



盈利僱員服務
Vital Employee Service



服務綜述 Service Overview

「盈力僱員服務顧問簡稱(盈力)」，前身為「僱員服務計劃」，十五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。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，包括政府部門及公營機構。僱員輔導服務更涵蓋超過二十三萬名僱員，相信是目前全港最大規模的僱員輔助計劃。

For the past 15 years, Vital Employee Service Consultancy ('Vital'), formerly know as Employee Service Programme, has been providing services to the employees of various organizations to improve their work productivity and quality of life. Our major services include employee counselling, crisis management, staff training, theme projects, work-life balance activities, and so forth. We have provided services to more than 300 organizations, including government departments, public organizations and businesses. Possibly the largest EAP service provider in Hong Kong, the existing coverage of employee counselling service is over 230,000 employees.



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- 1 信和集團員工在太極班中投入練習
Staff of Sino Group practiced Tai Chi in the training class
- 2 為九龍巴士(1933)有限公司舉辦的「人際溝通技巧工作坊」
Workshop on Interpersonal Communication Skills" conducted for the Kowloon Bus Co. (1933) Ltd.
- 3 為新世界集團舉辦的「壓力管理工作坊」
"Workshop on Stress Management" conducted for the NWS Holdings Ltd.
- 4 東華三院員工在退修營中學習穴位按摩
Staff of the Tung Wah Group learned Acupuncture Therapy in the retreat camp

新計劃及策略 New or Pilot Projects



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新的名字 新的一頁

為配合業務發展及反映我們的專業取向，「僱員服務計劃」於二零零八年一月起易名為「盈力僱員服務顧問」。「盈力」寓意員工笑意盈盈、充滿活力地工作；而英文名稱「Vital」則代表我們所提供的僱員服務是富有生命力。我們制作了全新的網頁 www.vital.org.hk 及服務單張，並配以全新口號「讓你的僱員笑」，從而承諾會提供更創新、更有效的專業服務，讓僱主及僱員一同得益。

A New Name A New Phase

To develop our business and reflect our professional orientation, in January 2008 our unit name was changed to Vital Employee Service Consultancy. 'Vital' reflects that our employee services can energize employees to enjoy their work and develop harmonious relationships in the workplace. With our newly designed website (www.vital.org.hk), new promotional leaflet, and slogan of 'Cheer Your Employees Up', we are committed to providing more innovative and effective professional service to benefit both employees and employers.

輔導服務 新客户

盈力提供的僱員輔導服務，能協助僱員處理因工作、家庭及個人所引起的壓力問題，是公司推行家庭友善措施之一。過去一年，我們除了保留舊有客戶之外，更成功獲得不少新的服務合約，包括香港電燈集團、捷成集團、SONY(新力)香港有限公司、時富集團、Warnaco Inc.、歐萊雅香港有限公司、美泰玩具亞太有限公司、銀聯信託有限公司、入境事務處、香港鐵路公司、香港中文大學及市區重建局等。對我們來說，能同時得到商業及公營機構的支持和讚賞，是十分值得鼓舞的。

New Customers Using our Counselling Service

Employee counselling and consultation is one of our major services to help the staff of our customers to cope with stress and anxiety arising from work, family and personal problems. In the past year, we succeeded in securing a number of new contracts from different sectors. Our new customers include Hongkong Electric Holdings Ltd, Jebsen Group, Sony Corporation of Hong Kong Ltd, The Celestial Asia Securities Holdings Ltd, Warnaco Inc., L'OREAL Hong Kong Ltd, Mattel Asia Pacific Sourcing Ltd, Bank Consortium Trust Company Ltd, the Immigration Department, the MTR Corporation Ltd, the Chinese University of Hong Kong, and the Urban Renewal Authority, amongst others. We were greatly encouraged by the support and appreciation of both the public and business sectors.

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地政總署員工正跟隨導師積極練習健腦操

Staff of Lands Department actively practiced the Brain Gym exercise instructed by the trainer.



訓練活動 新思維

過去一年，我們繼續為不同機構舉辦訓練活動，新客戶包括恆基兆業地產有限公司、信德集團、新世界集團、艾利丹尼森香港有限公司等，當中亦有不少是社會服務機構，包括基督教懷智服務處、東華三院、匡智會等。我們也不斷創作新穎的題目，以配合客戶的需要，當中包括「40歲前必須做好的十件事 - 導向成功的策略」、「Work Hard Work Smart - 工作出色之道」、「共譜健康樂章 - 音樂治療」及「有覺好睡 - 良好睡眠方法」，都深受客戶的歡迎。

New Initiatives in Training Programmes

Last year, Vital continued to partner with various organizations for the provision of staff training and development programmes. Our new customers include Henderson Land Development Co. Ltd, Shun Tak Group, NWS Holdings Ltd, and Avery Dennison (Hong Kong) Ltd. We also provided training services to other NGOs, such as Wai Ji Christian Service, the Tung Wah Group of Hospitals, and Hong Chi Association. Moreover, Vital endeavored to develop new training areas to meet customers' needs. Our newly designed programmes like 'Ten Must Dos Before 40 - Important Strategies for Success', 'Work Hard, Work Smart - the Ways to Score Full Marks', 'Healthy Music - Music Therapy Workshop' and 'Sweet Dreams - Effective Ways to Sleep Well' were well received by our customers.



為捷成集團度身訂造的「健康又輕鬆 樂在工作中」小冊子
Tailor-made booklet on Healthy Life & Happy Work produced for the Jebsen Group.

為Sony(新力) 香港有限公司、入境事務處及香港中文大學設計的輔導熱線宣傳單張
Promotional leaflet of employee counseling service designed for the Sony Corporation of Hong Kong Ltd., Immigration Department and the Chinese University of Hong Kong.

特別活動項目 Special Events

讓僱員笑

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。

「演藝人員夏日獻禮」@ 迪士尼樂園

去年九月，我們為香港迪士尼舉辦員工活動「演藝人員夏日獻禮」，為了讓活動更具意義，並提升員工的健康意識，我們安排了多個健康服務攤位於會場內，包括由物理治療師進行的脊柱檢查、營養師提供的脂肪比例測量等。是次活動一共錄得5,600人次參與。活動中，迪士尼的員工都充滿笑臉，感謝我們的專業服務。

To Cheer Employees Up

Our service has evolved to address the changing needs of the working community. In view of increasing concern about work-life balance, we offered customized projects with specific themes for our customers and received many positive responses. These projects enabled employees to recognize the care provided by their employers and enhanced their sense of belonging to their organizations.

"Cast Summer Blast" at Hong Kong Disneyland

To raise staff awareness of the importance of work-life balance, Hong Kong Disneyland commissioned us to design and organize a health service in the 'Cast Summer Blast'. Various health service booths, such as Spine Check by Physiotherapist, BMI measurement by Diete, etc. were arranged. A total attendance of 5,600 was recorded. The staff of Hong Kong Disneyland enjoyed the programme very much and expressed their gratitude for our professional service.



迪士尼演藝人員夏日獻禮中的健康攤位極受員工歡迎
The health service booths in the "Cast Summer Blast" were welcomed by the staff of Disneyland.



「健康又輕鬆 樂在工作中」@捷成集團

我們亦為捷成集團舉辦了一連串以「健康又輕鬆 樂在工作中」為主題的活動，讓僱員透過輔導熱線、培訓活動、資訊展覽、員工小冊子、健康攤位等，建立健康愉快的工作環境。本年三月，我們的專業保健團隊分別到達捷成集團的不同辦公地點，設立不同的健康攤位，協助員工了解自己的健康狀況及學習保健技巧。捷成的管理層更與員工一同參與活動，實踐與眾同樂的理念。

"Healthy Life & Happy Work" at Jebsen Group

Vital also organized a series of work-life balance activities under the name 'Healthy Life & Happy Work' for the Jebsen Group. Services including employee hotline counselling, training programme, exhibition, publicity booklet and health education to foster the development of a happy and healthy work environment. Last March, we also stationed health service booths at various offices of the Jebsen Group. The aim was to strengthen staff's understanding of their health and equip them with better skills in health maintenance. The management of the company also participated actively in the activities to create cheerful atmosphere.

「員工支援及轉職服務」@生力啤酒廠

香港生力啤酒廠有限公司去年結束在香港的生產線，遣散約100名員工。為了輔助員工面對轉職的影響，公司委托盈力安排了一連串轉職服務，包括個別面談評估、職業介紹及熱線輔導；並舉辦創業、求職面試及退休前準備工作坊。員工對公司的安排都感到滿意，僱主亦盡其社會責任，故雙方都能受惠。

"Staff Assistance and Outplacement Service" at San Miguel Brewery Hong Kong Ltd

In 2007, the brewing operations of San Miguel Brewery in Hong Kong ceased, affecting around 100 staff. Vital was commissioned to provide outplacement services, including individual assessment, job referral, hotline counselling, training workshops on job interview skills, business setup and pre-retirement preparation. Through our service, the employees were content with the company's arrangement, while the employer fulfilled its social responsibility. As a result, both parties benefited.

- ① 在捷成集團舉辦的「健康又輕鬆 樂在工作中」開幕禮上簡介僱員輔導服務的使用方法
A briefing session on employee counselling service was arranged in the Kick Off Ceremony on Healthy Life & Happy Work of the Jebsen Group.
- ② 捷成集團的董事及管理層與員工一同參與血糖及膽固醇測試活動
The Director and management staff of the Jebsen Group actively participated in the instant tests for blood cholesterol & glucose.
- ③ 為生力啤酒廠員工舉辦的「搵工100分工作坊」
Workshop on Job Seeking and Interviewing Skills conducted for San Miguel Brewery.





同事幾分親 - 工作間人際關係調查

為使社會更明白如何讓僱員笑，我們進行了「工作間人際關係調查」，委託嶺南大學以電話訪問了約500名在職人士，了解公眾對工作間人際關係的意見。調查結果於今年四月透過新聞發報會公佈。來年，「讓你的僱員笑」仍是我們的服務主題。

Survey on Interpersonal Relationships in the Workplace

To understand more about the interpersonal relationship in the workplace in Hong Kong, we commissioned the Lingnan University to conduct a telephone survey last year. Around 500 working people were interviewed. The findings of the survey were announced in April 2008.



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- ① 恆基兆業地產有限公司員工齊做辦公室保健運動
Staff of Henderson Land Development Co. Ltd. were practicing office exercise.
- ② 為香港科技大學舉辦的「團隊建設工作坊」
"Workshop on Team Building" conducted for the Hong Kong University of Science and Technology.



合作伙伴 Jointly Organized Projects with Business Partners

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:

- ① 香港上海匯豐銀行有限公司 The Hongkong and Shanghai Banking Corporation Ltd.
- ② 香港鐵路公司 MTR Corporation Ltd
- ③ 歐萊雅香港有限公司 L'OREAL Hong Kong Ltd.
- ④ 香港貿易發展局 Hong Kong Trade Development Council
- ⑤ 證券及期貨事務監察委員會 Securities and Futures Commission
- ⑥ 雅麗氏何妙齡那打素醫院 Alice Ho Mui Ling Nethersole Hospital

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九間機構獲得此標誌，包括香港上海匯豐銀行有限公司、香港鐵路公司、希慎興業、歐萊雅香港有限公司、香港通用公証行有限公司、香港海關、貿易發展局、証監會及雅麗氏何妙齡那打素醫院。我們曾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

The Caring Company logo and the Caring Organization logo are awarded by the Hong Kong Council of Social Service to recognize organizations which demonstrate a caring spirit and good corporate citizenship. Last year, we nominated the Hongkong and Shanghai Banking Corporation Ltd, MTR Corporation Ltd, Hysan Development Co. Ltd, L'OREAL Hong Kong Ltd, SGS Hong Kong Ltd, the Customs and Excise Department, the Hong Kong Trade Development Council, the Securities and Futures Commission, and Alice Ho Mui Ling Nethersole Hospital as awardees of the logos. All these organizations have provided 24-hour hotline counselling service, regular training, educational items, and so on, to create a family-friendly workplace for employees and develop a caring image for the employers. With an increasing number of partners in collaboration, we will continue to nominate caring employers for the award of these logos.

結語

這年度，盈力經歷了豐盛的一年。不論在客戶數目、新服務開創、以致整體收入也有明顯的進步。展望將來，我們會努力提供優質服務以吸引更多不同界別的客戶。

Conclusion

Vital has experienced a prosperous year in 2007/2008. We succeeded in taking a great step forward, as exemplified by the number of new customers, newly developed services, and profit generated. Looking forward, we will make an effort to further enhance our service quality to build up wider coverage of customers from different sectors.

服務統計

Service Statistics

僱員服務統計資料

Service Statistics of Employee Service

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	18,280
工作與生活平衡活動 Work-life balance activities	6,270
危機事件解說服務 Crisis incidents debriefing service	132
轉職輔助服務 Outplacement service	126

於2007/2008年使用我們僱員輔導服務的客戶

Our customers for staff counseling service in 2007/2008

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
香港按揭證券有限公司	The Hong Kong Mortgage Corporation Limited
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	Alice Ho Mui Ling Nethersole Hospital



於2007/2008年使用我們僱員輔導服務的客戶 Our customers for staff counseling service in 2007/2008

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.
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.
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 Limited
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.
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 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.
SONY（新力）香港有限公司	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.
時富集團	The Celestial Asia Securities Holdings 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