

# Civil Service Newsletter

June 2020 Issue No. 107



**Together,  
We Fight the Virus!**



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

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# Unprecedented times, unprecedented collegiality

*Government departments and community unite  
in efforts to fight COVID-19*

*Civil Service Newsletter Editorial Board*



**THE** Coronavirus Disease 2019 (COVID-19) has brought unprecedented impacts on individuals, businesses, governments and economies globally. In Hong Kong, on 25 January, the HKSAR Government raised the COVID-19 response level to “Emergency”, the highest level. Under the direction of the Steering Committee cum Command Centre chaired by the Chief Executive, the Government has taken prompt and effective action in curbing the spread of the virus and safeguarding public health. It is in such unprecedented times that various bureaux and departments have demonstrated unprecedented collegiality and resilience in working together and serving the community. Here we provide some key examples of such mission-critical efforts to help Hong Kong and its people to fight the virus and ride over the challenges.

### Collaborative efforts

Since late January 2020, the Government has adopted a “containment” strategy with specific measures to rapidly identify, isolate and treat those infected with COVID-19, and has also put in place measures to reduce non-essential travel and enhance social distancing. Such efforts, still on-going, showcase the concerted collaboration of various bureaux and departments in fighting COVID-19, as well as the commitment and professionalism of numerous civil service colleagues in taking forward the anti-epidemic measures.

### Early detection

To control and stop the spreading of the virus, the Department of Health (DH) has progressively widened its coverage of laboratory surveillance.

Apart from conducting tests for patients with pneumonia symptoms in hospitals, DH has extended the tests to cover inbound travellers returning to Hong Kong from overseas and the Mainland. The Centre for Health Protection (CHP) conducts epidemiological investigation and contact tracing with the support of other departments, including activation of the Major Incident Investigation and Disaster Support System by the Hong Kong Police Force (HKPF). The Fire Services Department handles numerous calls of confirmed or suspected COVID-19 cases, with their ambulance and fire personnel providing quick and essential emergency services. To enhance efficiency of body temperature checks, the Electrical and Mechanical Services Department (EMSD) has expeditiously installed fixed fever screening systems in areas with high footfalls, including boundary control points, hospitals and government buildings.



# Features

With the joint tireless efforts by various departments, the robust surveillance has enabled quick detection and control of COVID-19 cases.

## Compulsory quarantine

To enable compulsory quarantine arrangements for inbound travellers, holiday camps managed by the Leisure and Cultural Services Department (LCSD) have been promptly converted into quarantine centres. With the application of the modular integrated construction method, temporary quarantine units have been constructed by the Architectural Services Department (ArchSD) within a tight timeframe. Temporary units erected at the basketball court of Upper Lei Yue Mun Park and Holiday Village at Chai Wan, for example, were up and running in less than a month's time.



With the completion of the hardware, the day-to-day operation of the quarantine centres has generally been smooth and effective, and this would not have been possible without close teamwork among departments such as LCSD, Auxiliary Medical Service, Civil Aid Service and Social Welfare Department. HKPF also plays its essential part in escorting quarantined persons and controlling vehicular movement in and around quarantine centres and taking enforcement actions against any breaches of quarantine orders. The whole exercise, once again, showcases the collaborative works of various departments.

## Leveraging information technology

Information Technology (IT) has played a critical role in helping curb the spread of COVID-19. To support DH in implementing compulsory home quarantine, the Office of the Government Chief Information Officer (OGCIO), in collaboration with the Hong Kong University of Science and Technology

and the IT sector, has developed and deployed an innovative solution with the use of mobile app "*StayHomeSafe*" and electronic wristbands to monitor those persons placed under home quarantine. The Police Anti-Coronavirus Contingent, comprising serving officers together with retired police and auxiliary police volunteers, has assisted OGCIO in helping inbound Mainland travellers to wear the electronic wristbands at





## Keeping the public posted

To raise public awareness on how to combat COVID-19, DH has produced various health information resources for dissemination via on-line platforms and television / radio channels. Daily media briefings are jointly organised by DH and the Hospital Authority (HA), with timely updates on the Government's dedicated COVID-19 website. An "Interactive Map Dashboard" has been developed through the collaborative efforts of the Development Bureau, Lands Department, CHP, OGCI, HA and volunteers from the local IT sector to provide the public with the latest information on the COVID-19 situation.



## Maintaining social distancing

Maintaining social distancing is another key tactic for controlling the spread of COVID-19 in Hong Kong. The Food and Environmental Hygiene Department (FEHD) has played an active role in the implementation and enforcement of the social distancing measures under the Prevention and Control of Disease Ordinance, and has stepped up inspection and enforcement against offenders.

The Education Bureau has maintained close liaison with schools to help them strengthen anti-epidemic measures, and put in place precautionary measures to ensure the safety and hygiene of schools upon gradual resumption of classes. With the gradual re-opening of public leisure and cultural venues, LCSD has also taken special measures to avoid the spread of the virus, including limiting the numbers of users and stepping up cleansing works.



the boundary control points. At the same time, OGCI has set up call centres where staff and volunteers make use of communication technologies, such as real time location sharing and video calls, to make necessary checks to ensure those under quarantine are staying in their place of quarantine.

# Features

## Territory-wide cleansing

To safeguard public hygiene, FEHD has carried out disinfection of all premises with confirmed COVID-19 cases and enhanced cleaning of public places in the vicinity. FEHD and Housing Department (HD) have also stepped up efforts in cleaning streets, public facilities as well as facilities in public housing estates. Upon knowing any confirmed case in a public rental housing (PRH) estate, HD will immediately inspect and repair the above-ground foul water drainage system of all PRH units using the same soil pipe and vent pipe. HD also provides assistance to tenants who are concerned about the current condition of their drainage pipes.



## Bringing stranded Hong Kong residents back

Prompt and practical assistance are provided to stranded Hong Kong residents affected by the epidemic worldwide. Colleagues of the Immigration Department helped to evacuate Hong Kong residents aboard the Diamond Princess cruise ship in Japan back to Hong Kong. The Government also arranged chartered flights to bring stranded Hong Kong residents in Hubei Province, Peru, Morocco, Pakistan, Nepal and India back to Hong Kong.



## Anti-epidemic equipment

The Innovation and Technology Bureau announced in early May that the Government will distribute free reusable CuMask+™ to all Hong Kong citizens, and Hongkong Post has been tasked to assist in delivering the masks to the door within two weeks of registration. The Government has also arranged delivery of over 140,000 CuMask+™ to residential homes and social welfare institutions for their distribution to those including elderly and the homeless. Moreover, in collaboration with EMSD and ArchSD, the Correctional Services Department has converted the existing workshop at the Lo Wu Correctional Institution into its first-ever round-the-clock Filter Mask Workshop, increasing production four-fold to around 4 million masks per month.

## Together, We Fight the Virus!

The above list of examples, showcasing the relentless efforts by various bureaux and departments in coping with the epidemic, is by no means exhaustive. The epidemic has seriously impacted the global economy, bringing severe financial and logistical disruptions across the world. Hong Kong is no exception, and the Government has announced rounds of measures to provide support for local enterprises, help safeguard jobs, stimulate the economy and relieve burden shouldered by the public. Under the direction of the Steering Committee cum Command Centre chaired by the Chief Executive, all bureaux and departments throughout the Civil Service will continue to stand united and work steadfastly to help Hong Kong overcome the difficult time of epidemic and rise above the challenges.



# Connecting the city and housing the needy for a better Hong Kong

Civil Service Newsletter Editorial Board



**MR Frank Chan, the Secretary for Transport and Housing, first joined the Government in 1982 by coincidence. From that “coincidental” beginning, Mr Chan shares what was to become one of the most important journeys of his life, in helping Hong Kong to keep moving and creating housing opportunities for the needy.**

Mr Chan shared his insights on key policies concerning transport and housing in Hong Kong.

## Beginning of the journey

After graduation, it did not come to Mr Chan’s mind to join the Government in the first place. He applied for several jobs, both in the private sector as well as in the Civil Service. He shared, “One of my classmates and I were assigned to the same group interview session for the civil service recruitment. As I had already got a job offer elsewhere, I was more relaxed about this interview. To be honest, I did not plan to join the Civil Service at first, yet both of us were invited for the medical examination and I went for the body check only as asked by my friend. Ironically, I was the one who was selected for appointment. I don’t know if it was a coincidence or destiny, but somehow I am here today.”

Mr Chan first joined the Civil Service as Assistant Electronics Engineer in the then Electrical and Mechanical Office (now renamed as Electrical and Mechanical Services Department) for a two-year apprenticeship. This post gave him a two-year hands-on induction, with useful exposure not available from a textbook. He explained, “When I joined the Government which had a much smaller establishment back then, I got the opportunity to work at a wide range of public facilities and services, including the airport, public hospitals and various municipal venues. The apprenticeship provided purposefully covered numerous kinds of deployment to let me, as a fresh graduate, appreciate different types of engineering installations across the community and that was an eye-opening experience.”

This frequent and varied job rotation has continued throughout his career in the Civil Service, giving Mr Chan a broad overview of the work of many bureaux and departments in the Government. He said, “In the subsequent years, I have been seconded to different bureaux and departments for various kinds of assignments, such as overseeing the development of an asset management system for the provisional Hospital Authority, organising the 2008 Beijing Olympic Equestrian Events, as well as working in the then Housing, Planning and Lands Bureau. Whenever I am tasked with a new job, I always make the best out of it and do my best. I love to take up challenges and I recalled that the Chief Executive also once mentioned this in a press interview — that was precisely why I was selected for this position.”

## Connectivity with the world

Transport is one of the two key areas under the purview of the Transport and Housing Bureau headed by Mr Chan. He said, “When we talk about transport, we are actually talking about connectivity, both externally — with all other places in the world, and internally — moving people and cargo within the city efficiently and safely. The Hong Kong International Airport (HKIA), although with limited size, is one of the busiest airports in the world and is of great value to Hong Kong. It handles a significant flow of over 200,000 passengers in average, as well as the huge amount of cargo, flying in and out of Hong Kong every day.”



Mr Chan gave a speech at the Hong Kong Shipowners Association Annual Cocktail Reception cum International Chamber of Shipping (China) Liaison Office Launch Ceremony.

Mr Chan further explained, "There are five million tonnes of air cargo moving in and out within one year — accounting for over 40% of the total trade value of Hong Kong (USD\$1.2 trillion). Hong Kong plays a very significant role in international merchandise trade, and is the eighth biggest importer and exporter globally. Such remarkable performance would not have been possible without a world-class airport. So, when we mention the significance of the HKIA, we are not merely talking about the number of planes or flights, but also the immense economic benefits and contribution it brings to Hong Kong."

The overall cargo volume has been impacted by the Coronavirus Disease 2019 pandemic. Mr Chan noted, "Cargo volumes dropped roughly by 10% in total for January and February 2020. But behind the scenes, our cargo flights continue to work extremely efficiently — and that's very important because it provides Hong Kong with an economic lifeline. Over the years, there is increase in cargo flights to meet an upsurge of international online orders." He added, "We have seen a shift in the types of cargo being carried by air, and nearly 40% of air cargo is currently being carried on passenger flights. Nowadays, the younger generations often shop online, buying goods of different varieties from other economies, and expect that the goods can be delivered to Hong Kong in no time. This uptick in e-commerce is indeed rapidly transforming the pattern of cross-border trading logistics — with a shift from slow shipments of traditional low-value bulky cargos to a much speedier delivery of lightweight, high-value cargos."

## Housing challenges of the city

Housing is undoubtedly another major issue that Mr Chan has to deal with, and Hong Kong is not alone in coping with the challenges. With the continued growth of the global population and migration to urban areas, Mr Chan remarked, "According to the United Nations, in the next 30 years, about 2.5 billion people will migrate from rural and suburban areas to cities. This explains why many cities are crammed with more and more people, and why the problem of insufficient housing resources is becoming increasingly common." Back to the local scene, he said, "In Hong Kong, the situation is even more challenging, as we have limited land of which around 75% cannot be developed at the moment as it comprises country parks, water bodies, swamps or agricultural land. The two key challenges lie with identifying suitable land resources and providing sufficient housing."

Hong Kong has been relying on reclamation over the past few decades to help create more land for housing. Mr Chan said, "Most of Hong Kong's new towns were developed on newly reclaimed land, for example, Sha Tin, Tseung Kwan O, Tuen Mun, Tai Po and Tsuen Wan. As Hong Kong continues to develop, we have to resolve the demand for more land. However, from the perspective of environmental protection, we have to ensure the conservation of crucial ecologically-sensitive areas, which sometimes means leaving the coastline untouched. So, we have to make difficult and well-balanced choices in this regard."

There are currently about 150,000 general applications for public rental housing (PRH) by ordinary families and one-person applicants and about 110,000 non-elderly one-person applications under the Quota and Points System. Mr Chan pointed out, "Around 46% of the population of Hong Kong now live in public housing, in over 800,000 PRH units. The average waiting time for PRH is around 5.4 years for general applicants, and around 3 years for elderly one-person applicants. The challenge we are facing is that it would take many years for Hong Kong to house all those who have been waiting for long. While we have identified the land required for building more than 270,000 public housing units in the next ten years, there remains a shortfall of land for providing sufficient housing units to address in full the demand for PRH. Housing for all is indeed a ceaseless mission that we must soldier on."

In view of the property prices in Hong Kong nowadays, purchase of a property as home is





Mr Chan (front row, second left) visited Wong Tai Sin District and was briefed on the redevelopment programme for Mei Tung House and Mei Po House, as well as the rehousing arrangement of the affected tenants.

still very much a pipe dream for many people in Hong Kong, and the Government has been working hard to provide different options for local residents. Mr Chan said, "To meet the housing need of those who can't afford to purchase a property from the private market, we are committed to exploring every possible means to increase supply of public housing. A myriad of short-term, mid-term and long-term solutions is required."

## Short-term housing solutions: Maximising existing resources

Both the Hong Kong Housing Authority and the Hong Kong Housing Society have been looking at temporary measures to maximise existing resources and avoid leaving any public housing units idle. Mr Chan said, "We are trying to maximise the potential of existing housing stock. For example, people who have purchased flats under the Home Ownership Scheme are now allowed to let them out, in whole or in part. Every time a single room is let out to someone hitherto living in a subdivided unit, it can at least enable one tenant to live in better accommodation."

Another short-term measure to help increase supply is the Flat-for-Flat Scheme (FFFS). Mr Chan explained, "Under the FFFS, elderly tenants may choose to move from their bigger public housing units to smaller public housing units and they can live there for free for the rest of their lives. We can then reallocate the bigger housing units to larger families on the waiting list of the PRH. The FFFS can also provide a means for elderly residents to move closer to their family members and friends."

Mr Chan added, "These two initiatives showcase the efforts we have made in the past two years. Our colleagues are trying their very best to do everything

possible — and leaving no stone unturned — to free up more PRH units to allow more people to have their homes and through which to make a difference to their lives."

## Mid-term housing solutions: Transitional housing

The Government has also worked together with non-governmental organisations (NGO) to create more housing options. Mr Chan said, "The Community Housing Movement (CHM) is a scheme which the Government solicits idle residential properties from the private developers and then brings in architects, engineers, utility companies and benefactors to help renovate the units on a pro-bono basis into affordable residential accommodation. NGOs will then manage these units and rent them to suitable tenants for a couple of years. The scheme is open to everyone, but the applicants have to meet the general requirement of being on the PRH waiting list for no less than three years. The core idea is that these families can then live in some form of 'transitional' community housing for two to three years until they reach the front of the queue for allocation of a PRH unit for long-term housing. So far, we have in hand more than 900 such units."

The CHM, which first started in September 2017 with funding by The Community Chest of Hong Kong, has since led to the development of "transitional housing" wholly-funded by the Government. Mr Chan explained, "In the past two and a half years, we have brought in our own 'transitional housing' projects. They primarily involve existing government properties or land which are given a new lease of life and re-appropriated as functional housing units for those who need them most. Last year, the Chief Executive set a target of providing 10,000 such housing units in the next three years, and with a gradual increase to 15,000 units. To date, we have managed to secure sufficient land for over 10,000 units."



Mr Chan (fifth from left) hosted a symposium on the connecting and co-creating of transitional housing.



Mr Chan (right) visited the shuttle bus ticket counter in the departure hall of the Passenger Clearance Building at the Hong Kong Port of the Hong Kong-Zhuhai-Macao Bridge.

## Long-term housing solutions: More units and expedited timelines

Mr Chan highlighted, “Transitional housing, while useful, is still very much our ‘side-lines’. Our core business is to draw up long-term housing solutions. This process starts with identifying suitable land, and we work closely with the Development Bureau to help increase public housing supply through various measures including the resumption of private land for public housing or Starter Homes for Hong Kong Residents projects. We also endeavour to enhance the domestic plot ratio of public housing sites in selected areas to a maximum of 130% where technically feasible, so that we can build more public housing units on the same lot of land.”

The Housing Department (HD) is also working hard to shorten the delivery timeline of housing development projects. Mr Chan explained, “If a piece of land is made available to us now, we can deliver the development project on the site within about five years. HD endeavours to further speed up the construction process through exploring new technology and approaches. For example, we can now build a whole storey of PRH building within a week through the adoption of a 6-day construction cycle using precast concrete construction by assembling on site prefabricated units manufactured in Mainland factories and will continue to strive for the enhanced precast concrete construction for future public housing developments.”

## Development of the Greater Bay Area

With the on-going development of the Greater Bay Area (GBA), Mr Chan highlighted the significance of Hong Kong’s role in the region. He said, “Around 150 years ago, there was nothing much in Hong Kong; it was just a ‘barren rock’ with few natural resources. Currently, over 93% of our Gross Domestic Product comes from the services sector, and the agriculture and manufacturing sectors only

contributed a small share. Hong Kong surely has our own advantages but there is also ample room for us to join hands with the other cities in the GBA to enhance the value-creation processes and drive economic development for the benefit of us all. The GBA can serve as a powerhouse to manufacture products not just for our own consumption, but also for Hong Kong’s export and trade. It can also give us the land needed to help spark our imagination and enhance our connectivity with other economies.” He added, “The development of the GBA is key to Hong Kong remaining as a world-leading talent hub, by nurturing the clustering of talents, imagination, technology and creativity. It will continue to help create wealth and value for Hong Kong.”

## Life beyond work

Work aside, Mr Chan shared his joy in doing volunteer work. He has been serving as a volunteer for The Community Chest of Hong Kong for years. Mr Chan also founded the Association for Engineering and Medical Volunteering Services in 1982, with a membership spanning across engineers, doctors and social workers. He said, “With some members being doctors or engineers, we realised that we could design and produce technical aids and adaptive devices for people with disabilities. We can develop innovative, safe and practical solutions to help the disabled in their daily life by capitalising on our expertise in the engineering and medical fields. By making our share of contribution to a more inclusive community, it also gives us great joy and satisfaction.”

## Advice to colleagues

Mr Chan concluded, “Everyone has his/her own set of values, and this is something we should hold onto in our workplace. Teamwork is always key to success, and colleagues can always contribute by sharing views from different perspectives in a constructive manner. By serving with professionalism and integrity, we can work together and lead Hong Kong to a better future.”



Mr Chan (right) exchanged views with the Deputy Administrator of the Civil Aviation Administration of China, Mr Lyu Erxue (left) on issues including the aviation development of the Guangdong-Hong Kong-Macao Greater Bay Area.



# Celebrating success

## Civil servants recognised for continued excellence in public service

Civil Service Training and Development Institute  
Civil Service Bureau



The Chief Executive, Mrs Carrie Lam Cheng Yuet-ngor, delivered an opening speech.

**THE Prize Presentation Ceremony of the Civil Service Outstanding Service Award Scheme 2019 was held on 10 December 2019. The Chief Executive, Mrs Carrie Lam Cheng Yuet-ngor, and former Secretary for the Civil Service, Mr Joshua Law Chi-kong, together with guests, presented awards to 33 entries from 22 departments, recognising the achievements of the winning teams. Representatives of different departments also attended the ceremony to share the joy of the success of the winning teams.**

The Chief Executive commended and congratulated the winning departments and teams for their service excellence. She also expressed gratitude to these civil service colleagues for giving full play to their team spirit to rise to the challenges in their respective posts. Mr Joshua Law was impressed by colleagues' enthusiasm for and dedication to their jobs, as well as their endeavours in providing quality service to the public.

The list of awardees and videos of the winning entries are now available on the thematic website at [www.servicexcellence.gov.hk](http://www.servicexcellence.gov.hk). Moreover, the Civil Service Bureau and Radio Television Hong Kong (RTHK) have jointly produced a television programme featuring the winning entries. Interested colleagues may visit the website of RTHK at [https://www.rthk.hk/tv/dtt31/programme/cso\\_award2019](https://www.rthk.hk/tv/dtt31/programme/cso_award2019) to view the featured programme.

The Civil Service Training and Development Institute (CSTDI) has been collaborating with the Education Bureau in organising a School Promotion Programme "Know More about Government Service". Students from primary and secondary schools are invited to attend talks and visit the departments concerned to better understand the exemplary services provided by the Government. CSTDI will also organise seminars for colleagues to facilitate experience sharing with the winning teams. Details of the seminars will be announced in due course.



The Thematic website



Television programme featuring the winning entries

## Photo Highlights of the Prize Presentation Ceremony of the Civil Service Outstanding Service Award Scheme 2019



Former Secretary for the Civil Service, Mr Joshua Law Chi-kong (first row, centre), the Hon Kwok Wai-keung (first row, eighth left), the Hon Poon Siu-ping (first row, eighth right), the Chairman of the Public Service Commission, Mrs Rita Lau Ng Wai-lan (first row, seventh left) and former Permanent Secretary for the Civil Service, Mr Thomas Chow Tat-ming (first row, seventh right) presented prizes to the winning teams at the Ceremony.



Congratulations to the award recipients from the Electrical and Mechanical Services Department.





The Hong Kong Fire Services Department (FSD) won Gold Prize for the Departmental Service Enhancement Award (Large Department Category) and the Team Award (Crisis Support). FSD was also the coordinating department of the team winning the Gold Prize for the Inter-departmental Partnership Award.



The Gold Prize for the Departmental Service Enhancement Award (Small Department Category) went to the Hong Kong Observatory.

# Three Impossible Missions

## *Innovative, flexible, pragmatic measures help ensure compliance with the Fire Safety (Buildings) Ordinance*

Hong Kong Fire Services Department  
Buildings Department  
Water Supplies Department



**THE** Fire Safety (Buildings) Ordinance (the Ordinance) came into effect on 1 July 2007. Under the Ordinance, owners of old-style buildings—i.e. composite and domestic buildings which comprise many traditional "walk-ups", and were constructed on or before 1 March 1987, or those with their plans of the building works first submitted to the Building Authority for approval on or before 1 March 1987—are required to install or improve the fire service installations and equipment in their buildings with the aim of enhancing the level of fire protection.

The Chief Executive, Mrs Carrie Lam Cheng Yuet-ngor (second right), presents the Gold Prize of the Inter-departmental Partnership Award to the representatives of FSD, WSD and BD at the Prize Presentation Ceremony of the Civil Service Outstanding Service Award Scheme 2019.

Despite the Ordinance having been in force for over a decade, many building owners are still encountering difficulties in complying with the requirements—owing to spatial and structural constraints. This is especially the case in respect of the installation of fire service supply tanks on the rooftops of such old-style buildings. In an attempt to address public concerns and further enhance fire safety in such premises, the Fire Services Department (FSD), the Water Supplies Department (WSD) and the Buildings Department (BD) have jointly introduced more flexible and new pragmatic measures for the installation of fire hydrant and hose reel systems. The measures have been effected in three phases since 2016 in a collaborative, adaptable and creative manner. The inter-departmental team's success in accomplishing these "three impossible missions" won them the

Gold Prize of the Inter-departmental Partnership Award under the Civil Service Outstanding Service Award Scheme 2019, in recognition of the three departments' strenuous efforts to ensure fire safety in such old-style buildings.

### One focus, same vision

Effective enhancement of fire service installations and equipment forms an important line of defence in public safety. It is, however, a thorny issue and indeed a tough challenge for the three departments to work as a team when it comes to assisting owners of over 10,000 old-style buildings across Hong Kong. Without compromising fire safety, the three departments have worked collaboratively to tackle the challenges arising from the spatial and structural constraints of such buildings for carrying out the necessary fire safety improvement



works. In this connection, a task force was set up by the three departments from the outset of their collaboration, working towards the common goal of providing innovative and effective solutions to building owners who experienced difficulties in taking forward their fire safety improvement works. In parallel, the departments have also made prudent use of their respective resources to assist the relevant building owners in driving down related project costs, thereby turning the once-thought impossible mission of enhancing fire safety in old-style buildings into an achievable one.

## Putting people first and listening with heart

Delivering on the Government's "people-based" service culture, the three departments have maintained proactive communication with multiple stakeholders. This communication has been achieved through multiple channels with relevant owners of old-style buildings, members of the Legislative Council, members of the District Councils and other stakeholders, such as engineering consultants, registered fire service installation contractors and representatives of professional bodies. The process has helped all concerned get to grips with the difficulties in helping owners of old-style buildings comply with the requirements of enhancing fire safety, which primarily entail the spatial and structural

constraints that come into play during the installation of fire service supply tanks, fire pumps and up-feed systems.

## Joining hands to overcome hurdles

Members of the task force have pulled together and performed well in their respective roles throughout the process of research, planning, design and implementation. They have also conducted studies and exchanged views on fire engineering to further streamline details of the scheme. To ensure that the scheme was suitably designed to assist frontline personnel in carrying out firefighting and rescue, they took the pragmatic step of conducting on-site tests at the Fire and Ambulance Services Academy. This test simulated the water supply required for the buildings' fire hydrant and hose reel systems when fire personnel were performing their duties at fire scenes. The task force's objective was to conduct a risk assessment on different scenarios through trial and error—taking into account fire personnel operational efficiency and the various buildings involved. After this, a feasible plan was then formulated to maximise assistance for frontline personnel in discharging their duties. The scheme's design, research, implementation and promotion work were carried out smoothly—underlining the importance of teamwork and the full support rendered by the management teams of the three departments involved.



Task force members conduct various experiments and tests at the Fire and Ambulance Services Academy.



With the collaboration between FSD and WSD, the fire service installations make use of newly introduced backflow preventers to avoid contamination of fresh water by the water used for firefighting.

## Eliminating divergence with concerted effort

When the plan was first devised, FSD and WSD had different views over issues such as the incorporation of a fresh water supply system into fire service installations. WSD was concerned that allowing a fresh water supply system for concurrent use by fire service installations could increase the risk of fresh water contamination. On the other hand, BD attached importance to ensuring building safety by assessing the impacts brought about by the relevant works on such buildings' existing structural loading, fire-resisting construction and means of escape. Despite the challenges, members of the task force remained united with mutual support for one another. To address the issues, each of the departments pursued intensive studies with vigour to determine the best way forward, while striking a balance among the concerns of various parties. The final breakthrough materialised when the scheme introduced the use of backflow preventers, which had been successfully tried in other countries, to prevent fresh water from being contaminated by water used for firefighting. This innovative solution resolved the major technical issue of ensuring both fresh water purity and building safety.



Under the Hose Reel System Scheme (Phase 2), fire service supply tanks can now be installed even in narrow spaces.

## Breaking tradition and adopting an innovative mindset

The scheme makes the most of both existing technologies and innovative ideas. Three types of modified fire service installations have been developed in phases to meet the needs of three types of old-style buildings of different heights in the city. The Improvised Hose Reel System Scheme (Phase One) allows fire hose reel systems in buildings with three storeys or less to be fed directly from the government water mains, dispensing with the need to install a new fire service supply tank and fire pumps. Under the Hose Reel System Scheme (Phase Two), the required effective capacity of supply tanks in buildings of four to six storeys is revised downward to a range between 500 and 1,500 litres, according to the results of their risk assessment. Under the Fire Hydrant and Hose Reel System Scheme (Phase Three), the required effective capacity of supply tanks in buildings of seven storeys or above is revised downward from 9,000 litres to 4,500 litres upon risk assessment. Besides, backflow preventers have also been successfully introduced as part of the scheme to help resolve technical issues, such as possible contamination of fresh water by the water used for firefighting.



It has been a ground-breaking move to incorporate a fresh water supply system into fire service installations and use the water supply of the former for the latter, hence addressing the difficulties in installing fire service supply tanks on the rooftop of old-style buildings due to their insufficient structural loading, limited room and multiple-ownership problems. Combining the two systems into one can significantly reduce the time and costs required for such works. Moreover, it helps conserve the natural resources otherwise needed for installing new fire service installations—thereby minimising environmental impact. Developed around a user-oriented approach, the scheme helps lower the costs of the associated works and alleviate related public financial burdens.

## **Mission accomplished — valuable lessons to share**

Members of the task force have made use of various channels to brief different stakeholders on, and share with them, the valuable lessons learned from the scheme. Among them are in-house staff training, briefing sessions and seminars for registered fire service installation contractors and professional bodies to exchange views, as well as talks and circulars to help relevant building owners. The task force has also taken a step further by sharing the scheme and its details with the public through the media and social networking platforms, identified suitable target composite buildings and involved them in the pilot scheme. Under the joint efforts of the three departments, diverse staff teams have worked in unison and were given full play to apply their professionalism and team spirit to lead

the smooth implementation of the scheme. The innovative solution encompasses the three-phase installation/enhancement of fire hydrant/hose reel systems and the pilot scheme to incorporate fresh water systems into existing fire hydrant/hose reel systems. It is heartening to note that the scheme has accomplished three impossible missions by successfully tackling difficulties arising from, among others, spatial and structural constraints and ownership challenges associated with the installation of fire service installations in over 10,000 old-style buildings of varying heights, which fall under three categories under the Ordinance, across the territory.

## **Pragmatic, flexible and sustainable**

The three departments hold regular meetings to discuss the innovative solutions, and from time to time review the progress of fire safety improvement works in old-style composite and domestic buildings. This, coupled with the support from the Government's Fire Safety Improvement Works Subsidy Scheme, has provided comprehensive assistance to the owners of over 10,000 old-style buildings in Hong Kong. The three departments have upheld the Government's vision to serve the public and maintained close cooperation to flexibly and pragmatically help owners tackle technical problems and drive down the cost of such improvement works. Completion of such works facilitates compliance with relevant laws and regulations, as well as the enhancement of home safety. Moreover, it also helps sustain Hong Kong's status as one of the safest cities in the world. The task force will remain dedicated to their cause and serve the community to the best of their ability.



Briefing sessions/seminars on the details of the scheme were organised to brief stakeholders, such as engineering consultants, registered fire service installation contractors and representatives of professional bodies.

# Talking about happiness with a Clinical Psychologist



Professional Development and Quality Assurance Service  
Department of Health

**GIVEN** our inborn negativity bias as human beings, we are more prone to noticing the negative rather than positive things that happen in life. What is the key to happiness? Let us have a chat with our Clinical Psychologist from Families Clinics today!



: Editor



: Clinical Psychologist

### Notice and savour every pleasant moment



: "In 2020, Hong Kong ranked 78<sup>th</sup> in the world in terms of happiness. Other than hoping for objective betterment of our society, what else can we do to improve our subjective wellbeing and pursue a happier way of living?"



: "Living a hectic pace of life, we seldom have the time or room to slow down and savour the pleasant things around us, even though in reality they happen quite often. Try to recall three things for which you are grateful at the end of each day. These could include a favour from others, an opportunity you have obtained or even something as small as a lovely smile from a child or some delicious food you have tasted. You may be surprised by how many pleasant moments that you have experienced."

### Acknowledge the needs behind your emotions



: "Can we acquire happiness by getting rid of negative emotions?"




: "Any emotions, be they so-called 'positive' or 'negative', are indeed important pieces of information that enable us to understand ourselves better, thereby taking corresponding actions to satisfy our unmet needs. For instance, anxiety — at the right level — helps us better prepare for possible scenarios, sadness slows us down so we can rest well to take care of ourselves, and anger makes us mindful of an imminent threat to our rights and empowers us to stand up for ourselves."


However, over-suppression of our emotions, or extreme catharsis, do not do us any good and may bring even greater distress. We may try to explore different ways to channel our emotions, such as talking to someone with whom we feel safe, engaging in a physical workout to release our



tension, or expressing our inner feelings through different creative means—such as writing, painting and music. Only when emotions are properly expressed can we address our needs and have the room to embrace better things in life.”

## Seek timely professional support

 : “But what if our mood becomes so bad that we don’t even have the motivation to do things that we used to enjoy?”

 : “Sometimes we may need professional help to re-learn the ability to be happy, especially when emotional distress continues and jeopardises our daily-life activities and health. Remember, seeking help is not a weakness, but a brave first step to facing adversity. The Families Clinics have introduced Clinical Psychology (CP) services since 2016, with Clinical Psychologists providing professional consultation and counselling to civil service eligible persons. Please feel free to discuss any issues with your attending doctor at any of the Families Clinics for a referral to CP service.”

## Note

The International Day of Happiness, which takes place annually on 20 March, is a resolution initiated by the United Nations (UN) to promote happiness as a fundamental human right, as well as the ultimate goal of achieving world development. On this day, the UN also publishes the annual “World Happiness Report”, which announces the world rankings of different regions, based on their happiness indices derived from various criteria such as citizens’ subjective wellbeing, social infrastructure and environmental hygiene.

Besides, 10 October is the World Mental Health Day advocated by the World Federation for Mental Health to promote global education and awareness of mental health. A wide range of activities is held in different places around the world in celebration of this global event—and Hong Kong is no exception.

Want to know more tips on how to improve your mental wellbeing? Stay tuned with the local “Mental Health Month@HK” Facebook page for updates!

## Other useful information

### World Happiness Report 2020:



<https://worldhappiness.report/ed/2020/>

### “Joyful@HK” campaign by the Department of Health:



<https://www.joyfulathk.hk/en/index.asp>

### Contact information of Families Clinics:



<https://www.dh.gov.hk/english/clinictimetable/fc.htm>

### “Mental Health Month@HK” Facebook page:



<https://www.facebook.com/mentalhealthmonth/>



# Mental Health

## Workplace Charter

Department of Health



**THE** Department of Health and the Advisory Committee on Mental Health jointly introduced the Mental Health Workplace Charter (the Charter) in November 2019 to encourage local organisations to cultivate a mental health-friendly working environment.

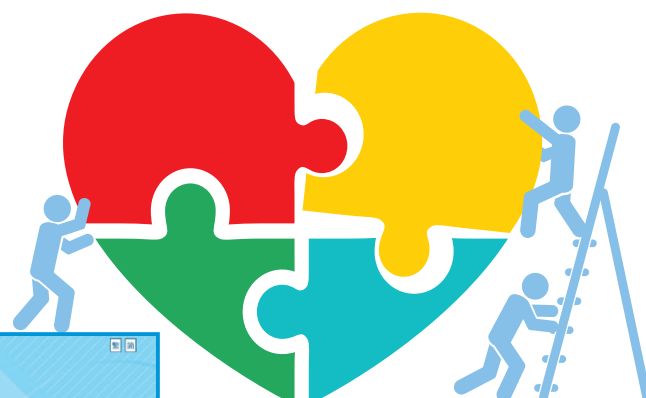
The signatories of the Charter are required to complete a designated number of action items under the two objectives below to attain either of the two titles, namely, Mental Health Friendly Organisation or Mental Health Friendly Supreme Organisation. The names of the organisations and their title recognition attained will be listed on the Charter's website for two years.

Objective	Action Items
<p><b><u>Objective 1</u></b></p> <p>Promote mental well-being at workplace including a respectful and positive environment, active listening and communication, encourage help-seeking, and facilitate early identification of mental distress and timely treatment</p>	<ul style="list-style-type: none"> <li>• Organise family and staff gatherings to promote sharing and activities for fun and enjoyment</li> <li>• Organise talks/workshops/activities to strengthen positive minds and respect in workplace</li> <li>• Promote information flow on mental health</li> <li>• Encourage help-seeking behaviour by providing information on mental health support services</li> <li>• Organise talks on mental health</li> <li>• Offer training to staff to equip them with basic skills to resolve conflict, provide peer support and handle mental health emergency</li> <li>• Encourage colleagues to listen to each other and share mental health-related experience</li> <li>• Introduce mentorship scheme to facilitate sharing on mental health-related concerns</li> </ul>



Objective	Action Items
<p><b>Objective II</b></p> <p>Create an inclusive and friendly workplace environment for colleagues with mental distress</p>	<ul style="list-style-type: none"> <li>Assign a team/coordinator to implement committed measures</li> <li>Introduce human resources policies to care for employees with mental health needs and offer supportive environment to facilitate recovery</li> <li>Introduce measures to promote work-life balance</li> <li>Offer job opportunities to persons recovered or recovering from mental health issues</li> </ul>

Title	Requirement
Mental Health Friendly Organisation	Complete at least 3 actions under Objective I
Mental Health Friendly Supreme Organisation	Complete at least 3 actions each under Objectives I and II



To find out more details about the Charter and enrol, please visit <https://mentalhealthcharter.hk/en/index.html>.



## *Pilot Scheme for Provision of Chinese Medicine Services for Civil Service Eligible Persons*



Civil Service Bureau



The Civil Service Chinese Medicine Clinic (Tsuen Wan).

The Civil Service Bureau (CSB) launched a pilot scheme in March this year, under which two Civil Service Chinese Medicine Clinics were set up at the Chinese Medicine Clinic cum Training and Research Centre in Pamela Youde Nethersole Eastern Hospital and Yan Chai Hospital respectively to provide free general consultation and acupuncture services for treatment purpose to civil service eligible persons.

Information on the services and booking arrangements of the Civil Service Chinese Medicine Clinics has been set out in the memo issued by CSB on 25 February 2020. Details are also available in the CSB website (<https://www.csb.gov.hk/english/admin/benefits/2724.html>).



Details of the Civil Service Chinese Medicine Clinics



The Civil Service Chinese Medicine Clinic (Eastern District).



## Appointment of Senior Officials

Effective from	Name	Post
February 14, 2020	Yau Kin-chung	Secretary General, Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service
February 15, 2020	Cheng Cho-ming	Director of the Hong Kong Observatory
April 9, 2020	Victor Liu Chi-yung	Director-General of Civil Aviation
April 18, 2020	Joseph Leung Wai-hung	Director of Fire Services
April 22, 2020	Patrick Nip Tak-kuen	Secretary for the Civil Service
	Caspar Tsui Ying-wai	Secretary for Home Affairs
	Erick Tsang Kwok-wai	Secretary for Constitutional and Mainland Affairs
	Christopher Hui Ching-yu	Secretary for Financial Services and the Treasury
	Alfred Sit Wing-hang	Secretary for Innovation and Technology
	Pang Yiu-hung	Director of Electrical and Mechanical Services
June 1, 2020	Ho Kai-ming	Under Secretary for Labour and Welfare
June 5, 2020	Thomas Chan Chung-ching	Permanent Secretary for Food and Health (Health)

## Basic Law

### Basic Law Web Course Cyber Learning Centre Plus



CSTDl is committed to enhancing its multimedia interactive learning platform so that colleagues could learn about the Basic Law at their own convenient time.

*Civil Service Training and Development Institute  
Civil Service Bureau*

**TO tie in with the trend of mobile learning, the Civil Service Training and Development Institute (CSTDl) has enhanced the functions of the Basic Law web course, making it possible for colleagues to learn about the Basic Law anywhere and anytime with tablets or mobile phones.**

The comprehensive web course covers topics such as the background and enactment of the Basic Law, the relationship between the Constitution of the People's Republic of China (PRC) and the Basic Law, the principle of "one country, two systems", the political structure of the Hong Kong Special Administrative Region of the PRC and the interpretation and amendment of the Basic Law, and is supplemented with real-life examples. Colleagues may choose to study any of the chapters of the web course at their own pace and learn about the Basic Law in a flexible and interactive manner.

CSTDl will continue to provide more multimedia resources and encourage civil servants to keep learning about the Basic Law. To access the above

web course and other relevant learning resources, please visit the "Basic Law Corner" of Cyber Learning Centre Plus (<http://www.csb.gov.hk/clc>).

Besides, as this year marks the 30<sup>th</sup> anniversary of the promulgation of the Basic Law, CSTDl will organise a series of training and promotional activities, including thematic seminars and dedicated webpage to further enhance civil servants' understanding of the relationship between the Constitution of the PRC and the Basic Law, as well as the implementation of the Basic Law. Details will be announced in due course. Stay tuned.



# 防疫上班攻略

## Prevention of Coronavirus Disease in the Workplace



### 上班時應留意

Points to note while at work



### 彈性上班時間

Flexible working hours

### 乘搭公共交通工具時 應戴上口罩

Wear a mask when taking public transport



### 如有不適 不應上班 應盡快求醫

Refrain from work if unwell  
Seek medical advice promptly



### 乘搭公共交通工具時 應戴上口罩

Wear a mask when taking public transport



### 進入辦公大樓前 接受體溫探測

Check body temperature before entering office buildings



### 避免乘搭擠擁 的升降機

Avoid crowded lifts



### 避免大型會議 減少同事之間 正面接觸機會

Avoid large-scale meetings  
Reduce face-to-face contacts among co-workers



### 彈性午餐時間 避免聚餐

Flexible lunch hours  
Avoid meal gatherings



### 經常保持雙手清潔 保持工作環境 衛生清潔

Wash hands frequently  
Maintain good environmental hygiene



### 下班後 避免到人多的地方

Avoid crowded places after work



衛生防護中心  
Centre for Health Protection



更多防疫資訊  
For more information on fighting the virus:

[www.coronavirus.gov.hk](http://www.coronavirus.gov.hk)



衛生防護中心Facebook專頁  
Centre for Health Protection Facebook Fanpage

[fb.com/CentreforHealthProtection](https://fb.com/CentreforHealthProtection)

衛生署健康教育專線  
Health Education Infoline of  
the Department of Health

**2833 0111**



衛生署  
Department of Health