

December 2019 Issue No. 106



## **Civil Service Dedicated to Pursuing** Excellence







(This Newsletter is also available at the CSB website at http://www.csb.gov.hk)

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#### **Features**

## A Rewarding Career of Dedicated Service

Civil Service Newsletter Editorial Board



Mr Law shared his insights on issues concerning the Civil Service.

**MR** Law joined the Civil Service in 1980 and has served in a number of bureaux and departments during his civil service career, including in the positions of Permanent Secretary of the former Environment, Transport and Works Bureau, the Constitutional and Mainland Affairs Bureau and the Security Bureau, as well as overseas postings in North America and Europe. He is currently Secretary for the Civil Service, having been appointed to the post in July 2017. Over the past 37 years with the Civil Service, he has witnessed significant changes in Hong Kong society, and helped champion the continued adaptation of the Civil Service to meet these changes. He shares his insights on key issues concerning Hong Kong and the Civil Service in general.

#### **Changing with the times**

There have been continuous changes in the Civil Service since Mr Law began his career, he noted, "Change is inevitable in an institution that is designed to reflect people and society. The most significant change was in 1997 when Hong Kong returned to the motherland and became a Special Administrative Region. That has changed the whole context — now, with 'One Country, Two Systems', Hong Kong has its unique status."

Technology advancement is another major change. When Mr Law first joined the Civil Service, there were no computers, mobile phones, emails or instant communication software. He explained, "The work pace is so much faster now, especially for delivery of service. Another significant change is the rising public expectation on the Civil Service. Before, there was no form of representative government, but now there are elections to select representatives for both the District Councils and the Legislative Council. To adapt to these changes, the Civil Service has to become more responsive, especially to the needs of the community. Nevertheless, although the way of delivery may have changed in the past few decades, the mission of the Government in providing high quality public services to the community remains the same."

Mr Law's past experience in the Civil Service has helped him a lot in today's role. Having worked in a number of departments and bureaux, he has acquired a detailed and thorough understanding of the systems at work within the Government. He clearly comprehends procedures and protocols in the Civil Service as well as the challenges facing it. All these help him champion a level of confidence in assuming the overall policy responsibility for the management of the Civil Service.



Mr Law (first left) visited the Office of the Government Chief Information Officer.

#### **Features**

#### **Staff as important stakeholders**

There is a need to maintain a good working environment with teams of happy, dedicated, and highly-motivated staff in the Civil Service nowadays. In his first letter to all colleagues after assuming the post of Secretary for the Civil Service in 2017. Mr Law reinforced his support for civil servants and his determination to enhance partnership and collaboration. He wished to help ease their work pressure, boost morale and foster a stronger sense of belonging amongst staff in order to elevate the efficiency of governance. Mr Law said, "We need to recruit the right people, train and retain them by offering good career prospects. Morale is another important issue, so we also focus on further enhancing the working environment in the Civil Service and see how we could provide better support to staff for discharging their duties."



Mr Law (first left) exchanged views with the directorate officers of the Agriculture, Fisheries and Conservation Department in a visit.

#### Keeping in touch at all levels

Throughout his career in the Civil Service, Mr Law has been working with people of different ages and mindsets. He mentioned, "It is important to maintain a constant and open channel of dialogue between staff of different backgrounds and age groups. We have a well-established staff consultation mechanism at both the central and departmental levels within the Civil Service to maintain effective communication with the staff side. I also meet up with civil servants of different grades from time to time to understand their



Mr Law (back row, sixth left) met the non-ethnic Chinese university students and local secondary students, who participated in the government internship programme and the "Be a Government Official for a Day" programme.

concerns and needs so that we can adjust our policies to keep up with the times."

Mr Law makes it a priority to visit departments regularly to keep abreast of their latest developments and challenges as well as to exchange views directly with frontline staff. So far, he has visited over 40 departments in the past two years, with more earmarked. Meeting managers and talking to frontline staff is a direct way to communicate with colleagues to see how they are working and listen to their concerns and challenges at work. He shared, "I walk around departments, and listen to frontline staff about the difficulties they are facing. The purpose of this is not just to garner feedbacks, but also to build relationships and show appreciation to their work."

Mr Law added, "There are also regular meetings with individual Heads of Department to review directorate succession plans in the departments. The objective of these meetings is to ensure smooth succession in individual departments and to identify and groom young officers in departments for higher responsibilities. It also provides a useful platform for me, as Secretary for the Civil Service, to understand from the relevant Heads of Department management issues pertaining to individual departments and get a good feel of how they are doing."



Mr Law (second right), and the Secretary for Food and Health, Professor Sophia Chan (second left), visited the United Christian Nethersole Community Health Service Medical Centre to learn more about the Chinese medicine specialist services.

#### **Balancing resources**

Meeting demands with limited resources is always a challenge for the Civil Service. Mr Law recognises this challenge for policymakers and has always seen it within the Government; whether that be financial, time or human resources.

The Civil Service has seen a substantial increase in headcount by about 3.7% in the last financial year, compared to the stable growth level of about 1% to 2% in past ten years. This considerable increase has provided a pool of talents to help support the implementation of key initiatives and new measures of the Government and to ease the work pressure on civil servants.

Mr Law pointed out, "The Civil Service by no means operates within a vacuum, and must always look both outwards — at the needs of the public and public opinion, as well as inwards — at the needs of different bureaux and departments. We are also aware of growing threats in the global and local economy, and we must be flexible to meet these challenges. Changes may be necessary subject to adjusted policies or review in manpower requirements. Rationalisation and redeployment of resources is also an ongoing process."

Another challenge includes balancing wellestablished, long-standing policies and preserving their integrity whilst finding new breakthroughs to help meet new demands. Mr Law detailed one such breakthrough that he was particularly proud of, "All along, the Government as the employer provides medical and dental care for civil servants through the Department of Health and the Hospital Authority. We have always endeavoured to enhance these benefits and one recent breakthrough is the inclusion of Chinese medicine services as part of the civil service medical benefits. We will launch a pilot scheme in the first quarter of 2020. I trust that civil servants and their dependents will welcome this new service."

#### **Core values of the Civil Service**

Mr Law highlighted, "The Civil Service is a permanent, meritocratic and professional institution. Civil servants are expected to uphold a number of well-established core values including commitment to the rule of law, honesty and integrity, objectivity and impartiality, dedication, etc. And it is also important that they maintain political neutrality." He added, "Civil servants should not allow their own personal party political beliefs to determine or influence the discharge of their official duties and responsibilities, including the advice they give and the decisions or actions they take. Integrity is another important core value of the Civil Service. They shall ensure that no actual, perceived or potential conflict of interest shall arise between their official duties and private interests. They also must not use their official position to further personal interests." Mr Law also stressed, "Colleagues should remember that it has consistently been the duty of civil servants to uphold the Basic Law and be loyal to the HKSAR."



Mr Law (left) chatted with a colleague to know more about the assistance provided by the Inland Revenue Department to help the disabled integrate into the workplace during a visit.

#### **Features**



 $\mbox{Mr}$  Law (centre) visited the site of the upcoming civil service college in Kwun Tong.

#### **Stability and self-development**

In recent years, the public expectation has increased and the political environment has become more complicated. Yet civil service jobs remain generally attractive to job seekers. For instance, Mr Law noted that every civil service job vacancy received an average of 50 applications in the past three years and in particular, for the vacancies of Administrative Officer, over 12 000 applications were received this year. He elaborated, "We regularly review our pay policy to ensure that sufficient remuneration is offered to attract, retain and motivate staff of a suitable calibre to provide the public with an effective and efficient service. This is achieved through three different types of survey conducted under the Improved Civil Service Pay Adjustment Mechanism implemented since 2007, which ensures that our pay package maintains broad comparability with private sector pay."

Mr Law continued, "Training is also of paramount importance in the Civil Service for equipping civil servants with the necessary knowledge and skills to face challenges ahead and meet increasing public expectations on public services. We are pleased that a site in Kwun Tong has been identified for establishing a new civil service college, which is expected to be completed in 2026. With upgraded training facilities, the college aims to further enhance training for civil servants in the areas of leadership development, interaction and communication with the public, innovation, use of technology, national studies and the Basic Law. To enhance their awareness of global affairs, the college will also be tasked to promote exchanges with civil servants in other places." Having worked in New York and Geneva in his early years, Mr Law fully understands the value that such exposure can bring to aspiring civil servants. Mr Law added, "With more and more offices established outside Hong Kong in recent years, we also aim to enhance the working exposure of civil servants. Colleagues should make the most out of these postings when the opportunity arises."

#### **Enjoying personal life**

Mr Law enjoyed music from a very young age, learning the piano, violin, viola and later the pipe organ. He shared, "I'm thankful to my parents for giving me the chance to learn instruments in the early years." He has an electronic organ at home and in his spare time, he serves as a regular church organist, playing twice a month. He also enjoys photography, especially of wildlife, although he no longer has much time for that due to his busy schedule now.

#### Heartfelt appreciation to colleagues

Regarding the Civil Service, Mr Law described, "It's a microcosm of society, and so it's natural that civil servants might be facing similar pressures and concerns as the rest in society in recent months. I greatly appreciate that civil servants remain professional and dedicated. Even during these difficult times, colleagues have continued to hold the fort and serve the community with devotion and dedication. Despite having to travel long hours to work when the public transport system or road traffic was affected, many colleagues attended to their duties steadfastly in order to minimise the impact on public services. I am really proud of them."

Mr Law also stressed the importance of cherishing Hong Kong's hard-won achievements over the years and maintaining the stability and prosperity of Hong Kong. Mr Law said, "I look upon all colleagues to continue to put up professional, effective and quality services for the people of Hong Kong. Let's work together to build a better Hong Kong, for this and the future generations."

# Recognising 100 civil servants with dedication and professionalism

Civil Service Bureau



The Acting Chief Executive, Mr Matthew Cheung Kin-chung (seventh right) and the Secretary for the Civil Service, Mr Joshua Law (sixth left), were pictured with the award recipients.

**THE** Secretary for the Civil Service (SCS), Mr Joshua Law Chi-kong, commended 100 civil servants at the SCS's Commendation Award Presentation Ceremony on 5 November 2019 for their meritorious achievements. The Acting Chief Executive, Mr Matthew Cheung Kin-chung, also attended the ceremony to express his personal appreciation to the award recipients and share their joy.

A total of 100 dedicated civil servants from 39 bureaux/departments/organisations were awarded for their outstanding performance. Mr Law commended the awardees for their commitment to duties, their persistence in providing quality services and their spirit of pursuing excellence.

Speaking at the Award Presentation Ceremony, Mr Law took the opportunity to praise civil servants for standing fast at their posts to continue to serve the public in a dedicated and professional manner during the difficult moments in the past few months. Mr Law said, "Apart from a sense of responsibility, colleagues' commitment to duties, I believe, arises from their love for Hong Kong. They cherish Hong Kong as their home. I am deeply proud of their effort, contribution and professional performance."

The SCS's Commendation Award Scheme was introduced in 2004 to commend colleagues who have achieved outstanding work performance continuously for at least five years. The Scheme has a meticulous selection process which requires nominations from Permanent Secretaries, departmental heads or heads of grades, adjudication by a selection committee and final decision on the awardees' list by SCS.



Mr Law (first row, left), the Chief Justice of the Court of Final Appeal, Mr Geoffrey Ma Tao-li (first row, centre) and Mr Cheung (first row, right) shared the joy with the award recipients.

#### Features

#### List of award recipients of SCS's Commendation Award 2019

Bureau / Department / Organisation*	Name		
organisation	Mr HO Chi-kwan		
	Mr CHONG Man-fung		
Immigration Department	Mr CHAN Chi-keung		
	Mr CHAN Chi-hung, Andy		
	Ms WONG Yau-kiu		
	Ms TAM Tze-ching, Eva		
Civil Engineering and Development	Mr LAM Siu-wah		
Department	Mr YIM Lai-man, Raymond		
Land Registry	Mr CHEUNG Tak-chung		
Companies Registry	Miss YAU Oi-sum, Nancy		
Water Supplies Department	Mr WONG Yiu-wai		
Judiciary	Mr CHENG Mau-choi		
Judicialy	Miss SIU Lai-king		
Home Affairs Department	Mr CHAN Chun-lung		
Home Analis Department	Ms FUNG Yuen-fun		
Civil Aviation Department	Mr PANG Ka-ho		
Lands Department	Mr HEUNG Hoi-chiu		
	Mr LAU Chi-kin		
Chief Executive's Office	Mr LEUNG Kam-chuen		
Chief Executive's Office	Mr TSE Kam-wa		
	Ms YU Wai-ching, Karine		
Housing Department	Miss YEUNG Siu-yung, Frandie		
Buildings Department	Ms WONG Pui-yee		
Department of Justice	Ms TSUI See-mai, Zoe		
Government Flying Service	Mr NG Wai-kin		
Census and Statistics Department	Ms LUE Siu-kuen		
Information Services Department	Ms YIP Wai-kuen, Angela		
Office of the Government Chief Information Officer	Mr KWAN Ying		
Food and Environmental Hygiene Department	Mr NG Chung-kong, Simon		
Hong Kong Observatory	Mr IP King-hung		
	Mr CHEUNG Suet-wah		
	Miss LEUNG Yee-mei, Lina		
Customs and Excise Department	Mr MAK Chun-yip		
	Ms LAU Wai-man		
	Mr POON Kwok-leung, Eric		
	Mr LEE Wah		
Hongkong Post	Mr CHAU Wai-cheong		
5 5	Mr CHAN Kwong-ming		
	Mr NG Yiu-wai		
	Mr LUI Kam-wah		
	Mr LAM Kin-chung		
	Mr MA Sin-ki		
	Mr LEUNG Tai-yiu		
	Mr CHAN Yin-kit		
Hong Kong Police Force	Mr CHAN Wai-man		
	Mr TSANG Ho, James		
	Mr WONG Shu-ming		
	Mr GUN Man-kwai		
	Mr LAU Chi-wing, Ringo		
	Mr LAU Cheng-fung		

Bureau / Department / Organisation*	Name		
	Mr LAU Wai-tsang		
	Ms CHOY Suet-fong		
	Mr CHENG Kwok-chun		
Hong Kong Police Force	Mr LAI Chin-keung		
	Mr LO Chi-hung		
	Mr TSE Ka-lun		
	Mr KWAN Kin-sang		
Marine Department	Mr YEI Siu-chun, Daney		
	Mr LEE See-lik		
	Mr LEE Hoi-kwan		
	Mr WOO Chi-keung		
	Ms LEUNG Yuk-wah, Queenie		
Fire Services Department	Mr CHAN Ka-lok		
	Mr MAK Yip-wah		
	Mr WONG Ka-hung		
	Mr LAU Chi-keung		
Financial Services and the Treasury Bureau	Miss KONG Mai-wan, Rowena		
	Mr NG Chong-wa		
	Mr LAM Wai-piu		
	Ms CHAN Sau-chun		
Leisure and Cultural Services	Mr CHAN Ka-sum		
Department	Miss YEUNG Pak-ching		
	Miss LAU Suk-han		
	Ms TAM Wai-ching		
	Ms TANG Oi-lin, Helen		
Education Bureau	Mrs CHENG CHOW Yee-seung, Belinda		
	Ms CHENG Mee-yee		
Office of the Communications	Mr CHUI Kai-cheung, Edmond		
Authority	Miss KO Wan-sim, Barry		
Development Bureau	Miss LAM Choi-wan, Louisa		
Inland Revenue Department	Miss MA Wai-hing		
	Ms HUNG Sau-chu, Louise		
Highways Department	Mr TONG Yiu-man		
	Mr CHUI Kwok-keung		
Transport Department	Ms LEUNG Pui-fan		
Transport Department	Ms CHAN Lai-mei, Adele		
	Miss GOK Po-chu		
Agriculture, Fisheries and Conservation Department	Mr SHEK Shui-wa		
Audit Commission	Ms LI Chi-wa		
Electrical and Machanical Commission	Mr CHEUNG Chi-to		
Electrical and Mechanical Services Department	Mr FU King-wai		
opartment	Mr FUNG Shu-wun		
	Ms CHAN Shuk-ching		
Department of Health	Ms CHUNG Wai-ting, Elsa		
	Dr SO Hon-ching		
Environmental Protection Department	Mr CHOW Ka-foon		
	Ms LI Lai-ting		
Correctional Services Desertment	Mr CHAN Wai-man		
Correctional Services Department	Mr IP Chak-ming		

\*In the order of the number of strokes in the traditional characters of the bureau/department/organisation's names in Chinese.

## ArchSD won Gold Award for Excellence in Training and Development 2019



Architectural Services Department

**THE** Architectural Services Department (ArchSD) has recently won the Gold Award for Excellence in Training and Development 2019, a prestigious award granted by the Hong Kong Management Association (HKMA), for the TEAM+ Training and Development Programme. The Programme features a structured training curriculum for site supervisory staff, and has also been awarded the HR Professionals' Favourite Campaign Award.

Ir Lam Sai-hung delivered the keynote speech at Symposium on Innovation organised by ArchSD at Tai Kwun.

## Thriving amidst construction industry challenges

Ir Lam Sai-hung, Permanent Secretary for Development (Works), congratulated the winning team and extended his heartfelt thanks to ArchSD colleagues in different positions for their commitment in maintaining a competent project team of site supervisory staff. Ir Lam said, "I am very glad to see our site supervisory staff receive this prestigious award, particularly at a time when we need to uplift the capacity and sustainability of the construction industry, including nurturing quality site supervisory personnel, so as to address the challenges of labour shortage, high construction costs and declining productivity in recent years."

Ir Lam added, "The programme has successfully provided career development opportunities to groom and retain talents. Its significance, however, is far more than this. It also echoes well with the vision of Construction 2.0 to attract more young and energetic talents to join the construction industry." Construction 2.0 aims at strengthening and maintaining Hong Kong's established regional leadership position in construction, whilst enhancing the industry's sustainability and long-term growth prospects. Recognising its significance as the key driver and enabler in the building industry, ArchSD embraces the adoption of innovative and advanced technologies to enhance quality, productivity and site safety in public works projects, which would, in turn, support the long-term competitiveness of Hong Kong as a global city.



Mrs Sylvia Lam (centre) and Mr Ko Cheuk-yin (right) received the Gold Award and HR Professionals' Favourite Campaign Award from HKMA.

#### It is people that count

Mrs Sylvia Lam, Director of Architectural Services, also shared her joy of the Award with her colleagues, saying, "This award concerns people, so it is extremely meaningful to us. Through this training, our site supervisory staff can regularly update the necessary knowledge and skills to meet operational requirements and changing circumstances. More importantly, the programme has greatly strengthened colleagues' sense of engagement with the department."



Winning team at HKMA Award Presentation Seminar.

### About the award-winning programme

The TEAM+ Training and Development Programme is specifically designed for site supervisory staff to equip them with the required competencies to face the challenges of increasing service demand and civil servant retirements. It consists of four components covering: T-Technical knowledge; E-Site **E**xperience; A-Safety and Environmental **A**wareness; M-**M**anagement Skills; and is coupled with the reinforcing agent "+" to boost the team spirit for a better training outcome.

Upholding the ArchSD's concept of "Learn from the Learnt"(傳承), TEAM+ adopts a multipronged, learner-centred and flexible approach that encourages learners' active involvement and interactive participation. The programme has provided systematic and active knowledge transfer and a wide array of training opportunities, particularly through capitalising on the ArchSD Academy and Knowledge Management Portal.



In-house Production Team of ArchSD.

#### What made ArchSD stand out in Award for Excellence in Training and Development 2019?

The training programme received highly favourable comments from the adjudicators, who described it as being all-rounded—encompassing a variety of hard skills, team spirit and culture.

The judging panel commented that the programme objectives were solid and welldefined—aiming to bridge the competency gap of new blood in order to uphold service quality and build future succession pipelines through a powerful knowledge-sharing culture. They especially praised its remarkable outcomes in addressing critical organisational needs and making substantial contributions to talent retention and strategic succession planning.



TEAM+ activities: ArchSD Dragon Boat Team.

## Web map services and positioning infrastructure shape a smarter Hong Kong

Lands Department



Spatial data is the fundamental building block of a smart city.

**SPATIAL** data is data related to geographic locations. According to research, more than 80% of all data is of spatial type. With the development of technology and the popularity of smartphones, spatial data has long been integrated into our lives and continues to change our lifestyles and habits. Spatial data touches almost every aspect of our daily lives and is indispensable for smart cities. Therefore, the Government is striving to promote the establishment of a Common Spatial Data Infrastructure (CSDI) to provide government departments, as well as public and private organisations, with an information infrastructure to share spatial data for supporting versatile smart city applications. \$300 million has been earmarked in the 2019-20 Budget towards the development of the CSDI, to help facilitate the dissemination, utilisation and innovative application of spatial data to expedite smart city development. With the CSDI coming into full operation by the end of 2022 and high-quality 3D-digital maps of the whole territory being made available in phases, more spatial data — which is easier to search and use — will be provided for the public, academia and the private sector.

The Lands Department (LandsD) is the central authority for positioning infrastructure, land surveys and all types of mapping in Hong Kong. The Survey and Mapping Office (SMO) of LandsD maintains a comprehensive set of maps — of different scales in hard copy and digital form — for a wide variety of applications by the community. Besides, it also maintains the positioning infrastructure, and develops and provides handy web-map services to users across government

bureaux/departments (B/Ds) as well as the general public. With its expertise in Geographic Information System (GIS), LandsD has been consolidating and disseminating its map products and various spatially enabled data to both the Government and the community for decades. This article details LandsD's latest development in positioning infrastructure and web map services in connection with the smart city initiatives.

#### **Positioning infrastructure**

In many smart city applications, it is essential to have access to rich access to and useful spatial information as well as being able to accurately, quickly and efficiently obtain location information. As the fundamental horizontal and vertical positioning infrastructure, LandsD has been responsible for maintaining and enriching a network of accurate survey control points that covers the whole territory of the Hong Kong Special Administrative Region. The Hong Kong Satellite Positioning Reference Station Network (SatRef) of LandsD has been established since 2010 to support high-accuracy satellite positioning for various geospatial applications across Hong Kong.

The SatRef network consists of 18 Continuously Operating Reference Stations (CORS) including 16 reference stations and two Integrity Monitoring stations evenly distributed across the whole Hong Kong territory. The network provides a link between the local and global positioning reference systems. Under the link, spatial information in different reference frames can be effectively exchanged using the same spatial language. The SatRef provides more accurate, efficient and productive positioning services to users, with lower operational cost. It now serves as a core component of the modern positioning infrastructure in Hong Kong. Ubiquitous positioning, i.e. accurate, seamless and real-time positioning anytime and anywhere, is essential to support smart city initiatives. It could not be achieved without a comprehensive and smart positioning infrastructure. LandsD will continue to explore advanced positioning and Internet of Things (IoT) technologies to leverage the full potential of Hong Kong's positioning infrastructure. The new IoT positioning technologies may open up new business opportunities for innovative applications and facilitate greater market participation, providing value-added products and services that contributes to the economic development of Hong Kong.

#### **Geospatial Information Hub (GIH 3.0)**

On the basis of its expertise in the collection, collation, analysis, distribution and management of geospatial data and the setting up and applications of the GIS, LandsD launched the HKSAR Geospatial Information Hub (GIH) in 2004. Through the GIH, geospatial data and related information collected from various departments can be effectively distributed and shared across the whole government.

The new GIH 3.0 was officially launched in January 2019 to succeed GIH 2.0, which was released in 2008, with a view to providing a new information-sharing portal with continuous enhancement in spatial data content and its functionality.



New GIH 3.0 adopts modular architecture — enhancing spatial data content and analysis functions, e.g. the 3DExplorer module.





Hong Kong GeoData Store — the alpha version of CSDI portal which enhances sharing and accessibility of geo-tagged information — aims to facilitate innovative and value-added reuse by application developers, academia and the public.

LandsD has been collaborating with different B/Ds in making GIH an ideal platform for disseminating geospatial information with the aim of delivering better public services. For example, the Food and Environmental Hygiene Department (FEHD) has released the Dengue Fever Ovitrap Index and Dengue Fever Case information to different government departments via the GIH and established an effective data updating mechanism with LandsD since 2005.

Advanced functions in the GIH, including spatial analysis and trend display functions, have been developed by LandsD to facilitate efficient visualisation and retrieval of ovitrap survey summaries by FEHD and other government departments. By sharing information and the spatial analysis results via an interactive map interface, relevant government departments could provide swift responses in pest control actions. This is one of several good examples of cross-departmental partnership facilitating the delivery of better public services.

#### Hong Kong GeoData Store

Because of increasing spatial awareness and public's need for open spatial data, LandsD has developed and launched the Hong Kong GeoData Store (GeoData Store) (https://geodata.gov.hk) in December 2018, serving as the alpha version for the CSDI portal, an open spatial data initiative to facilitate the sharing of geospatial data. It supports various smart city initiatives and applications through the innovative use of geospatial data and information technology. Through this portal, users can explore different geospatial datasets provided by various government departments and non-governmental organisations, including government premises/ facilities, schools, hospitals, clinics, community and social services facilities, cultural, leisure and sports facilities, postal services facilities and job centres. The portal also provides a user-friendly map interface to enable users to easily browse and understand various geospatial datasets.

In its maiden launch, the GeoData Store has converted 79 types of public facility geospatial data sourced from government departments and made them available as open and machine-readable formats (GeoJSON, GML, KML and CSV) together with an Application Programming Interface (API) to facilitate free download and use by the public.

The GeoData Store is also equipped with other useful API services, including "Location Search API", "Search Nearby API" and "Identity API" to support innovative map applications by developers, saving time and cost for developing applications.

LandsD has also opened up various geotagged land-related data in 2019 (including "Vacant Government Sites Available for Application for Greening or Government/Institution/Community Uses", "Short Term Tenancy" and "Provision of Open Space Required under Lease for the Use by the Public in Private Developments Completed in or after 1980", etc. in open, machine-readable format (GML)) for free download and use by the public, facilitating land researches and analysis. Looking forward, LandsD will continue to collaborate with government departments and various public and private organisations to progressively introduce more open spatial datasets on the GeoData Store to support value-added reuse, innovations, research and analysis, and provide the necessary infrastructure and conditions for smart city applications. For example, LandsD and the Urban Renewal Authority (URA) recently worked together to publish two additional open spatial datasets on the GeoData Store, namely "Project Development Information of Completed URA Redevelopment Projects" and "URA Building Rehabilitation Projects Cost Reference".

#### Map Application Programming Interface

In December 2018, LandsD also officially launched a new map service to B/Ds, namely the Map Application Programming Interface (Map API) (https://api.portal.hkmapservice.gov.hk/). This new Map API service enhances the existing LandsD's services in providing spatial data to government departments. Government departments will now be able to embed LandsD's maps in both their Intranet and Internet applications instead of the traditional approach of updating raw digital map data by themselves, hence largely reducing the time and effort in building and maintaining their in-house map-related applications.



Traditional way of raw digital map data updating and new Map API approach.

The Map API service also provides a unified map presentation and up-to-date spatial information for government departments' information technology/ GIS systems and websites. In the past, they had to spend extra effort regularly collecting, converting and integrating LandsD's raw spatial data into their own applications. With the Map API, these recurrent data updating maintenance processes can be significantly reduced. Currently, 21 government websites have adopted this Map API service to make their data spatial-enabled systems up-to-date. A similar Map API service was soft launched to the public in October 2019, allowing software developers to directly use government-provided map services in their map-related applications.



"Visit Hong Kong" website by Tourism Commission adopts LandsD's Map API services.

#### **GeoInfo Map**

The GeoInfo Map (www.map.gov.hk) is a web map service launched by LandsD in May 2010 under a collaboration project with the Office of the Government Chief Information Officer (OGCIO). It provides free and convenient public access to accurate maps of Hong Kong, as well as the locations and related information about various public facilities and services. Since its launch, LandsD has been working closely with 29 government departments for the delivery of up-to-date map services and geospatial data to the public. The geospatial data provided through the GeoInfo Map has also been enhanced from 120 to 270 types of public facilities.

The revamped GeoInfo Map, launched in December 2018, strives to provide better quality web map services to the public and greater support to the GovHK portal (www.gov.hk). It enables government departments to release to the public their latest geospatial data (updated weekly) with enhanced system performance and user experience. The public can conveniently access digital maps using various platforms, including tablet computers and smartphones, as well as integrating various geospatial data for different applications.



Revamped GeoInfo Map adopts responsive web design — providing a smoother user experience for web map browsing and geospatial information discovery.



Real-time data relating to weather, traffic, air and beach water quality on the revamped GeoInfo Map.

The new GeoInfo Map provides useful map tools and an enhanced location search engine that supports various search modes to improve user-friendliness and search efficiency. Its latest map interface enables users to search for various types of real-time information including weather, traffic, air and beach water quality. The newly introduced "Geo-hashtag" feature makes it easier for users to explore and obtain location information. To enhance browsing on tablet computers and smartphones, responsive web design has been introduced to automatically adapt to the device in use for a smoother user experience.

LandsD will also explore ways to upgrade the current GeoInfo Map into a 3D digital map progressively to further enhance map and geospatial information services.

#### **Future development**

The Hong Kong Smart City Blueprint, announced by the Government in late 2017, put forward the strategy to encourage the use of open data for smart city innovations and to develop the CSDI as a smart city infrastructure — so as to facilitate the sharing of geospatial data and support various smart city applications requiring geospatial data.

In future, LandsD will continue developing new geospatial datasets related to the city's built environment and facilities, such as detailed 3D city models, as well as improving access to various open data of public services through the GeoData Store in both machine-readable downloadable data and APIs. LandsD will also enrich the coverage and content of the CSDI, allowing various industries to make better use of spatial data in supporting smart city development, realising the vision of the Hong Kong Smart City Blueprint. B/Ds are welcome to approach LandsD for collaboration on geo-enabling the data and/or implementing initiatives to provide geospatial-related applications that better serve both the Government and the community.

## Science in the City – the Government Laboratory reveals all



A scientist examines the authenticity of a questionable document in the Laboratory.

Government Laboratory

**THE** Government Laboratory ("the Laboratory") is one of the oldest government departments in Hong Kong with the first government apothecary and analyst being appointed in 1879. It is now equipped with a strong workforce of nearly 500 staff. Headed by the Government Chemist, the Laboratory is independent of all law-enforcement agencies. It provides a wide range of scientific services to various government departments to support the maintenance of law and order, public health and safety, environmental protection, government revenue and consumer interests.

As the designated institute in the field of chemical metrology for Hong Kong, China, the Laboratory provides measurement traceability

standards for the city. It has also demonstrated its high-level competency through inter-comparisons with national metrology institutes and designated institutes around the world. For years, the Laboratory has been providing back-end support to other government departments in various kinds of scientific services. Given the large amount of science behind its work, the department is pleased to introduce its services to the general public to let people know more about how science can serve the city. A recent outreach of the department was made in this past summer.



Over 200 participants attended "Junior Forensic Detective" demonstration at the Hong Kong Science Museum.



Children queued up to get hands-on experience in using forensic scientific tools.

#### Lab Demonstration at Science Museum

On 24 July 2019, the Laboratory hosted a general education demonstration, entitled "Junior Forensic Detective", at the Hong Kong Science Museum as part of the "Science in the Public Service" campaign. The event started with an introduction to the Laboratory's forensic science services and was followed by a series of demonstrations of investigating a "mock" crime scene set up on the stage.

Two Chemists, working in the Forensic Science Division of the Laboratory, acted as demonstrators to explain the scientific principles behind the work and illustrate these principles with simple experiments. Then, the attention of the audience was drawn to the mock crime scene. The demonstrators showcased common tools and techniques employed to search for and collect forensic evidence in crime scene investigations, including:

- microscopic examination of weapons;
- presumptive testing of bloodstains;
- preservation of shoeprint evidence by gelatine lifters; and
- portable instrument to acquire shoeprints.

## Fostering public's interest in science

As the demonstration event was held on a weekday afternoon during the summer holiday, the majority of the participants were students, young children and parents. It was a tremendous opportunity for the younger generation to learn about some basic concepts of "forensic science" and its applications in the criminal justice system. Before the demonstration concluded, there was a practical session, in which the audience was welcome to come up onto the stage and try out the forensic scientific tools. The practical session was very well-received. Lots of children and youngsters gathered around the forensic scientific tools - eager to get hands-on experience with them. Following the success of the demonstration, the Laboratory, as a public service provider, will continue to foster public's interest in science in the community.



# The last expatriate Administrative Officer - **A continuing journey**



**Civil Service Newsletter Editorial Board** 

**MR** Kim Salkeld built a 37-year career in the civil service, serving in a wide variety of positions and making a significant contribution to Hong Kong's development. Mr Salkeld retired in 2017 and was the last expatriate Adminstrative Officer to leave the civil service.

Mr Salkeld shared his insights on his career journey.

#### A Cambridge graduate

With a father who was in the armed forces, Mr Salkeld led a nomadic childhood, living in many different places before going to study Medieval History at the University of Cambridge in the United Kingdom (UK). How did he come to work in Hong Kong? He recalled a cold and rainy evening in November 1979. Walking down a lane past the Classics Faculty building he saw lights on and a poster on the door advertising a talk about careers in the Hong Kong Government. "My parents had visited Hong Kong in the early 1960s and had often talked about it, so it piqued my interest," he said, "although I think my main reason for going in was that it was good to get out of the rain and cold".

Following on from that unexpected encounter, Mr Salkeld travelled to London in 1980 for a recruitment interview in the Hong Kong civil service. Initially he was told that there would be no offer, but later in the year he was notified of a job offer provided he could start immediately. He recalled, "I immediately said 'Yes' and haven't looked back since."



Mr Salkeld (right) took part in a radio phone-in programme in 2017, speaking up for the value of public service.

#### **Getting straight to work**

Arriving in Hong Kong in 1980, Mr Salkeld's first task was to attend a full-time Cantonese training course for four months. He was then posted as an Administrative Officer (AO) in the North Region of the then New Territories Services Department, where he worked for 18 months. Mr Salkeld's next posting was in the former Social Services Branch, working on labour and industrial safety legislation, as well as the General Holidays Ordinance. He explained, "That was an interesting project because there was a thorough review of the public holidays legislation. Back then, statutory holidays under the Employment Ordinance were fewer than public holidays, meaning that blue-collar workers had far less assured holidays than others." The process of legislative work was relatively fast in those days, hence Mr Salkeld and his colleagues could prepare the legislation and put it in front of the Legislative Council for decision guickly.

#### Work challenges

Revisiting some of his most memorable experiences in the civil service, Mr Salkeld talked about his work in the office of the last Governor of Hong Kong, "I was the District Officer of the Islands District in 1992 and received Mr Chris Patten when he visited the District. A few months later, he invited me to work as his Deputy Private Secretary."



Mr Salkeld introduced ideas and programmes for innovation in public services when he served as the Head of Efficiency Unit.



Mr Salkeld (third row, second left) with the Youth Portal team of Efficiency Unit.

From that moment, Mr Salkeld began to think about Hong Kong in a different way. He explained, "Hong Kong is a very interesting place but I did not feel strongly a part of it before. Being involved in the preparation for the return of Hong Kong to China and witnessing the changes from a colonial system to the "One Country, Two Systems" made me decide I really want to stay here."

As the former Head of the Efficiency Unit, Mr Salkeld found this position came with its own set of challenges. He explained, "After 1997, Hong Kong has faced some unique challenges. In an increasingly digital world, the Government has to think of changes in public services through innovation so that public services remain relevant and effective in meeting the needs of our changing city. This necessitates continuous enhancement of the Government's internal management functions with a view to improving overall productivity and service quality in the public sector. It is also essential that the Government should maintain an ethos of serving the community."

#### Making every post rewarding

Mr Salkeld was not able to single out a 'favourite' department or bureau during his tenure.



Mr Salkeld (left) attended his last Public Sector Reform Conference in 2017.

He said, "All my postings have been enjoyable. I've always tried to make the best of every posting. My philosophy is, 'How can I act in a way that will help other people?'. In this way, you can make any job rewarding for yourself and for other people."

Highlighting a position that really stretched and grew him, Mr Salkeld noted his time as Deputy Secretary for Planning, Environment and Lands (Environment) from March 1998 to May 2001. He explained, "This posting really stretched me to think about the role of Government in creating a better environment for everyone in Hong Kong. It brought to the forefront how to translate aspirations into practical steps. In this, you have to work with different people with different agendas and you have to understand the limited power of reason and the importance of finding stories that speak to emotions and values to bring people on board. This has helped shape my thinking and actions ever since."

Describing what the most important aspects of being a civil servant are, Mr Salkeld said, "It's attending to other people rather than yourself. We live in communities, not isolated by ourselves. The lesson I've learned is not to fall into the trap of doing things the way they've always been done, but to look outside and keep listening as well as engaging with others."

Mr Salkeld didn't think there was anything special about being the final expatriate AO in the civil service — marking the end of 155 years of service by expatriate AOs in Hong Kong. He noted, "I became the last expatriate AO simply by virtue of being born at the time I was, nothing more."



 $\operatorname{Mr}$  Salkeld welcomed a new member to the family after leaving the service.



Mr Salkeld (centre) participated in the Run Our City event in 2015.

#### New stage of life

Mr Salkeld was quick to point out that he didn't really like the word "retirement" and all the connotations that go with it. He felt he hadn't really retired, but was just entering a new phase of his active life. He explained, "I see retirement as a weird term as I am simply continuing my life in a different form. I'm still engaged with lots of different things."

After leaving the civil service in 2017, Mr Salkeld has had more time to refocus on his academic research. He has a keen interest in history and, drawing on reflections from his own experience in public service, how institutions have created, managed and used knowledge to shape policy and influence decisions at key moments of history.

Mr Salkeld sees both Hong Kong and the UK as his home. He now spends around six months in each place annually and confessed, "Everyone, as they get older, has to think about responsibilities towards their children and their parents. And, with family members in both places, I share my time between the two locations." As one of his homes, Mr Salkeld obviously remains very engaged with Hong Kong. He said, "I still keep in touch with those I previously worked with on social innovation projects and hope to play a role in assisting with Hong Kong's social system in various ways. I've been talking to different people and looking at how we can cope with the huge distortions that social media sometimes introduces into different people's perceptions of events, and I've been examining ways to create more space for dialogue amongst people with different views."

Looking forward, Mr Salkeld is concerned with the fact that well into the 21<sup>st</sup> Century governments and communities are still using practices developed in the 19<sup>th</sup> Century to cope with the complexities of the environmental crisis and the transformations in behaviour, thought and social connections driven by education, medical advances and, above all, by the world wide web.

#### Advice to fellow civil servants

In terms of post-retirement advice for all soonto-retire civil servants, Mr Salkeld advises, "Don't just think about what is behind you, think about the things you are going to do. Many plans don't come to fruition, but you need to have plans that you can try to follow and adapt as things change. Also, keep engaged with family and friends, and continue to make new friends."

In closing, a final piece of advice from Mr Salkeld was, "Be a support to those around you instead of harking back to the past, then you can get a great deal of joy and satisfaction from everything that you do."

#### Health

## **2+3**, *Eat Fruit and Vegetables Every Day*

ADEQUAT indispensation Department of Health

**ADEQUATE** daily consumption of fruit and vegetables is indispensable to a balanced diet, which helps maintain good health. By eating sufficient fruit and vegetables, the risk of many chronic diseases can be reduced, such as heart disease, stroke, diabetes mellitus and certain cancers.

Promotional video "2+3: Eat Fruit and Vegetables Every Day".

According to the "Healthy Eating Food Pyramid", it is recommended that adults consume at least two servings of fruit and three servings of vegetables every day. However, as revealed in the Population Health Survey 2014/15 conducted by the Department of Health, there was cause for concern that only 5.6% of respondents had an average intake of five or more servings of fruit and vegetables per day.

To further promote the importance of fruit and vegetables, the Department of Health has recently produced a new promotional video and poster entitled "2+3: Eat Fruit and Vegetables Every Day" as part of its efforts to encourage the public to have an adequate daily intake of fruit and vegetables for optimal health.



Poster "2+3: Eat Fruit and Vegetables Every Day".

# Overcoming burnout for **better mental health**

Civil Service Bureau and Christian Family Service Centre

**THE** Occupational Burnout Syndrome, or "burnout" in short, is an occupational phenomenon first put forward by American psychologist Herbert Freudenberger in the 1970s. Common signs of "burnout" include feelings of energy depletion or exhaustion, mental detachment from one's job or feelings of cynicism, as well as feeling numb about one's work with reduced performance and efficiency. In a nutshell, one may feel like burning out and slip into a state of total exhaustion, both physically and mentally. For serious cases, the problem may end up in depression or emotional breakdown. There are many causes for the burnout syndrome such as lack of job satisfaction or even inability to manage one's work, prolonged and intense concentration on work, and poor work-life balance, to name a few.

#### Health

Sammy was a highly motivated, positive and considerate officer, always ready to embrace new challenges and willing to help her colleagues with their work. Following the unexpected departure of several colleagues, Sammy was faced with increasing workload due to manpower shortage. With a good performance, Sammy was highly regarded by her supervisor and was being tasked with different responsibilities to test her abilities for a vacancy at the higher rank. Sammy appreciated the goodwill of her supervisor and **readily took up the challenges**.

It turned out that another colleague instead of Sammy had been promoted as Sammy's performance did not fully meet the requirements. Sammy began to doubt her capabilities while complaining about her deteriorating physical health. She also found herself getting emotional, very often with fits of temper. Even after returning home from work, Sammy could hardly relax but kept thinking about her work. She **could not even go to sleep**. When she woke up the next morning, she did not feel like going to work. She was so demotivated that she had even thought of calling in sick. She **used to go hiking** during leisure time but now she preferred staying at home to get some rest. However, no matter how much rest she had taken during weekends, the feelings of tiredness, both physically and mentally, still lingered. Sammy realised that she was very much under stress and decided to **seek help from counselling services**. The counsellor said to Sammy, "You are suffering from burnout." What could Sammy do to fix the problem and be happy again?

#### Set achievable goals and work within your abilities

Doing much does not mean doing well. Work within your abilities. Biting off more than you can chew does not do any good. If the workload is too much for you to handle, talk to your boss for advice. It is a good practice to draw up a detailed work plan, listing all the tasks to be done. Set achievable goals to finish the tasks one by one and step by step. In doing so, you can gradually build up satisfaction, which will help you concentrate and enhance work efficiency.



Find some time to relax your mind and make it an everyday routine. Relax by doing stretching exercises or chatting with others for quality rest and an absolute peace of mind. Simple yoga before bedtime is good for relaxing the body and helps you fall asleep. Studies have shown that the environment is crucial to the quality of rest. When you are not at work, go out for a change in environment, for example, to take a stroll in a park nearby during lunch time or visit the countryside during leisure time for a "quick recharge".

#### Confront stress and seek help

When you are under stress, confront it and find out the source or the root of the problem. Try to acquire and practise the skills of stress management for a better work-life balance. Find someone you trust to confide in. If the situation does not improve, seek help from professional counselling service as early as possible.

## Appointment of Senior Officials

Effective	from	Name	Post	
October 9,	2019	Gordon Leung Chung-tai	Director of Social Welfare	
October 21	, 2019	Donald Tong Chi-keung	Permanent Secretary for Transport and Housing (Housing) / Director of Housing	
October 21	, 2019	Carol Yip Man-kuen	Permanent Secretary for Security	
October 28	8, 2019	Yu Tak-cheung	Director of Buildings	
November	8, 2019	Francis Fong Yiu-tong	Chief Staff Officer, Civil Aid Service	
November	11, 2019	Leonia Tai Shuk-yiu	Government Property Administrator	
November	19, 2019	Tang Ping-keung	Commissioner of Police	

**Basic Law** 

## Cyber Learning Centre Plus – Basic Law Podcasts



Civil Service Training and Development Institute Civil Service Bureau

**THE** Government encourages civil servants to enrich their knowledge of the Basic Law through diversified learning opportunities. In 2019, the Civil Service Training and Development Institute launched a series of podcasts (sound files) covering various aspects of the Basic Law at the Basic Law Corner of the Cyber Learning Centre Plus.

The latest podcast explores whether the Basic Law is a law of Hong Kong or a national law. While the Basic Law is about Hong Kong, Mainland authorities at all levels and residents in the Mainland are governed by it. For example, if there is a need for Mainland provinces to set up offices in the Hong Kong Special Administrative Region (HKSAR), they must obtain the consent of the HKSAR Government and the approval of the Central People's Government. As such, the Basic Law is no doubt a national law. The podcasts cover other topics as well, such as the position of the Basic Law in the legal system of our country and differences between the unitary system and the federal system of government. Colleagues are welcome to learn more about the Basic Law from the podcasts.

**Note:** Dr Simon Hoey Lee, member of the Basic Law Promotion Steering Committee, is the contributor of the podcast series.

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<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>
十月	初二	初三	初四	<sub>初五</sub>	初六	初七
<mark>22</mark>	<b>23</b>	<b>24</b>	25	<b>26</b>	27	<b>28</b>
小雪	<sub>初九</sub>	<sub>初十</sub>	+-	+=	+=	十四
<b>29</b> +五	<b>30</b> +六					

## 10月 OCTOBER

日	-	Ξ	Ξ	四	五	六
				<b>1</b> 國慶日 1	2 <sup>₽秋節翌日</sup>	3 +±
<b>4</b>	5	6	7	8	9	10
+八	十九	=+	⊎−	<sub>寒露</sub>	#≡	<sup>廿四</sup>
<b>11</b>	<b>12</b>	13	<b>14</b>	<b>15</b>	16	<b>17</b>
廿五	世六	⊭±	世八	世九	≡+	九月
<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	23	<b>24</b>
初二	初三	初四	<sub>初五</sub>	初六	<sub>霜降</sub>	初八
25	26	<b>27</b>	<b>28</b>	29	<b>30</b>	31
<sup>重陽節</sup>	重陽節翌日	+-	+=	+=	十四	+五

9月 SEPTEMBER								
日	_	=	Ξ	四	五	六		
		<b>1</b> 十四	<b>2</b> +五	3 +六	<b>4</b> +±	<b>5</b> 十八		
<b>6</b> +九	<b>7</b> 白露	8 #-	9 #=	10 ⊭≞	<b>11</b> 世四	<b>12</b> <sup>廿五</sup>		
<b>13</b> 世六	<b>14</b> ⊭±	<b>15</b> 世八	<b>16</b> <sup>廿九</sup>	<b>17</b> 八月	<b>18</b> 初二	<b>19</b> 初三		
<mark>20</mark> 初四	<b>21</b> <sub>初五</sub>	<b>22</b> 秋分	<b>23</b> 初七	<b>24</b> 初八	<b>25</b> <sub>初九</sub>	<b>26</b> 初十		
<b>27</b> +-	<b>28</b> +=	29 +=	30 十四					

