Best Practices Award — Silver Award
最佳管理實踐獎 — 銀獎

Electrical and Mechanical Services Department
機電工程署

Valuing People and Stakeholders

More than 500 EMSD staff have received IoT training through workshops and a dedicated knowledge centre. Standardized guidelines and flowcharts support adoption across divisions. Externally, GWIN engages over 20 departments, industry partners, and the community. The "Smart@GWIN" IoT Application Challenge has inspired students to co-create smart city solutions, strengthening Hong Kong's future talent pipeline.

Delivering Organizational and Societal Value

GWIN has expanded from pilot projects to citywide coverage, with application profiles growing from 20 to over 500. It has become a cornerstone of EMSD's strategic vision, enhancing service quality, resilience, and sustainability. By enabling smarter facility management and fostering innovation, GWIN demonstrates excellence in Total Quality Management and contributes to Hong Kong's competitiveness as a smart city.



Flood sensors provide real-time water-level alerts during typhoons
防洪感應器在颱風期間提供即時水位警報

重視人才與持份者

GWIN團隊已為超過500名員工提供物聯網培訓，並設立知識共享平台及標準化指引，促進跨部門應用。對外方面，GWIN與20多個政府部門、業界及社區合作，舉辦研討會及比賽。「Smart@GWIN」物聯網應用挑戰賽吸引學生參與，共同設計智慧城市方案，培育未來人才。

組織與社會價值

GWIN由試點逐步擴展至全港覆蓋，應用檔案由20個增至超過500個，成為機電工程署策略願景的重要基石。它不僅提升服務質素與韌性，更推動可持續發展。透過智能化設施管理及創新文化，GWIN展現全面優質管理的卓越成效，並鞏固香港作為智慧城市的競爭力。

Report from the Board of Examiners

The Board of Examiners extends its sincere congratulations to the Electrical and Mechanical Services Department (EMSD) on receiving the Best Practices Award - Silver Award for the Government-Wide Internet of Things Network (GWIN). This honour recognizes the team's visionary commitment to operational excellence and strategic innovation in transforming public facility management.

The Board was particularly impressed by the initiative's tangible delivery of value and results. GWIN has grown from a pilot with 50 gateways to over 900, achieving 95% territorial coverage and connecting more than 15,000 sensors across 20 government departments. This shift from reactive inspections to proactive, data-driven intelligence has enhanced efficiency, evidenced by a 40% reduction in gateway unit cost and a robust data foundation for future AI applications.

Beyond departmental efficiency, GWIN has delivered significant societal value. The project has improved public safety through flood monitoring at 200+ locations and demonstrated agility during the pandemic by deploying environmental sensors in hospitals. The "Smart@GWIN" IoT Application Challenge are also inspiring the next generation and building a talent pipeline for Hong Kong's smart city ecosystem. The Board commends EMSD for this achievement and encourages continued innovation in public service excellence.

評審委員會報告

評審委員會衷心祝賀機電工程署憑藉「政府物聯通」（GWIN）：推動智慧城市卓越管理榮獲最佳管理實踐獎銀獎。此項殊榮肯定了該部門在革新公共設施管理方面，對卓越營運及策略創新的遠見與投入。

評審委員會尤其欣賞該項目在創造價值及成果方面的具體表現。GWIN 已由最初 50 個網關的試驗計劃，擴展至超過 500 個，覆蓋全港 95% 的範圍，並連接 20 個政府部門超過 15,000 個感應器。這種從被動巡查轉變為主動、以數據驅動的智能管理模式，有效提升了效率，網關單位成本降低 40%，並為未來人工智能應用建立了穩固的數據基礎。

除了提升部門效率，GWIN亦帶來了顯著的社會價值。該項目透過在超過 200 個地點進行水浸監測，超過200個防洪感應器在颱風期間提供即時水位警報，提升了公眾安全；並在疫情期間於醫院安裝感應器監測環境狀況，展現了靈活的應變能力。此外，「Smart@GWIN」物聯網應用挑戰賽亦啟發了下一代，為香港智慧城市的發展建立人才庫。評審委員會讚揚機電工程署的卓越成就，並鼓勵其繼續在公共服務方面創新求進。