



嘉怡

物業管理有限公司

2018年工程和物業管理工地安全研討會

主題：房署護衛服務之〔安全工地作業之關愛文化〕

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(H&S Manager)



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嘉怡物業管理有限公司簡介

- 房委會名冊物業服務承辦商
- 房委會名冊護衛服務承辦商



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- 為房委會超過10個公共租住屋邨提供護衛服務
- 上述護衛合約的保安員人數超過1,000人
- 今年大會主題為護衛服務之「安全工地作業之關愛文化」，由本公司的職安健經理郭先生同大家交流及分享實際經驗



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郭偉雄先生（職安健經理）

Mr. KWOK Wai-hung, Kendy
(H & Safety Manager)

房署護衛服務之

「安全工地作業之關愛文化」



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房署護衛服務之主要工作簡介：

- 登記訪客，防止未經許可人士進入大廈範圍
- 大廈巡邏以防止及偵測罪案及事故發生
- 舉報及記錄事故如電梯故障、停電、漏水、響警鐘等
- 監察保安系統及保障公眾安全
- 處理投訴及跟進事項
- 應付緊急及突發事故



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「安全工地作業之關愛文化」理念及目標：

- 建立健康及愉快的工作環境
- 保障員工的健康及安全
- 建立正面的企業形象
- 提高機構生產力及競爭力



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「安全工地作業之關愛文化」的實踐

透過關懷僱員提供培訓服務，從而令僱員可以：

- 認識工作環境及了解潛在的危害
- 提倡精神健康及積極思維
- 協助保持身心健康及發展推動正面能量
- 減除員工有潛在壓力會爆發的機會



透過入職培訓協助員工：

- 認識公司的組織結構，政策及要求
- 清晰知道他們的工作及責任
- 需要遵守的項守則及程序
- 工地危害事項的應知
- 有足夠應知能力處理日常職務
- 避免因要進行工序時的不當行為而產生有危害情況

安排在职培训
增强员工的工作
使命感和归属感



邀请消防处安排火警讲座

實習使用手提滅火筒



邀請廉政公署安排倡廉講座

- ▶ 保安同事在日常工作中會接觸到唔同層面的人士及不同的環境
- ▶ 為避免同事因意識不足而容易會引起任何工作上的利益衝突
- ▶ 邀請廉署社區關係科向員工提供有關物業管理行業之防貪法例





安排員工接受各項 應可之急救訓練

- 日常工作中都會遇到很多突發事項，例如有人不省人事的意外
- 如掌握到急救知識，可以在緊急情況下應用

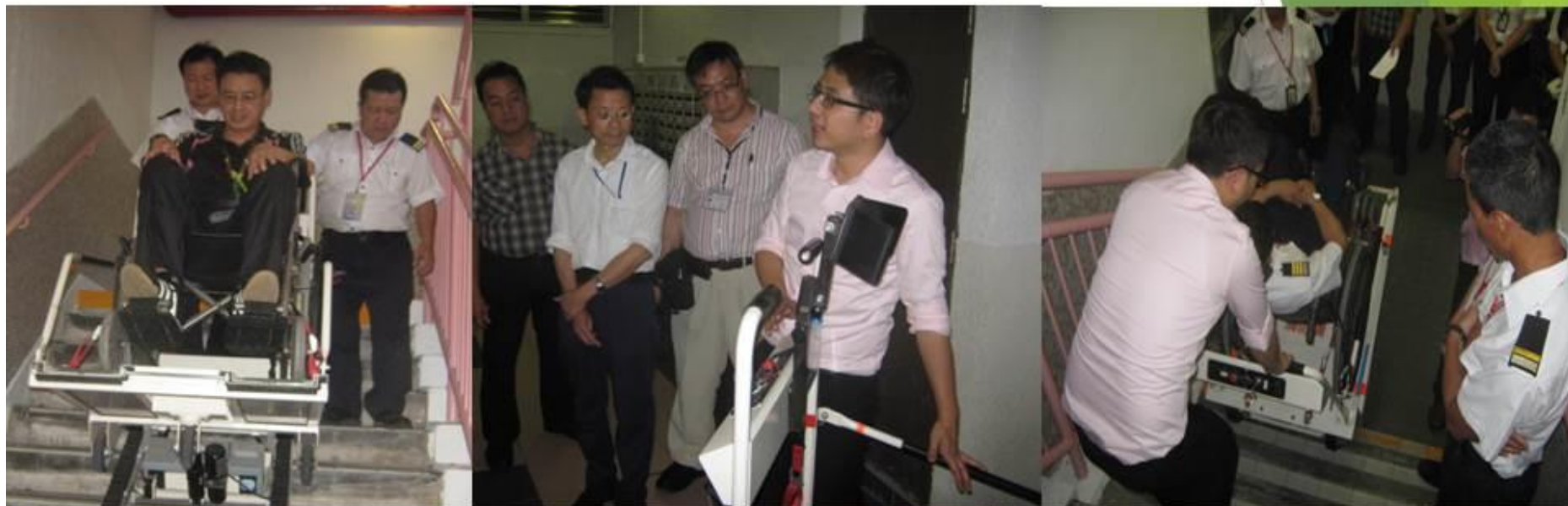


屋邨防墮系統 的使用培訓



保安同事有
機會進出各
種篷及其他
高的位置檢
查現有設施

安排合資格人仕教導正確使用輪椅樓梯機以協助日常有需要的居民



並需作定期實習



定期舉辦主管級別的 深造及重溫課程

- 令員工可以溫故知新
- 掌握最新的資訊或要求
- 並帶回工地向各員工分享





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「安全工地作業之關愛文化」

工作壓力及情緒管理

促進和諧及減少衝突的機會

預防暴力事故

工作壓力 及暴力事故

- 保安員經常需要單獨工作
- 並經常接觸不同人士
- 處理突發事故

東網即時新聞 05月18日(五) 19:17 邨大堂遭縱火 勇保安撲救遭煙噏



邨發生離奇縱火案。今日下午2時許，樓電梯大堂突然發生火警。44歲姓何保安員見狀大驚，立即用滅火工具將火救熄，並報警求助。救護人員到場，何因吸入濃煙不適需要送院治理。消防員初步調查後，認為起火原因有可疑，交由警方將案件列為縱火，屯門警區刑事調查隊第七隊接手跟進，暫未有人被捕。

東方日報 2018年6月8日 星期五

兩黑青闖大廈遭拒 棍毆女保安

【本報訊】兩黑青闖大廈遭拒棍毆女保安。前晚十時許，一名年約十多歲的男青年，偕同一名年紀相若的男朋友，前往上址欲進入大廈。因他們不是住客，遂呼喚當值的姓黎（五十五歲）女保安員開門，惟遭對方拒絕，青年偕友人悻然離去。

未幾，兩名青年取來一支約一點五呎長的木棍折返，推撞黎及用木棍施襲，黎猝不及防手部受傷，兇兇者傷人後逃去，事主驚魂甫定後報警求助。警方接報趕至，在附近兜截惜無發現，黎由救護車送院治理。警方初步調查後，案件列作襲擊致造成實際身體傷害。

秀茂坪警區情報組人員接手調查，昨午約二時卅分以涉嫌襲擊致造成實際身體傷害，拘捕一名姓劉（十八歲）青年及其姓李（十七歲）男朋友。經初步調查後，兩名疑犯均有三合會背景，案件交由秀茂坪警區反三合會行動組人員跟進。



一名疑犯被帶署扣查。

00 6600

營業部電郵：sales@on.cc

- 接觸各種投訴
- 有機會遇到辱罵，威嚇
- 甚至受到攻擊等暴力事故

情緒管理及預防工作間暴力

保安經理定期保持與員工會面溝通：

- 掌握控制情緒，改善及保持良好的客顧溝通
- 緩和衝突技巧，減少不必要的摩擦
- 保持良好的人際關係，不但平衡到工作上的緊張及可以舒緩身心的壓力
- 有需要時會與個別會面疏導情緒
- 針對工作地點可能發生的暴力事件作出評估
- 制訂相關的指引供員工遵循
- 提供合適的培訓及裝備作保護，並降低及避免發生被襲擊的暴力事故



預防工作間暴力

緊急召援協助按掣
及防護盾牌以備緊急
情況使用



預防工作間暴力

保安經理(曾任紀
律部隊)作防護性
盾牌使用的培訓



預防工作間暴力
保安經理(曾任紀律部隊)
作工地使用防護盾牌實習



愛心關懷 積極獎勵 和洽共融 鬆弛運動



愛心關懷
保安經理聯
同互委會主
席及區議員
探訪患病臥
床的員工

獲外間或第三
者稱讚的員工

獎勵良好工作
表現的員工



匯報危
害事故
的員工



愛心關懷 積極獎勵 和洽共融 鬆弛運動

- 鼓勵員工要作息有序
- 安排工餘社交及消閒活動
- 組織聚會共度歡樂節日
- 可使員工可以舒緩日常緊張的工作壓力
- 並且在可使員工間建立良好人際關係
- 最終凝聚及增強員工間互相支援網絡



愛心關懷 積極獎勵 和洽共融 鬆弛運動

定期進行伸展動作，心境放鬆，
減少壓力，享受運動



關懷員工健康 清涼設施抗酷熱天氣

提供足夠飲
水設施
有空調設備
的更亭



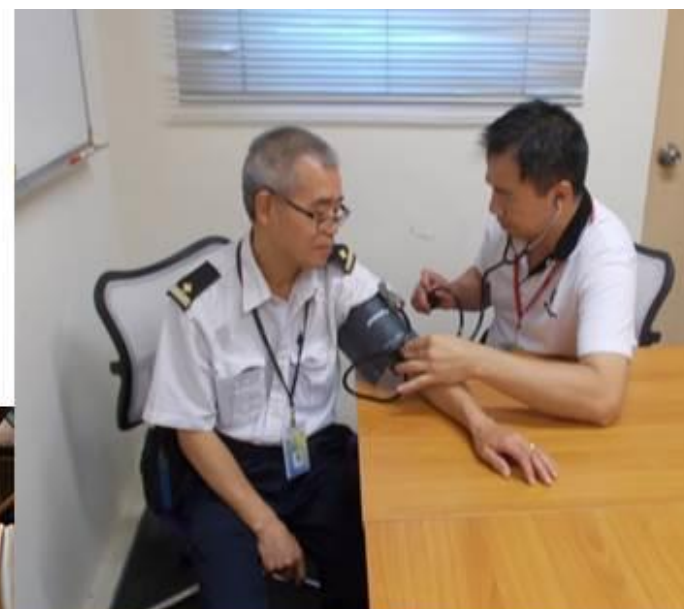
香港夏天的氣溫炎熱，
潮濕工作環境可令及體
力勞動員工會增加中暑
機會

關懷員工
健康清涼設施
抗酷熱天氣

如有不適
同事協助
跟進情況

炎熱氣溫及潮濕
的環境可令外勤
員工消耗體力及
增加中暑機會

提供涼爽背心
給外巡同事作
抵抗酷熱天氣



佛系思維

不行動！

不付出！

緣份到！

自然成功！

相信：

隨緣之前！

先要積極！

因為：

只有累
積！

沒有奇蹟！



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透過施行「安全工地作業之關愛文化」的體驗，可使：

- 公司與僱員間增加及著重了交流；
- 並互相體諒及續漸凝聚互相信任；
- 員工獲得足夠培訓及關懷；
- 增強員工的工作使命及歸屬感；
- 心理獲得舒緩及減少不良情緒；
- 積極思想及正能量，享受家庭生活；
- 令公司團隊精神更穩固；
- 做就僱主與僱員雙贏局面！



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— 多謝 —



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問題一：

今天我們講的〔安全工地作業之關愛文化〕是指哪一個行業？



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問題一答案：

保安



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問題二：

在炎夏，我們為員工提供了哪些
配備給外巡員工抵抗酷熱天氣？



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問題二答案：

清涼背心

Here is the footage of
Site Safety Forum 2018 for Works Contracts and Property Services
Contracts

which was held on 3 July 2018

The speaker comes from
Nice Property Management Limited

They are the Director / Administration and Mr. Ho Hoi-fung, MH
and H&S Manager Mr. Kwok Wai-hung, Kendy

Their topic is

The Caring Culture of Safe Workplace Practice
Security Services to the Housing Department

(00:33)

Hello everyone

First, on behalf of the company, I would like to thank the
Housing Authority for inviting us to attend this forum
The theme of this forum is the caring culture for staff

Later, my colleague Mr. Kwok will
share with you on this in detail

I am Ho Hoi-fung

the Administration Director of the company

Our company has two roles on the
registered list of the Housing Authority

One is property service agent

Another is the security service contractor

Last year, we have provided security services to
more than 10 public housing estates
of the Housing Authority

The number of security guards is over 1,000

In response to the theme of the forum
we would focus on the security guards

Mr. Kwok shall now tell you more

Thanks Mr. Ho

Hello everyone, I am Kwok Wai-hung

I am very happy and honoured to have the opportunity

to share the caring culture of our company here

First, let me introduce the daily work of security guards

including registering visitors, patrolling

recording special incidents

such as power failure and water leakage, etc.

monitoring the security system, handling complaints

follow-up matters, and dealing with emergencies

Our company pursues the caring culture

aiming to build a healthy

and enjoyable working environment

to protect the health and safety of the staff

and establish a positive corporate image

Ultimately, it could improve the productivity

and competitiveness

To foster a caring culture

we start with various trainings

to enhance the staff's awareness of the potential

hazards in the working environment

We promote mental health and positive thinking

facilitate to maintain physical and mental health

and develop positive atmosphere

it also reduces the occurrence of over-stress

Caring culture begins

with the new staff joining the company

we will have an on-the-job training

to assist staff to understand the organisation, policies

and requirements of the company

Let them understand the responsibility of their work

We teach them the rules and procedures

hazards on the construction site

so as to possess basic knowledge to handle daily duties

and avoid accidents caused by misconduct

In addition, on-the-job training also equips the staff to handle daily work, for example we would invite the Fire Services Department to provide fire safety seminar and demonstration on the use of fire extinguishers

The security guards always encounter different persons in their daily work

Some of them may encounter conflicts of interest at work due to a lack of awareness

We would invite the Community Relations Department of the ICAC to provide staff with anti-corruption guidelines on property management and arrange various first aid training for staff

Unexpected occurrences in daily work are unavoidable such as faint and unconsciousness

If colleagues have basic first aid knowledge they can apply in the emergency and also help the public

Owing to different environment or design of the estates colleagues might be required to carry out inspection at high level

Colleagues will also receive training to prevent falling from height

We would equip them with sufficient knowledge to prevent accident

Also, there are lifts in housing estates that may need to be repaired or replaced

We would also arrange competent persons to teach our staff on the use of wheelchairs in order to assist residents who need daily access

We will arrange regular practice and organize regular refresher courses for

personnel at supervisor level
it can help staff review what they have learnt
and grasp the latest information
We convey the information to all staff on the estates

Caring culture also involves understanding of staff
about management of work stress and emotion
work stress and violence

Security guards always need to work alone
and get into contact with different people
and handle sudden incidents

For example in May, a brave security guard
inhaled smoke when assisting
in extinguishing arson in the lobby

Security guards always handle various complaints
for example they might be insulted
or threatened or even violence

For example, last month
a responsible female security guard
was attacked by two young visitors
as she refused their entry to the building
without completing the registration

Regarding the emotional management, our security
manager would communicate with staff on a regular basis
improve their communication and

easing skills with customers
reduce unnecessary conflict
maintain good interpersonal relationships

Not only balance the tension at work
but also relieve personal stress

We would meet individual colleagues when needed
to provide assessment of probable violence on workplace

We develop relevant guidelines for colleagues
and incorporate the protective equipment

to reduce the chance of being attacked
To prevent violence
we install an emergency button at counter desk
so that our colleagues can use it in emergency
We also provide shields for staff to protect themselves
The security manager will teach them
how to use the shields before they report duty
and arrange regular practice on site
The purpose is to allow colleagues to familiarize
with the use of protective shields
We actively encourage and appreciate
the good performance of staff
For example, staff who was praised by third parties
staff who reported incidents
or staff taking the initiative
to care about the staff who was sick

In addition, it is known that security guards work on shift
We encourage staff to work in an orderly manner
to arrange leisure activities after work
and organize festive gathering
It can also relieve the pressure of daily work
and establish good relationships
Finally, it would become a strong supportive network
among colleagues

Security guards may also need to stand
or sit for a long time
it may affect the blood circulation
or even the health
We would regularly arrange stretching activities
with colleagues to comfort their feelings
help them reduce stress and enjoy the exercise
In hot weather, security guards may suffer
due to the work environment

We will provide sufficient drinking facilities
air conditioner in kiosk to provide
a comfortable environment for the staff
For those staff who need to work outside the office
we will provide them with cooling vests
to let them work comfortably when working outside
We will follow up if any colleagues feel uncomfortable

Recently, many people talked about
“Buddha-like” mindset
not taking action, not making effort
wait for the luck, success comes automatically
I would like to do this as well
However, before the luck comes
we need to take a proactive attitude
Our company has a belief
in promoting this caring culture
there is no miracle, only cumulative effort
Through the caring culture, we hope we can
enhance communication among staff finally
establish mutual understanding
and increase mutual trust gradually
allow sufficient staff training and care
strengthen the mission at work and sense of belonging
enhance psychological comfort
and reduce negative emotions
encourage proactive thinking and positive energy
continue to enjoy family life
strengthen the company’s teamwork
Finally, we achieve win-win situation
for both employers and employees
Thank you

Thank you, Mr. Ho and Mr. Kwok
Does Mr. Ho have a question?

Let me ask a difficult question

What kind of career have we discussed today?

Security guards

Correct

Thank you, Mr. Ho and Mr. Kwok

Thank you for watching

(10:32)