政府飛行服務隊飛機技術員工會
Government Flying Service Aircraft Technicians Union

本會檔號 Our Ref.: GFSATU /GSR/09/ 01

尊函檔號 Your Ref.:

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俞局長：

紀律部隊職系架構檢討報告書

本會對紀律部隊人員薪俸及服務條件常務委員會「紀常會」所撰寫的《紀律部隊職系架構檢討報告書：2008 年 11 月》(以下簡稱報告書) 作出以下意見：

首先，本會感謝「紀常會」主席及委員爲各紀律部隊進行職系架構檢討。飛機技術員職系同事對這次「紀常會」所撰寫的檢討報告書抱有很大期盼；可是，這次報告書裡關於飛機技術員職系同事的內容卻令我們感到失望。

報告書裡沒有對政府飛行服務隊飛機技術員工會所提出的訴求及意見

(分別見於附錄 1 及附錄 2)作出合理的回應；隨着部門近年推行提高效率以節省資源的措施及縮減飛機技術員職系編制後[1]，大部份被削減的總飛機技術員的職能及職責下放到現職高級飛機技術員，令他們肩負更多的領導職務。因此，部份高級飛機技術員的職責，又下放到基層飛機技術員職級，使有關同事須要兼顧這些下放的職務，職責也相應增加。

另方面，本會意見書指出現行飛機技術員職級的薪級表分佈不平均[2]，加上飛機技術員[3] 招聘職級的支薪點，有部份仍分佈在員佐級的薪級表，以上的情況，影響有關員工的士氣。爲此，本會建議重訂薪級，「紀常會」並不接納。本會跟機師工會同樣提出更改職級名稱；建議同樣並不影響職系的架構或薪酬，「紀常會」接納了機師工會訴求，本會的建議卻得不到任何回覆。

報告書第 7.16 段當中指出飛機技術員各職級人員已 100%到達頂薪點。本會提出有飛機技術員職系同事自修考取了飛機維修執照和特別技術的牌照，他們默默地把所學的知識貢獻在部隊上，他們處於事業發展中期；可是晉升機會少；透過內部聘任而成功轉任飛機工程師[4] 的合資格同事也沒有太多，本會留意到有多個紀律部隊主任級人員獲「紀常會」增設跳薪點來維持員工的士氣和動力，可是「紀常會」並沒有給本會任何在這方面的建議。

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[1] 截至 2007 年 12 月 1 日爲止，4 個總飛機技術員、5 個高級飛機技術員及 6 個飛機技術員職位被削減。

[2] 有關的意見在附錄 1 及附錄 2 已有論述，在此不作重複。

[3] 就報告書第 7.37 段當中說明飛機技術員職系並非員佐級職系。

[4] 參照報告書第 7.12 段。

爲此，本會在二月十七日跟「紀常會」會面時，向張震遠主席提問爲何報告書對飛機技術員職系發表了很少意見；內容表面以檢討(Review)爲名，重點則建議政府飛行服務隊的飛機技術員跟飛機工程師作職務及職系重組(Reform)，當時有「紀常會」的成員指出一般紀律人員小組委員會在開始政府飛行服務隊職系架構檢討之時得到消息，政府飛行服務隊飛機技術員職系正在進行改組事宜，故此小組委員會認爲稍後待我們改組完成，那時再一併作出檢討。我們不知道小組委員會消息來源，本會對「紀常會」的說法感到驚訝；事實上，本會從沒有提出及同意任何改革建議。

政府飛行服務隊成立至今，部門同事們追求卓越的心是一致的，爲達到被舉世公認爲優秀的空中搜救及飛行支援部隊的理想時，飛機技術員同事雖然在人力資源被大大削減下，仍然堅守使命，以專業知識，同心協力，竭誠爲市民及政府提供２４小時飛行支援及飛機維修服務；並以安全第一，崇高的工作操守，不斷改進服務的理念行事[5]。期盼俞局長能審慎和客觀地判斷政府飛行服務隊飛機技術員工會的訴求和意見。

蘇秋明

蘇秋明
政府飛行服務隊飛機技術員工會理事長

[5] 英國皇家空軍(RAF)分別在 2005 及 2006 年兩次的評核中，給政府飛行服務隊工程部'GOOD' 和 'EXCELLENT' 的評語。

副本送： 紀律部隊人員薪俸及服務條件常務委員會主席
政府飛行服務隊總監
紀律部隊評議會(職方)主席
政府紀律部隊人員總工會主席

二零零九年二月廿四日

附錄 1

Grade Structure Review for the Disciplined Services

Submission to the Standing Committee on Disciplined Services Salaries and Conditions of Service (SCDS)

JAN 2008

附錄 1

GFS AIRCRAFT TECHNICIANS UNION

CONTENTS

附錄 1

GFS AIRCRAFT TECHNICIANS UNION

1. Preamble

1.1 The Government Flying Service Aircraft Technicians Union (GFSATU) proposes to review the Aircraft Technicians grade structure, on the basis that the nature of work for this grade had changed sufficiently to warrant the provision of differential pay treatment to reflect their current job duties and responsibilities.

2. The existing Aircraft Technician grade structure

2.1 One grade with three ranks, namely, Aircraft Technician (AT), Senior Aircraft Technician (SAT) and Chief Aircraft Technician (CAT). The basic qualification, experience and other attributes needed for an Aircraft Technician are: the one prefer to have the Certificate in Engineering from the tertiary education institute or equivalent, or completion of aircraft maintenance apprenticeship, and with good basic aircraft trade knowledge.

2.2 To be the Senior Aircraft Technician, it is expected to have at least 5 years[1] appropriate working experience in servicing, maintenance, repair and modification on all the GFS aircrafts, helicopters and components with proven ability as a technical supervisor to a group of aircraft technicians.

2.2.1 For the Chief Aircraft Technician, it is desired to have at least 10 years[2] appropriate working experience in servicing, maintenance, repair and modification on all GFS aircrafts, helicopters, components and equipment with proven ability to supervise and control all maintenance and servicing activities.

2.1.2 We have 48 AT, 20 SAT and 2 CAT as of 01.12.2007

[1] Government Flying Service Engineering Procedure Manual (EPM) – Aircraft Maintenance
[2] ibid.

3. Current job duties and responsibility

3.1.1 We, the Aircraft Technicians grade, carry out aircraft and equipment inspection, maintenance and servicing. In addition to routine jobs, we perform aircraft component, survival equipment, aircraft ground equipment maintenance, aircraft modifications tasks and maintain role equipment as well.

3.1.2 In addition to the above mentioned duties and responsibilities, the Senior Aircraft Technician involves in organizing a crew of aircraft technicians and checking and countersigning work done by them within the scope of his approval. They are also act as the assistant Apron-In Charge.

3.1.3 The role of the Chief Aircraft Technician involves in planning, organizing, supervising and coordinating the work of a shift of technicians. They also carry out high-level technical work, for example, special workshop maintenance approval.

3.2 One of the salient features of the GFS technician staff is that we provide round the clock ground support and servicing to the operational tasks.

4. Additional duties:

4.1.1 It is recognized that some technicians are undertaking duties that already exceed their condition of services. Majority of the Aircraft Technicians certify aircraft before flight check, turnaround check and overnight check. In the commercial sector, these kinds of checks are crucial to the flight safety and are certified by the licensed aircraft engineer.

4.1.2 On the other hand, the incoming parts and components inspection are mainly carried out by Aircraft Technicians in Logistic section. Again, the release to service statement that they signed on for the parts and components are very critical on aircraft safety and it is beyond their responsibility as an Aircraft Technician to do so.

4.1.3 Besides aircraft and equipment maintenance, the technician provides service to the followings task: Law enforcement (Trooping seat, FLIR), Fire fighting (Fire tank or Fire Buckets), Search and rescue (EMS Kit), Aerial survey (Camera role) General Government Duties (V.I.P. role)

4.1.4 We also provide services beyond our working site. For example, we handle helicopter landing site and it related facilities maintenance, remote area microwave data downlink repair, new equipment servicing, for example the mobile browser used for aircraft refueling.

4.1.5 Recently, we start the cross trade training (mechanical and avionics) in order to enhance the efficiency of aircraft maintenance.

5. Capability enhancement

5.1.1 Under the Chief Aircraft Engineer encouragement, technician voluntarily acquired the licenses to perform specialty jobs like Non Destructive Testing (NDT) to components, helicopter blades repair and equipment tooling calibration.

5.1.2 Besides, some technicians voluntarily joined the observer training and participate in search and rescue missions.

5.1.3 The advantage to the GFS: save costs, enhance efficiency and minimize turnaround time and aircraft downtime.

5.2 We design and fabricate tooling or equipment for aircrew training and aircraft maintenance practices.

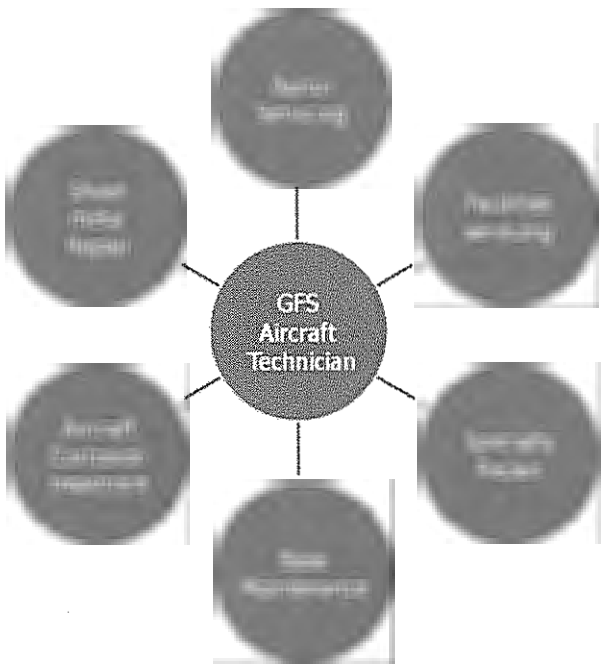
6. Our uniqueness

6.1 It is easy to be misunderstood by our working title that we are doing the same kind of jobs as in the private aircraft maintenance companies. To determine whether the technician at the GFS and HAECO are similar enough for comparison, one might look to the job description of each. This is where the skill, effort, responsibilities and line of authority for each specific job are captured.

6.1.1 For the Aircraft Technician working in the GFS, they perform a great variety of job that more or less equal to 4-5 staffs in the private company like HAECO. Furthermore, private aircraft maintenance companies are businesses that exist purely to make a profit; on the contrary, we are not only repairing the aircraft, but also be a

part of the operational team to serve the public community.

6.1.2 The following diagram illustrated a single employee performs all of these tasks in a position called "Aircraft Technician" in the GFS. The expanding range of tasks and responsibilities in this job demands higher levels of technological skills than employees needed previously.



6.2 Above all, we are the disciplined service to provide aircraft maintenance to the community stakeholders. Our staffs are full of experienced, multi-skills and expeditious response to operational tasks.

7. Job related risks and hazards:

7.1 We might handle equipment that used for carrying patients with infectious disease and we will go inside the aircraft cabin to collect the air samples of radioactive substances and send the samples to the local laboratory after the aircraft returned from the Daya Bay nuclear plant.

7.2 Under certain circumstances for aircraft marshalling, we are working very

close to the moving parts of aircraft rotor or propeller blades, engine, or control surface. It is very dangerous that if we encounter the gusty wind.

7.3 It is inevitable that we are working in the noisy environment and frequently contact harmful chemical or solvent for aircraft maintenance. Some research journals revealed that the noisy environment together with the use of solvents damage the hearing ability of aircraft maintenance workers[3,4].

7.4 The Aircraft Technicians are fully supporting the operational tasks, especially the role change which involve the manual handling of bulky role equipment like the roping beam, fire bucket, fire tank, rescue hoist, trooping seat, searching light, aerial survey kit, emergency medical kit, infra-red equipment.

7.5 Since we provide around the clock maintenance service, night shift staff may prone to cause health problem (Cancer) which was identified by WHO in the year 2007. More frequently, we are working in the extreme hot and cold working environment with the temperature reaching around 38°C in the summer and below 10°C in the winter. In case of typhoon or under adverse weather conditions, we still provide service to the aircraft operating in the apron.

[3] Prasher D, AL-Hajjaj H, Aylott S, and Aksentijevic A. Effect of exposure to a mixture of solvents and noise on hearing and balance in aircraft maintenance workers. Noise & Health, Oct-Dec 2005, 7:29, 31-9

[4] Chang SJ, Chen CJ, Lien CH, Sung FC. Hearing loss in workers exposed to toluene and noise. Environmental Health Perspective, Vol. 114, No. 8 August 2006

8. The change of the strength in the Aircraft Technicians grade for the last fifteen years are as follows:

Aircraft Technician's Rank and Strength :

	1.4.1993	1.4.2000	1.12.2007
Rank	Strength	Strength	Strength
[illegible]	7	6	2
[illegible]	23	25	20
[illegible]	44	52	48
[illegible]	74	83	70

8.1 Downsizing of the Aircraft Technician grade from the strength 83 to 70 during the past seven years equivalent to 15.7% of lost of manpower. However, the technicians always strive for providing excellent service in order to fulfill the public expectation that our aircrafts are always safe and serviceable.

8.1.1 According to the statistics from year 2004 to year 2007, we handled approximately 8,000 jobs related to the routine and unscheduled aircraft maintenance each year. We served around 2,200 jobs related to components repair and servicing each year, about 2,500 jobs of survival equipments servicing and overhaul each year and 600 jobs on ground equipment servicing each year.

8.2 On the other hand, we locally accomplished 26, 15 and 17 modifications on AS332L2 helicopter, EC155B1 helicopter, and J41 fixed wing aircraft respectively since they joined the GFS. It saves cost for tendering outside expertise to do these jobs.

8.3 The average aircraft availability is closed to 90% in year 2007. On the other hand, we acquired 89.78% in the internal customer (aircrew) satisfaction survey in year 2007.

8.4 We welcomed external audit to reflect our performance standard. Royal Air Force (RAF) from United Kingdom had given a Good and an excellent comment in their audit report to the Engineering section in Year 2005 and Year 2006 respectively.

8.5 Being part of the operational crew for search and rescue, twelve technicians were granted controller's commendation at the typhoon Prapiroon incident in 2006 in which 91 lives were saved.

9. The turnover rates in the Aircraft Technicians grade for the last fifteen years are as follows:

Financial Year	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]				
[illegible]	1	1		
[illegible]	9	1	1	1
[illegible]	10	2	1	1

9.1 Brain-drain in the Aircraft Technician grade appeared in the period of economic burgeoning of 90's. According to the latest career report from the Jiu Jik of South China Morning Post forecasting that the aircraft maintenance industry will be expanded in Asia. Around 20,000 new posts will be created in the next 5 to 7 years.

9.1.1 A new technician grade structure in the Government Flying Service would be considered for minimizing the brain-drain again and enhancing the morale of the Aircraft Technicians grade in order to attract and retain good calibre staff.

GFS AIRCRAFT TECHNICIANS UNION

10. GFS Aircraft Technicians Union proposed the following arrangements:

Proposed Grade Structure

10.1 In determining the grade structure, it reflects local circumstances and provides assimilation to the new pay range scale points with minimum disruption to existing staff grading and salary position.

10.2 With reference to the above diagram, we propose to re-title the Aircraft Technician grade to Aircraft Technical Officer. In consequence, the Aircraft Technicians can enjoy better working title and aligned with other disciplined services officer grade working title, for example Immigration Officer, Industrial Officer etc.

Present Title	Proposed Title
Chief Aircraft Technician	Aircraft Technical Officer I
Senior Aircraft Technician	Aircraft Technical Officer II
Aircraft Technician	Aircraft Technical Officer III

10.3 In order to recognize the contributions and hardworking of the Aircraft Technician, we propose to extend the last pay point of Aircraft Technician and Senior

Aircraft Technician from GDS (O) 5 to 8 and GDS (O) 11 to 14 respectively. The Chief Aircraft Technician remains unchanged.

10.4 We observed that the Chief Aircraft Technician with 13 pay points which is the longest in our grade. Aircraft Technician with 10 pay points whereas the Senior Aircraft Technician only have 6 pay points. The allocation of the pay point is look like unevenly distributed on the Chief Aircraft Technician rank.

10.5 Finally, as we have not mentioned this point before, we suggest to putting the existing Aircraft Technician grade at the entry rank under its Group Qualification (QG) for Higher Diploma holders instead of for apprenticeship holders, having regard to the fact that the training of aircraft maintenance workers in Hong Kong had been upgraded to a higher diploma level. The entry point is desirable at GDS (O) 1d.

10.6 The advantage of our proposal:
It reflects the current responsibility and enhances the morale of the Aircraft Technician To a great extent, the proposal recognizes the Technician grade's services and achievements. With the proposed grade and pay structure, it attracts and retention of high calibre staff.

Acknowledgement
I am indebted to the following management colleagues for their valuable comments in our proposal: Capt. Brain Butt, Capt. Michael Chan, Capt Trevor Marshall, Mr. Laurence Yau, Miss Poyee Yu, Ms. Iris Wong and Mr. Johnny Yee. Finally, I would like to say thank you to all the Aircraft Technicians staff and the Union committee members, Mr. Wilson Kwok, Mr. S.K. Wong, Mr. Ken Tang, Mr. K.M. Yau, Mr. Roger Chiu, and Mr. W.C. Lam for their support and diligent in this proposal.

GFSATU *(Government Flying Service Aircraft Technicians Union)*
18th Jan 2008

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附錄 2

政府飛行服務隊飛機技術員工會

Government Flying Service Aircraft Technicians Union

18 South Perimeter Road,
Hong Kong Int'l Airport,
Lantau

致：紀律部隊人員新酬及服務條件
常務委員會主席

范鴻齡主席：

紀律部隊職系架講檢討－補充意見書

按照本年五月三十日會面的內容，本會作出以下的回應：

經歷自願離職及政府部門精簡人手計劃之後；加上適齡退休同事們的離任和過去的十年來都沒有填補或招聘人手；技術員職係由最高峰的 85 人〔1999〕大幅度減至現在的 70 人〔2008〕。被減去的職位多數是總飛機技術員和高級飛機技術員的職位，這樣的安排，嚴重影響員工的晉升機會和打擊士氣。工作方面，這 70 名同事現分爲三組輪更及一組日間工作的團隊，我們是唯一的紀律部隊成員提供 24 小時全天候地勤支援服務，當中包括檢查及維修用作搜救的飛機、儀器和飛行搜救的裝備，使它們保持適航性；我們另一個重點的工作就是迅速地改裝飛機的用途，以配合每日香港境內外的空中搜救及其他的支援行動；如撲救山火、空中保安和接運傷者。

在政府飛行服務隊工作的飛機技術員職系同事們工作經驗豐富及多才多藝，單從入職條件的要求方面理解，大部份的同事入職時，已完成相關學徒訓練〔四年制〕或持有相關課程的證書。換句話說，我們已具備一定的工作資歷及認識工作的內容和要求，這樣不但可以爲部門節省培訓新員工的時間和成本，更可

政府飛行服務隊飛機技術員工會
Government Flying Service Aircraft Technicians Union

加快提高工作團隊的效率。可是；我們的入職薪酬卻未能反映我們這方面的獨特之處。

我們敬業樂業，以爲服務市民爲傲，因此；我們不認同跟商營航空公司的飛機維修人員可以作直接的比較，因雙方的工作性則截然不同，在我們的建議書上，已清楚地指出我們各同事具多樣的工作技能，若把這些技能放在經常跟我們比較的公司裡；按著工種分類，我們每一位的技術員職系同事能處理的工作比私人公司的僱員還要多，所以我們並不接受飛機技術員職系人手充裕、薪酬偏高的論說。

承載著被減去職位同事的工作，大部份飛機技術員職系的同事經常應付超越職能的工作，工作責任大大增加；本會建議飛機技術員職系實施直通職級，增強職位的吸引性，爲招聘及挽留高質素人才作準備。盼望主席及各位委員接納我們的訴求和意見。

蘇秋明
政府飛行服務隊飛機技術員工會理事長

二零零八年七月十八日