

# Special Award for Small Enterprises and Start-ups 小型企業及初創企業特別獎 – Ensec Solutions Hong Kong Limited

## Report from the Board of Examiners

Ensec Solutions Hong Kong Limited (Ensec) is a provider of one-stop integrated security and information technology. Its business has expanded to international markets over the years. Ensec has demonstrated systematic and best business practices which are in line with the overall requirements of the HKMA Quality Award.

Ensec's vision and mission are clearly stated and deployed. With the vision of becoming one of the leading global security system integrators, clear strategic foci are established in driving the company's growth and performance. The company is clearly customer-focused with management commitment in supplying quality products, delivering professional and efficient service, protecting the environment, and providing adequate resources and training to the staff. The management places strong emphasis on corporate governance and risk-management practices. It is one of the few security companies in Hong Kong which have won the Q-Award of the Hong Kong Security Association since 2013. It is committed to supporting the community through various endeavors, including free installation and maintenance of security systems for NGOs, and internship programs for the youths.

Ensec has actively engaged customers through different channels for service enhancement, as is reflected in its long-standing relationship with them. With a strong emphasis on quality, Ensec is accredited with numerous ISO management systems, and relevant training is provided to the workforce. Structured key performance indicators (KPIs) and analytics on operational data for performance management and improvement are in place. The company also places emphasis on cybersecurity.

Ensec has demonstrated concern for the employees' well-being and development. Various measures are in place to maintain a comfortable workplace, including flexible working hours, allocation of a dedicated area and time for breastfeeding for working mothers, etc. The Ensec Continuing Education Fund has been set up to promote lifelong learning. An automated operational system with clear work processes is in place to track the company's business performance, operational efficiency, and continuous improvement.

Ensec has achieved good results in various areas including market expansion, revenue growth, and customer and staff retention. In addition, it has attained a number of accolades in recognition of the company's commitment as a caring and socially responsible company.

## 評審委員會報告

Ensec Solutions Hong Kong Limited (Ensec) 是提供一站式保安系統和IT解決方案的供應商。多年來，公司業務已擴展至國際市場。Ensec 展現出系統化的最佳商業實踐，符合香港管理專業協會優質管理獎的整體要求。

Ensec 以明確的願景和使命來部署。公司的願景是成為全球具領導性的保安系統整合商，並且制定清晰的重點策略來推動公司業績增長和表現。公司管理層承諾以客戶為中心，提供優質產品、提供專業高效的服務、保護環境以及為員工提供充足的資源和培訓。同時管理層亦非常重視企業管治和風險管理的實踐。於2013年，Ensec 成為香港行內少數獲得香港保安業協會「Q Award」榮銜認證的企業。Ensec 致力在各方面努力回饋社區，包括為非政府組織免費安裝和維護保安系統，以及為青年人提供實習計劃。

Ensec 通過不同渠道積極吸納客戶，務求提升服務質素，使公司與客戶能夠保持長期關係。Ensec 非常重視質量，獲得眾多ISO管理體系的認證，並為員工提供相關培訓。公司採納關鍵績效指標(KPI)和運營數據分析以管理和改善表現，亦非常重視網絡安全。

Ensec 一直關注員工福祉和發展。為維持舒適的工作環境，公司採取多項措施，包括彈性工作時間、為在職母親劃分專用區域和餵母乳時間等。Ensec 設立持續進修基金推動員工終身學習。Ensec 建立具有清晰工作流程的自動化操作系統，以追蹤公司的業務表現、營運效率和持續改進。

Ensec 於市場擴張、收入增長以及挽留客戶和員工等各個領域均取得佳績。此外，Ensec 亦獲得多項榮譽，以表彰作一家實踐關懷和社會責任的公司。