. With increasing collaboration partners, we would continue to nominate the caring employers to be awarded with these logos.

### ■ 結語

為繼續提高僱員服務計劃的優質服務，同工將不斷改善服務質素及開發更多新的類別，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，僱員服務計劃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 and explore new services 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.

**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:



銀聯信託有限公司  
Bank Consortium Trust Company Ltd.



信和集團  
Sino Group



捷成集團  
Jebesen Group



香港貿易發展局  
Hong Kong Trade Development Council



雅麗氏何妙齡那打素醫院  
Alice Ho Mui Ling Nethersole Hospital



歐萊雅香港有限公司  
L'OREAL Hong Kong Ltd.



香港鐵路公司  
MTR Corporation Ltd.



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

## ■ 服務統計

### 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	21,200
工作與生活平衡活動	Work-life balance activities	6,850
危機事件解說服務	Crisis incidents debriefing service	130
轉職輔助服務	Outplacement service	170

## ■ 於2008/2009年使用我們僱員輔導服務的客戶

### Our customers for staff counseling service in 2008/2009

商業機構	Business Companies
香港上海滙豐銀行有限公司	The Hongkong and Shanghai Banking Corporation Ltd.
香港鐵路公司	MTR Corporation 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.
和記黃埔地產有限公司	Hutchison Whampoa Properties Ltd.
香港通用公證行	SGS Hong Kong Ltd.
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.
城巴有限公司	Citybus Ltd.
希慎興業有限公司	Hysan Development Co. Ltd.
新創建交通服務有限公司	NWS Transport Services 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

商業機構	Business Companies
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 Limited
利奧紙品印刷集團	Leo Paper Bags Manufacturing Ltd.
歐萊雅香港有限公司	L'OREAL Hong Kong Ltd.
索尼香港	Sony Corporation of Hong Kong Ltd.
美泰玩具亞太有限公司	Mattel Asia Pacific Sourcing Ltd.
銀聯信託有限公司	Bank Consortium Trust Company Ltd.
香港電燈集團有限公司	Hongkong Electric Holdings Ltd.
Warnaco Inc.	Warnaco Inc.
捷成集團	Jebsen Group
瑞安集團	Shui On Group
鴻福堂集團	Hung Fook Tong
交通銀行	Bank of Communications, Hong Kong Branch
中信嘉華銀行	CITIC Ka Wah Bank Ltd.
縱橫2000集團	The G2000 Group
佳能香港有限公司	Canon Hong Kong Company Ltd.
昆士蘭聯保保險有限公司	QBE Hongkong & Shanghai Insurance Ltd.
香港浸信會醫院	Hong Kong Baptist Hospital
AC尼爾森	AC Nielsen

政府部門 / 公營機構	Government Departments / Public Bodies
公務員事務局	Civil Service Bureau (for 80,000+ civil servants)
教育局	Education Bureau (for 60,000+ teachers)
香港按揭證券有限公司	The Hong Kong Mortgage Corporation Ltd.
香港房屋協會	Hong Kong Housing Society
香港海關	Customs & Excise Department
運輸署	Transport Department
香港貿易發展局	Hong Kong Trade Development Council
香港金融管理局	Hong Kong Monetary Authority
香港機場管理局	Hong Kong Airport Authority
證券及期貨事務監察委員會	Securities and Futures Commission
職業訓練局	Vocational Training Council
香港科技大學	Hong Kong University of Science and Technology
嶺南大學	Lingnan University
香港中文大學	Chinese University of Hong Kong
雅麗氏何妙齡那打素醫院 / 護養院	Alice Ho Mui Ling Nethersole Hospital / Nursing Home
廉政公署	Independent Commission Against Corruption