

Special Award for Established and Medium Enterprises – Hong Kong District Cooling Company Limited 中型企業特別獎 – 香港區域供冷有限公司

Report from the Board of Examiners

Operating since 2009, Hong Kong District Cooling Company Limited (HKDC) is engaged in providing operations and maintenance services, as well as undertaking energy solutions for sizeable energy projects in Hong Kong, such as the District Cooling System in Kai Tai Development. It is a wholly-owned subsidiary of the French-based Veolia Group, which is the global leader in optimized resource management, committed to becoming a benchmark company in sustainable development. HKDC has demonstrated exceptional and systematic business best practices that are in line with the overall requirements and judging criteria of the HKMA Quality Award.

Adopted from its parent company, HKDC's vision and mission are clearly stated and deployed. Clear strategic focuses are established in driving the company's growth and performance. The company is committed to ethics and corporate governance, well supported by relevant policies, periodic audits, and regular employee training. It has demonstrated commitment to corporate social responsibility and actively supported various communities.

HKDC has demonstrated an active engagement with customers through different channels such as a 24-hour hotline and regular customer satisfaction surveys. It is also the first adopter of remote-controlled submarines for underwater plant facility inspection and hydraulic-assisted valve operation, which are good examples of its commitment to innovation and quality. With a strong emphasis on safety, health, environment, and quality, HKDC is accredited with numerous ISO management systems. Structured key performance indicators (KPIs), analytics on operation data for performance management, and a proper corporate knowledge management framework are in place.

Supported by a systematic human resources management structure and practices, HKDC has demonstrated commitment to investing in people as well as providing a safe and fulfilling work environment for its workforce. A structured professional and personal development policy is in place, and training subsidies are offered. Internal promotion is emphasized to retain talents. Innovation Suggestion Awards are granted to enhance the creative, visionary, and adaptive qualities of the employees. A comprehensive operational system with clear KPIs is in place to track the company's overall business performance and operational efficiency. An emergency response plan and a cybersecurity policy are in place to equip the company for business continuity.

HKDC has achieved remarkable results in various areas, including high-service reliability and zero accidents over the past few years with less than 100 employees. The company has attained a number of accolades and recognition in health and safety related areas. It was also awarded the HKMA Hong Kong Sustainability Award in 2018/19 as well as the Distinguished Sustainability Leadership Award for its Managing Director in 2019 in recognition of its commitment to sustainability.

評審委員會報告

香港區域供冷有限公司 (HKDC) 由 2009 年開始運作，致力為香港提供能源營運和維修服務，以及為大型能源項目提供管理方案，例如啟德地區的區域供冷系統。HKDC 是法國 Veolia Group 的全資附屬公司，Veolia 在優化資源管理範疇中佔據全球領先地位，致力成為可持續發展的企業。HKDC 展現傑出且具系統性的業務最佳實踐，符合 HKMA 優質管理獎評審標準的整體要求。

繼承自母公司，HKDC 清楚訂明其願景和使命，據此作出明確的部署，並建立清晰的策略重點以推動業務增長和表現。HKDC 重視道德和企業管治，並輔以相關政策、常規審核和定期員工培訓以實踐此理念。公司亦展示了對履行企業社會責任的承諾，並積極回饋社區。

HKDC 透過 24 小時熱線和定期客戶滿意度調查等不同渠道，積極與客戶溝通。HKDC 為首家公司採用遙控潛水艇檢查水底設施及應用液壓輔助閥操作，充分印證公司對創新和品質的承諾。HKDC 高度重視安全、健康、環境和品質，並通過多項 ISO 品質管理系統認證。公司制定有系統的關鍵績效指標 (KPI)，分析營運數據作業績管理，並建立良好的企業知識管理系統。

HKDC 擁有具系統性的人力資源管理架構和作業，著重人才培訓，為工作團隊提供安全又愉快滿足的工作環境，又為員工制定了清晰的專業和個人發展政策，並提供培訓津貼鼓勵學習。公司重視內部晉升以保留人才，並且設立「建議及創意獎項」以加強員工的創造力、前瞻性和靈活性。HKDC 以清晰的 KPI 和全面的營運系統檢視整體業務表現和營運效率，又以應急方案和網絡安全政策加強公司業務的持續發展性。

縱然 HKDC 員工數目少於 100 人，卻能在過去幾年於各個方面取得佳績，包括卓越可靠的服務和「零事故」，並在健康和 safety 相關領域榮獲多項嘉許和認可。HKDC 榮獲香港管理專業協會頒發的「香港可持續發展獎 2018/19」。於 2019 年，其董事總經理獲頒「可持續發展領袖獎」以表揚公司履行可持續發展的承諾。