



僱員服務計劃  
Employee Service Programme





**僱**員服務計劃為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。主要服務包括僱員輔導及諮詢、訓練活動、主題計劃、健康服務、轉職輔導及家庭教育等。我們近年致力推行工作與生活平衡的活動，與機構結成伙伴，協助他們推廣工作與生活平衡，處理僱員問題，令他們成為關懷員工的僱主。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二十二萬名僱員，相信是現時全港最大的僱員輔助計劃（EAP）提供者。

The Employee Service Programme (ESP) provides services for the employees of different organizations, with the aim of improving their work productivity and quality of life. Our major services include employee counselling and consultation, staff training, theme projects, health service, outplacement service and family education. In recent years, work-life balance has been our special focus. We partnered with some caring employers to promote work-life balance and handle their employees' problems. We provided services to more than 300 organizations, including government departments, public organizations, and business companies. Possibly the largest EAP service provider in Hong Kong, the existing coverage of our employee counselling service is over 220,000 employees.



## 服務發展

### 僱員輔導及諮詢服務新合約

僱員輔導及諮詢服務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外，更成功獲得不少新的服務合約。在公營機構方面，公務員事務局委託我們為69個政府部門合共85,000僱員提供兩年「壓力管理熱線輔導服務」。此外，我們亦再度取得教育統籌局的合約，為合共60,000名教師提供兩年的「教師陽光專線」及訓練活動。其他政府及公營機構的新客戶包括運輸署、香港機場管理局及職業訓練局。

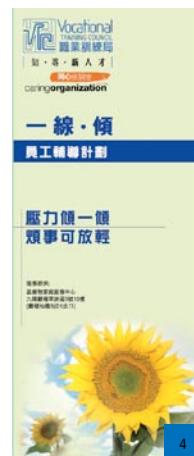
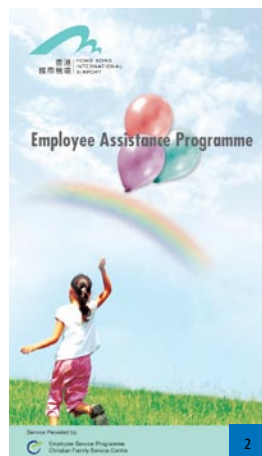
商業機構方面，我們與希慎興業有限公司、九龍巴士（1933）有限公司、新創建交通服務有限公司、城巴有限公司及新世界第一巴士服務有限公司結成人力資源夥伴，為僱員提供輔導服務。能同時得到商業及公營機構的支持及讚賞，對我們來說是值得鼓舞的。

## New Initiatives

### New Contracts for the Employee Counselling and Consultation Service

The Employee Counselling and Consultation Service is our major service providing assistance to staff of our partners so that they may cope with stress and anxiety arising from work, family and personal problems. Over the past year, we succeeded in concluding a number of new contracts from different sectors. The most encouraging one in the public sector is that with the Civil Service Bureau, which commissioned the ESP to provide two years of 'Hotline Counselling Service on Stress Management' for over 85,000 employees in 69 governmental departments. In addition, the Education and Manpower Bureau commissioned us once more to operate the 'Teachers' Helpline', for around 60,000 teachers for two years. Other new customers in the public sector include the Transport Department, Airport Authority Hong Kong, and the Vocational Training Council.

In the business sector, we obtained new contracts of providing counselling service to the staff of Hysan Development Co. Ltd, Kowloon Motor Bus Co. (1933) Ltd, NWS Transport Services Ltd, New World First Bus Services Ltd and Citybus Ltd. We are most encouraged to have received support and appreciation for our services from prestigious organizations in both the public and private sectors.



1-4. 為公務員事務局、機場管理局、九龍巴士（1933）有限公司及職業訓練局設計的僱員輔導服務宣傳單張  
Leaflets of employee counselling service designed for the Civil Service Bureau, Airport Authority Hong Kong, Kowloon Bus Co. (1933) Ltd. and Vocational Training Council

### 工作與生活平衡項目

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工作與生活的平衡，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身心健康的重視，更增加了他們對機構的歸屬感。

#### 運輸署「平衡工作與生活健康日」

為增加僱員對工作與生活平衡的認識及關注，運輸署於去年十一月委託我們設計及統籌「平衡工作與生活健康日」，吸引了350位僱員及家屬參加。參加者透過專題小冊子、資訊展覽、舞台表演、健康攤位及親子文化活動學習作活平衡的技巧。當日參加者反應熱烈，運輸署署長黃志光太平紳士更在台上演唱一曲，與僱員打成一片。

經過這次成功的經驗，運輸署再委託我們於2007年1月至3月期間進行「平衡工作與生活展覽」。透過合共十二天的巡迴資訊展覽及健康攤位活動，讓更多僱員明白工作與生活平衡的重要性。

#### 奧比斯「員工體健日」

去年8月，我們亦為奧比斯舉辦了「員工體健日」，讓僱員透過不同的健康攤位，了解自己的健康狀況及學習保健技巧。我們的專業醫療隊伍在奧比斯辦公地點內安排了五個健康攤位，其間亦安排遊戲及抽獎活動，增加現場氣氛。

來年，工作與生活平衡仍是我們的重點項目，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。

### Projects on Work-life Balance

Over the years, our service has developed in response to the changing needs of the working community. In view of the increasing concern for a balance between work and other areas of life, some theme projects were developed for our customers, with positive responses. The projects have enabled employees to appreciate the investment of their employers in their physical and mental health, and have enhanced the commitment of employees towards their organizations.

#### 'Work-life Balance Health Day' for the Transport Department

To raise staff awareness of the importance of work-life balance, the Transport Department commissioned us to design and organize a 'Work-life Balance Health Day' for around 350 staff and their family members in November 2006. Themed booklets, an exhibition, a stage performance, health service booths and parent-child booths were arranged at the venue to promote the concept of work-life balance. The programme was received positively, and culminated in a singing performance by Mr Wong Chi-kong, JP, Commissioner for Transport.

Receiving positive responses from the participants at the above event, the Department invited the ESP again to organize the 'Work-life Balance Exhibition' from January to March 2007. The exhibition was conducted for twelve days at various worksites of the Department, enabling more staff to be equipped with skills for balancing their work and non-work lives.

#### 'Staff Wellness Day' for Orbis Hong Kong

The ESP also conducted a Staff Wellness Day for Orbis Hong Kong in August 2006. Five health service booths were arranged in the workplace to increase staff awareness of health concepts and equip them with effective skills in maintaining wellness. A lucky draw was also arranged to enhance the atmosphere of the programme.

The advocacy of work-life balance remains our main focus for the coming year. We will continue to strengthen the content and promotion of our service to satisfy the needs of more customers.



5. 參加者在運輸署「平衡工作與生活健康日」中齊做百人操 In the 'Work-life Balance Health Day' for Transport Department, the participants took part in physical exercise.
6. 運輸署「平衡工作與生活健康日」中的健康服務攤位 The health service booths in the 'Work-life Balance Health Day' for Transport Department.
7. 參加者在「平衡工作與生活展覽」中對資訊展覽感興趣 Participants showed interests in the information displayed in the 'Work-life Balance Exhibition'
8. 奧比斯僱員積極參與「員工體健日」的體檢服務 The staff of Orbis participated actively in the body-check counter of 'Staff Wellness Day'

### 合作伙伴計劃

#### 訓練及發展活動

過去一年，我們繼續與不同機構建立伙伴關係，定期為它們的僱員舉辦訓練及發展活動。其中包括國泰航空服務有限公司、金城營造集團、怡和機器有限公司、3M香港有限公司、貿易通、大福證券、傑普採購控股有限公司、地鐵公司、公務員事務局、貿易發展局、衛生署、地政署等等。最受歡迎的訓練主題有「Fit Office系列」中的3Q(IQ, AQ, EQ)、壓力管理、健腦操及肢體按摩、中醫、足穴療法健康講座；「Smart Office系列」中的有九型性格、創意思維及員工督導技巧等。從課後評估統計所知，超過九成的參加者對我們提供的訓練都感到滿意或非常滿意。

此外，僱員服務計劃與香港海關一直維持良好伙伴關係，成功地策劃及推行有關推廣健康生活的活動。我們於去年10月更因此獲得海關關長湯顯明先生頒發嘉許狀，以表讚賞及認同。

市場的熱烈反應，反映出我們在僱員訓練及發展方面的專業已獲得認同。去年11月，僱員服務計劃更在香港人力資源管理學會邀請下，舉辦了「笑談與上司快樂相處之道」講座。這次講座除成功舉辦外，更吸引了一些商業機構，成為我們的新合作伙伴。

### Partnership

#### Staff Training and Development Programme

Over the past year, the ESP has partnered with various organizations to provide staff training and development programmes. Our partners included Cathay Pacific Airways Ltd, Kum Shing Construction Group, Jardine Engineering Corporation Ltd, 3M Hong Kong Ltd, Tradelink Electronic Commerce Ltd, Tai Fook Securities Group Ltd, Gap International Sourcing (Holdings) Ltd, the MTR Corporation Ltd, the Civil Service Bureau, the Hong Kong Trade and Development Council, the Department of Health, and the Lands Department, amongst others. The most popular training topics in our 'Fit Office Series' included '3Q' (i.e. IQ, AQ, EQ), stress management, brain gym and health talks on body massage, Chinese medicine, foot reflexology, and so on. The topics on enneagram, creativity thinking and staff coaching in the 'Smart Office Series' were also well received by customers. The positive responses are reflected in the post-training statistics, where over 90% of participants rated our training programmes to be satisfactory or very satisfactory.

Additionally, the ESP has maintained good collaboration with the Customs and Excise Department, and has successfully organized various activities for the Department to promote staff wellness. In recognition of our contributions, the ESP was awarded a Certificate of Appreciation by Mr Timothy Tong, the Commissioner of the Department, in October 2006.

The enthusiastic reception from our customers reflected their recognition of our service quality in the staff training and development aspect. In November 2006, the Hong Kong Institute of Human Resources Management invited the ESP to conduct a talk show on 'Bossology'. The talk was successful, and resulted in some business organizations agreeing to partner with us.



9. 香港海關關長湯顯明先生頒發嘉許狀予僱員服務計劃 ESP was awarded a certificate of appreciation by Mr. Timothy Tong, the Commissioner of Customs and Excise Department  
10. 為信和集團舉辦的「3Q工作坊」Workshop on 3Q for Sino Group

## 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四間機構獲得此標誌，包括地鐵公司、香港海關、貿易發展局及香港通用公証行有限公司。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機構獲得此嘉許。

## Caring Company Scheme

The Caring Company logo and Caring Organization logo are awarded by the Hong Kong Council of Social Service to recognize organizations which have demonstrated good corporate citizenship and a caring spirit. Over the past year, the ESP nominated the MTR Corporation Ltd, the Customs and Excise Department, the Hong Kong Trade Development Council and SGS Hong Kong Ltd as awardees of the logos. We helped these organizations to provide 24-hour hotline counselling service, conduct regular training programmes, and produce educational items to create a family-friendly workplace for employees and develop a caring image for employers. With increasing collaboration by our partners, we will continue to nominate caring employers for these awards.



11. 為國泰航空飲食服務有限公司舉辦的「退休前準備工作坊」 Workshop on Pre-retirement Preparation for Cathay Pacific Catering Services Ltd
12. 香港人力資源管理學會副會長徐立豐先生頒發感謝信予僱員服務計劃 ESP was awarded a letter of appreciation by Mr. Andy Tsui, the Vice President of Hong Kong Institute of Human Resource Management
13. 為大福證券舉辦的「想創你的腦工作坊」 Workshop on Creativity for Tai Fook Securities Group Ltd
14. 為教育統籌局舉辦的「員工督導技巧工作坊」 Workshop on Staff Coaching for Education and Manpower Bureau
15. 為九龍巴士(1933)有限公司舉辦的「足步反射講座」 Seminar on Foot Reflexology for Kowloon Bus Co. (1933) Ltd
16. 高級經理吳慧琪及管理顧問孫立民在商界展關懷嘉許禮上與香港貿易發展局員工組織TDC United主席黎華慧君女士合照  
Ms. Wicky NG, Senior Manager and Mr. Suen Lap-man, Management Consultant of ESP, and Ms. Regina Lai, Chairlady of TDC United in the Caring Company Recognition Ceremony
17. 高級經理吳慧琪及管理顧問孫立民與香港社會服務聯會行政總裁方敏生女士及地鐵公司督導及專業訓練經理茅秀珍女士在「伙伴聯繫茶聚」中合照  
Ms. Wicky NG, Senior Manager and Mr. Suen Lap-man, Management Consultant of ESP, Ms. Christine Fang, Chief Executive of the Hong Kong Council of Social Service, and Ms. Doris Mao, Supervisory & Professional Training Manager of MTR Corporation Ltd. in the Tea Gathering

### 總結

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 service, we will continue to improve our service quality and explore possible services advocating work-life balance which will benefit both employers and employees. We believe that with our staff's rich experience and dedication, the ESP will achieve further prosperity in the coming year.

### 統計資料

#### Service Statistics

服務類別 Type of Service	服務人次 No. of employees served
訓練及發展活動 Training and development activities	18,840
工作與生活平衡活動 Work-life balance activities	1,100
危機事件解說服務 Crisis incidents debriefing service	56



## 於2006/2007年使用我們僱員輔導服務的 Our customers for staff counselling service in 2006/2007

政府部門／公營機構	Government Departments / Public Bodies
公務員事務局	Civil Service Bureau
教育統籌局	Education and Manpower Bureau
香港房屋委員會	Hong Kong Housing Authority
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
雅麗氏何妙齡那打素醫院	Alice Ho Mui Ling Nethersole Hospital
香港按揭證券有限公司	The Hong Kong Mortgage Corporation Limited

## 於2006/2007年使用我們僱員輔導服務的機構 Our customers for staff counselling service in 2006/2007

商業機構	Business Companies
香港上海匯豐銀行有限公司	The Hongkong and Shanghai Banking Corporation Ltd.
地鐵公司	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.
香港通用公證行	SGS Hong Kong Ltd.
新創建交通服務有限公司	NWS Transport Services Ltd.
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 Limited
半島酒店	Peninsula Hotel
希慎興業有限公司	Hysan Development Co. Ltd.
信和集團	Sino Group
逢源建築有限公司	Fung Yuen Construction Company Limited
信和物業管理有限公司	Premium Living Limited
信和物業服務有限公司	Sino Estates Management Limited
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 Limited
信和停車場管理有限公司	Sino Parking Services Limited
恒毅清潔服務有限公司	Best Result Cleaning Services Limited
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 Limited
利奧紙品印刷集團	Leo Paper Bags Manufacturing Ltd.