

Grand Award – AECOM Asia Company Limited

大獎 – 艾奕康有限公司



Report Summary

Provided by AECOM Asia Co Ltd.

Company Background

AECOM (NYSE: ACM) is the world's premier infrastructure firm, delivering professional services throughout the project lifecycle — from planning, design and engineering to consulting and construction management. On projects spanning transportation, buildings, water, energy and the environment, our teams are driven by a common purpose to deliver a better world.

With its legacy companies, AECOM has been in Hong Kong for more than 50 years. Hong Kong is our Asia Pacific Headquarters and the largest office globally with approximately 4,200 employees.

Leadership

AECOM was the first international consultant in Hong Kong to completely localize its senior leadership team. Our senior leaders are well-known practitioners in the industry and living examples of AECOM's vision that infrastructure should create opportunity for everyone. They have been involved in many of the city's iconic projects that have transformed infrastructure, buildings and places.

Our organizational culture of two-way communication, ethics and compliance, is reflected in all our routine operations. Leaders share company information with our staff through regular town hall meetings and newsletters, ad-hoc announcements, site visits, and experience sharing sessions.

We also build for the future through thought leadership and social responsibility initiatives. "Imagine 2060: Delivering Tomorrow's Cities Together" is a multi-year global partnership with Asia Society which concludes each annual theme in Hong Kong. Our Employee Engagement Committee organizes community service activities as part of our Corporate Responsibility (CR) efforts that take place throughout the year.

報告摘要

本報告摘要由AECOM Asia Co Ltd. 提供

公司背景

AECOM (NYSE: ACM) 是全球頂尖的基礎設施全方位綜合服務企業。從規劃、設計、工程到諮詢和施工管理，為客戶提供項目全生命週期各階段的專業服務。共同構築一個更美好的世界，是AECOM團隊在交通運輸、建築、水務、能源和環境服務等每一個項目中一以貫之的目標。

AECOM在香港深耕逾50年。AECOM香港辦公室為亞太區總部，也是全球最大的辦事處，擁有約4,200名員工。

領導才能

AECOM是第一家在香港擁有完全本土化管理團隊的國際諮詢公司。我們的管理層均為業內有聲譽的從業者。

我們的「雙向溝通」、「操守與合規」等企業文化體現在日常營運中。公司管理層通過定期的溝通與員工保持緊密的關係。

展望未來，我們也以領先思維活動，為共同建設美好將來出謀獻策。如期組織的社區服務活動正是我們企業社會責任(CSR)工作之一。

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Strategy

Since 2000, AECOM's priority has been to leverage its spectrum of competencies to provide the integrated solutions required for the challenges facing the built environment's ability to serve society, economy and environment. Establishing the Innovation Solutions department is indeed our commitment to help drive the industry forward in tackling possible challenges in the ever-changing environment.

One of our strategic initiatives is to support emerging opportunities involving development of the Greater Bay Area. We are partnering with government departments and potential investors to explore opportunities, particularly in transit-oriented development, master planning, healthcare and river restoration.

Customers

Our success is measured by the success of our clients. As our customers are primarily repeat clients, we are in constant and direct communication with them. This is a built-in component of our day-to-day project delivery. When venturing into new markets, we look at the changes in our customers' needs and develop new products and services accordingly.

Our definition of "customers" extends to the communities and stakeholders affected by our projects. Public engagement forums are held at various stages of a project and liaising with the community continues throughout the construction phase to keep the public informed.

We also have a robust "Client Listening Program" to systematically collect client feedback and then implement actionable items for improvement and follow-up.

Measurement, Analysis, and Knowledge Management

AECOM tracks the financial health of each project via a designated global system. Financial indicators are generated weekly for the project manager to track and ensure financial healthiness of the project.

Our organization places the utmost importance on the safety and quality of our work. Our Safety, Health & Environment ("SH&E") and Quality teams establish leading and lagging indicators based on AECOM corporate guidelines to monitor the performance of the Hong Kong Office on a quarterly basis. All departments are subject to ISO 9000 audits. Our in-house independent quality team carries out audits on individual projects as well as on the operating procedures of our Group Services teams.

策略

AECOM 著重於利用我們跨專業的知識和全球經驗，為客戶提供綜合方案和服務。成立專責創新團隊是我們致力於推動行業與時並進，以應對環境變化帶來的全新挑戰的承諾。

我們為支持大灣區發展所採取的戰略計劃更是最好的例證。我們正與各持份者合作探索基礎設施方面的新機遇。

客戶

我們的成功取決於客戶的成功。AECOM 的客戶大多是合作多年的夥伴，我們之間的溝通是直接且頻密的。在開拓新市場時，我們會以客戶需求，開發合宜的新方案。

AECOM 的客戶更包括受項目影響的社區和利益相關者。我們會在整個施工過程與社區保持密切聯絡。

我們的「客戶傾聽計劃」系統性地收集客戶的回饋，並據此實施後續措施。

評估、分析和知識管理

AECOM 使用全球統一的財務系統跟蹤每個項目的財務狀況。

除了財政健康，我們極其重視安全和品質。安全、健康及環境 ("SH&E") 和品質團隊會每季度監控各部門的表現。所有部門均須接受 ISO 9000 審核。獨立的品質團隊亦會對個別項目以及營運部門的工作模式進行審核。

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AECOM's organizational knowledge is managed through a process where data is collected through client feedback and performance reports, employee surveys and project reviews. Then the data is analyzed, consolidated and presented to our leaders for making strategic decisions for the company.

Workforce

We recruit new members primarily through our annual graduate intake, open and global hiring, and referrals. After hiring, we arrange comprehensive on-boarding program for all new joiners to help them understand how we deliver AECOM's mission, ethical and quality standards when serving our clients and realizing our corporate vision.

To cultivate diversity and strengthen workforce mobility, our Early Professional Exchange Program provides structured opportunities for professionals at their early career stage to work in overseas offices in APAC.

Every staff is required to go through an annually Career Development Planning process. Paying close attention to the mental health and wellbeing of all our employees, we offer Employee Assistance Program for employees to seek professional, confidential counseling at any time.

Additionally, we provide a comprehensive spectrum of learning and development opportunities for all employees, including instructor-led or virtual instructor-led training, and courses available through our global online learning portal – AECOM University.

Operations

Safety of our workplace is as important as the safety of our work deliverables. Our independent SH&E team carries out safety audits regularly on all floors of our main office and project sites.

Furthermore, our Resilience Team in the Hong Kong office, led by the Director of Operations, comprises cross-functional representatives handles emergency situations, such as COVID-19.

All AECOM project teams must follow our Project Delivery System throughout the project lifecycle from tendering to project execution and must also be governed under a system of checks and balances.

Finally, our privacy and information security program protects the privacy of our employees and our clients.

我們透過客戶回饋、績效報告、員工調查和項目審查等流程收集資料，分析和整合，並提交報告給公司管理層，以助制定公司的策略。

工作團隊

AECOM的新員工入職後即會接受全面的入職培訓，幫助他們理解如何在為客戶提供服務及實現AECOM企業願景的同時，貫徹及實踐我們的企業使命、道德行為和品質標準。

「青年專才交流計劃」為處於職業生涯初期的員工提供到海外辦公室工作交流的機會。

每位員工均須制定年度的職業發展計劃。我們密切關注員工的心理健康，特設了熱線為員工提供專業且保密的諮詢。

各員工均享有廣泛的學習機會，並可參與線上、線下培訓和在全球學習平台 — AECOM University 的課程。

營運

工作場所的安全與項目品質同等重要。我們的SH&E團隊定期對辦公室所有樓層和項目工地進行安全審核。由營運總監為首的跨部門緊急應變小組負責應對緊急情況。

從招標到項目執行，所有AECOM項目都必須使用「項目交付系統」，使整個項目生命週期皆受制衡系統的監管。

我們更有私隱和資訊安全規劃，以保護員工和客戶的私隱。

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Results

Over the past half century, AECOM team's involvement in building the city of Hong Kong makes all of us extremely proud:

- We have designed new towns which provide homes for 3 million Hong Kongers
- We have designed ALL the container terminals in Hong Kong
- We have undertaken 90% of Railway Development Studies, which shaped the roadmap for Hong Kong's rail transport development
- We have designed 70% of the tunnels built in Hong Kong

In recognition of our excellent work, many of our projects have won prestigious prizes from professional institutions such as ENR, NCE, ITA, Autodesk, IFLA, and more.

We are honored that the total number of "Community Contractor Awards" presented to AECOM by the HKSAR Development Bureau is more than those to all other consultants combined, which proves that putting safety and quality first benefits us all.

業績

在過去半個世紀，AECOM團隊能為建設香港的貢獻心力，我們深感自豪：

- 我們設計的新市鎮，為300萬香港市民提供了住所
- 我們設計了香港所有的貨櫃碼頭
- 我們完成了90%的鐵路發展研究，為香港的鐵路運輸發展奠定基礎
- 我們設計了香港70%的隧道

我們的工作廣受業界認可，眾多項目屢獲殊榮，獲權威專業機構頒發指標性國際獎項。這也是AECOM以「安全、品質為先」為其核心價值觀的驗證。