

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 Summary

Provided by Hong Kong District Cooling Co Ltd

Company background

Established in 2009, Hong Kong District Cooling Company Limited (HKDC) is a wholly-owned subsidiary of Veolia, the global leader in environmental solution and optimized resources management.

Our professional team consists of qualified engineers and specialists in energy management to provide professional advice and consultancy services in energy management, deliver reliable technical operation and maintenance support to projects and customers in Hong Kong, Macau and Guangdong. Some of our highlighted projects include District Cooling System (DCS) in the Kai Tak Development, Hong Kong Science and Technology Park as well as other mission critical facilities such as a data centre in Tseung Kwan O.

With the accreditations of ISO 9001, ISO 14001, ISO 50001 and OHSAS 18001 Management System, our operation not only meets customers' requirements but also exceeds their expectations.

Leadership

HKDC is committed to provide 24/7 comprehensive, efficient and sustainable energy services to our clients. Its vision, mission and values (VMV) is to run a responsible, reliable and energy efficient operation with commercial success to all our stakeholders. Our VMV are made transparent to employees, customers, and business partners through constant communication, staff orientation, business strategic meetings of the key management, face to face interactions with staff, customers and local community.

HKDC demonstrates and proves itself as a good corporate citizen by delivering a wide range of caring activities on environmental protection, community relations and donation.

報告摘要

本報告摘要由香港區域供冷有限公司提供

公司背景

香港區域供冷有限公司（簡稱香港區域供冷）成立於2009年，是威立雅集團的全資附屬公司，威立雅是全球環保工程和優化資源管理領導者。

我們的技術團隊由工程師和能源專家組成，為香港、澳門及廣東的項目和客戶提供專業能源管理及顧問服務、可靠的營運和技術支援，我們的服務單位包括啟德及科技園的區域供冷系統以及將軍澳數據中心等關鍵設施。透過ISO認證，我們的專業知識不僅滿足客戶的需求，更超出他們期望。

領導才能

香港區域供冷致力為客戶提供24小時全面、高效和可持續能源管理。目標願景和使命是為持份者提供負責任和可靠的能源管理及營運，並透過其中能取得商業成功。透過新員工入職培訓，管理層定期業務策略會議、社區活動與客戶保持溝通，把這些願景和員工及合作伙伴分享。

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With a view of raising public awareness on environmental protection and creating a liveable and sustainable environment for Hong Kong, HKDC, together with our client EMSD, organized the first Open Day at the Kai Tak District Cooling System (DCS) North Plant last summer, in which energy saving feature of the DCS and how it contributes to the reduction of greenhouse effect through our green operation has been highlighted. A total of 800 guests and residents from the area attended. In addition, guided DCS plant visits were opened for the community and professional bodies to enhance their understanding in the state-of-the-art energy saving solutions offered by the HKDC. A total of 5,417 visitors have attended since 2013.

Strategy

Leveraging on the strong supports from Veolia, HKDC has successfully positioned itself as a pioneer in reliable operation and energy management in “mission critical” facilities, such as data center and district cooling systems where reliability (99.99%+), safety and precise quality requirements are extremely important to our client’s daily operation.

Given our success in the past 10 years, we will continue to provide innovative energy solutions to our customers, better utilization of energy and improve environmental performance of customers from different sectors, such as education, medical and commercial facilities in Hong Kong, Macau and the Greater Bay Area.

Customers

Major energy projects are awarded through the tender system. To address the customer’s need, HKDC will study carefully the objectives and intended functions of the projects, community/stakeholder concerns as well as KPIs.

“Hidden” needs, also known as “latent” needs, are issues and problems that customers have yet to realize during different project stages. We will collaborate closely with our potential customers and existing customers to understand their concerns, such that we can use our expertise to help by offering alternative design, different operation modes, or digital solutions. For example, in one of our projects, we offered an alternate solution which resulted in 30% less life cycle cost and easier to operate than the customer’s original design.

為履行社會企業責任，我們透過不同的關顧環境和社區活動，支持社群。為了提高公眾對環境保護的認識，以及在香港創造一個可持續發展的環境，我們與機電工程署合作，在啟德區域供冷系統北廠舉辦了開放日，展示了綠色節能運作怎樣減少溫室效應，吸引了800位嘉賓及當區居民到訪。我們為公眾、社區及專業團體開辦了導賞活動，自2013年起，共吸引了5,417位參觀者。

策略

透過威立雅集團的支持，我們成功確立成為可靠營運和能源管理上的先驅，尤其是管理關鍵設施，例如在數據中心和區域系統供冷項目上，均達到了99.99%以上的可靠性、安全性和準確性，這對客戶日常運營尤其重要。

在過去十年間的成功，使我們不斷創新，能為港澳及大灣區各行業客戶更有效地運用、節省及改善能源。

客戶

大型項目均是透過公開招標。

我們致力滿足客戶在招標文件中規定的需求，包括目標、預計項目績能、社區及持份者的關注，及其關鍵績效指標等。

一些「隱藏」或稱為「潛在」的需求，客戶尚未意識到的問題，我們會透過與現有或潛在的客戶緊密合作，了解他們的關注所在，從中去分析，提出替代模式和新的解決方案等，為客戶解決難題。例如提出的解決方案能幫助客戶減少了百分之三十的成本週期開支，大大提高了營運效率。

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Measurement, Analysis, and Knowledge Management

As a leading energy services company in Hong Kong, we establish operation Key Performance Indicator (KPI) to measure and review performance, such as system reliability and availability, energy and safety, as well as environment performance.

We identify our success and negative factors through evaluating and analysing our performance with KPI. Daily performance review meetings are held with relevant teams to discuss and share the lessons learnt.

Preset improvement targets according to the ISO requirements and market benchmark will be compared on a monthly and yearly basis to provide benchmarks for continuous improvement.

Workforce

We strive to provide an equal, healthy and safe environment to our employees and contractors, regardless of their gender, HKDC is a place for career development.

Occupational health and safety is one of our core values. We established and implemented a comprehensive safety management system (OHSAS 18001) to ensure a healthy and safe workplace since we first established.

We have established a Workforce Performance Management System including performance planning, monitoring, documenting, feedback, coaching, development, and regular performance review and appraisal. We also provide overseas training opportunities across different Veolia operations around the world, i.e. France, United Kingdom, United States, Malaysia, Singapore, China and Macau.

Operations

“Let excellence become our habit”, we committed to provide professional energy services to customers by working and liaising closely with our stakeholders, standardization of operating and emergency procedures, asset/risk management plan, guidelines and checklists. We are compliant to the ISO requirements, at the same time, ensuring consistent, reliable and energy efficient operation. By strictly following the “Plan-Do-Check-Act” approach, we were able to identify and rectify deficiency right on spot.

Innovation Suggestion Award was launched to encourage employees proposing creative ideas on process improvement. Winning ideas were implemented and financially rewarded in the staff's annual appraisal.

Never settled for routine, HKDC developed an in-house optimization chilled water production program to optimize energy performance of chiller plant operation. This program has been granted the Hanson I&T Merit Award organized by the Environment Bureau and EMSD in 2019.

評估、分析和知識管理

作為香港領先的能源服務公司，我們制定了關鍵績效指標，以計算和檢查營運表現，例如系統的可靠和穩定性，以及能源、安全和環境的表現。

透過這些指標，進行評估及分析以確定成功或不利因素，我們亦與相關團隊進行每日的檢討會議討論和分享從中的經驗。

根據 ISO 的要求，設定改進基準，讓我們可以按月和年的表現作比較，不斷改進。

工作團隊

我們致力為員工和承建商提供健康安全和平等的工作環境，不論性別或種族，讓他們在公司得以提升技能，發展事業。

職業健康及安全是我們的核心價值觀之一。自成立以來，建立並實施了嚴格的安全管理系統，以確保工作環境的健康及安全。

我們亦建立了員工績效管理系統，包括定期的績效評估、計劃、監察、記錄、反饋、指導、發展技能等。另外，我們提供海外的培訓機會，讓員工可以在母公司世界各地的不同訓練中心進行培訓。

營運

我們相信「讓卓越成為習慣」，致力為客戶提供專業能源服務。我們與持份者緊密合作，建立標準化的操作和應急程序、資產/風險管理計劃，指引等，確保遵守 ISO 要求，提供穩定、可靠及高能源效益運作。公司嚴格遵循「計劃-執行-檢查-執行」管理方法，糾正錯誤確保良好效果。

為提高營運效益，推出了「建議及創新獎項」，獎勵方式鼓勵員工提出意見，改善工作流程和操作，勝出的意見將於其年度評估中獲得認可。

我們尋求持續改進，自行研發及制定優化水冷生產計劃，提高水冷機組運行的能源績效，該計劃已獲環境局及機電工程署於 2019 年頒發的「優異創科慳神獎」。

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Result

We are proud to present our outstanding results in sustainability, health and safety as well as business success in the past decade.

As of year 2020, HKDC has achieved:

- “Zero accidents” record since year 2014
- 99.99%+ reliable service for chilled water supply in Kai Tak DCS project
- 100% of satisfactory rate from customers during customer survey
- Our efforts are further recognized by external parties by obtaining several awards, such as :
 - Hong Kong Sustainability Award 2018/19 by The Hong Kong Management Association
 - Distinguished Sustainability Leadership Award for Ir Chris Chong, Managing Director of HKDC by The Hong Kong Management Association
 - Asia Pacific Best Occupational Health and Safety Award (2019) and Certificate of Excellence of Asia Pacific Best Occupational Health and Safety Award (2018) by International Facility Management Association (IFMA)
 - Silver Award of Considerate Contractors Site Award – Public Works – Repair, Maintenance, Alteration, Addition at the 23th Considerate Contractors Site Award Scheme organized by the Development Bureau of HKSAR and CIC (2017)

Our gratitude goes to a dedicated and motivated team of staff, supportive working partners and management. We are also appreciative and celebrate the successful business strategy and remarkable achievements which are results of collective actions and efforts.

業績

過去的十年，香港區域供冷為取得良好和可持續的業務成果而感到自豪。

截至2020年，本公司已獲取以下殊榮：

- 自2014年以來「零事故」
- 啟德發展區項目提供99.99%以上可靠冷凍水供應服務
- 客戶調查中客戶滿意率達100%

我們更獲外界的認同

1. 香港管理專業協會頒發
 - 2018/19年度香港可持續發展獎
 - 公司董事總經理莊偉泉工程師榮獲2018/19年可持續發展領袖獎
2. 國際設施管理協會頒發
 - 2019年亞太區最佳職業健康及安全獎
 - 2018年亞太區最佳職業健康及安全獎 — 卓越證書
3. 香港特別行政區發展局及建造業議會等頒發
 - 2017年第23屆公德地盤嘉許計劃工務工程 — 維修、保養、改建及加建工程銀獎

我們感謝團隊和合作夥伴的支持，成就公司卓越的業務策略及出色的工作安全表現。