

Together
We
Serve



政府物流服務署
GOVERNMENT LOGISTICS DEPARTMENT



抱負 Vision

我們承諾為香港特別行政區政府決策局及部門提供專業、具成本效益及適時的物流支援服務，包括採購和物料供應、運輸和車輛管理以及印刷服務，使他們能為香港市民提供更優質的服務。

We pledge to provide bureaux and departments of the Hong Kong Special Administrative Region Government with professional, cost effective and timely logistical support services in the areas of procurement and supplies, transport operation and management, as well as printing services, to enable them to serve the people of Hong Kong better.

前言



本刊物是為政府物流服務署成立五周年而編製，目的是讓政府決策局及其他部門的同事更了解我們的服務。

我們在提供物流服務時，須按客戶需求、市場趨勢、業內運作模式及科技進展而作出轉變。面對這些挑戰，我們致力不斷改善服務方式和加強服務質素。我們的最終目標是為客戶提供合乎成本效益的優質服務。

持續發展是世界的趨勢。我們在管理政府車隊、提供印刷服務和進行採購時，已推行一系列環保措施。我們承諾在提供服務時，會繼續努力，使香港成為一個更環保的城市。

提供優質的政府採購、物料供應管理、印刷及車輛管理等服務必須有一支有高度自發性及專注的員工隊伍。他們須具備專業操守、職業道德和良好待客之道。我藉此機會向物料供應、車輛管理及印刷職系的員工致意，感謝他們以專業、盡責的態度，努力為各部門提供所需服務。他們在緊急需要時，全情投入，為其他前線部門提供應急支援服務，更值得嘉許。

我們與政府決策局和其他部門的同事分享經驗，希望從他們的智慧和卓見中獲益。我們也藉此感謝他們一直以來對本署的支持和鼓勵。

政府物流服務署署長 關錫寧



Foreword

This publication has been produced to mark the 5th anniversary of the establishment of the Government Logistics Department, and to provide colleagues in bureaux and other departments with a better understanding of our services.

As a logistics service provider, we must respond to changes in customer demand, market forces, industry practices and technological advances. To meet these challenges, we are committed to a continuous process of service re-engineering and enhancement. The ultimate goal is to provide our clients with quality service at optimum cost.

There is a global trend towards sustainable development. We have implemented “green” initiatives in the operation of the government fleet, provision of printing services, procurement and supplies. We pledge to continue with our efforts in support of a “greener” Hong Kong.

Playing an effective role in government procurement, supplies management, printing services and land transport management requires highly motivated and dedicated staff with integrity, professional ethics and a commitment to customer service. I am grateful to my colleagues of the Supplies, Land Transport and Printing streams for their professionalism, dedication and hard work in delivering the services required. Their commitment to providing contingency support to other departments during emergencies, albeit behind the scenes, is commendable.

Sharing our experience with colleagues in bureaux and departments, we hope to benefit from their wisdom and insights. We would also like to thank them for their continued support and encouragement.



Ms Maria S N Kwan
Director of Government Logistics

政府物流服務署署長關錫寧女士，副署長鄒耀南先生(後排右二)及各科主管等。
Ms Maria Kwan, Director of Government Logistics, Mr Isaac Chow, Deputy Director of Government Logistics (back: second from right), and management staff.

第一章：政府物流服務署的成立

Chapter 1: Establishment of Government Logistics Department



2007年10月4日財經事務及庫務局局長陳家強教授探訪政府物流服務署並聆聽署長講解本署工作。
Professor K.C. Chan, Secretary for Financial Services and the Treasury, visited GLD on 4 October 2007, and was briefed by the Director of Government Logistics on the work of the department.



公務員事務局局長俞宗怡女士於2008年8月28日到訪本署，以便了解本署工作及員工關注事宜。
Miss Denise Yue, Secretary for the Civil Service, visited the department on 28 August 2008 and was briefed on the work of the department and issues of concern to the staff.

政府物流服務署

1.1 政府物流服務署於2003年7月1日由前政府物料供應處、前政府印務局及前政府車輛管理處合併而成。

Government Logistics Department

1.1 On 1 July 2003, the Government Logistics Department (GLD) was established by merging the former Government Supplies Department, Printing Department and Government Land Transport Agency.



2008-2010部門協商委員會。
2008-2010 Departmental Consultative Committee.



財經事務及庫務局常任秘書長(庫務)應繼康先生於2008年11月7日為政府物流服務署成立五周年聯歡晚宴暨員工康樂會執行委員會就職典禮擔任主禮嘉賓。

Mr Stanley Ying, Permanent Secretary for Financial Services and the Treasury (Treasury), officiated at the 5th Anniversary Dinner of the Government Logistics Department cum Inaugural Ceremony of the GLD Staff Recreation Club on 7 November 2008.

- 1.2 雖然我們的部門只有短短五年歷史，但我們在物流服務所積累的豐富經驗可追溯至1938年，前政府物料管理處成立的時候。其後，該處於1969年改名為政府物料供應處。前政府印務局於1952年成立，而前政府車輛管理處在1978年於前財政科內成立，後於1979年成為一獨立部門。
- 1.3 合併完成後，我們的年度預算由2003-04年度的5.604億元減少19.9%，至2008-09年度的4.489億元。在沒有削弱服務水平的情況下，員工的編制由2003年4月1日的876名員工減至2008年4月1日的709名，減幅為19.1%。

- 1.2 Though GLD has only a short history of five years, its wealth of expertise and experience in logistics services dates back to 1938 when the former Store Department was established. The Department was renamed Government Supplies Department in 1969. The former Printing Department was established in 1952, and the former Government Land Transport Agency was established in 1978 within the then Finance Branch and became a department in 1979.
- 1.3 As a result of the merger, the annual budget decreased by 19.9% from \$560.4 million in 2003-04 to \$448.9 million in 2008-09. Staff establishment was also downsized by 19.1% from 876 on 1 April 2003 to 709 on 1 April 2008 with no diminution in the standard of service.



署長與新入職的助理物料供應主任在五周年聯歡晚宴合照。

Director of Government Logistics with newly recruited Assistant Supplies Officers at the Government Logistics Department's 5th Anniversary Dinner.



本署及各部門的物料供應管理、車輛管理及印刷職系高級人員參加於2007年5月12日星期六在西貢戶外康樂中心舉行的集思訓練營。
A Management Forum was held on Saturday, 12 May 2007 at the Sai Kung Outdoor Recreation Centre for senior Supplies, Land Transport and Printing grades staff in GLD and other departments.

- 1.4 本署管理12個物料供應管理、車輛管理及印刷職系共超過3,600名各級員工，其中88%分別派駐到超過70個政府決策局及部門。
- 1.5 我們每年為本署及政府決策局和其他部門的同事舉辦採購、物料供應管理、印刷及車輛管理課程。我們也為本署員工舉辦建立團隊精神課程。

1.4 GLD has grade management responsibility for over 3,600 officers in various ranks of the 12 supplies, land transport and printing grades, 88% of whom are working in over 70 bureaux and departments.

1.5 Training courses on procurement, supplies management, printing and land transport are organised each year, not just for GLD staff but also for staff in bureaux and other departments. Team building courses are also arranged for GLD staff.



不同職系的同事參加了一個建立團隊工作坊。
Attendees of a team-building training class for staff of different grades.

第二章：政府採購

Chapter 2 : Government Procurement

主要職能

- 2.1 作為政府採購代理人，本署主要為政府決策局和部門採購超出其直接採購權的貨品及與貨品有關的服務。我們的工作包括制訂招標策略、安排招標工作、提供熱線服務、制定供應商名冊，以及進行市場調查。

制訂招標策略

- 2.2 本署參照財務通告及《物料供應及採購規例》所定下的指引制訂招標策略。本署一直以合乎經濟效益的原則為部門的具體運作需要採購貨品及服務。此外，並根據世界貿易組織《政府採購協定》的規定，一般通過公開招標，以公平公正、公開透明、物有所值和一視同仁的原則進行政府採購。

Main Functions

- 2.1 As the Government's procurement agent, GLD mainly purchases goods and goods-related services for bureaux and departments which are outside their direct purchase authority. Its responsibilities include formulating tendering strategies; arranging tender exercises; providing Help Desk services; maintaining suppliers' lists; and conducting market research.

Formulation of Tendering Strategies

- 2.2 GLD formulates tendering strategies with reference to the guidelines laid down in financial circulars and the Stores and Procurement Regulations. GLD has all along been striving to procure goods and services at the best value for money to cope with departments' specific operational needs. Such

procurement is normally undertaken through competitive tender in accordance with the principles of openness, fairness, transparency, value for money and non-discrimination and in line with the requirements of the Agreement on Government Procurement of the World Trade Organization (WTO GPA).



2008年1月到訪消防處以便加強雙方對採購事宜的了解。
A visit to the Fire Services Department in January 2008 to exchange views and enhance mutual understanding on procurement matters.



為各政府部門提供的採購服務，涵蓋數以千項不同種類的物品，小如文具，大如直升機。
Procurement initiated for government departments cover thousands of items, from small items like stationery to large items like helicopters.

安排招標工作

- 2.3 價值逾143萬元的政府採購通常採用公開競投的招標程序，只有在特殊情況下，我們才可能會採用局限性或限制性的招標程序。

Arrangement of Tender Exercises

- 2.3 Government procurement of a value over \$1.43 million is normally done by the use of open and competitive tendering procedures. Limited or restrictive tendering procedures may be used only under exceptional circumstances.

保存供應商名冊

- 2.4 我們根據最常招標貨品及有關服務作出分類，在供應商名冊的資料庫內保存了約6,600名供應商的資料。本署供應商名冊主要用作郵寄名單以便進行招標，此舉是在不會對供應商構成不便的情況下擴大本署貨品供應的貨源。有意加入本署供應商名冊內以獲得本署招標通告的供應商須向本署提供其公司及能夠供應貨品及服務的基本資料。

Maintenance of Suppliers' Lists

- 2.4 GLD currently maintains a database of about 6,600 suppliers on its suppliers' lists, categorised by type of frequently tendered goods and related services. GLD suppliers' lists mainly serve as mailing lists to facilitate tendering by widening GLD's sources of supplies without creating any barrier to suppliers. Suppliers who are interested in receiving tender notices, and who wish to be included in the GLD suppliers' lists are requested to provide GLD with basic information on their company and the products or services that they are able to supply.



2007年7月探訪香港天文台以增進雙方對採購先進氣象設備事宜的了解。
Reaching out to the Hong Kong Observatory in July 2007 to facilitate mutual understanding on purchase of advanced meteorological equipment.

Help Desk Services

- 2.5 GLD provides a Help Desk service to meet the needs of individual departments. The Help Desk provides a one-stop consultation service on procurement related matters, including government tender procedures, preparation of tender documents, and conduct of tender negotiations. In 2008, the Help Desk received a total of 362 enquiries, most of which are telephone enquiries. The most common subjects raised covered tender procedures, departmental direct purchase authority, government procurement policies and principles, contract administration, purchasing cards and other miscellaneous enquiries.



2007年6月探訪民航處以便增進雙方對採購各種航空控制儀器事宜的了解。

A visit to the Civil Aviation Department in June 2007 to facilitate mutual understanding on procurement of air traffic control systems and equipment.



向內地訪客介紹電子投標系統。

Introducing the Electronic Tendering System to Mainland visitors.

熱線服務

- 2.5 我們設立了熱線服務，為部門提供協助。熱線就採購相關事宜(包括政府招標程序、準備招標文件、進行招標商議)提供一站式諮詢服務。2008年，熱線共接獲362宗查詢，當中大部分是電話查詢。最常見的查詢有招標程序事宜、部門直接採購權、政府採購政策及原則、合約管理、採購卡及其他各項查詢。

採購卡

- 2.6 本署是政府採購卡計劃的統籌部門。採購卡在2000年3月推出，目的是以既方便又安全的方法進行小額採購。此計劃簡化了採購及付款程序，部門可安排按月向採購卡服務提供者付款，而無須在進行採購後，在不同時間付款予不同的供應商。為使部門用戶有更大彈性及鼓勵服務提供者之間互相競爭，以爭取更多供應商採用及減低手續費，自2006年2月1日起，已有兩個服務提供者參與這項計劃。截至目前為止，超過5,500個供應商已登記使用這項計劃，而以採購卡進行的採購由2005年的4.65億元增加至2008年的9.91億元。

市場調查

- 2.7 本署會在有需要的情況下進行市場調查，藉此尋求新的及有潛質的貨源，以及獲得有關產品特點和科技趨勢方面的最新資訊，以便配合用戶部門的需求。市場調查蒐集所得的資料有助有關人士制訂產品規格。

Purchasing Card

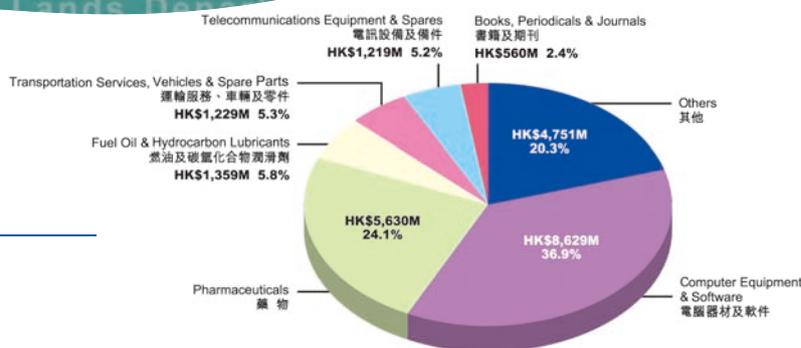
- 2.6 GLD is the coordinator of the Government Purchasing Card (P-card) Programme. The P-card Programme was launched in March 2000 as a convenient and safe method of effecting low-value transactions. It simplifies the procurement and payment processes, allowing departments to arrange payment to the P-card service providers on a monthly basis, instead of paying different suppliers at different times when purchases are made. In order to provide departmental users with greater flexibility, and to encourage competition between service providers in recruiting suppliers and lowering handling costs, two service providers have been engaged to operate the Programme since 1 February 2006. So far, more than 5,500 suppliers have registered under the Programme and the value of P-card transactions has increased from \$465 million in 2005 to \$991 million in 2008.

Market Research

- 2.7 GLD conducts market research where necessary as a means of exploring new and potential sources of supply and obtaining the latest information on product features and technological trends to meet the requirements of user departments. The information collected from market research facilitates the drawing up of product specifications.

批出合約的主要物品種類

Contracts Awarded By Major Categories 2003 - 2007



主要採購

2.8 在過去五年，本署代用戶部門批出共4,716份合約，總值約234億元。本署從各地搜購的主要貨品包括電腦器材及軟件、車輛及零件、燃油及碳氫化合物潤滑劑、電訊設備及備件。通用物品一般會由本署採購並按部門要求及在有需要時，由定期合約承辦商送貨給用戶部門；而必需和應急物品則由本署大批採購及儲存，在有需要時由用戶部門向本署提取物品。

2.9 曾經是本署主要客戶的醫院管理局，在其採購策略改變後，自2003年接手本署以往代其進行的藥物及醫療器材的採購工作。整個交接過程於2006年4月完成。

與其他政府部門聯繫

2.10 我們除了處理用戶部門的採購申請外，還會到訪各部門，提早商討如何進行主要和複雜的採購工作。通過這種夥伴合作和提早參與的方式，我們更能掌握用戶部門的需要，而用戶部門也可藉此機會更了解採購的原則和程序，從而加速採購過程。

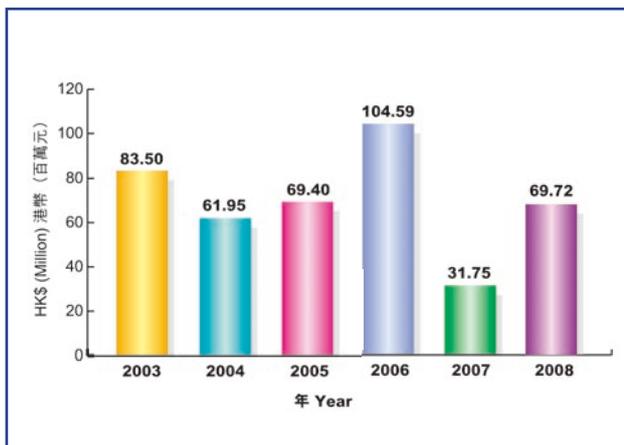
Major Purchases

2.8 In the past five years, GLD has awarded 4,716 contracts on behalf of all user departments with a total value of \$23.4 billion. Major items bought include computer equipment and software; vehicles and spare parts; fuel oil and hydrocarbon lubricants; telecommunications equipment and spares. Commonly used items are usually procured by GLD and delivered by term contractors to user departments on an as-and-when-required basis. Essential and emergency items are purchased and held in bulk by GLD, and user departments can place orders for them when required.

2.9 Following the change of its procurement strategy, the Hospital Authority, once a major client of GLD, took over from GLD in 2003 responsibility for the procurement of drugs, medical equipment and related consumables. The transfer of responsibility was completed in April 2006.

Reaching Out to Departments

2.10 In addition to processing requests received, GLD also visits departments to discuss with them early how to take forward major and complex purchases. Through this partnership and early involvement, GLD staff gain a better understanding of the requirements of the user departments. In turn, user departments acquire a better knowledge of the procurement principles and procedures to facilitate their purchases.



通過與招標人士商議而節省的金錢會因應每年的市場情況和採購的貨品及服務而不同。

Savings achieved through negotiations vary from year to year depending on the number, type and nature of the goods or services procured and market conditions.

第三章：物料供應管理

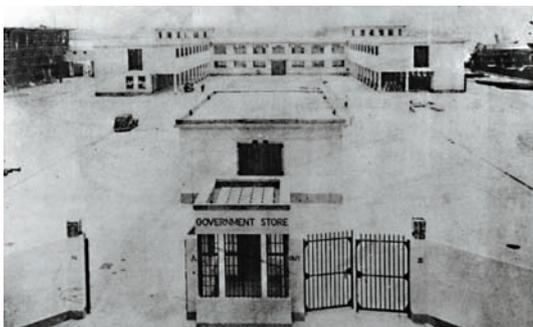
Chapter 3 : Supplies Management

主要職能

- 3.1 本署的主要職能包括儲存物料、分發必需和應急物品供各政府部門使用；安排和監察供應通用物品的已編配定期合約；提供已過剩 / 過時物料和充公 / 無人認領物品的處置服務；為政府部門的採購和存貨系統進行審核和調查，以確保各政府部門的物料採購和物料管理制度符合有關的政府規例。

減少持貨及廣泛使用“已編配定期合約”

- 3.2 我們在柴灣政府物料營運中心有專設倉庫。該中心於1996年投入服務初期，平均儲存超過2,000種常備庫存物品，平均存貨值達7,400萬元，運送車隊有20輛汽車，員工超過100名。



政府倉庫在1940年位於北角油街的舊址。
The old Government Store at Oil Street in North Point in 1940.



位於柴灣的政府物料營運中心於1996年建成。
The Government Logistics Centre in Chai Wan was completed in 1996.

Main Functions

- 3.1 GLD maintains stores, and distributes essential and emergency stores for use by departments. It arranges and monitors allocated term contracts for the supply of common-user items, and provides services for the disposal of surplus/obsolete stores and confiscated/unclaimed goods. It also conducts audits and surveys on the procurement and stores management systems in departments to ensure their compliance with the relevant government regulations.

Reduction in Stockholding and Extensive Use of “Allocated Term Contracts”

- 3.2 GLD has a purpose-built warehouse at the Government Logistics Centre (GLC) in Chai Wan. At its inception in 1996, GLC maintained over 2,000 unallocated stock items (i.e. U-store) with an average stockholding value of \$74 million, and a delivery team with 20 vehicles and over 100 staff.
- 3.3 From 2002 to 2005, the Government’s policy on stockholding was revamped. GLD progressively arranged new allocated term contracts for government departments to obtain more common-user items (such as office equipment and stationery, cleansing materials, photocopying paper, etc. including U-store items hitherto kept at GLC) directly from suppliers on an “as and when required” basis.

3.3 自2002年至2005年，政府調整持貨政策。本署逐步安排簽訂新的已編配定期合約，使各政府部門按需要直接向供應商訂購更多通用物品（例如辦公室器材及文具、清潔物料、影印紙等，包括一些以往曾經儲存在政府物料營運中心的常備庫存物料）。

3.4 由於持貨政策的改變，現時，我們在政府物料營運中心常備庫存物料倉儲存的物品只有113項、約值800萬元的應急和必需物品（例如個人保護裝備及其他緊急用途的醫療及應急物品）。自2005年起，我們在人手、送貨車輛及庫存空間方面分別節省80%、75%及30%，因此每年節省達1,800萬元。本署會定期監察存貨周轉率。目前，我們將過剩的庫存空間，租賃予其他部門以配合其運作需要，例如，騰出的空間租賃予香港海關儲存充公貨品。



運送貨品到各政府部門
Delivering stores to government departments



同事查驗供應的貨品，以確保符合規格。
Staff checking goods supplied under contract to ensure that they comply with the specifications.



在政府物料營運中心，員工操作拖板車以貯存及提取貨品。
Staff in the Government Logistics Centre operating a pallet truck for storing and retrieval of goods.

3.4 As a result of the change in policy on stockholding, there are now only 113 unallocated stock items of emergency and essential stores (such as personal protective gear and other medical and relief items for emergency use) with a value of about \$8 million stocked at GLC. This has resulted in savings of up to around \$18 million annually since 2005 mainly due to a reduction in staff, delivery vehicles and storage space by 80%, 75% and 30% respectively. There is regular monitoring of stock turnover rates. Surplus storage space is currently leased to other departments to meet their operational needs, e.g. space is made available to Customs & Excise Department for the storage of confiscated goods.

定期舉行公開拍賣以處置過剩 / 過時和充公 / 無人認領的貨品

- 3.5 現時，本署在政府物料營運中心，每兩星期舉行一次、每年約25次的公開拍賣，以處置過剩 / 過時和充公 / 無人認領的貨品，例如冷氣機及電器、影音及電腦器材、辦公室器材、家具、工具、車輛、船隻、零件等。貨品主要售予循環再造商。拍賣收益會視乎出售貨品的種類而每年有所不同。在過去五年，公開拍賣每年的平均收益約為3,500萬元。如情況適合，我們亦會安排公開招標，以處置這些貨品。

監察部門遵守《物料供應及採購規例》

- 3.6 我們會為各政府決策局和部門每三年進行一次採購和存貨系統調查。調查範圍包括規管的審核和查核部門存貨。另外，我們也為各部門提供意見，以協助部門在物料採購和供應方面，更符合經濟效益、並更具效率和效益。



在政府物料營運中心內的危險品倉庫。
The dangerous goods store in the Government Logistics Centre.



我們舉辦訓練課程以幫助各政府部門員工使用新的第二代物料分類記帳系統，以提供一個電腦化的物品清單記錄。

Staff in government departments are being trained to use the new second-generation Stores Ledger System to provide a computerized inventory record.

Regular Public Auctions for Disposal of Surplus/Obsolete Stores and Confiscated/Unclaimed Goods

- 3.5 An average of 25 auctions are held at the GLC every year on a fortnightly basis to dispose of surplus/obsolete stores and confiscated/unclaimed goods such as air-conditioners and electrical appliances, audio, video and computer equipment, office equipment, furniture, tools, vehicles, vessels, spare parts, etc. They are sold mostly to recycling operators. Revenue from such auctions may vary from year to year depending on the types of goods available and sold. Proceeds from public auctions for the past five years average around \$35 million per year. Public tenders may also be arranged for such disposal if deemed appropriate.

Monitoring Departments' Compliance with Stores and Procurement Regulations

- 3.6 Supplies surveys are conducted for all bureaux and departments once every three years. The surveys cover compliance audit and verification of departmental stores. Advice is provided to departments to help them to achieve greater economy, efficiency and effectiveness in purchasing and supplies.

第四章：車輛管理

Chapter 4 : Land Transport

主要職能

- 4.1 本署為車隊的運作和管理向各部門提供意見；審核增添及更換車輛的要求，以及負責中央統籌採購和分配一般用途車輛；運作一個運輸服務小組以補部門車隊的不足；以及安排租用商用車輛的定期合約，為政府提供其未有的運輸服務，或應付季節性或其他短期需求；為政府司機提供培訓課程，確保他們維持高水平的駕駛技巧及道路安全的意識。

政府車隊

- 4.2 截至2008年4月1日為止，政府車隊共有6,303輛汽車，分別為5,604輛一般用途車輛(客貨車、房車、電單車等)及699輛特別用途車輛(垃圾收集車、洗街車等)。所有一般用途車輛均由本署購買及分配給政府決策局及部門使用。
- 4.3 政府司機共2,308名，所屬的職系有貴賓車司機、特級司機及汽車司機。本署負責管理這些司機職系，包括招聘、職位調派、培訓等。



政府車隊包含各類型的車輛，以應付不同的運作需要。
Various types of vehicles in the government fleet for meeting different operational needs.

Main Functions

- 4.1 GLD provides advice to departments on the operation and management of vehicle fleets. It vets their requests for additional and replacement vehicles, and is responsible for procuring and allocating general purpose vehicles centrally. It operates a small transport pool to supplement departmental fleets, and arranges term contracts for hiring of commercial vehicles to provide transport services that are not available within the Government, or to cope with seasonal peak demand or short-term requirements. It also provides training courses for government drivers with a view to maintaining and enhancing driving skills and road safety.

The Government Fleet

- 4.2 As at 1 April 2008, the government fleet comprised 6,303 vehicles of which 5,604 were general purpose vehicles (vans, cars and motorcycles, etc.) and 699 were specialised vehicles (refuse collection vehicles, street-washing vehicles, etc.). All the general purpose vehicles are procured by GLD for allocation to bureaux and departments.
- 4.3 There were a total of 2,308 government drivers in the Chauffeur, Special Driver and Motor Driver grades. GLD manages these driver grades, including recruitment, posting, training, etc.

Operation and Management of the Government Fleet

- 4.4 GLD provides advice to departments on the use and operation of their vehicle fleets. Departmental transport reviews on appropriate fleet size, mix and use to meet operational needs are conducted regularly. Since April 2003, nine departmental transport reviews have been completed, resulting in total savings of \$20.2 million, comprising capital and recurrent savings of \$15.0 million and \$5.2 million respectively.



常任秘書長及部門首長出席安全駕駛及十大優秀司機頒獎典禮，支持獲獎的政府司機。
Permanent Secretaries and Heads of Department attending the Safe Driving Award and Ten Outstanding Drivers Award Presentation Ceremony to support their drivers who received the awards.



政府車隊的運作和管理

- 4.4 本署會向各部門就車隊的使用和運作提供意見。本署也會就車隊的合適規模、車輛組合及使用方面，定期進行部門運輸檢討，以配合運作需要。自2003年4月起，我們共進行了九次部門運輸檢討，共節省了2,020萬元，包括1,500萬元非經常開支及520萬元經常開支。
- 4.5 本署會按運作需要，審核由各政府部門及決策局呈交增添及更換車輛的要求。同時，我們鼓勵政府部門視乎情況，更多使用其他運輸模式，包括公共交通工具或租賃商用車輛。
- 4.6 在考慮應否更換車輛時，本署會根據經濟年限模式審核有關車輛是否需要更換，該模式顧及的因素包括累積的維修費用、車齡、行車里數及更換車輛費用。此外，本署會考慮是否有繼續使用該車輛的需要，考慮的因素有使用率及假設不更換有關車輛對運作效率的影響。本署負責採購一般用途車輛，添置或更換特別用途車輛的決定則由有關部門負責。
- 4.7 由於推行上述措施，政府車隊規模在2003年至2008年期間縮減了約9%或619輛車輛。政府司機的數目則減少276名或約11%。

- 4.5 GLD vets requests for additional and replacement vehicles from departments and bureaux on the basis of their operational needs. Departments are encouraged to use alternative transport modes, including public transport and hiring of commercial vehicles, where appropriate.
- 4.6 In considering whether a vehicle should be replaced, GLD would vet the request to see whether the vehicle is due to be replaced under the Economic Life Model. The Model has regard to accumulated maintenance cost, vehicle age, mileage run and replacement cost. In addition, GLD also considers whether there is a continuing need for the vehicle, taking into account utilisation rate and implications for operational efficiency if the vehicle is not replaced. Whilst GLD is responsible for procuring general purpose vehicles, decisions to procure additional or replacement specialised vehicles rest with departments concerned.
- 4.7 As a result of the above measures, the government fleet has been downsized by about 9% or 619 vehicles between 2003 and 2008. Likewise, the number of government drivers has decreased by 276, or about 11%.



2005年12月舉行的世貿組織部長級會議，同事在現場提供運輸服務。

Staff working on site to provide transport services for the WTO Ministerial Conference in December 2005.

採購政府車輛

4.8 本署負責中央統籌採購一般用途車輛以達致規模經濟效益。在2003年至2008年，本署平均每年採購約500輛汽車。本署審核各部門的需求後，制訂各類車輛的採購標書。本署會以公開招標的形式採購車輛，確保競爭公平公開和購入的車輛物有所值。

管理運輸服務小組

4.9 本署管理位於灣仔政府大樓的一個運輸服務小組，截至2008年9月1日為止，運輸服務小組車隊的編制內有47輛汽車及40名司機。車輛種類包括有私家車、中型客貨車至中型巴士。運輸服務小組提供車輛運輸租賃服務，以協助部門車隊應付短期的額外運輸需求。除提供車輛運輸租賃服務外，運輸服務小組的車輛也在緊急情況時提供即時支援以配合其他部門的運作。



政府車輛事務主任與機電工程署同事在車輛維修工場分享經驗。

Experience sharing between Transport Services Officers and staff of Electrical and Mechanical Services Department at the latter's vehicle workshop.

Procurement of Government Vehicles

4.8 GLD procures general purpose vehicles centrally to achieve economy of scale. Between 2003 and 2008, an average of about 500 vehicles were procured each year. Vetted departments' requirements were consolidated into tender requirements for various vehicle types. The vehicles were procured through public tendering with a view to ensuring fair and open competition and achieving value for money.

Operation of a Transport Pool

4.9 GLD operates a small transport pool at Wanchai Tower. As at 1 September 2008, the transport pool had an establishment of 47 vehicles and 40 drivers. The vehicle types range from cars and medium vans to medium buses. It provides a hired transport service to supplement departmental fleets in coping with ad hoc transport demands. Apart from being used to provide a hired transport service, the vehicle fleet in the transport pool will be mobilised to provide immediate support for the operations of other departments in emergency situations.

安排租用商營車輛的定期合約

4.10 本署安排租用商用車輛的定期合約，以提供政府內欠缺的運輸服務，或協助部門應付季節性或其他短期需求。此外，租賃商用車輛可減低部門因提供新服務而導致增加其車隊數目的需要。截至2008年9月1日為止，本署共安排8份車輛租賃服務的定期合約，租賃的車輛類別包括7座位載客車、輕型貨車及巴士。

裝備員工應付需求的轉變

4.11 為配合政府人員需更頻密往赴內地進行官式訪問、出席會議等，本署於2001年1月1日正式推出過境運輸服務。截至目前為止，共有27輛汽車及53位政府司機獲發過境許可證；其中9輛汽車及18名司機隸屬本署運輸服務小組。過境車程會前往廣東城市，包括深圳、東莞、廣州，遠至肇慶及汕頭。

4.12 為使司機恰當地執行過境駕駛的職務，本署為過境司機安排培訓課程。培訓課程包括內地的交通情況和規例、交通標誌及道路標記。此外，本署更定期安排過境司機參加路線熟習課程及向他們發出指引及手冊以作參考。

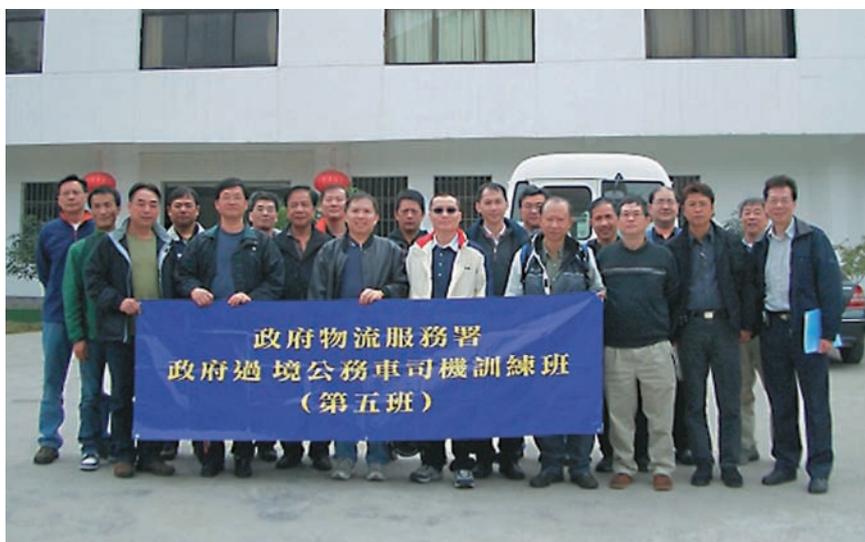
Arranging Term Contracts for Hiring of Commercial Vehicles

4.10 GLD arranges term contracts for hiring of commercial vehicles to provide transport services which are not available within the Government, or to cope with seasonal peak demand or short-term requirements. Use of hired commercial vehicles also reduces the need for additional vehicles in departmental fleets to meet the transport demand arising from new services provided by the departments. As at 1 September 2008, a total of 8 term contracts for vehicle hiring services covering 7-seater passenger vans, light goods vehicles and coaches were in place.

Equipping Staff to Meet Changing Needs

4.11 To meet the increasing needs for government officials to travel to the Mainland for official visits and meetings, etc, a cross boundary transport service was introduced on 1 January 2001. To date, 27 vehicles and 53 government drivers have been issued with cross-boundary permits, of which 9 vehicles and 18 drivers are currently serving in the GLD transport pool. Cross-boundary journeys are made to Guangdong cities such as Shenzhen, Dongguan, Guangzhou, and as far as Zhaoqing and Shantou.

4.12 To enable drivers to perform cross boundary driving duties properly, GLD arranges training courses for cross boundary drivers. They cover traffic conditions, traffic rules and regulations, as well as traffic and road signs on the Mainland. Route familiarisation courses are arranged at regular intervals and guidelines and manuals are issued for drivers' reference.



司機在廣東省接受過境車輛駕駛訓練。

Drivers attending training courses on cross-boundary driving in Guangdong.



在2,300多名政府司機當中奪得優秀司機大獎，一點也不簡單。在2005年及2007年奪獎的司機分別獲前任署長孔郭惠清女士及署長頒發優秀司機獎。

It is quite a feat to become an outstanding driver amongst some 2,300 government drivers. Outstanding drivers in 2005 and 2007 received the awards from Mrs Stella Hung, former Director of Government Logistics, and from the Director of Government Logistics.

獎勵值得嘉許的員工以推廣安全駕駛和良好的顧客服務

4.13 本署分別由1999年及2001年開始，每兩年舉辦十大優秀司機選舉及安全駕駛獎。前者嘉許表現傑出(特別在顧客服務方面)的政府司機。後者的獎項是頒予在十年期間內，沒有因個人過失而導致交通意外的政府司機。直至目前為止，已有60名司機獲頒十大優秀司機獎和1,656名司機獲頒安全駕駛獎。活動參與踴躍，不少常任秘書長及部門首長均有出席，以示對其員工的支持。

Giving Recognition to Deserving Drivers to Enhance Safe Driving and Good Customer Service

4.13 The Ten Outstanding Drivers Award Scheme and the Safe Driving Award Scheme have been organised every two years since 1999 and 2001 respectively. The former recognises government drivers who have performed exceptionally well, especially in customer service. The latter rewards government drivers who have not been involved in any blameworthy traffic accident for a period of ten years. To date, 60 drivers have received the Outstanding Drivers Award and 1,656 drivers have received the Safe Driving Award. The events were well attended and various Permanent Secretaries and Heads of Department turned up to support their staff.

第五章：印刷服務

Chapter 5 : Printing Services



1955年位於渣華道的前政府印務局。舊址已改建為渣華道市政大廈。
The former Printing Department at Java Road in North Point in 1955. The site has been re-developed as the Java Road Municipal Services Building.

主要職能

- 5.1 本署為政府決策局及部門提供印製服務。我們的印刷工場設於康和大廈。印件種類繁多，包括書籍、單張、表格、紙卡、海報、報告書，以及多種有時間規限及機密的文件，例如政府憲報、施政報告、預算案、公眾諮詢文件、試卷等。我們也為決策局及部門就印刷相關的事宜提供意見，包括印刷儀器及配件的採購和使用，例如配頁機、數碼複印機和影印機。
- 5.2 基於政府決策局及部門以電子途徑傳遞政府訊息的做法越來越普遍和員工對環保管理意識的提升，他們要求的印刷品的總數量在過去五年已穩定下來。印製總值每年約2.2億元。

Main Functions

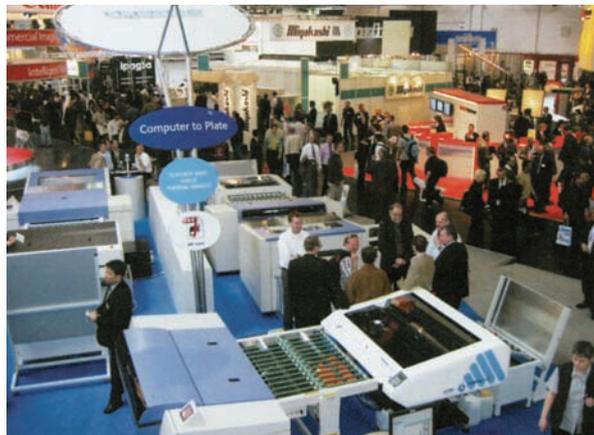
- 5.1 GLD provides printing services for all bureaux and departments. The printing workshop, located at Cornwall House, produces a wide range of printed material, including books, pamphlets, forms, cards, posters and reports, as well as various time-sensitive and confidential documents such as the Government Gazette, Policy Address, Budget publications, public consultation documents and examination papers. It also provides advice on printing-related matters, including the purchase and use of printing equipment and accessories, e.g. collating machines, digital duplicators and photocopiers.
- 5.2 With the increasing use of electronic means to disseminate government messages and a greater awareness of "green" management, the total amount of printed material required by bureaux and departments has stabilised at an annual average of around \$220 million in the past five years.



在康和大廈印刷工場的五色印刷機。
A 5-colour printing press in the printing workshop at Cornwall House.

迎接挑戰

- 5.5 近年來，我們的印刷工場面對一連串的挑戰，包括印件的規模減小、越來越緊迫的完工限期、對質素的要求愈加提高、器材和員工老化 and 自然流失，導致部門經驗流失。
- 5.6 面對這些挑戰，我們採取了一系列措施，包括靈活調配資源以更充分利用生產力、更換一些舊機器以增加生產效率、提升培訓員工的生產管理技巧及技術水平，以及在有需要時24小時運作以縮短印製工作的完工時間。
- 5.7 我們會繼續與政府決策局和部門緊密合作，以提供準時及合乎成本效益的印刷服務。



印務科的同事出席國際印刷展覽，以了解最先進的印刷科技。
Staff of Printing Division attending an international printing exhibition to keep abreast of the latest printing technology.

Meeting the Challenges

- 5.5 In recent years, the printing workshop has faced various challenges. These include print jobs getting smaller in size, increasingly tight production time-frames, increasingly high quality requirements, ageing of machines and equipment and ageing/natural wastage of the workforce with loss of experience.
- 5.6 To manage these changes, we have optimised in-house production capacity through flexible deployment of resources, replaced some old machines to increase production efficiency, stepped up training of staff on production management and technical skills and reduced the turn-around time of the print jobs through 24-hour operation on a need basis.
- 5.7 We shall continue to work closely with bureaux and departments to deliver timely and cost-effective printing services.



昔日的憲報。
Government gazette in the old days.



現時的印刷品。
Printing products of today.

第六章：環保措施

Chapter 6 : Green Initiatives

6.1 本署在運作車隊、提供印製服務和產品採購及處置物料方面推出了一系列環保計劃和措施。印製服務、採購及物料供應管理服務均獲得ISO 14001:2004環境管理系統的認證。

發展更環保的政府車隊

6.2 本署支持政府改善本港空氣質素的措施，已安排在2010年3月底前處置政府車隊內所有歐盟I期一般用途柴油車輛，以配合環境保護署更換商用柴油車輛獎勵計劃時間表。另外，本署自2002年起，以石油氣小巴取代車隊內的柴油小巴。截至2008年7月1日為止，政府車隊內276輛小巴當中，有229輛(即83%)已更換為石油氣小巴。除此以外，本署也探討使用其他類型的環保車輛。在2008年4月，我們購買了六部電動電單車供香港警務處試用。

6.1 GLD has implemented a number of "green" initiatives in the operation of the government fleet, provision of printing services, and procurement of products and disposal of stores. The printing, procurement and supplies management services have been accredited with ISO 14001 : 2004 on Environmental Management.

Towards a More Environment-friendly Government Fleet

6.2 GLD supports the Government's initiative to improve the air quality in Hong Kong. The Department has arranged to dispose of all Euro I diesel general purpose vehicles in the government fleet before the end of March 2010, in line with the timetable set in the Environmental Protection Department's incentive scheme for replacing commercial diesel vehicles. Diesel light buses in the fleet have been replaced by LPG ones since 2002, and as at 1 July 2008, 229 or 83% of the 276 light buses in the government fleet were LPG light buses. On top of that, GLD has been exploring other types of environment-friendly vehicles and six electric scooters were purchased in April 2008 for trial by the Hong Kong Police Force.



廢氣排放和燃油效率是購買政府車輛的重要考慮。

Emission performance and fuel efficiency are important considerations in purchase of government vehicles.



試用中的電動電單車。
Electric scooters are being tried out.

6.3 除購買符合現行廢氣排放法定標準的車輛外，在更換政府車隊的車輛時，視乎市場上可供應的合適型號，以及在運作及資源上的考慮，我們會優先考慮購買符合環境保護署環保汽車稅務寬減計劃認可標準的汽車。截至2008年7月1日為止，政府車隊內共有347輛這類汽車。在評核向政府供應車輛的標書時，我們也會將廢氣排放和燃油效率列入考慮的因素內。

6.4 此外，我們提醒所有政府司機“環保駕駛”的重要，即養成良好和節省燃料的習慣，包括停車時關掉引擎。



我們的印刷服務獲ISO 14001 環境管理系統的認證。
Our printing services are accredited with ISO 14001 on environmental management.

6.3 Apart from purchasing vehicles which meet the prevailing statutory emission standards, GLD gives priority to vehicles meeting the Environmental Protection Department's qualifying standards for tax incentives for environment-friendly vehicles when replacing vehicles in the government fleet, subject to the availability of suitable models on the market and operational and resource considerations. As at 1 July 2008, there were 347 such vehicles in the government fleet. GLD has also taken into account emission performance and fuel efficiency of vehicles when evaluating tenders for the supply of vehicles to the Government.

6.4 All government drivers have also been reminded of the importance of 'eco-driving', i.e. good and fuel-saving habits such as switching off idling engines.

Environmentally Responsible Printing Operations

6.5 In addition to providing quality printing services to bureaux and departments, GLD works towards maintaining, developing and promoting sustainable and environmentally responsible printing services. We use environment-friendly printing paper with wood pulp derived from sustainable forests or with recycled content. We also use vegetable oil based ink or conventional ink with low levels of volatile organic compounds, and have replaced solvent-based dye with water-based dye in paper tinting.

6.6 Waste reduction is emphasised in the whole printing process. We encourage bureaux and departments to adopt standard sizes in the A-series for government publications to maximise the utilisation of printing paper and to reduce trimming waste. Unavoidable trimming waste produced in the printing process is used for making scribing pads or collected for recycling. We collect used printing plates, rubber blankets and ink containers for recycling and arrange for the collection of spent chemical wastes by a licensed contractor. Waste water is discharged under a licence issued by the Environmental Protection Department.

環保的印製工序

- 6.5 在提供優質印製服務給政府決策局及部門時，我們致力維持、發展及推廣可持續的環保印製服務。我們使用由可再生林木製成或含再造紙成分的印刷紙張，並且採用菜油油墨或含低揮發性有機化合物的傳統油墨。在進行紙張染色時，我們以水溶性染料取代溶劑性染料。
- 6.6 我們在整個印製過程中著重減少浪費。我們鼓勵政府決策局及部門在要求印製政府刊物時採用A序列的標準尺寸紙張，以盡量利用印刷紙張及減少廢紙的產生。在無可避免地產生印刷碎料時，我們會將其製成記事簿或收集廢紙作循環再用。我們收集使用過的印版、膠布及油墨罐作循環再造，並安排由領有牌照的承辦商收集使用過的化學廢料。我們根據環境保護署發出牌照的規定，排在印刷過程中產生的污水。
- 6.7 我們積極採取環保的印刷技術以減低浪費。例如，我們使用“電腦直接輸出製版”技術及在彩色印刷時採用“綜合消色法”，以分別減低菲林的使用及油墨的消耗量。我們鼓勵政府決策局及部門在要求印製服務時提供軟複本，而不用菲林或硬複本，以減低使用菲林及紙張複本的數量。我們提供政府憲報及通用表格的電子版，以減低政府整體的耗紙量。



在印刷工場使用電腦製版技術。
Computer-to-plate technology is used in the printing workshop.

- 6.7 We actively adopt environment-friendly printing technologies to reduce waste. For example, we use ‘computer-to-plate’ technology and ‘achromatic synthesis’ in colour printing to reduce the use of films and ink consumption. We encourage bureaux and departments to submit a soft copy instead of a film or hard copy for printing production to reduce the use of films and paper copies. We make available an electronic version of the Government Gazette and e-General Forms to reduce the overall paper consumption of the Government.

Green Procurement and Supplies Management

- 6.8 GLD has been practising “green” procurement for a number of years. There are currently contracts for some 30 common-user items with specifications geared towards removing features that may be detrimental to the environment, or identifying alternative environment-friendly products (e.g. recycled photocopying paper, refillable ball-point pens and pencils, clean fuels, lubricants made with recycled materials, equipment and appliances with energy efficiency labels). Departments are encouraged to incorporate environmental considerations in tender specifications and marking schemes for evaluation of tenders.

環保採購及物料供應管理

- 6.8 本署多年來採用環保採購策略。目前，我們管理30多項通用物品的採購合約，這些合約的規格均着重去除可能危害環境的物質，或物色其他環保產品(例如含再造成分的影印紙、可更換筆芯的原子筆及鉛筆、潔淨燃料、以再造物料製造的潤滑劑、附有能源效益標籤的器材及電器等)。我們也會促請部門把環保考慮因素納入標書規格及評核標書的評分方法內。
- 6.9 本署也在招標及貨品供應的過程中，促請供應商減少浪費。我們在招標文件內提供指引，要求投標人士在擬備投標建議時減少紙張的消耗。我們要求供應商避免使用不必要包裝，以及可能構成環保及處置問題的包裝物料。
- 6.10 本署設立了網上電子投標系統，以便進行供應商網上登記、發出招標通告及答覆查詢。投標人士也可使用系統下載招標文件及遞交標書。此系統有助減少紙張消耗，以及減少親身領取和遞交文件的乘車時間和費用。
- 6.11 最後想指出的是，本署一直以來也向政府決策局及部門提供支援，以公開招標和拍賣方式處置適合循環再造或再次使用的過剩物料、充公及無人認領的貨品，例如紙碎、五金廢料、家庭用品、車輛和船隻。



與外地訪問團討論綠色採購等事宜。
Discussing green procurement with an overseas delegation.

- 6.9 GLD also seeks the cooperation of its suppliers to reduce waste in the tendering and supply processes. Guidelines for tenderers on reducing paper consumption when preparing tender proposals are provided in the tender documents. Suppliers are also requested to avoid over-packaging or the use of packaging materials which present environmental or disposal problems.
- 6.10 The Department maintains an Internet-based Electronic Tendering System (ETS) for on-line supplier registration, sending tender notifications and answering enquiries. Tenderers can download tender documents and submit tender offers through the ETS. This helps to reduce both paper consumption and travelling time and expenses for collection and submission of documents.
- 6.11 Last but not least, GLD has been providing support to bureaux and departments in the disposal by public tender or auction of surplus stores, confiscated and unclaimed goods which are suitable for recycling or re-use, such as paper waste, scrap metal, domestic appliances, vehicles and vessels.

第七章：應急支援及緊急救援

Chapter 7 : Contingency Support and Emergency Relief



在執行任務前，司機們細心地聆聽講解。
Drivers were listening attentively to a briefing before an operation.

主要職責

- 7.1 本署為政府決策局和部門提供後勤支援服務，在緊急事件中應付突發情況和提供運送服務，包括緊急採購和補充必需和應急物品、把必需和應急物品迅速運送給各部門的前線工作人員、為其車隊不足以應付需求的部門提供額外的車輛服務，以及印製各種資訊以供緊急使用或把資訊傳遞給市民。
- 7.2 過往，我們在許多事件中應其他政府部門的要求在背後作出支援，讓這些部門能提供快速和有效的服務。以下篇幅舉出幾個例子，介紹本署所扮演的角色。

在2003年協助對抗“沙士”

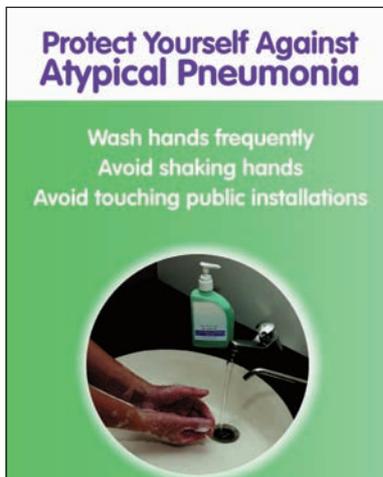
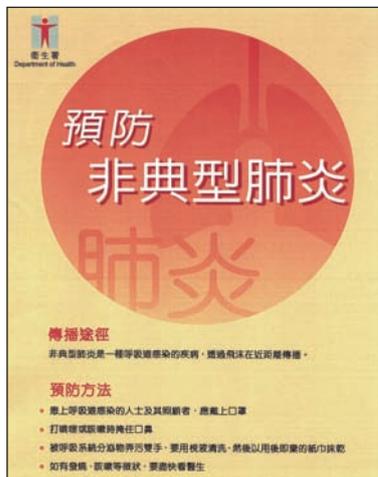
- 7.3 本署的四個科別(即採購科、物料供應管理科、車輛管理科和印務科)在對抗“沙士”期間動員為各部門提供後勤支援。

Main Functions

- 7.1 GLD provides logistical support services to bureaux and departments in meeting contingencies and in delivering services during emergencies. These include urgent procurement and replenishment of essential and emergency items, expeditious delivery of essential and emergency items to frontline workers of departments, provision of additional land transport to meet essential requirements that cannot be met by departmental transport, and production of printed material for urgent use or dissemination of information to the public at large.
- 7.2 Our services were called upon on a number of occasions and we assisted departments behind the scenes to facilitate the efficient and effective delivery of their services. A few examples of the roles played by GLD are given below.

Assisting in Combating Severe Acute Respiratory Syndrome (SARS) in 2003

- 7.3 Four divisions of GLD, namely, Procurement, Supplies Management, Land Transport and Printing Divisions, were mobilised to provide logistical support to assist in combating SARS.
- 7.4 At the early stage of the outbreak, there was an acute shortage of surgical masks. To meet the pressing demand and to ensure that adequate surgical masks of acceptable quality were available, extensive sourcing and inspections of a number of Mainland factories were swiftly conducted. The consignments were subsequently inspected round the clock as and when they arrived at the Hong Kong International Airport or Kwai Chung Cargo Terminals, and distributed to departments immediately. By the end of the SARS outbreak, over 30 million surgical masks had been purchased within a period of three months.



於2003年“沙士”襲港期間本署印製的其中兩款“搶眼”的海報。

These are two of the eye-catching posters printed by GLD when SARS hit Hong Kong in 2003.

7.4 在“沙士”爆發初期，曾經出現外科口罩嚴重短缺的情況。為應付對口罩大量及緊急的需求，以及確保能將足夠並合乎品質的外科口罩提供予各政府部門，我們迅速進行廣泛的尋找貨源工作及前往內地多間工廠進行品質檢驗。不論貨品在何時抵達香港國際機場及葵涌貨櫃碼頭，我們均馬上進行驗貨，以及立即將貨品分發到各部門。在“沙士”爆發尾聲時，我們在三個月內總共採購了超過3,000萬個外科口罩。

7.5 當政府在2003年3月宣布對淘大花園的有關居民進行強制檢疫及隔離措施時，我們提供了協助。我們為數以百計須撤離到隔離營的居民購買一些家居用品，如手巾、床單、地拖、收音機、熱水瓶等。我們在短短數小時內完成這項任務。同時，本署司機獲配保護裝備，以便24小時輪值，輔助有關部門撤走居民。我們安排車輛在隔離營候命，並在清晨時分調動巴士進行消毒行動及接載居民和政府人員。一輛35座位巴士也被用作流動行動指揮中心。在隔離令於2003年4月10日解除時，我們派出小巴往隔離營接載居民返回家中。

7.6 2003年3月，本署只收到訂單印製一款海報的中、英文版，後來訂單增加至印製大量與“沙士”有關的文件，包括教育及宣傳單張、海報、健康申報表等。其後，我們須每天大量印製不同語言的海報和單張。我們在下午或傍晚接獲訂單，在翌日便要交貨。我們的工場24小時運作，以便部門可確認印稿，然後我們通宵完成印製工作，於第二天早上送貨。在疫症爆發後期，我們共印製了2,300萬份健康申報表、超過50款共2,800萬份單張，以及150,000份不同設計及語言的海報。

7.5 We also assisted in the implementation of mandatory quarantine and isolation arrangements announced in March 2003 for the residents of Amoy Garden. We helped in shopping for general household items such as hand towels, bed sheets, mops, portable radio sets, vacuum flasks, etc. for hundreds of residents who were required to be evacuated and isolated in camps, and completed the purchase within a few hours. In parallel, pool drivers were provided with protective gear for duties round the clock to supplement departmental transport in the evacuation of the residents. Arrangements were made for vans to stand by at the isolation camps, and buses were mobilised in the early hours for the disinfecting operation and for conveying the residents and other government staff. A 35-seater bus was also deployed as a Mobile Operation Centre. When the isolation order was lifted on 10 April 2003, light buses were deployed to convey the residents from the camps back to their homes.

7.6 GLD was initially asked to print two versions (English and Chinese) of a poster in March 2003. The job was later extended to printing of a number of SARS-related documents including educational and publicity leaflets, posters, health declaration forms, etc. Soon the task turned into a daily event with jobs for posters and leaflets in different languages and in very large quantities with orders arriving in the afternoons and evenings for delivery the next day. The workshop operated round the clock to enable departments to sign off proofs, and for the products to be completed overnight for delivery early the next day. By the end of the epidemics, some 23 million health declaration forms, 28 million leaflets in over 50 titles, and 150,000 posters of various designs and languages had been printed.

港人捐贈帳篷給2008年5月四川地震災民。
Tents were sent by the Hong Kong people to the victims of the Sichuan earthquake in May 2008.



為大澳居民疏散措施提供協助

- 7.7 2008年6月初，大嶼山廣泛地區連場暴雨和嚴重山泥傾瀉，堵塞了所有前往大澳的地面通道，並導致許多山坡存在潛在危險。有見及此，民政事務總署連同多個政府部門制定一套緊急疏散措施，以便把受影響的居民遷往安全的臨時住所。本署則協助採購必需的家居用品(包括家具、家用電器)，為分別位於東涌和大澳的逸東邨和龍田邨的臨時住所提供家居設備。雖然家居用品和運送地點曾經出現改變，但我們仍能在確定採購要求後的兩天內，在惡劣的天氣下完成採購，並且把首批為數30套的各類家居用品送達上述兩個屋邨。
- 7.8 此外，本署的員工在其後的周末除了與各政府部門保持密切聯繫外，還聯絡了各供應商。在我們共同努力下，本署在隨後的兩個工作天內，成功把第二批為數25套的家居用品送達上述兩個屋邨。此外，我們安排車輛在東涌候命，以便在有需要時，協助進行重置安排。

Assisting in the Evacuation Plan for Tai O Residents

- 7.7 Rainstorms and severe landslides at various locations on Lantau in early June 2008 blocked all land access to Tai O and rendered a number of slopes potentially unsafe. The Home Affairs Department worked with various government departments to work out an urgent evacuation plan to relocate residents affected to safe temporary accommodation. GLD assisted in procuring essential household items, including furniture and electrical domestic appliances, required to furnish the temporary accommodation at Yat Tung Estate and Lung Tin Estate in Tung Chung and Tai O respectively. Despite the changing requirements for the household items and changes in the delivery locations, the first batch of 30 sets of the various household items were procured and delivered to the two estates under inclement weather within two days of confirmation of requests.



2003年本署同事協助對抗“沙士”。
Staff assisting in combating SARS in 2003.

向在海外發生的災難伸出援手

- 7.9 近年，外地發生了數宗災難，包括2004年12月發生的南亞海嘯和2005年11月在巴基斯坦發生的地震。當政府決定以人道立場向天災的災民提供協助及幫助他們脫離困境後，我們協助購買及安排運送救援物品，如毛毯、帳篷、樽裝水等。由於部分貨品未能即時在市場上大量供應，我們的同事齊心協力，在短短數天時間內，購齊足夠數量的物品。
- 7.10 2008年5月，在四川發生的一場地震，造成重大人命和財產損失。本署協助採購4,500個帳篷給有需要的災民，並且在接獲救援要求後的一個星期之內，發出首張訂單。

支援大型活動

- 7.11 為支援2005年12月在香港舉行的第六次世貿部長級會議，以及在2008年8月及9月期間舉行的2008年北京奧運會及殘奧會馬術比賽，我們制定了詳細的應急調動計劃，以便在有需要時提供緊急後勤服務。我們也就籌劃馬術比賽的運輸服務和相關招標工作提供意見。



本署於2004年12月協助運送濟助物品給南亞海嘯災民。
GLD assisted in sending relief items to victims of the South Asia tsunami in December 2004.



本署於2008年6月協助採購及分批運送家具給受水災影響的大澳居民。
GLD assisted in the purchase and delivery of furniture items by batch to Tai O for use by the affected residents in June 2008.

- 7.8 Staff of GLD also kept in close contact with various government departments and liaised with suppliers over the subsequent weekend. With concerted efforts, the second batch of 25 sets of household items was successfully delivered to the two estates within a further two working days. In addition, a standby transport arrangement was also put in place at Tung Chung to facilitate alternative relocation arrangements if necessary.

Assisting in Extending Help in Response to Catastrophes Outside Hong Kong

- 7.9 Several tragic catastrophes occurred in the past few years outside Hong Kong, including a tsunami in South Asia in December 2004 and an earthquake in Pakistan in November 2005. When the Government decided to render assistance to relieve the hardship of victims of natural calamities on humanitarian grounds, GLD assisted in the purchase and arranging delivery of relief items such as blankets, tents and potable water. Since some items were not readily available on the market in large quantities, a concerted effort was made by GLD staff to secure sufficient quantities within a few days.
- 7.10 An earthquake devastated Sichuan in May 2008 resulting in huge losses of lives and property. GLD assisted in the procurement of 4,500 tents to help the needy victims and the initial order was placed within a week upon receipt of a request for help.

Supporting Major Events

- 7.11 In support of the Sixth Ministerial Conference of the World Trade Organization held in Hong Kong in December 2005 and the Beijing 2008 Olympic and Paralympic Equestrian Events in August and September 2008, GLD drew up detailed contingency plans on deployment if and when emergency logistical support was required. Apart from this, GLD rendered advice on the planning of the provision of transport services for the events and the conduct of tender exercises for acquiring the services.

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