

# Civil Service Newsletter



July 2024 Issue No. 117



## Celebrating the **27<sup>th</sup>** Anniversary of the Establishment of the HKSAR



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

Published by the Civil Service Bureau · Printed by the Government Logistics Department · Printed on paper made from woodpulp derived from sustainable forests

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Published by the Civil Service Bureau.  
Printed by the Government Logistics Department.  
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# Updating the Civil Service Code

*to strengthen management and to better serve the public*

*Civil Service Newsletter Editorial Board*



In the past 27 years since Hong Kong's return to the motherland, there have been increasing expectations and demands from various sectors of society towards the civil service. The Secretary for the Civil Service (SCS), Mrs Ingrid Yeung Ho Poi-yan, said that the updated Civil Service Code (the Code) recently promulgated by the current-term Government is an important initiative in civil service matters. It aims to clearly spell out the constitutional role and responsibility of civil servants of the Hong Kong Special Administrative Region (HKSAR) as well as the core values and standards of conduct that they should uphold under the principle of "One Country, Two Systems".

Mrs Yeung expects civil servants to be patriotic with an affection for our city, be proactive in rendering support to national development and lead Hong Kong to give full play to its unique advantages. They should also develop a deeper understanding and a more acute awareness of safeguarding the constitutional order of the HKSAR and national security. All colleagues, regardless of ranks or functions, are expected to identify with their official capacity, subscribe to the core values of civil servants, and take pride in their contributions. They should also maintain efficiency and professionalism in their work, serve the community with dedication and strive to deliver concrete results to build a better Hong Kong together.

# Features

Civil servants are the backbone of the Government and the foundation of effective governance. Since assuming the post of the SCS two years ago, Mrs Yeung has been leading Civil Service Bureau (CSB) to strengthen civil service management. One of the key initiatives is the updating of the Code promulgated in 2009, which serves as an important compass to guide the day-to-day work, decision making and behaviour of all civil servants.

Mrs Yeung said, "To better meet the current needs of society, the Code has been comprehensively updated and enriched with the contents about safeguarding the constitutional order underpinned by the Constitution and the Basic Law, so that the civil servants will better understand their constitutional responsibilities and roles. Following the passage of the Safeguarding National Security Ordinance, we have also set out in the Code the responsibilities that must be adhered to and fulfilled by civil servants under the ordinance."

Regarding earlier concerns about whether the extent of freedom of speech enjoyed by civil servants would be affected by the updated Code, Mrs Yeung pointed out that civil servants should be mindful of their personal behaviour and conduct. In their capacity as civil servants, they should not criticise any government policies. When expressing their views and taking part in activities in personal capacity, civil servants should avoid their views being mistaken as the Government's official position or associated with their official capacity. "It does not mean that there is no room for freedom of speech. While freedom of speech enjoyed by individuals is enshrined in the Basic Law, as in other jurisdictions, such freedom is not absolute." She added that civil servants of some countries are subject to similar requirements on expression of opinions. The higher the rank of a civil servant, the more stringent the requirements are. She reiterated that representatives of staff unions may continue to express views different from those of the Government on issues related to the purposes for which staff unions are established, such as pay, benefits and occupational safety.



CSB organised a briefing session to explain to colleagues the contents of the Code.



On upcoming work priorities, Mrs Yeung said that the current-term Government attaches great importance to civil service training. Training in national affairs, national security, geopolitics, leadership skills and application of the latest technologies have been enhanced both in terms of quality and quantity.

She said, "In the past, colleagues in general prioritised their work over training. However, training is in fact a kind of 'reserve capacity'. We should enhance our competencies in various aspects by pursuing continuous learning and acquiring new knowledge. Only by doing so can we keep abreast of the times, and roll out new policies and services that cater flexibly to changes in present-day society. Such policies and services should be devised with people's needs in mind and in a way truly responsive to people's needs."

"Given the need to actively promote the culture of continuous training in the civil service, the management has the responsibility to encourage and arrange for colleagues to participate in training sessions. Colleagues should cherish every training opportunity. They should be as enthusiastic and serious about training as they are about their work, and apply what they have learnt from different domains to their day-to-day duties. The Civil Service College will launch training programmes with different emphasis and themes. We look forward to active participation of our colleagues in the programmes."

*Civil Service Code*  
The core values and standards of conduct



CSB held roving exhibitions at various government office buildings.



# Features

Mrs Yeung also shared her expectations on civil servants of the new era. They are expected to fully understand their constitutional responsibilities and roles, and perform their duties with professionalism.

"A civil service position is more than a job. A quality civil service is vital to enhancing the effectiveness of governance and, by dint of foresight, providing the public with services at the right time to meet their needs. The civil servants of the HKSAR are highly commended by the state leaders, and our civil service is a renowned one in the international arena. I am confident that as civil servants, our colleagues will continue to do their best in their roles in assisting with the formulation and implementation of policies, while upholding the guiding principles and professionalism, thereby enabling Hong Kong to capitalise on its strengths in the overall development of the country and 'One Country, Two Systems' to achieve greater success for the country and for Hong Kong," she said.



Civil Service Code

## The core values and standards of conduct under the Civil Service Code

Upholding the constitutional order and national security

People-oriented

Passion for public service

Dedication to duty

Commitment to the rule of law

Integrity

Political neutrality

Professionalism

Team spirit

Outcome-focused

Accountability for performance

Confidentiality



Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (centre); Permanent Secretary for the Civil Service, Mr Clement Leung Cheuk-man (left); and Deputy Secretary for the Civil Service, Mrs Angelina Cheung Fung Wing-ping (right) held a press conference on the updated Civil Service Code for consultation on 13 December 2023.



## Closely connected to the CSB

Mrs Yeung's career in the public service has been closely intertwined with CSB. She has served the Government for more than 38 years, with over one-fifth in CSB during her tenure as the Deputy Secretary, the Permanent Secretary and, since July 2022 as the Secretary. She described CSB as a very special place having work purview over civil service policies, civil service grade management and case management.

Mrs Yeung said that to keep pace with changing society, CSB has undergone changes in the new era, with increasing workload in various areas, especially in the area of training which has become one of its priorities. "The former Civil Service Training and Development Institute was small in scale. By the time I rejoined CSB in 2020, efforts to strengthen civil service training had begun, and the Civil Service College was established thereafter in 2021, which reflects our awareness of the need to expand the scale of training work," she said.

She admitted that after the black-clad violence in 2019 in Hong Kong, the public have higher and more specific expectations on civil servants. As a matter of fact, CSB has an important mission, which is to play an exemplary role for civil servants at large to provide quality public service.

Mrs Yeung said with a chuckle that over the years, CSB has introduced a host of policies and measures entailing changes to its systems, but what has remained unchanged is its efficient and well-established documentation and record-keeping system. "I am a bit surprised that CSB has maintained its high level of efficiency over the years. I have worked in a number of bureaux, and CSB is the best in terms of documentation and record-keeping. A big well done to CSB colleagues!" she added.

When asked about her unforgettable experience in the Government, Mrs Yeung said that she found it most unforgettable to have served as the Commissioner for Transport and the Permanent Secretary for Education because being the Head of Department (HoD) made her realise all the more that the civil service team is like a big machine, and its orderly operation requires concerted efforts and full cooperation from all parties. "The HoD functions like a driving force that keeps the machine going, and is ultimately held responsible for everything, big or small, that goes wrong, whether it be the situation of running out of fuel or missing a screw."





*Mrs Yeung recalled that when she served as the Commissioner for Transport around ten years ago, with the increasing number of Driving Examiners working on Pui Ching Road, there was not enough space even for changing into uniforms. In view of this, Mrs Yeung arranged to have a small modular house installed for the colleagues and they were very impressed about this. One of the Driving Examiners drew this sketch as a present for Mrs Yeung, and she realised that solving a problem for colleagues, even if it is minor in nature, can help boost morale.*

It is not always smooth sailing when it comes to introducing a policy. In her many years of work, there were times when Mrs Yeung had to promote policy initiatives that might not sound popular but were much needed by the community. For instance, to reduce the risk of human infections with avian influenza virus, it was necessary to slaughter chickens in Hong Kong and change the habit of consuming fresh chickens, and meanwhile promote biosecurity on local farms. She realised from the work that even when there seems to be no progress in your work, it is important to look ahead and look beyond

the immediate difficulties standing in your way. "Sometimes what you are doing may not bear much fruit or even shows no sign of progress, but it may well be a small piece of the bigger puzzle, and as long as all of us put the pieces together bit by bit, we will see changes for the better."

When asked about her stress management in the midst of her busy work schedule, Mrs Yeung said that while working hard is a must, she also enjoys family and social life in her spare time to keep a clear head and stay away from stress.





## The Chief Executive's Award for Exemplary Performance

Contribution of meritorious civil service team recognised and commended

Civil Service Bureau



The Chief Executive, Mr John Lee Ka-chiu was pictured with the representative of the award-winning team and guests attending the ceremony. Photo shows the Permanent Secretary for Security, Mr Patrick Li Pak-chuen (first left); the Chairman of the Public Service Commission, Ms Maisie Cheng Mei-sze (second left); the Commissioner of Police, Mr Siu Chak-ye (third left); the Secretary for the Civil Service, Mrs Ingrid Yeung Ho Pui-yan (fourth left); Legislative Council (LegCo) Member, Hon Martin Liao Cheung-kong (fifth left); the Deputy Chief Secretary for Administration, Mr Cheuk Wing-hing (sixth left); the Financial Secretary, Mr Paul Chan Mo-po (seventh left); the representative of the Task Force cum the then Deputy Secretary for Security, Mrs Apollonia Liu Lee Ho-kei (eighth left); Mr John Lee Ka-chiu (centre); the Chief Secretary for Administration, Mr Chan Kwok-ki (eighth right); the Secretary for Justice, Mr Paul Lam Ting-kwok, SC (seventh right); the Secretary for Security, Mr Tang Ping-keung (sixth right); the Deputy Financial Secretary, Mr Michael Wong Wai-lun (fifth right); LegCo Member, Hon Chan Hak-kan (fourth right); LegCo Member, Hon Dennis Leung Tsz-wing (third right); the Permanent Secretary for the Civil Service, Mr Clement Leung Cheuk-man (second right); and the Under Secretary for Security, Mr Michael Cheuk Hau-yip (first right).

**The presentation ceremony of the new round of the Chief Executive's Award for Exemplary Performance was successfully held on 26 June 2024. The Chief Executive, Mr John Lee Ka-chiu, presented an award certificate to the Task Force on Basic Law Article 23 Legislation in recognition of its outstanding performance.**

The current-term Government launched the Chief Executive's Award for Exemplary Performance Scheme in 2023 to give recognition to meritorious and exemplary teams or individuals in the civil service, with a view to encouraging civil servants to continuously strive for excellence. It also aims to enable the public to have a better understanding of the Government's work and the excellence of the civil service. After thorough consideration by the Selection Committee and the Chief Executive, the Task Force on Basic Law Article 23 Legislation comprising the Department of Justice (DoJ), the Security Bureau (SB), and the Hong Kong Police Force (HKPF) was awarded in the new round of the Chief Executive's Award for Exemplary Performance.

The Safeguarding National Security Bill was unanimously passed by the LegCo on 19 March this year and the Ordinance took effect on 23 March. The Hong Kong Special Administrative

Region (HKSAR) accomplished the mission of legislation for Article 23 of the Basic Law, fulfilling the constitutional responsibility and historic mission that Hong Kong had been waiting for 26 years, eight months and 19 days.



The Chief Executive, Mr John Lee Ka-chiu, praised the Task Force on Basic Law Article 23 Legislation for its remarkable work in his speech delivered at the presentation ceremony of the Chief Executive's Award for Exemplary Performance.



The Chief Executive, Mr John Lee (second right), presented an award certificate to the representative of the Task Force cum the then Deputy Secretary for Security, Mrs Apollonia Liu (second left), accompanied by the Secretary for Justice, Mr Paul Lam, SC (first right), and the Secretary for Security, Mr Tang Ping-keung (first left).

The Task Force did a significant amount of preparatory work for drawing up the legislative proposals, including in-depth studies and analyses of the laws on safeguarding national security of our country and overseas countries, the implementation experience and court judgments of the National Security Law and other legislation on safeguarding national security in the HKSAR, etc. After that, the Task Force held nearly 30 consultation sessions to provide detailed briefings to various sectors of the community during the one-month public consultation period. After the end of the consultation period, the Task Force took less than a week to conduct a comprehensive analysis of over 13,000 submissions received, and introduced the finalised Chinese and English versions of the Bill to the LegCo for scrutiny nine days after the conclusion of the consultation period. During the scrutiny of the Bills Committee, the Task Force gave detailed replies to more than 1,000 questions raised by LegCo Members, and proposed 91 amendments after listening to and studying their views. In addition, in the face of malicious attacks and smears on Basic Law Article 23 legislation by external forces, the Task Force delivered prompt and cogent rebuttals every time to prevent the public from being misled by unfounded remarks.

Addressing the ceremony, Mr Lee said that the inter-departmental Task Force was highly efficient and professional, holding a strong belief in the necessity and urgency of enacting local legislation for Article 23 of the Basic Law, and that the sooner the enactment of the legislation the better. The Task Force had worked at full steam and with whole-hearted commitment, demonstrating the team's

resolute determination in safeguarding national security and implementing the "one country, two systems" principle for the HKSAR to make glorious history.

Mr Lee said, "The civil service is an integral part of the HKSAR's governance system and the key to a capable government that can deliver results. As the expectations and demands of the community towards the Government have continuously grown, the entire civil service is facing more new challenges. They have to execute policies effectively and provide quality service, and shoulder the vital responsibilities of safeguarding national security and ensuring social stability at the same time. The award-winning team, the Task Force on Basic Law Article 23 Legislation, stood out from a crowd of nominations and is the role model for civil servants."

The Secretary for the Civil Service, Mrs Ingrid Yeung, extended heartfelt congratulations to the Task Force for being awarded the Chief Executive's Award for Exemplary Performance. She said, "The Task Force's relentless hard work and concerted efforts in completing the historic mission of legislating for Article 23 of the Basic Law in a highly efficient and expeditious manner demonstrate the civil service's unwavering courage and determination to safeguard national security without fear of challenges. The Task Force is an outstanding example worthy of emulation by civil service colleagues."

The representative of the Task Force cum the then Deputy Secretary for Security, Mrs Apollonia Liu, expressed her deep honour and gratitude for the new round of Chief Executive's Award for Exemplary Performance to be awarded to the Task Force. She said, "DoJ, SB and HKPF have all along been co-operating well in their respective roles and responsibilities in safeguarding national security: DoJ is responsible for handling the related legal work, drafting bills and providing legal advice; SB is the policy bureau responsible for laws on safeguarding national security; and HKPF is the principal law enforcement agency for laws on safeguarding national security. The smooth completion of legislation for Article 23 by the team hinged on the leadership of the Chief Executive and the support of the Central Authorities, the high quality and very efficient scrutiny by the LegCo, the full co-operation of relevant government departments and the support from various sectors of the community and members of the public who love the country and Hong Kong. Their support is the greatest recognition of our work."



## 2024 National Security Education Day “10th Anniversary of a Holistic Approach to National Security”



The Director of the Hong Kong and Macao Work Office of the Communist Party of China Central Committee and the Hong Kong and Macao Affairs Office of the State Council, Mr Xia Baolong, delivered a keynote speech.



The Chief Executive cum the Chairman of the Committee for Safeguarding National Security of the Hong Kong Special Administrative Region, Mr John Lee Ka-chiu, attended the opening ceremony of the National Security Education Day on 15 April 2024. Mr John Lee Ka-chiu (back row, eighth right), Director of the Liaison Office of the Central People's Government in the Hong Kong Special Administrative Region and National Security Advisor of the Committee for Safeguarding National Security of the Hong Kong Special Administrative Region, Mr Zheng Yanxiong (back row, eighth left), together with other officiating guests and the outstanding students of the National Security Education Study Tour and the “Territory-wide Inter-school National Security Knowledge Challenge”.

***This year is of great significance as it marks the 10th anniversary of a holistic approach to national security put forward by President Xi Jinping, and also the first National Security Education Day after the Safeguarding National Security Ordinance has taken effect in the Hong Kong Special Administrative Region (HKSAR).***

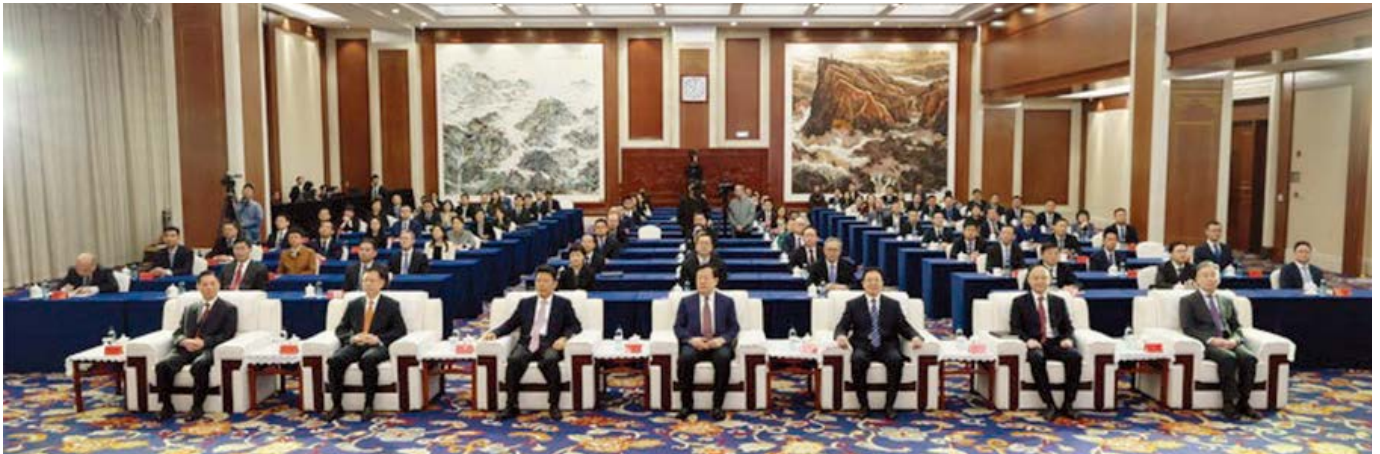
The National Security Education Day of this year was themed on the “10th Anniversary of a Holistic Approach to National Security”. Held on 15 April 2024 at the Hong Kong Convention and Exhibition Centre, the opening ceremony cum seminar of the event was hosted by the Committee for Safeguarding National Security of the Hong Kong Special Administrative Region (the National Security Committee) and supported by the Liaison Office of the Central People's Government in the Hong Kong Special Administrative Region (LOCPG) and the Office for Safeguarding National Security of the Central People's Government in the Hong Kong Special Administrative Region (OSNS).

The opening ceremony was graced by the presence of the Director of the Hong Kong and Macao Work Office of the Communist Party of China Central Committee and the Hong Kong and Macao Affairs Office of the State Council, Mr Xia

Baolong, together with the leading officials of his office in Beijing via video link. Approximately 1 500 participants, including Secretaries of Departments and Directors of Bureaux of the HKSAR Government, Heads of Departments, and representatives from various sectors of society, attended the event.

In his keynote speech, Director Xia Baolong said that to realise the transition “from stability to prosperity”, the HKSAR must meet five needs: (1) the need to firmly safeguard the bottom line for national security; (2) the need to steadfastly implement “One Country, Two Systems”; (3) the need to consolidate and make the best use of Hong Kong's unique position and advantages; (4) the need to better integrate into the national development; and (5) the need to proactively adapt to new situation and new challenges while embracing new responsibilities.

Director Xia pointed out that everyone must actively adapt to the development trends of the times,



The Director of the Hong Kong and Macao Work Office of the Communist Party of China Central Committee and the Hong Kong and Macao Affairs Office of the State Council, Mr Xia Baolong (centre), together with the leading officials of his office in Beijing, attended the opening ceremony of the National Security Education Day via video link.



The Chief Executive cum the Chairman of the Committee for Safeguarding National Security of the Hong Kong Special Administrative Region, Mr John Lee Ka-chiu, delivered a keynote speech.

keep pace with the changing times, and actively identify, respond to, and seek changes, opening up new horizons for Hong Kong's development amidst the changing landscape. The essence of Hong Kong's transition from stability to prosperity is a path of innovation and change.

In his keynote speech, the Chief Executive of the HKSAR cum the Chairman of the National Security Committee, Mr John Lee Ka-chiu, pointed out that the HKSAR Government would implement the Safeguarding National Security Ordinance in four areas. These include making continuous efforts to brief the community; reviewing and strengthening internal systems; sparing no effort in enhancing the executive capability on preventing, suppressing and imposing punishment for national security offences; and strengthening national security education. To realise the transition "from stability to prosperity", the HKSAR will focus its efforts on pursuing economic growth, advancing development, improving people's livelihood and bringing fulfillment to the people.

In addition, Director of the LOCPG and National Security Advisor of the National Security Committee, Mr Zheng Yanxiong, pointed out in his speech that the Hong Kong National Security Law and the Safeguarding National Security Ordinance, as well as the OSNS and the National Security Committee are the "dual legislation and dual enforcement mechanism" indispensable for the rule of law system in Hong Kong.

Head of the OSNS Mr Dong Jingwei delivered a speech entitled "Implementing a Holistic Approach to National Security Upholding Hong Kong Long Term Prosperity and Stability". Director Dong said the OSNS would work with the HKSAR to fully and faithfully implement the Hong Kong National Security Law and the Safeguarding National Security Ordinance.

Following the opening ceremony, a seminar titled "Security is a pre-requisite for development: The remarkable implication of the passage of the Safeguarding National Security Ordinance" was held the same day.

Meanwhile, Secretaries of Departments and Directors of Bureaux of the HKSAR Government showed their support to the National Security Education Day in various articles. Among them, the Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan remarked that Director Xia's advice was also applicable to the day-to-day work of the civil service. The Civil Service Bureau and its Civil Service College have in recent years strengthened the training both in terms of quality and quantity to enhance civil servants' understanding of the constitutional order and national security. As an integral part of the HKSAR's governance system, civil servants have the obligation to acquire an in-depth understanding of the concepts of national security and fully support the HKSAR Government in fulfilling its responsibility of safeguarding national security.





The first National Security Education Study Tour was held, in which 75 teachers and students from 17 secondary schools had visited Beijing, Shanghai and Hangzhou to gain a first-hand understanding of the importance of different fields of national security and the significance of "national security as the bedrock for Hong Kong's security, home security and people's security". The Deputy Director of the Hong Kong and Macao Work Office of the Communist Party of China Central Committee and the Hong Kong and Macao Affairs Office of the State Council, Mr Nong Rong (front row, centre); the Secretary for Education, Dr Choi Yuk-lin (front row, seventh left); the Secretary General of the Committee for Safeguarding National Security of the Hong Kong Special Administrative Region, Mr Sonny Au Chi-kwong (front row, seventh right), and members of the study tour attended the opening ceremony of the National Security Education Study Tour in Beijing on 29 March 2024.



The Secretary for Justice, Mr Paul Lam Ting-kwok, hosted a seminar. Mr Paul Lam Ting-kwok (first left), with Vice-Chairperson of the Committee for the Basic Law of the Hong Kong Special Administrative Region of the Standing Committee of the National People's Congress (NPCSC) and Deputy Director of the Legislative Affairs Commission of the NPCSC, Mr Zhang Yong (second left); the Secretary for Security, Mr Tang Ping-keung (third left); Mr Grenville Cross, SC (third right); the Chairman of the Hong Kong Trade Development Council, Dr Peter Lam Kin-ngok (second right); and the then Chairman of the Hong Kong General Chamber of Commerce, Mrs Betty Yuen So Siu-mai (first right), at the seminar.



# Features

## National Security Education Activities in Schools

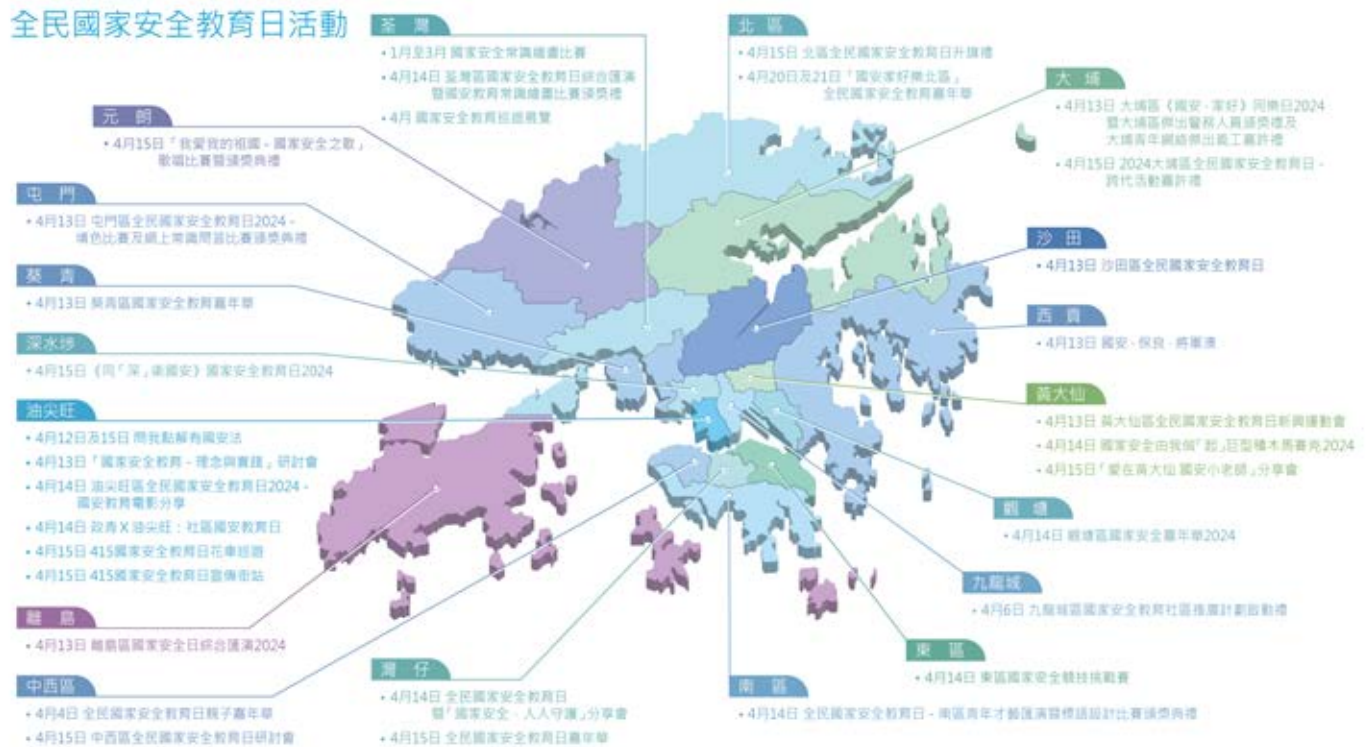


The Chief Secretary for Administration, Mr Chan Kwok-ki; the Financial Secretary, Mr Paul Chan Mo-po; the Secretary for Justice, Mr Paul Lam Ting-kwok; the Deputy Chief Secretary for Administration, Mr Cheuk Wing-hing; the Deputy Financial Secretary, Mr Michael Wong Wai-lun; the Deputy Secretary for Justice, Mr Cheung Kwok-kwan; the Secretary for Culture, Sports and Tourism, Mr Kevin Yeung Yun-hung; the Secretary for Security, Mr Tang Ping-keung; the Secretary for Education, Dr Choi Yuk-lin; the Secretary for Home and Youth Affairs, Miss Alice Mak Mei-kuen; and the Secretary General of the Committee for Safeguarding National Security of the Hong Kong Special Administrative Region, Mr Sonny Au Chi-kwong, visited different schools on or before 15 April 2024 to understand the implementation of national security education activities in schools and interacted with teachers and students.



## 18區

### 全民國家安全教育日活動



## Activities of other bureaux, departments and organisations



As for other activities, the Committee for Safeguarding National Security of the Hong Kong Special Administrative Region, in collaboration with a few tens of government bureaux, departments, organisations, 18 districts, and youth uniform groups, has launched approximately 90 activities. For more details, please visit the following website.



### *Innovation for a Better Tomorrow:*

# EMSD shines at the 49th Exhibition of Inventions of Geneva

*Electrical and Mechanical Services Department*



EMSD wins 21 awards at the 49th International Exhibition of Inventions of Geneva.

**The Electrical and Mechanical Services Department (EMSD) staged an outstanding performance at the 49th International Exhibition of Inventions of Geneva (the Exhibition), performing its role as an Innovation Facilitator and driving the application of innovation and technology. This accomplishment was made possible by EMSD team's hard work and dedication as well as the support of all stakeholders involved.**

#### **Innovation Facilitator: Driving the adoption of Innovation and Technology (I&T)**

The Exhibition is one of the most significant global annual events on inventions. This year's event was held in Geneva, Switzerland from 17 to 21 April, featuring over 1,000 inventions from nearly 40 countries and regions. EMSD had a remarkable performance, winning seven gold medals, ten silver medals, and four bronze medals at the event. This achievement demonstrates EMSD's commitment to innovation and its efforts in developing advanced technologies.

As the Government's Innovation Facilitator, EMSD is committed to strengthening the collaboration between government departments and startups, SMEs, academia, and R&D institutions. By fostering collaboration with stakeholders and facilitating the adoption of emerging technologies, EMSD achieves efficacy in regulatory and engineering services, and is able to support other government departments in facilitating their application of new technologies to improve services, support smart city development and achieve carbon neutrality.



## Enhancement to EMSD's work efficiency and services

The work of EMSD aims to ensure electrical and mechanical (E&M) safety for the public and promote energy saving. By leveraging innovative technologies to enhance regulatory inspections and

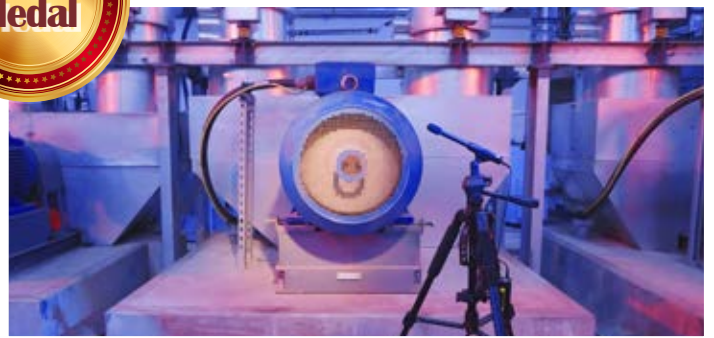
system maintenance, EMSD is able to improve its work efficiency and maintenance services.

Some award winning inventions for EMSD's operation:

### Acoustic Detector : Determine hidden machine failures by analysing sound signature using AI



This invention adopts AI-based audio analytics to detect potential issues of different equipment and provide maintenance recommendations.



### AI-Driven Railway Regulator Inspection Planning System



This system applies AI language models and algorithms to analyse areas that might pose higher risk to the safety of railway operation for prioritising the railway regulatory inspections, thereby enhancing the assurance of railway safety.

### Autonomous Airfield Ground Lighting Cleaning and Inspection Robot



A unique combination of technologies for Airfield Ground Lighting to ensure safety and efficiency, with dry ice cleaning of rubber deposits, Real Time Kinematic (RTK) precise positioning, image recognition for prism detection and bolt alignment, and autonomous driving.



## Collaboration made possible I&T inventions to the benefit of bureaux/departments (B/Ds)

EMSD plays a crucial role in providing B/Ds with one-stop professional E&M engineering services. Through cross-departmental collaboration, EMSD helps other B/Ds adopt I&T and improve their operations. The gold medal-winning projects showcased the effectiveness of this collaborative approach.

Some award winning inventions for various B/Ds :



### Ball Type Rolling Robot for inspection and rescue (Collaborate with the Hong Kong Police Force)

A compact ball type rolling robot for accessing hard-to-reach areas to conduct inspection, rescue and negotiation where large robots and drones cannot access.



### Management of Fire-fighting Tools and Rescue Equipment on Fire Appliances (Collaborate with the Fire Services Department)



This invention has been initially applied in the Hong Kong Fire Services Department to efficiently manage the fire-fighting tools & rescue equipment on fire appliances. With adoption of 5G and RFID technologies, it allows firefighters to monitor the availability and status of relevant tools and equipment in real time.



### AI-powered Aqua-bot for Early Detection and Rapid Response for Invasive Alien Species (IAS) in Wetland (Collaborate with the Countryside Conservation Office, the Environment and Ecology Bureau)



AI robotic vessels are developed to identify and eliminate apple snail eggs which damage ecosystems in wetlands by water jet and swinging stick.



### Moving forward: Call for collaboration

Some of the award-winning inventions and I&T projects are showcased at the E&M InnoZone which is located in EMSD Headquarters. Government colleagues are welcome to visit our E&M InnoPortal (<https://inno.emsd.gov.hk/en/home/index.html>) or email us at [inno@emsd.gov.hk](mailto:inno@emsd.gov.hk) for scheduling a visit or exploring collaboration.



E&M InnoPortal



# "Catch the Innovation" Campaign — "Innovative Application with AI" Innovation Competition facilitates smart government development

Digital Policy Office



To promote the development of smart government, the Smart Government Innovation Lab (Smart Lab) under the Digital Policy Office (DPO) launched again in 2023-24 the "Catch the Innovation" Campaign, so as to encourage government departments to introduce more innovative ideas to their businesses, thereby enhancing the quality of public services and improving work efficiency. The highlight event "Innovative Application with AI (Artificial Intelligence)" Competition was concluded on a high note with the Final Pitching cum Award Presentation Ceremony on 15 March 2024.

This competition was held in two stages. The first stage commenced in June 2023, during which the Smart Lab organised a series of workshops, thematic seminars, as well as technology forums on AI and invited colleagues from various bureaux/departments (B/Ds) to form teams to submit conceptual proposals for enhancing public services with AI. A record-breaking number of 71 proposals from colleagues of 22 B/Ds were received this time. Ten finalists were then shortlisted by the Selection Panel to enter the second stage of the competition. The Smart Lab matched the ten proposals with technology solutions of the industry including local start-ups, for a six-month proof-of-concept (PoC) exercise to test the feasibility of the shortlisted solutions. Upon completion of the PoC, the top ten teams then presented the concepts of their projects as well as the process and results of



A contestant team presents their proof-of-concept process and result to the Judging Panel of the "Innovative Application with AI" Innovation Competition.

the PoC, and answered questions from the Judging Panel comprising innovation and technology (I&T) experts at the Final Pitching on 15 March. The Panel finally selected the Grand Award, First Runner-up, Second Runner-up and seven Merit Awards.

The Secretary for Innovation, Technology and Industry, Professor Sun Dong was invited to officiate at the Award Presentation Ceremony. He commended the contestant teams for submitting quality proposals that fully encompass the needs of their departments and innovative ideas. The PoC exercise conducted for the proposals in the past six months had not only provided opportunities for the local I&T industry to join efforts, but also fostered a stronger vibe of I&T within the Government.



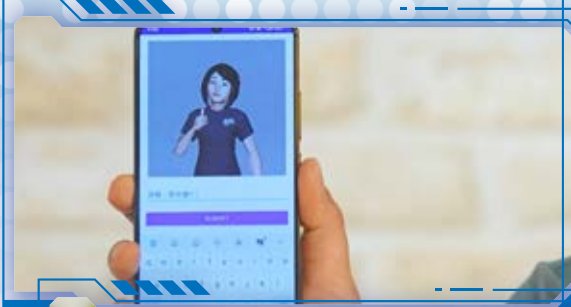
The Judging Panel of the "Innovative Application with AI" Innovation Competition.

## DPO & the Census and Statistics Department



### Improving Communications through Generative Sign Language

Colleagues from DPO as well as the Census and Statistics Department proposed utilising technologies such as machine learning and generative AI to develop a two-way translation tool. Generative Sign Language can translate Hong Kong Sign Language (including motion and facial expressions) into spoken language, while sign language can be generated from spoken language in real-time, in the hope of facilitating communication with the deaf community, as well as allowing deaf people to access information in their mother tongue.



## Environmental Protection Department



### AI Environmental Air Nuisance Investigation Robot Dog

Colleagues from the Environmental Protection Department (EPD) designed an AI Environmental Air Nuisance Robot Dog to predict the source and pollution activity, which would track the location of the pollution source autonomously, hence speeding up the investigation and obviating the need for human entry into unsafe areas or confined space during investigations, further protecting the occupational safety of investigation staff.



## Electrical and Mechanical Services Department



### Mass Deployment of Semantic Modelling Using BIM, BIM-AM and iBMS

Colleagues from the Electrical and Mechanical Services Department (EMSD) proposed developing an AI tool that transforms metadata from BIM (Building Information Modelling), BIM-AM (Building Information Modelling - Asset Management) and integrated Building Management System (iBMS) into semantic knowledge graph automatically, so as to improve productivity of construction works, facilitate the development of digital twins in EMSD, and make city planning of the Government more effective.





## Merit Awards (in random order)



### Architectural Services Department



#### AI Drone Building External Wall Spalling/Water Seepage Detection System for Deteriorated Buildings in Hong Kong

Colleagues from the Architectural Services Department proposed integrating advanced sensors and AI technologies with drone surveillance that facilitate detection of spalling from deteriorated buildings, with the aim of alerting the relevant departments to carry out maintenance as soon as possible, thereby preventing hazardous incidents.



### EMSD



#### AI-powered Long-range Video Analytics for Water Sports Activities

Colleagues from EMSD proposed using technologies such as AI, video analytics and data fusion, to assist in the detection of potential hazards and prediction of weather conditions around water sports centres. When adverse weather, such as approaching storms, is detected, alerts will be generated. Additionally, when the system detects individuals engaging in water sports activities waving for help, it will generate alerts to notify lifeguards.



### Hong Kong Police Force



#### Chatbot Kiosk for Police Foundation Training

Colleagues from the Hong Kong Police Force (HKPF) explore the usage of "AI Chatbot Technology" in foundation training. Police trainees can interact with AI-powered avatars and practise their questioning and verbal cautioning skills.



### Intelligent Electro-optical Sensors (EOS) and Cameras Search System

Colleagues from HKPF proposed using AI, image analytics and other technologies to facilitate control and coordination of network cameras in sea surface scanning and analyse the captured images in real-time to detect people in distress at sea, so as to enhance the efficiency of maritime search and rescue.

## Buildings Department and EMSD



### Intelligent Signboards Detection System (iSDS)

Colleagues from the Buildings Department as well as EMSD proposed using AI, image analytics, remote measurement and other technologies to identify signboard structures and automatically calculate its dimension so as to facilitate prompt detection of the signboard inclusive of its supporting frame. The system can improve the efficiency of enforcement against dangerous signboards and ensure public safety.



## Civil Engineering and Development Department



### LiDAR-Based Fiducial Marker Positioning System

Colleagues from the Civil Engineering and Development Department proposed using AI and LiDAR technologies to provide real-time positioning data for mobile robots working in confined tunnel environment where there is no GPS and with dim lighting, thereby enabling the mobile robots to locate the defects observed in tunnels more accurately and improving inspection efficiency.



EPD



## Monitoring of Shoreline Cleanliness Using AI Image Recognition Technology

Colleagues from EPD proposed to develop a shoreline cleanliness monitoring system, leveraging advanced technologies such as AI, image recognition, Internet of

Things, etc. to assist the Government in monitoring and tackling the accumulation of marine refuse on Hong Kong's shorelines. The system will enable real-time identification of the type and quantity of refuse on shorelines, effectively assess shoreline cleanliness, and automatically alert the relevant departments, when necessary.

The winning solutions were showcased in **the Smart Hong Kong Pavilion at the InnoEX 2024** held in April and received acclaim from visitors and the media. We would like to thank all the participating teams for their quality proposals, which have set an example for the use of AI to empower public services, enhance overall service standards and promote the development of smart government.

For details of the winning solutions, please refer to :

[https://www.smartlab.gov.hk/en/competition/result.html#fb\\_post](https://www.smartlab.gov.hk/en/competition/result.html#fb_post)



### Smart Government Innovation LAB

Some winning solutions are planned to be piloted in relevant B/Ds. The Smart Lab will continue to promote the adoption of the winning solutions by B/Ds to enhance both the quality and efficiency of public services.

Established in 2019, the Smart Lab is a platform for the I&T sector to communicate and collaborate with government departments, with a view to helping government departments leverage I&T solutions from the industry to formulate innovative measures for enhancing the quality and efficiency of public services. The Smart Lab will assist departments in developing more smart solutions. Colleagues are welcome to contact us to explore and help inspire new ideas and give impetus into public services, so as to promote the development of smart government.



[smartlab@digitalpolicy.gov.hk](mailto:smartlab@digitalpolicy.gov.hk)



**3855 6731**

# Hongkong Post values occupational safety and health of staff in “Linking People, Delivering Business”

*Hongkong Post*



**Hongkong Post (HKP) has been fulfilling its purpose of “Linking People, Delivering Business” by providing members of the public with efficient and reliable postal services. The Department attaches great importance to the occupational safety and health (OSH) of its staff and is committed to ensuring their safety in the workplace through an effective safety management system. Also, it strives to enhance mail processing and fully implement the OSH policy with a view to minimising the risks of work injuries.**



Once the staff place a packet on the conveyor belt, the system scans its address barcode, measures its weight and size, and then records the information in the computer system automatically.

## Introduction of “Robotic Packet Sorting System”

HKP handles a huge volume of over two million mail items per day on average. To enhance the efficiency and accuracy of sorting and to minimise the risks of manual lifting when handling packets, the “Robotic Packet Sorting System” has been introduced since 2022 to improve the efficiency of handling small packets and to meet the increasing service demand arising from the rapid development of e-commerce.

The “Robotic Packet Sorting System” is a modern centralised Material Handling System with the use of artificial intelligence technologies, automation and digitalisation to facilitate efficient processing of mail items. Staff only have to place a packet on the conveyor belt, and the system can then scan its address barcode, measure its weight and

size, and record the information in the computer system automatically. Sorting robots then transport the packets to their respective unloading fittings. When the fittings are full, picking robots will sort the mail bags into workstations according to the mail collection points recorded in the system. Finally, the mail bags are sealed by staff and dispatched to various delivery points.

The “Robotic Packet Sorting System” is designed ergonomically, with the conveyor belt close to the elbow to reduce the stretching distance and the frequency of stooping so as to lower the chance of injury when handling the packets repetitively. In addition, the robots can load more mail items when moving back and forth, which helps prevent upper limb musculoskeletal disorders among staff.





Sorting robots transport the packets to their respective unloading fittings according to the information recorded in the system.



When the fittings are full, picking robots will sort the mail bags into corresponding workstations.

## Full implementation of Guidance Notes on Prevention of Heat Stroke at Work

The Labour Department (LD) launched the new Guidance Notes on Prevention of Heat Stroke at Work (the Guidance) and Heat Stress at Work Warning on 15 May 2023. According to the Guidance, the physical workload of postal staff is categorised as “moderate”. HKP is therefore required to conduct risk assessment of heat stress in the workplace and, based on the assessment results, provide the staff concerned with additional rest time corresponding to different warning levels.

At present, there are about 2,000 postmen performing outdoor delivery duties. Prior to the introduction of the Guidance, HKP organised a number of briefing sessions to elaborate on the Guidance and enable exchange of views among its staff. HKP has also conducted risk assessments of heat stress. In the light of the assessment results and the views of staff, HKP has formulated risk control measures and rest arrangements under different warning levels. To enable field staff to receive information immediately, HKP has in particular conducted a system enhancement so that when the LD issues the Heat Stress at Work Warning, staff will receive the related push notifications on their Personal Digital Assistants reminding them to stay hydrated and pay attention to the details of the warning. In addition to regular rest breaks, staff performing duties outdoors will be given an additional rest time when the Very Hot Weather Warning is in force so that they can take a break at a suitable place before resuming work. With the cooperation of all staff, the Guidance has been implemented promptly and smoothly.

Based on last year’s experience, HKP has reviewed the heat stress risk assessments as well as risk prevention and control arrangements for this year in accordance with the revised Guidance issued by LD on 2 May 2024. HKP has also arranged briefing sessions to elaborate on the notification mechanism and the arrangement for additional rest breaks when the Heat Stress at Work Warning is in force, with a view to protecting field staff from being affected by hot weather and reducing the risks of heat stroke.

HKP has always been very concerned about the OSH of its staff. Apart from rest breaks, postmen working outdoors are provided with water bottles for timely replenishment of water. Other personal sun protection equipment (such as ice cooling towels, sun protection sleeves, hats, etc.), as well as ancillary tools such as hand trucks and temporary mail storage boxes will also be provided to them to safeguard their occupational safety.



Push notification regarding Heat Stress at Work Warning on a Personal Digital Assistant.

## Good People, Good Deeds in FEHD

*Food and Environmental Hygiene Department*



The Food and Environmental Hygiene Department (FEHD) is dedicated to safeguarding food safety and district-based environmental hygiene, and is highly committed to providing quality municipal services. Knowing the importance of being people-oriented, many of its staff members go an extra mile to provide, to the best of their abilities, further assistance for the public on their own initiative. Many citizens who have benefited from such help were grateful. They praised the staff of the department by various means such as appreciation letters. FEHD would like to share with you a few positive stories of “Good People, Good Deeds in FEHD” selected from these letters :

### Lost item of a member of the public recovered with the help of the North District Cleansing Section

We all may have an experience of having lost something important to us. We would feel helpless and regretful particularly when we have dumped something carelessly as rubbish and are not able to recover it. The North District Cleansing Section of FEHD was highly praised for its dedicated effort earlier in helping a member of the public to recover his lost item. The assisted person thanked the team for their helping hands, and appreciated their professionalism as civil servants and sincere commitment to serving the public.

On 16 February 2024, the staff of the Cleansing Section learnt that a member of the public drove to follow a FEHD refuse collection vehicle to the North East New Territories Landfill in the hope of recovering an important item which was mistakenly disposed of as rubbish by him and his family. The team lost no time in communicating with the government departments concerned and supervised the related work on site, in order to help the assisted person recover the lost item as soon as possible. Meanwhile, the staff of the Cleansing Section listened to the assisted person patiently, comforted him and explained clearly to him the relevant procedures. After coordinating with other parties, the team arranged for the refuse collection vehicle to unload the rubbish at a suitable location within the landfill for him to search for the



The refuse collection vehicle unloaded the rubbish at a suitable location within the landfill for the assisted person to search for the lost item. The whole process took around six hours.

lost item. The whole process took around six hours. Finally, the lost item was recovered.

Although a citizen may not be able to recover a valuable item inadvertently dumped, the team believes that civil servants should have empathy in rendering all possible assistance within their abilities. When seeing the joyful smile of the assisted person for recovering the lost item in this case, the team felt very happy and satisfied and was further motivated to serve the public with dedication in future.



## Warmth in the community: Assisting with the after-death arrangements of “Uncle Flour”



The memorial ceremony for “Uncle Flour” was held at the farewell area of the Kwai Chung Public Mortuary. FEHD provided flowers for the attendees to pay their last tribute to “Uncle Flour”.

*“Uncle Flour” had been selling handmade flour dolls in Kowloon City District for many years and was widely known in the neighbourhood. In March 2023, “Uncle Flour” was found collapsed in a rear lane in To Kwa Wan. He was sent to the hospital and later passed away after failed attempts of resuscitation. Since he had no identity document with him, his identity could not be confirmed, and his body remained unclaimed.*

People in the neighbourhood who knew “Uncle Flour” well were in grief and felt deep sympathy over the sudden departure of “Uncle Flour” and the fact that he had no family member to handle his after-death arrangements. As “Uncle Flour” was regarded as a member of the community, the local residents hoped that the Government could exercise discretion in allowing them to collect his body as non-relatives and take care of his after-death arrangements, so that “Uncle Flour” could finish the last part of his life journey with dignity.

The staff of FEHD entirely understood their feeling and actively coordinated a joint effort with the relevant departments to handle the case in a

humane manner. They prepared an eco-coffin for “Uncle Flour” and arranged for the neighbourhood to hold a simple memorial ceremony at the farewell area of a public mortuary. Flowers were also provided for them to bid the last farewell to “Uncle Flour”, their old friend. After the ceremony, the coffin was transported to the Sandy Ridge Cemetery for burial.

Members of the local community thanked the staff of FEHD for making such considerate after-death arrangements for “Uncle Flour”. The staff felt very gratified because their work could help the deceased rest in peace and make the living feel relieved.

## A story about helping a member of the public find his ancestor’s grave

It is a Chinese tradition to show reverence for ancestors. In early 2023, the FEHD received a request for assistance from a citizen who wished to find the grave of his great-grandfather. Unfortunately, the citizen could not provide the name of his ancestor. The only clues he could give were a blurred photograph of the grave, and that the remains were buried in the Diamond Hill Urn Cemetery in the 1960s.

Locating a grave with incomplete information in the Diamond Hill Urn Cemetery, which spanned several hills and was home to over 50,000 graves, was like looking for a needle in a haystack, and the chance of success looked slim at first glance. Nevertheless, the staff of FEHD in charge of the case did not yield to difficulties and made their best efforts to look for clues through different channels.

# Good stories of Civil Service

They first searched through all grave records of the deceased with the same surname and buried in the cemetery in the 1960s, but to no avail. The staff persisted with their search and, based on the old photograph of the grave provided by the citizen, made special efforts to conduct thorough search during their inspections of the cemetery spread across hills. Furthermore, they asked the masons nearby about the locations of the graves on which tombstones were erected back then in the cemetery,

and studied the stone used for the grave in the photograph for comparison. After consolidating all the clues, the grave was eventually found in a hidden location. The citizen and his family were overjoyed to have found the grave of his great-grandfather and expressed their heartfelt gratitude to the staff of FEHD. The staff pledged to continue serving the community with dedication and commitment by providing quality cemeteries and crematoria services for the public.

## Conclusion

Besides serving the community with dedication and commitment, civil servants can take their services to the next level if they understand the needs of people and address their feelings empathetically. The teams of FEHD feel much honoured and encouraged for having won the recognition and praise of the public by going an extra mile. FEHD will continue to uphold the principle of being people-oriented in serving the public and providing quality and highly-efficient municipal services for members of the public with professionalism and sincerity.

## *From Whence We Came We Shall Return* Civil Service Bureau



To dovetail with the Government's policy on promoting green burial and as proposed by the Civil Service Central Consultative Councils, the Civil Service Bureau newly erected a commemorative tablet adjacent to the Gallant Garden to commemorate deceased civil servants laid to rest by green burial. The installation of the commemorative tablet was completed in March 2024.

A commemorative tablet for commemorating deceased civil servants laid to rest by green burial.



## “Heroic Volunteer Award” commending selfless help to others



Police Sergeant couple, Mr Lee Ho-kay (third right) and Ms Kwok Chau-fung (fourth left) were awarded the “Heroic Volunteer Award” at the Hong Kong Volunteer Award Presentation Ceremony 2023. The wife of the Chief Executive of the Hong Kong Special Administrative Region cum Honorary Patron & Volunteer-in-Chief, Mrs Janet Lee Lam Lai-sim (third left) presented the “Heroic Volunteer Award” to Ms Kwok Chau-fung (fourth left).

**On 3 January 2024, the Home and Youth Affairs Bureau and the Agency for Volunteer Service held the Hong Kong Volunteer Award Presentation Ceremony 2023 and presented the “Heroic Volunteer Award” to six awardees from the Hong Kong Police Force, Fire Services Department and the Customs and Excise Department. All the awardees, through their volunteering actions, have demonstrated the spirit of selflessness in helping others.**

### *Sergeant couple saved a boy who lost his way Mr Lee Ho-kay and Ms Kwok Chau-fung, Police Sergeant*

*Hong Kong Police Force*

Police Sergeant couple, Mr Lee Ho-kay and Ms Kwok Chau-fung, stationed at the Emergency Unit New Territories North and Sha Tau Kok Division respectively, were both presented with the “Heroic Volunteer Award” in recognition of their effort in saving a seven-year-old autistic boy who got lost on an expressway in Tuen Mun on 29 April 2023 while they were off duty.

On 29 April 2023, when Mr Lee was driving his private car carrying Ms Kwok while off duty along Wong Chu Road and Lung Fu Road towards Butterfly Beach, they witnessed a boy wandering among the lanes of an expressway. At that time, the boy was under immense danger of being hit by passing vehicles, and no pavement could be found nearby for him to move to a safe location.

At that critical juncture, Mr Lee stopped his car when it was safe to do so and blocked part of the lanes with his car to avoid accidents caused by the vehicles coming from behind that might fail to stop in time. Meanwhile, his wife Ms Kwok got off the

car immediately and rushed to bring the boy into the car. And in the car the couple kept calming him down and tried to ask him briefly for the contact information of his family. Nevertheless, the boy was unable to express himself verbally, nor did he carry with him any emergency contact details.

No sooner had the couple escorted the boy to a safe location than they informed a reporting centre of the Police about the incident and requested assistance from officers on duty to locate his family.

The couple later learnt that the boy had left home in anger following an argument with his family members and inadvertently walked onto the expressway. Fortunately, they found the boy in time to save him from danger. It was confirmed after examination that he did not sustain any injuries. The boy’s father subsequently wrote to the couple to extend his gratitude. The video footage showing how the couple saved the boy on the expressway has been widely circulated online, earning wide media coverage and acclaim for their benevolent deed.



The wife of the Chief Executive of the Hong Kong Special Administrative Region cum Honorary Patron & Volunteer-in-Chief, Mrs Janet Lee Lam Lai-sim (third left) presented the "Heroic Volunteer Award" to Principal Fireman, Mr Tam Cheuk-ho (second left).

## ***Principal Fireman rescued a cardiac arrest patient while off duty Mr Tam Cheuk-ho, Principal Fireman***

*Fire Services Department*

Mr Tam shared, "I was nominated by the Fire Services Department, in which I am now serving, for the Hong Kong Volunteer Award 2023 jointly organised by the Home and Youth Affairs Bureau and the Agency for Volunteer Service. I was awarded the Heroic Volunteer Award.

One day in July 2022 when the COVID-19 epidemic was raging, I happened to see a panic-stricken woman (later known to be the victim's wife) applying medicated oil on a man outside Tat Sin House, Upper Wong Tai Sin Estate when I was off duty. I approached them to see what was going on and discovered that the man was unconscious. Since he didn't breathe and had no pulse, I immediately administered cardiopulmonary resuscitation (CPR) on him. I remembered that in the first two minutes of CPR, the man did not show any improvement at all. He eventually began to breathe weakly when the second cycle of CPR was performed. He was then sent to hospital for treatment. I was pleased to learn later that the man recovered and was discharged from hospital.

I would like to share this experience with everyone to highlight the importance of timely CPR and defibrillation, as every minute of delay could reduce the survival rate of a cardiac arrest patient by 7 to 10%. If you see somebody suffering from cardiac arrest, act immediately. Don't hesitate and don't give up easily. Even without any medical equipment, a life can be saved."



Mr Tam Cheuk-ho was awarded the "Heroic Volunteer Award" at the Hong Kong Volunteer Award Presentation Ceremony 2023.





Customs Officers, Mr Quick Sung-hei (second right), Mr Chu Kam-pui (centre) and Mr Cheung Tsz-long (second left) were awarded the "Heroic Volunteer Award" at the Hong Kong Volunteer Award Presentation Ceremony 2023.

## ***C&ED Officers rescued an injured hiker at the seashore while off duty*** *Mr Quick Sung-hei, Mr Chu Kam-pui and Mr Cheung Tsz-long, Customs Officers*

*Customs and Excise Department*

Customs Officers, Mr Quick Sung-hei, Mr Chu Kam-pui and Mr Cheung Tsz-long from the Customs and Excise Department's Marine Enforcement Division of the Ports and Maritime Command, who possess the certificates of Coxswains (Hong Kong Waters) (Maritime) or engineer licences, are responsible for maritime anti-smuggling enforcement actions and patrol duties in Hong Kong waters. As professional officers in charge of law enforcement at sea, they are not only proficient in discharging their maritime duties, but also stay vigilant at all times in observing the state of the sea and assist people in need.

At around noon on 9 July 2023, the three Customs Officers who were on leave heard the shouts for help from the seashore while doing aquatic activities near a pleasure vessel along the South Bay of the Hong Kong Island. Upon preliminary assessment of the surrounding environment, they felt duty-bound to offer assistance. In response, they promptly detached the speedboat from the pleasure vessel for searching in the nearby waters. Having searched for about five minutes along the seashore, they found an injured foreigner stranded in the shallow waters along the shingle beach. After the three of them had identified the exact location of the stranded person, Mr Cheung drove the speedboat in repeated attempts to approach the person, but to no avail due to insufficient water depth and rocky outcrops along the seashore. Leveraging their professional nautical knowledge, they assessed the situation at the scene, resolutely decided to return to the pleasure vessel, and with the aid of a kayak instead, Mr Cheung was eventually able to reach the stranded person in carrying out the rescue.



Acting Commissioner of Customs and Excise, Mr Chan Tsz-tat (fourth left) congratulated Customs Officers Mr Quick Sung-hei (third right), Mr Chu Kam-pui (fourth right) and Mr Cheung Tsz-long (second right) on being awarded the "Heroic Volunteer Award".

After assessment, the stranded person was found to suffer from fracture of wrist with abrasions over the body and mild heat stroke symptoms. Given the remote location of the site as well as geographical and environmental constraints, the challenges were especially daunting for Mr Cheung trying to get the stranded person out of the waters without other backup. In spite of this, Mr Cheung managed to help the wounded person suffering from

heat stroke put on a life jacket and board the kayak, and then escorted the person onto the speedboat where he took care to keep the injured wrist of the person in position for wound care. Meanwhile, Mr Quick lost no time in contacting the Police for arranging medical assistance and provided all necessary details, hence facilitating effective mobilisation of personnel by relevant departments to carry out rescue operation. Subsequently, they escorted the injured person to the South Bay Beach safely for the Police and paramedics to take follow-up actions and provide further medical treatment.

This extraordinary rescue operation fully showcased the three Customs Officers' professionalism and exceptional vigilance, who always take it upon themselves to shoulder responsibilities even if they are on leave. Despite the adverse conditions, they made proper and appropriate assessment of the marine environment and safely rescued the stranded person. The rescue has attracted wide media coverage, and the three officers were awarded the "Heroic Volunteer Award" from the Hong Kong Volunteer Award 2023 in recognition of their gallantry in saving life under extreme circumstances.

## Civil Service Volunteer Teams work in harness with all sectors

*to create a loving and harmonious community*

*Civil Engineering and Development Department*



Group photo of the volunteer team and children at the Real Grass Practice Tee.

**The Volunteer Team of the Civil Engineering and Development Department (CEDD) has been committed to serving the community. To celebrate the 20th anniversary of CEDD, the volunteer team organised the "Warmth and Love in Homantin: Full Encounter in Golf" event.**

With the support of the Civil Service Bureau and the Hong Kong Jockey Club (HKJC), the CEDD Volunteer Team collaborated with the Hong Kong Chinese Church of Christ - Grace Neighbourhood Center and the Land Registry Volunteer Team to take 30 children from grassroots families in Homantin to the Jockey Club Kau Sai Chau Public Golf Course on 5 May this year to experience golfing. The Director of Civil Engineering and Development, Mr Fong Hok-shing, and Land Registrar, Ms Tam Wai-yee, also attended to support the event.



The Land Registrar, Ms Tam Wai-yee (fourth right), Director of Civil Engineering and Development, Mr Fong Hok-shing (fifth right), Deputy Director of Civil Engineering and Development, Mr Ma Hon-ngai (fourth left), and the Head of External Affairs of the Hong Kong Jockey Club, Mr Cheng Kei (fifth left) were pictured with the other representatives of organising parties.





The coach taught the children how to putt.

Do you remember the weather conditions on 4 May? Continuing heavy rains have caused flooding and landslides in many areas of Hong Kong, including 12 flooding cases in Sai Kung and Tseung Kwan O. Volunteers from the CEDD demonstrated their professionalism and kept close contact with the Hong Kong Observatory to confirm if the weather would be fine the next day. Luckily, it turned out to be a sunny one and everyone enjoyed the event under comfortable weather.

The children participating in this activity ranged from 6 to 13 years old, and this was their first encounter with golf. They learned how to swing and putt under the guidance of professional coaches. Some of them even made a “hole-in-one” and received special awards from the coaches. At the end of the programme, the children enjoyed lunch



Group photo of the “hole-in-one” award recipients.

buffet offered by the HKJC. Mr Fong and Ms Tam distributed gift bags to the children. The event was filled with laughter and songs, and everyone enjoyed it very much.

This volunteer event not only let children learn about new sports, but also promoted collaboration among volunteer teams of different departments, reflecting the love and care of the Civil Service Volunteer Teams for the community.



The Land Registrar, Ms Tam Wai-ye (front row, second right), the Director of Civil Engineering and Development, Mr Fong Hok-shing (front row, third right) listened to the introduction of the Kau Sai Chau Public Golf Course together with the volunteer team and children.

*Unswerving commitment  
to the community in  
a new fascinating  
chapter of life*

Civil Service Newsletter Editorial Board



Hong Kong is a densely populated city where many residential buildings are adjacent to busy roads. And amidst the bustle and hustle of city life, it is easy to feel overwhelmed with the noises all around us. Mr Yeung Kwok-leung spent his career in the civil service working to reduce noise levels on various fronts, with the aim of creating a tranquil and livable environment for residents. In his retired life, Mr Yeung remained as enthusiastic as ever about this kind of work and by choosing to rejoin the Government, he committed himself to imparting his experience and knowledge to his colleagues. He also throws himself into volunteer work, furthering his contributions to the community in different ways.





Mr Yeung (second right) explained the noise barrier retrofitting works to the former Secretary for the Environment in 2007.

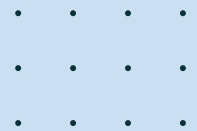


Mr Yeung (centre) explained the traffic noise mitigation measures and innovative noise mitigation measures at the Eco Expo Asia - International Trade Fair on Environmental Protection in 2013.

## WAH HA ESTATE



Mr Yeung (fifth right) conducted a site visit with the team in Wah Ha Estate to inspect the "acoustic balconies", and to explain the concept and application of "acoustic balconies" in Wah Ha Estate.



## Joining hands to create a noise-free and livable environment

Mr Yeung worked in the Environmental Protection Department (EPD) as Principal Environmental Protection Officer with specific responsibility for noise management before retirement. During his years of service, he had engaged in extensive studies on relevant areas and attended different international conferences. In 2009, he was tasked with the project of "Innovative Noise Mitigation Designs and Measures", which was launched by EPD in collaboration with the Buildings Department and the Housing Department, and took pains to develop user-friendly facilities for the benefit of the public in a people-oriented approach. Under the project, the newly designed "acoustic windows" and "acoustic balconies" have been adopted in many public housing developments.

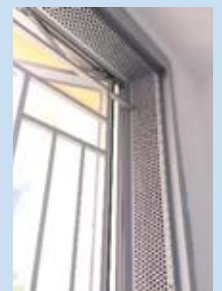
"Acoustic windows" adopts a double glazing alike design but with the two window layers in staggering position making an opening for ventilation. With absorption in place, it reduces both the direct and reflected noise. Mr Yeung remarked that the design might look simple, but the process was anything but easy. He said, "As Innovative Noise Mitigation Designs and Measures are a brand new concept, we have to prove, with scientific data, the effectiveness of the measures and the design proposals in reducing noise, and to ensure compliance with legislative requirements. Meanwhile, it is also important to introduce the proposals to the industry."

Mr Yeung recalled that it took eight whole years for the project to progress from the stage of conceptual design to actual implementation. What is most unforgettable to him is his experience of creating, together with his teammates, a full-scale model of flat in San Po Kong for conducting on-site tests to verify the effectiveness of "acoustic windows". Thanks to the relentless efforts of the inter-departmental team, the project was put into practice and "acoustic windows" were first adopted at King Tai Court in San Po Kong, which is the first Green Form Subsidised Home Ownership Scheme court completed in 2017.

## KING TAI COURT



"Acoustic windows" were adopted at King Tai Court, and "enhanced acoustic balconies" were also provided at Yue Chun House, Yue Wan Estate in Chai Wan.



## YUE CHUN HOUSE, YUE WAN ESTATE IN CHAI WAN





"Enhanced Acoustic Balcony for Public Housing Developments in Hong Kong", a collaboration project of EPD and the Housing Department, won the Silver Award under the category of "Environmental Noise" in Acoustics Awards 2023 by the Hong Kong Institute of Acoustics. Mr Yeung (second right) also won the Gold Award under the category of "Other Excellence" for the "Acoustics Space Shuttles" – Innovative Testing Facility for Window Sound Insulation project.



## Working together to achieve outcomes

Mr Yeung takes great delight in talking about the part he played in this significant project. "This project is a good example of inter-departmental co-operation, which fully demonstrates the ability of participating departments to rise to challenges. The relevant measures are not only beneficial to the public, but also conducive to the development of Hong Kong into a comfortable, tranquil and livable city. I am much honoured and gratified to have taken part in the project," said Mr Yeung.

Mr Yeung retired in early 2017, and after a break of six months returned to work for EPD on post-retirement service contract terms until 2021, during which he was dedicated to enhancing the application of "acoustic windows" and "acoustic balconies". His work included formulation of practical guidelines, collection of data on usage, etc. In his workplace, he was always generous in sharing his insights and experience with his colleagues. Mr Yeung is of the view that one does not have to stop working altogether after retirement. As in his case, he took up his job again and worked as wholeheartedly as he had previously done. To adapt to retirement life step by step, he allowed himself to slow down his hectic schedule and gradually withdraw from the workforce, while seeking the direction for a new phase of his life.

## Furthering the good of the community after retirement

Mr Yeung had been doing volunteer work in his spare time, and after retirement he began to devote more time and energy to volunteer service. "The fundamental service ethos of volunteering is to render support to those in need from our heart, and we join hands to serve them with selfless devotion, regardless of who we are or what status and position we hold in society." Mr Yeung has reached out to various communities through volunteering. Out of his religious conviction that all are born equal, he has focused his efforts on providing assistance for refugees and asylum seekers in Hong Kong. "They have left their homeland and ended up in a place which is completely unfamiliar to them. One can imagine how tough their challenges in life are. They are, after all, members of our community and should have our concern, regardless of their identity and social status."



Mr Yeung (left) distributed hand sanitisers, face masks, rice and other items to the families of refugees and asylum seekers during the COVID-19 epidemic.





Mr Yeung visits the accommodation of these service targets together with other volunteers to learn about the way they live and the problems they face in Hong Kong. He listens to them with an attentive ear. He is particularly concerned about the difficulties encountered by the children of refugees and torture claimants during their study in Hong Kong, specifically their obstacles in learning Chinese. In view of this, Mr Yeung organises online Chinese tutorial classes for these children jointly with other volunteers and groups. Different lessons, each lasting an hour, are arranged according to their level of study every Saturday.

In addition, the volunteer team has arranged extra-curricular activities for these students during holidays, such as booth games with the hire of school assembly halls, to broaden their social life. "Around 50 to 60 volunteers are usually involved in organising this kind of activities. Sometimes we also enlist the help of magicians and balloon artists, and furthermore we approach schools to engage their students as volunteers, and the response has so far been overwhelming. Both the volunteers and service recipients were elated by all the activities that brought them so much fun and laughter." The next project that Mr Yeung has in mind is "Making Friends through Food", hoping that through gatherings with the refugee families to savour the traditional food of their hometown, his friends and other groups will better understand the traditional cultures and customs of the refugees.

As enthusiasts in volunteer work, Mr Yeung and his wife often organise a host of activities together. The couple is also passionate about music, in particular hymns. In 2021, they established the "Hong Kong Hymos Festival Society", a non-profit organisation, with like-minded friends in the hope of fostering a harmonious atmosphere in the community through music.



Mr Yeung (left) joined the volunteer service for asylum seekers during summer holiday.

## Showing unwavering dedication to a caring society

Mr Yeung has become so "addicted", in his words, to volunteering that he often comes up with plenty of ideas and suggestions about volunteer activities, and has to discuss with his friends to see if his ideas and suggestions will work. "We, as volunteers, experience love in serving people in need. It doesn't refer to the love we manifest or give when providing services, rather it is the love we experience when we are accepted by the service recipients."

When Mr Yeung learned of a friend's intention to take up volunteer work after retirement, his advice to the friend was to get psychologically prepared before starting any volunteer service. The first thing to note when serving as volunteers is to think out of the box to serve others humbly, and with humility work closely together whatever their job status in the past. Mr Yeung also suggested that colleagues should try a wide range of volunteer services to have a clearer idea of who they want to help and then target their service at specific groups.



Mr Yeung (left) visited the pagodas in Myanmar with his wife.



Mr Yeung (right) and his wife enjoyed the sound and light show in Osaka, Japan.

### Enjoying retirement and living life to the fullest

Mr Yeung admitted that his life after retirement does not turn out quite the way he had envisioned. He had originally expected to have a lot of spare time after retirement, but in reality he has devoted half of his time to volunteer work and the other half to planning of travels and other activities.

Mr Yeung and his wife enjoy travelling around the world. Apart from pilgrimages to trace the origins of their faith, they also go on relaxing wine tours. Last year, they visited Bordeaux, the hub of the wine growing region in France with some good friends on a one-week trip, where they had a most memorable wine-tasting experience touring wineries. He quipped that he still needs to make time for hobbies which he would like to try and pick up books to read for pleasure.

### Planning ahead for a new phase of splendour

Making meticulous retirement planning for another splendid chapter in life is exactly what Mr Yeung has done. According to him, life is likened to a car: after decades of hard work in the workplace, you should not brake your car all of a sudden when you retire, but have to keep driving slowly in order to maintain the momentum for moving forward and to find a goal for the next phase of your life.

Throughout the interview, Mr Yeung wore a sincere smile indicative of his satisfaction with a life well lived. He lives a meaningful and interesting life after retirement through his caring volunteer service and enjoyable travelling experience. As energetic and vibrant as before, Mr Yeung always enthuses over the volunteer projects undertaken by him. His own actions have made him a living example of the spirit of "being retired but not tired out" and "making contributions to the community", and he believes that all of us can give full play to our strengths in our respective fields to serve the community. "I think there are three main stages in life: when studying, we should pursue knowledge earnestly; while in the workforce, we should put what we have learnt from school to good use; and after retirement, we should be happy to share all our knowledge and experience with others, thereby furthering our contributions, albeit in a different way, to the community with a different mindset and perspective."

### Pension increase 2024

Pensions in payment on or before 1 April 2024 have been increased by 2.3% with effect from 1 April 2024. Such arrangement does not apply to pensions paid to pensioners who have not yet reached the normal retirement age. Under the mechanism prescribed by law, the increase is determined according to the percentage increase of the average monthly Consumer Price Index (A) 2023-24 over that of the preceding year.



Choosing healthcare service providers wisely with the

# ***“Accreditation Mark”***

*Department of Health*



**認可醫療專業名冊**

To assist the public in choosing healthcare services, the Department of Health (DH) has launched the **Accredited Registers Scheme for Healthcare Professions (AR Scheme)** to accredit eligible professional organisations in certain healthcare professions which are currently not subject to statutory registration to administer the registers for their professions with a view to ensuring the governance of the professional bodies. Only those healthcare professionals meeting the prescribed standards set by the organisations concerned could join as members and be listed on those accredited registers.

To date, DH has accredited the registers of five healthcare professions, including **speech therapists, audiologists, dietitians, educational psychologists** and **clinical psychologists**. Five accredited healthcare professional organisations (the accredited organisations) are permitted to use the **Accreditation Mark** (as illustrated), and their members are permitted to use the title **“[Profession] in Accredited Register”** on their name cards for public recognition.

Benefits of choosing members of accredited registers to provide services:

- the accredited organisations have been assessed against a set of robust standards, and are committed to safeguarding public health, managing the register of their profession, and ensuring that members are professionally fit for practice; and
- members of the accredited organisations have met educational and training requirements as well as prescribed standards.

DH, relevant government departments and the Hospital Authority have included registration with the accredited organisations as one of the priority considerations in the recruitment for positions of the relevant healthcare professions. Also, the Government has extended the scope of the Elderly Health Care Voucher Scheme to cover primary healthcare services provided by four categories<sup>1</sup> of healthcare professionals registered under the AR Scheme.

Colleagues seeking services from the above healthcare professionals may search the list of accredited organisations via the AR Scheme website (<https://www.ars.gov.hk>) and look up the relevant registers.



AR Scheme

<sup>1</sup> Starting from April 2023, the Government has extended the scope of the Elderly Health Care Voucher Scheme to cover primary healthcare services provided by four categories of healthcare professionals registered under the AR Scheme (viz. audiologists, dietitians, clinical psychologists and speech therapists).



## NATIONAL SECURITY TRAINING

*Civil Service College  
Civil Service Bureau*

**The Civil Service College (CSC) is committed to strengthening national security training for civil servants so as to nurture their holistic perspectives and enhance their understanding of the latest development of the holistic approach to national security.**

On the 10th anniversary of the promulgation of the holistic approach to national security and following the recent implementation of the Safeguarding National Security Ordinance (the Ordinance), CSC has launched a theme-based portal on "Holistic Approach to National Security - the 10<sup>th</sup> Anniversary Special" through the Cyber Learning Centre Plus. Contents include the essence of the holistic approach to national security, information updates on the Ordinance, pre-recorded lectures and experts' sharing, etc. The portal enables civil servants to continuously learn about the national security topics and reinforces their awareness of safeguarding national security.

**Browse the theme-based Portal**



<https://www.clcplus.csc.gov.hk/clcplus/portal/externalLink/12568>

In addition, CSC organise the "Holistic Approach to National Security" seminar series delivered by experts from authoritative institutions, i.e. China Institutes of Contemporary International Relations and the Center for a Holistic Approach to National Security, to explore the developments and challenges in various areas under the holistic approach to national security. The seminar in April, namely "Global Economic Change and National Security",

highlighted China's achievements in safeguarding and strengthening national security over the past decade. It also discussed the current global situation of economic and financial security, enlightening colleagues on how Hong Kong could play a more active role in coordinating development and security. The next seminar will be launched in the third quarter of 2024. Stay tuned for updates.



The Head of the CSC, Mr Oscar Kwok Yam-shu (right), thanked the speaker for coming to Hong Kong to deliver the talk which deepened civil servants' understanding of national security concepts.



Director for the Institute of World Economic Studies at the China Institutes of Contemporary International Relations, Mr Zhang Yuncheng, exchanged idea with participants at the discussion session.



## Appointment of Senior Civil Servants

Effective from	Name	Post
March 2, 2024	Wong Sai-fat	Director of Marine
March 22, 2024	Tony Yau Kwok-ting	Director of Highways
March 22, 2024	Roger Wong Yan-lok	Director of Water Supplies
March 31, 2024	Poon Kwok-ying	Director of Electrical and Mechanical Services
May 14, 2024	Kevin Choi	Permanent Secretary, Chief Executive's Office
May 24, 2024	Apollonia Liu Lee Ho-Kei	Director of Information Services
May 29, 2024	Mickey Lai Kin-ming	Director of Agriculture, Fisheries and Conservation

As at 30 June 2024

Hong Kong Police Force



## Launch of Government Holiday Bungalows Online Booking System

# Vacation at Your Fingertips

Civil Service Bureau

**The Government provides seven holiday bungalows for use by serving civil servants and pensioners, three at Cheung Sha, Lantau Island and four at Tai Mei Tuk, Tai Po. In addition, the "Civil Servant Booking Scheme" is in place for serving civil servants to reserve camp places of the Lady MacLehose Holiday Village at Pak Tam, Sai Kung during the first three days of each month.**

To simplify the application process and enhance operational efficiency, the Civil Service Bureau (CSB) launched the Government Holiday Bungalows Online Booking System in May 2024 to replace the paper-based application arrangement which had been used for years. Serving civil servants may now access the system at any time through the Departmental Portal of their bureaux/departments and apply for using the holiday facilities.

The digitalisation of government services not only brings convenience to applicants but also allows for more effective message dissemination and savings in paper consumption. The new system features automatic balloting and allocation of holiday bungalows/camp places. Allocation results will be sent to the applicants' email address by the system automatically to dispense with delivery of paper memos. CSB expects to achieve savings of around 20,000 sheets of fax paper and printouts per year for the Government after the implementation of electronic application.

Situated in the tranquil countryside away from the city's hustle and bustle, the holiday facilities have always been popular among colleagues. They are especially suitable for enjoying a vacation together with family members and friends. Serving civil servants are welcome to apply for using the holiday



Government Holiday Bungalows Online Booking System.

facilities. Please visit the system for details or stay updated through regular invitations issued by CSB.

Pensioners may make telephone reservations for using Cheung Sha or Tai Mei Tuk Holiday Bungalows on weekdays. To offer a more convenient application channel, CSB introduced a new electronic application form for pensioners who may choose to complete the form and pay the rental charge online. Details can be obtained from staff of CSB during telephone reservation.



## Profile of Holiday Facilities

The current holiday facilities were converted from quarters for staff in charge of waterworks infrastructure projects. The Government planned to introduce holiday facilities for civil servants as early as in the 1950s. After rounds of discussion, the Government converted in 1968 the quarters at Shek Pik Reservoir to the current Cheung Sha Holiday Bungalows, and in 1972 the quarters at the Plover Cove Reservoir to today's Tai Mei Tuk Holiday Bungalows. Later in 1980, the Lady MacLehose Holiday Village was converted from the High Island Reservoir quarters and opened to the public. The Civil Servant Booking Scheme of the Holiday Village has been in operation since then.

## Suggested Itineraries

### South Lantau Island Worth Exploring

Cheung Sha is situated in the southern part of Lantau Island. It takes a five-minute walk from the holiday bungalows to the longest beach in Hong Kong – Cheung Sha Beach. On your vacation, you may bask in the sunshine on the beach, and watch the captivating glow of sunset. Lovers of water sports may book a private surfing session to challenge themselves at sea. If time allows, you may take a bus to nearby attractions such as the Shek Pik Reservoir, Ngong Ping, Tai O or Mui Wo.



**Transportation:** Take the MTR to Tung Chung Station and change to the New Lantau Bus Routes 11, 11A or 23, or take a ferry to Mui Wo and change to the New Lantau Bus Routes 1, 2, or 4. Alight at Cheung Sha Ha Tsuen or Cheung Sha Fire Station (around 30 minutes' ride) followed by a five-minute walk to the bungalows.



House 8 of the Cheung Sha Holiday Bungalow.



**Dining Options:** Each bungalow is equipped with a private kitchen and outdoor barbecue pit. You may wish to bring your own food and barbecue equipment. Several restaurants are available at the Cheung Sha Beach. You may also take a bus to Tai O or Mui Wo for more choices of restaurants.

## A Relaxing Trip to Tai Mei Tuk

Tai Mei Tuk is located in the eastern part of Tai Po, which has all along been a popular holiday destination. You may rent a bike from stores near the Tai Mei Tuk Bus Terminal to travel around, or a kayak to visit the outlying islands. The nearby Plover Cove Reservoir main dam is an ideal spot for kite-flying, whilst the Lung Mei Beach is a man-made beach completed in recent years for public use. Whether on land or at sea, you can spend a fulfilling time with your family and friends. And don't miss out on the stunning view of sunrise in Tai Mei Tuk.



Bedroom of the Cheung Sha Holiday Bungalow.



**Transportation:** Take the MTR to Tai Po Market Station and change to Kowloon Motor Bus Route No. 75K, 275R or Green Minibus Route No. 20C (around 30 minutes' ride). Alight at Lung Mei Tsuen or Tai Mei Tuk Bus Terminal followed by a 15-minute walk to the holiday bungalows. One car parking space is also available for each bungalow at Tai Mei Tuk.



**Dining Options:** Each bungalow is equipped with a private kitchen and outdoor barbecue pit. You may wish to bring your own food and barbecue equipment. There are also a number of restaurants near the Tai Mei Tuk Bus Terminal.



# 慶祝香港特別行政區成立 二十七周年

27<sup>th</sup> Anniversary  
of the Establishment of the HKSAR

中華人民共和國香港特別行政區  
Hong Kong Special Administrative Region  
of the People's Republic of China

27<sup>th</sup> 周年紀念  
ANNIVERSARY

★★  
安心謀發展 奮力創明天  
Building on Security and Stability  
Striving for Progress and Prosperity  
★★

