

From strength to strength



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‘Tiger Crane’ outlook keeps Financial Secretary focused

Civil Service Newsletter Editorial Board

■ THERE is an almost Zen-like calm surrounding the man who holds the reins to Hong Kong’s financial future. Given the pressure that comes from holding the job as Financial Secretary (FS), John Tsang Chun-wah’s steady, serene outlook is all the more impressive.



Mr Tsang during his interview with the Civil Service Newsletter.

This he puts down to his many years of training in fencing and the martial art of “tiger crane” kung fu. Both disciplines, he says, help develop one’s determination and power of concentration. “One can learn how to maintain a clear and calm mind when

facing an opponent. When fencing, a moment’s distraction will give the opponent a chance to take advantage and attack. If one is anxious and too eager to launch attacks, one may be thrown off balance and expose his/her weaknesses, and as a result, be defeated,” Mr Tsang said.

This strength of mind may serve Mr Tsang well, given the global volatility and pressure facing Hong Kong’s economy. The next Budget, he says, will definitely be more challenging in light of a slowdown in growth of advanced economies in Europe and the United States, financial turbulence and the global trend of rising inflation.

“I am particularly concerned about the impact of the rising cost of living on the lower income group in our society. My priority will be to roll out more measures to help tide them over,” Mr Tsang said.

Business opportunities

Mr Tsang says he will be placing much emphasis on the creation of business opportunities. “I will step up our outreach to the emerging economies and strengthen our international ties. In the past few months, we have led delegations from different sectors to Russia, Vietnam, India and the Middle East.”

He says the business delegation he led to India last December was a good example of how actively engaging such burgeoning economies could result in great benefits

for Hong Kong. “The resultant increase in the number of direct flights between Hong Kong and Indian cities as well as triple-digit increases in our exports to India in the past few months are not mere accidents that just happened. They are clear indications of the enhanced interest between Hong Kong and India,” he said.

Mr Tsang says one of Hong Kong’s big selling points is its free-market economy, “Hong Kong is very open and there is also our geographical advantage — we have the Mainland, our hinterland just to the north of our boundary.”

And it is not just Asia’s emerging economies that are on Mr Tsang’s list. Recently he visited Central Europe. He sees big two-way trade opportunities with this part of the world and later this year he will be visiting other emerging markets in South America to further explore opportunities.

“The Government’s role in this opening-up process is to explain Hong Kong’s advantages to business leaders in these



Speaking at the Closer Economic Partnership Arrangement Supplement IV Business Forum.

new markets, raise the profile of our city and build closer international ties,” Mr Tsang said. “The rest is up to the business community. With Government leading the way, I hope that the private sector will find it easier to do their jobs more effectively. This is a modality that seems to work and I will continue to build on our successes.”

External challenges

The FS says that from a longer term outlook, his biggest challenge will come from the external front. “Hong Kong will face increasing competition brought by globalisation and the emerging regional economies,” he said.



Presenting souvenir to the Governor of the Bank of Slovenia, Dr Marko Kranjec, during a round of top-level meetings with government officials and business leaders in the Slovenia in May.

“Meanwhile, the rapid development and progress of Mainland cities will also bring more competition to Hong Kong. With the increasing modernisation of the Mainland’s financial system and the development of other financial centres there, Hong Kong’s comparative advantage in Mainland-related intermediation may narrow. To maintain its long-standing position as an international financial hub, Hong Kong must strengthen and expand its customer base for financial services in the region,” he added.

Mr Tsang says to meet the challenge from increasing competition, Hong Kong must also maintain and promote its role as an international cosmopolitan city while continuing the integration with the Mainland economy, facilitating business activities, encouraging creative ideas and promoting the use of technology. “Global competition is ultimately a competition for talent,” he said. “The Government will continue to invest heavily in education and retraining as well as create more favourable conditions to attract talent from around the world.”

Keeping inflation in check

Inflation is another problem Hong Kong is facing as a result of global conditions. “The building-up of inflationary pressure is mainly due to the rising food and energy prices in the international markets as well as the strong economic expansion over the past four years or so,” Mr Tsang said. “Indeed, this is a global phenomenon, as inflationary pressures are increasing around the world.

“In Hong Kong, which is a market economy, changes in prices are part and parcel of the adjustment mechanism to balance demand and supply. Yet we will do all we can to mitigate the inflationary pressure. For example, we will continue our communications with the Mainland authorities to ensure a stable supply of food for Hong Kong, ensure effective market competition at the import and retail levels so that consumers can enjoy a wider range of product choices at competitive prices, and provide adequate land to meet market demand in order to ease the upward pressure on property rentals and prices. Also important is to increase the productivity of the economy to contain the cost pressure.

“We are particularly concerned with the impact of inflation on the lower-income families and the underprivileged. The various measures announced in the 2008-09 Budget will help alleviate to some extent the impact of inflation on these people and also push down somewhat the inflation rate,” Mr Tsang said.

Boost for construction

In his February Budget Speech, Mr Tsang estimated the Government would spend around \$21.8 billion on new infrastructure in the next fiscal year and this, he says, is expected to create about 27,000 construction jobs. “This should help the recovery of the construction industry, which has been rather sluggish for some years.

“More importantly, we have to look beyond 2008-09. Over the next few years, we will vigorously implement various infrastructure projects, including the 10 major projects announced by the Chief Executive in last year’s Policy Address. The construction of these projects will create a lot of job opportunities for construction workers and help improve their livelihoods.



“When completed, these infrastructure projects will enhance the connectivity of Hong Kong with the Mainland and the rest of the world, enrich our cultural life, create new development opportunities, consolidate our status as a global city and lay a new foundation for our sustainable development,” Mr Tsang said.

The Government will run a small budget deficit in 2008-09, due to the various measures announced in the Budget. “Most of these measures are one-off and time-limited. Hence they will not have long-term implications for the Government’s fiscal position and are consistent with our principle of fiscal prudence,” he said.

He says some of these measures are for the longer-term development of the community, such as the one-off fund transfer to University Grants Committee and cash injection to Mandatory Provident Fund accounts, and will not have an immediate impact on the economy.

Taking the lead

As Chair of the World Trade Organization (WTO)’s Sixth Ministerial Conference in December 2005, Mr Tsang showed enormous discipline and stamina despite the pressure and long hours. This he did by staying focused on the end goal.



Chatting with a shopkeeper during his visit to Kowloon City.

Mr Tsang says he was convinced that much of the credibility of the multilateral trade platform, which Hong Kong had championed all along, was at stake, so

there was no time to waste. “When you focus on the common goal, it becomes much easier to concentrate on the work and maintain the discipline despite the gruelling hours.”



Meeting India’s Minister of Finance, Shri Palaniappan Chidambaram in New Delhi last December.

Lessons learnt from crisis

As to Hong Kong’s property market, Mr Tsang is cautious, but not overly concerned about a speculative frenzy happening anytime soon. “The strong expansion of the Hong Kong economy over the past four years or so has been the key factor underlying the fairly robust performance of the local property market.

“The lowering of interest rates is another favourable factor, but interest rates are only one of the considerations in households’ and investors’ decisions to purchase a property. It is difficult to say that low (or negative) real interest rates will necessarily lead to speculative activities in the market.

“Also, the latest situation as indicated by the overall property transactions and speculators’ share in transactions is much less frenzied than that in 1997,” he said. Mr Tsang is also confident that most property buyers will be more cautious now than before, partly because of the lessons learnt from the Asian Financial Crisis.

Hong Kong firms on the Mainland

The Mainland authorities have introduced a series of new policies and measures in recent months, such as adjustments to the processing trade policy, introduction of the Labour Contract Law, and tightening of environmental requirements. Mr Tsang says he believes that such policy changes will bring



Mr Tsang (second left) touring the Hong Kong Gifts and Premium Fair after its opening in April.

about sustainable and healthy development for the national economy in the long term, and will provide fresh impetus to Hong Kong's growth.

“Notwithstanding this, we understand that Hong Kong companies on the Mainland are facing a tough challenge brought about by these policy adjustments, as well as other factors such as the rising costs of raw materials and appreciation of the Renminbi. We believe that with the efforts of our enterprises and the support from the Government, the challenges arising from the recent policy changes on the Mainland could become new development opportunities for our enterprises,” he said.

Making time for family

Despite his gruelling workload, Mr Tsang makes sure he has time to spend with his wife, Lynn, and two grown-up children, Terrence and Prudence. The FS says family time is especially important now as his two children are back working in Hong Kong after many years studying and working abroad.

As a practitioner of “tiger crane” kung fu, Mr Tsang appreciates the importance of keeping a balanced lifestyle, so he also makes time for leisure activities. “I really like movies; I watch at least one film in the theatre each week. I like music, all sorts really, but especially light jazz. I have a very good collection of CDs and DVDs. I also play guitar, but not very often, folk music of the 1960s and 1970s.”

Asked if he had anything to add, Mr Tsang said he wanted to take the opportunity to thank all the civil servants who were involved in the Government's response to the unprecedented rainstorm that flooded parts of Hong Kong in June, causing severe difficulties for people across the territory. “I would like to thank personnel from the emergency services, the works departments, the Government Flying Service, the Home Affairs Department and all those who helped in the emergency response. I am also grateful for the work of everyone involved in dealing with the aftermath. On behalf of the Government as well as the community at large, I wish to thank them for their professionalism and dedication in carrying out their work.”



Greeting elders during a visit to the Scenic Resort Nursing Home in Oi Tung Estate, Shau Kei Wan in February.

Civil servants reach out to earthquake victims

Civil Service Newsletter Editorial Board

THE civil service reacted swiftly to news of the devastating earthquake that hit Sichuan Province on May 12. The quake, measuring 8 on the Richter scale, killed more than 70,000 people and left many thousands more injured and millions homeless.



Vice-President Xi Jinping (ninth left, first row) meeting with volunteer members of government departments and the Hospital Authority who took part in the search and rescue efforts.

Hong Kong's efforts were recognised by the Vice-President, Xi Jinping on July 8 at the end of his visit to Hong Kong. On behalf of the Central Government and the quake victims, Mr Xi expressed gratitude and admiration during a meeting with 120 volunteer members of government departments who took part in the search and rescue efforts in Sichuan. He praised team members for their devotion, quest for excellence and professionalism, noting that these had earned the respect of the quake victims and the Chinese people. The team members came from the Fire Services Department, the Government Flying Service, the Department of Health, the Food and Environmental Hygiene Department, the Water Supplies Department and the Information Services Department. A medical team from the Hospital Authority, which treated the quake victims, was also present.

RTHK and FSD-led team first to arrive

Radio Television Hong Kong (RTHK) reporters, among other Hong Kong media journalists, spared no time in rushing to the scene to cover the disaster. The first batch arrived in Sichuan late on the same day.

Hong Kong's search and rescue team was one of the first to arrive at the scene of the earthquake, leaving for Sichuan in two batches, on May 15 and 16. The team was assigned to carry out search and rescue work at Hanwang in Mianzhu, one of the most devastated areas. The team — working in conjunction with local rescue groups — recovered 24 bodies from the rubble of a collapsed office building and factory plants in the vicinity, and helped the People's Liberation Army rescue a woman survivor trapped under a collapsed building.

The 45-member search and rescue team, led by Senior Divisional Officer of the Fire Services Department, Tam Tai-keung, included 34 Firemen, six Ambulance Officers, two Medical and Health Officers and two Nurses from the Department of Health and an Assistant Information Officer of the Information Services Department.

Mr Tam said, "With our focus on rescuing victims, we had no time to think about anything else." He said that despite the obstacles, such as no water or electricity supply, all the team members did their best to rescue as many survivors as possible.



The search and rescue team removing a body from the rubble.

The team, which took with them about four tonnes of equipment, including life detectors and masonry-cutting machines, moved to Chengdu on May 20 after the task in Hanwang was accomplished. Despite frequent aftershocks, which at one point reached 5.2 on the Richter scale, team members persevered to complete their tasks.

GFS assists from the air

On May 17, a five-man team of the Government Flying Service (GFS), comprising Pilots, Aircrewman Officers and an Aircraft Engineer joined the air relief force at Guanghan airport,

some 50 kilometres north of Chengdu. They worked with the Ministry of Transport rescue crews in various operations, including recovering survivors in mountainous regions, transporting ground search teams to remote sites where casualties were reported missing and transferring supplies to the casualties.

A GFS Super Puma helicopter fully equipped for search and rescue operations flew to Guanghan airport on May 23.

Ardis Tang Sing-tung, Senior Pilot with GFS said the most challenging aspects of the work were:

- high altitude mountain flying — “We are talking about mountains double or triple the height of Tai Mo Shan — at this altitude, aircraft become less responsive, less powerful. Accurate performance calculations and anticipation of control input were key.”
- unfamiliar environment — “Maps were no longer accurate as the shapes of the mountains were damaged by the earthquake; rivers were blocked by the ‘quake lake’. Some valleys between the mountains were so narrow that the normal movement of an aircraft was restricted. Weather in the mountains was fast changing and could be unfriendly.”
- obstacle clearance — “We were mainly tasked with executing rescues at the bottom of the deep valleys, so positioning the aircraft was already difficult due to the steep terrain. In addition, unknown wires and cables were very common, together with the hazards of rubbish blown up by the helicopter downwash.”
- off-base maintenance — “Although our base of operations (Guanghan) was originally a flight training school, it had never been used to handle such a large-scale helicopter operation. Our engineers and technicians provided us with the best maintained machines with limited resources.”

Over the three-week deployment, the GFS team participated in 26 operations through which 96 casualties were brought to safety and 119 people transported to the



A GFS helicopter assisting in a rescue operation.

disaster areas. Most of the 119 were members of ground search teams and specialists who monitored the condition of the quake lake in Tangjiashan.

One of the highlights of the team’s work was the rescue of two injured mine workers who had been trapped in the mountainous area of Mianzhu for over 19 days. Both men were lifted to safety by the GFS helicopter.

Public health experts fly in

Hong Kong’s public health professionals also played an important part in the relief efforts, with a 15-member team flying to Chengdu on May 19. The team, led by Principal Medical and Health Officer, Dr Mok Chiu-yau, comprised three doctors from the Department of Health, 10 Health Inspectors, Foreman and Workman grade officers from the Food and Environmental Hygiene Department (FEHD) and two Chemists from the Water Supplies Department (WSD).

The team helped implement infection control measures and environmental disinfection, and offered professional advice on identification of safe water sources for potable and domestic purposes and refuse collection at Yingxiu Town, one of the worst hit areas.



A WSD staff member providing professional advice on water sanitation.

Lee Wah-chu, a Foreman with FEHD, spoke of his experiences as part of the team. “As a Station Sergeant (Auxiliary) for 35 years, I could physically cope with the one-week long environmental disinfection operation. But the risk that the mountains could collapse at any moment was something I had never expected. And I was most impressed by the spirit of our public health team. All of us, regardless of rank, were committed to doing our job — disinfecting the affected areas and preventing the outbreak of disease.”

Sense of obligation

Yiu Chi-chung, Workman II, another member of the public health team from FEHD, said that during the operation, it really struck home just how important were the department’s regular emergency mock exercises. “Although the scale of the disaster this time was much larger than that of the mock exercises, the experience gained from them did help a great deal,” he said.

Immediately after the earthquake, the Home Affairs Department (HAD) put in place a mechanism to channel donations from Hong Kong citizens to the victims of the earthquake. From May 14, 20 Public Enquiry Service Centres of the 18 District Offices and Post Offices began collecting donations from citizens during office hours.

HAD’s colleagues in District Offices have assisted local organisations’ fund raising activities in the districts. As at July 9, HAD had collected donations amounting to more than \$205 million through its mechanism. A total amount of \$198 million has been passed to five relief organisations.

The Hong Kong Economic and Trade Office in Chengdu (CDETO) made every effort to help Hong Kong residents in Sichuan at the time of the earthquake, assisting the injured and their families by providing translation services, facilitating communication and providing them with water and food.

Beyond the call of duty

Officers of CDETO also went to a Sichuan hospital to visit one Hong Kong woman who was badly injured in the earthquake. Poon Yuet-hor, 60, was working as a volunteer at Chengdu Puzhao Temple when the quake struck. Falling debris left her with serious head injuries, a swollen arm and internal injuries. She was found lying in front of the temple minutes after the disaster struck.

After Ms Poon was admitted to hospital in Chengdu, CDETO liaised with local authorities and medical staff in order that she could undergo surgery and receive blood transfusion immediately, given her critical condition. Apart from supporting Ms Poon and her younger sister, CDETO also arranged for Ms Poon’s Hong Kong family members to visit Sichuan, and for Ms Poon’s subsequent trip back to Hong Kong for further treatment.

CDETO was also instrumental in helping the Immigration Department (ImmD) locate missing Hong Kong residents. Richard Luk Fong-chun, Director of CDETO, said that providing assistance to all Hong Kong people in Sichuan was his responsibility and his office had used every means possible to find those missing. Two Immigration Officers were sent from Beijing to help the office in the support work.

Putting fears aside

Mr Luk said that none of the CDETO staff or their families left Chengdu in the aftermath of the quake, despite the dangers. One officer from Beijing, who had recently married in Hong Kong, even postponed his honeymoon and came direct to Chengdu to help. The staff themselves had a dramatic escape from their 38th floor tower block when the earthquake struck. The employees, including two pregnant women, laid low during the two-to-three-minute quake, then fled down the stairs to an open area. By evening, CDETO was already immersed in emergency co-ordination work. During the next three weeks, CDETO

operated emergency co-ordination out of a temporary accommodation.

ImmD was also busy dealing with requests for help from Hong Kong residents in Sichuan. The department received 126 requests for assistance and 476 enquiries since the earthquake. Among the requests, there were 101 cases in which Hong Kong residents reportedly lost contact with their families, one injury and 24 other cases mainly involving the loss of travel documents or money.

The Social Welfare Department (SWD) announced shortly after the earthquake that its social workers and clinical psychologists were available to provide counselling and other welfare assistance to Hong Kong residents who had been affected by the Sichuan earthquake.



Staff of FEHD undertaking disinfection work in the earthquake affected areas to maintain environmental hygiene.

An SWD officer said the department would do all it could to help those who were emotionally disturbed or grieving. The clinical psychologists of SWD also provided crisis management briefing and other follow-up support service for members of the Hong Kong teams that were sent to Sichuan to help with the rescue as well as newspaper reporters who returned from covering the stories of the earthquake in Sichuan.

SWD and HKP join in relief efforts

SWD was also busy processing applications from organisations wanting to raise funds for the earthquake victims. The department has received a total of 287 applications as at June 10, and had issued 256 public subscription permits to raise funds in public places. Staff of SWD has worked till small hours for the first week after the earthquake to process these applications so that permits could be issued promptly for these organisations to raise funds from the people of Hong Kong to relieve the disaster.

Even agencies that could not offer direct relief aid came up with innovative ways to help the earthquake victims. Hongkong Post (HKP) held a fund raising auction of stamp products and banknotes on May 24 at the General Post Office.

The auction was conducted by Sotheby's Hong Kong, which offered its service on a voluntary basis.

HKP produced a limited-edition of 10 frames of Mainland Scenery Series special stamp sheetlets and other prestige stamp products for the fund raising auction. Most of these products were last stocks from HKP's stamp vault.

A total bid value of \$1 million was received at the auction. With the generous support from the bidders, together with donations of over \$160,000 from HKP staff and \$200,000 from Sotheby's Hong Kong, HKP raised a total of \$1.36 million, which had been donated to the Home Affairs Department for emergency relief operations related to the Sichuan earthquake.

In addition, the giant pandas in Sichuan are not being neglected. HKP also produced Limited Edition Prestige Stamp Products with Giant Panda Paw Print of Ying Ying and Le Le (3,500 sets of Stamp Pack with Giant Panda Paw Print and 10 sets of Box Set with Clay Impression of Giant Panda Paw Print) to raise funds to support the rebuilding of panda facilities in Sichuan.

A total of \$1.375 million was raised through the sale of the prestige products. All the proceeds have been donated to the Sichuan Earthquake Relief Giant Panda Base Rebuilding Fund set up by the Ocean Park Conservation Foundation of Hong Kong.

In response to the Secretary for the Civil Services's appeal to all civil servants for donations to help the victims of the earthquake, many bureaux and departments launched donation drives to make donations to various relief organisations.

Hong Kong unified in show of respect

On May 19 at 2.28pm, civil servants joined with many of Hong Kong's citizens in observing three minutes' silence as a mark of respect for the victims of the earthquake. It was exactly a week since the devastating quake had hit Sichuan.

Even children joined in after the Secretary for Education issued a letter to all schools, kindergartens and child-care centres in Hong Kong appealing to staff and students to observe the three minutes' silence. All schools that hoist the national flag flew it at half-mast from May 19 to 21.

The radio channels of RTHK relayed the mourning service of the China National Radio at 2.28pm.

To consolidate and sustain efforts to help rebuild Sichuan, RTHK also teamed up with Agency For Volunteer Service to launch a Sichuan Rebuild Volunteer Programme from June 2 to provide a platform for contributors in Hong Kong to commit 100 hours of volunteer service in the coming five years for the after care of the devastated areas. In less than one month, over 4,500 individuals and 30 organisations have enrolled in the programme.



Civil servants observing a three-minute silence at the Central Government Offices on May 19 to pay tribute to the victims of the earthquake in Sichuan.

Olympic Flame fires Hong Kong spirit

Civil Service Newsletter Editorial Board

■ THE Beijing 2008 Olympic Torch Relay in Hong Kong (OTR) was held on May 2 as one of the most important ceremonies of the 2008 Olympic Games.

The OTR was organised by the Sports Federation and Olympic Committee of Hong Kong, China and the Hong Kong Special Administrative Region Government.

Thousands of Hong Kong residents and visitors from the Mainland, many dressed in red, cheered the Olympic torch as it was proudly carried through the streets of Hong Kong on Friday, May 2.

The relay started at 10.30am with Olympic gold medalist windsurfer Lee Lai-shan the first to run with the torch. It was handed to her by the Chief Executive, Donald Tsang Yam-kuen.

As he handed over the torch on the Tsim Sha Tsui waterfront, Mr Tsang said, "Today, the Olympic Torch Relay resumes on Chinese soil after its global journey across five continents. It is a great and solemn honour for Hong Kong, 'Asia's world city', to be the first city in China to welcome back the Olympic Flame on behalf of our proud nation.

"We are a world in a city, where different people, with different beliefs and different views have thrived in the spirit of diversity, tolerance and respect. This same spirit feeds the Olympic Flame, and makes it burn brightly.

"The Olympic ideals of friendship, fair play and solidarity are, indeed, universal ideals that are an intrinsic part of our society. We don't just embrace them; they are part of what make us tick. As a cosmopolitan city of China, Hong Kong is uniquely placed to play this bridging role between the peoples of the world, and the people of our country," Mr Tsang told the crowd that had started milling at the waterfront hours before.

Altogether, 119 torchbearers from all walks of life, including athletes, sports people, business people, legislative councillors and entertainers, took part in the relay, which took more than seven hours. The torch's journey, the first leg of its tour through China, also included running, rides on horses, a vessel, a dragon boat and a golf cart!

Unlike other cities around the world, where the Torch Relay was marred by aggression, Hong Kong showed the world its image as a safe and civilised society. Extensive planning before



Secretary for Home Affairs, Tsang Tak-sing (second right), welcoming the Olympic Flame on its arrival at the airport with the Executive Vice-President of the Beijing Organising Committee for the Games of the XXIX Olympiad, Yang Shu'an.

the event meant that the few small disruptions were quickly dealt with.

In fact, the Torch Relay epitomised the spirit of "One Country, Two Systems", with its mix of patriotic fervour and openness to views from all sides. At one point, Hong Kong Police Force calmly led protesters away from the torch route and steered them to safety.

One of the torchbearers was an artistic cyclist, Yu Sum-ye, who is also a Police Inspector, Patrol Sub-unit Commander (Sheung Shui Division). "I am so proud and overjoyed at being selected as one of the torchbearers in Hong Kong," Mr Yu said after the relay. "It came as a surprise when I was told to attend a briefing a few days before the public announcement. On the Torch Relay day, while we were being transported to our designated legs, we kept talking about how enthusiastic we were to take part in this historic event. It was even more exciting when I arrived for my leg (No. 60 in Sha Tin), seeing the active engagement of thousands of local citizens and the atmosphere of harmony."

From the Hong Kong Cultural Centre in Tsim Sha Tsui, the torch made a 25-kilometre journey, travelling past various landmarks in Kowloon, the New Territories and the Hong Kong Island, ending at Golden Bauhinia Square in Wan Chai. Among the torchbearers were Cantopop idols Andy Lau Tak-wah, Kelly Chen Wai-lam and Jacky Cheung Hok-yau, Olympic table tennis silver-medallist Li Ching, and his doubles partner, Ko Lai-chak, and champion cyclist Wong Kam-po, who was the last runner.

Yuen Wai-san, Senior Officer with the Correctional Services Department, who also joined the Torch Relay, said, "I was deeply impressed by the citizens, who were waving and cheering on both sides of the roads when I was on my way to the finishing point at Golden Bauhinia Square in Wan Chai. It was in that moment, I couldn't help thinking of the theme of the Torch Relay event, Light the Passion Share the Dream. And I believe that the feeling was shared by all the people in Hong Kong."



The torch journey includes a ride on a horse and a dragon boat.

Officiating at the end of the relay, the Chief Secretary for Administration, Henry Tang Ying-yen said it was “truly a journey of harmony”, which had made Hong Kong proud. “Every member of our community who defied the rain and took part played an indispensable role in creating this ocean of red that has washed over Hong Kong today.”

The Leisure and Cultural Services Department was largely responsible for collaborating efforts with various government departments and organisations in ensuring such a great turnout. Various ceremonies/community involvement programmes were held to promote the event and to cultivate a strong Olympic atmosphere in the community.

The Olympic torch arrived in Beijing on March 31, a prelude to the Beijing 2008 Olympic Torch Relay. It was not the first time Hong Kong had hosted a leg of the relay, the first being 44 years ago.

The May 2 Olympic Torch Relay will no doubt be remembered for years to come as a joyous, yet dignified, celebration of the Olympic spirit and Hong Kong’s pride that our country is at long last hosting the Olympic Games.



An RTHK film crew shooting behind the scenes.

Behind the Torch Relay

Forever Sze Wing-yuen,
Acting Assistant Director of Broadcasting (Radio),
Radio Television Hong Kong

■ THE Olympic Torch has since made its way to Mountain Qomolangma, but its presence is still felt at Radio Television Hong Kong — the Video Editing Section is working on full-length and highlight versions of the event; the Arts Services Section is preparing a commemorative DVD pack; and on my desk lie copies of appreciation letters I do not want to file away yet, as I feel that words are still not sufficient to convey my gratitude.

The stunning scenes of the Torch Relay linger in the minds of all in Hong Kong; behind the camera, the excitement was felt even more deeply by the broadcasting team. The 25-kilometre route through Hong Kong, Kowloon and the New Territories showcased Hong Kong’s unique scenery, but the different terrains also posed transmission challenges to engineering staff of seven local broadcasters, who combined their efforts and wisdom to push aside all obstacles to make the unprecedented nine-hour continuous live television (TV) broadcast a success.

to be made and contingency measures set up accordingly. As for unpredictable situations, it required the ability to meet an emergency, the successful execution of which brought great satisfaction. Thanks to the professionalism of the shooting team and their skills in putting into place contingency operations, TV pool signals were transmitted in time despite the early arrival of the plane flying in the tinder lamp and the shooting team’s hold-up by security check procedures — the team arrived at the apron with just 10 minutes to spare.



Beijing Organising Committee for the Games of the XXIX Olympiad Executive Vice-President, Yang Shu'an handing the Olympic Flame to Mr Tsang.

Starting in March, the whole party conducted endless trial runs to make adjustments, from using a helicopter for signal relay to employing a diversity reception system. To ensure secure signal transmission, we also utilised mobile surveillance techniques using the 3.5 gigabit network provided by the Electrical and Mechanical Services Department for backup



Shooting of the Torch Relay by helicopter.

Another set of challenges lay ahead following the arrival of the tinder lamp: the unexpectedly shortened ceremony at the airport necessitated immediate adjustment of the arrangements in the Hong Kong Cultural Centre; the early morning rain initiated the rainy day contingency measures; the low clouds

struck out aerial shooting by helicopter, and the humidity negatively affecting the video transmissions had rendered it necessary for the immediate use of stand-by signals...

signals. When asked by the Chief Executive, Donald Tsang Yam-kuen, on April 18 about anticipated problems in the live broadcast, we could only say trial runs were still under way to find the best system, given the complex and unpredictable nature of the task where every test conducted was based on assumption.

Embracing the many unpredictable challenges beyond our control, we broadcasters acted like magicians who could produce miracles in a flash. I was greatly moved to see the Olympic Flame beginning its first solemn journey across Chinese soil and by the joyful cheers of the large chanting crowds along the streets, and much gratified by the efforts of the broadcasting team.

In preparation for such a large project, we looked at various hypothetical situations so that we would be prepared for different contingencies, such as disruption to live broadcasting in TV House, or inclement weather. Every assumption had

More related programmes on the Beijing Olympics are available at the Radio Television Hong Kong webpage: <http://olympics.rthk.org.hk/events.htm>.

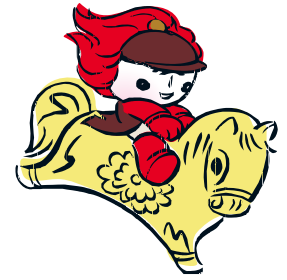


同一个世界 同一个梦想
One World One Dream



Expecting the best, preparing for the worst

Civil Service Newsletter Editorial Board



■ IT was a proud moment for Hong Kong when the Chief Executive, Donald Tsang Yam-kuen, handed over the Olympic Torch to Olympic gold medal-winning windsurfer Lee Lai-shan at the start of the Hong Kong leg of the Beijing 2008 Olympic Torch Relay on May 2. But it was an even prouder moment for the city's people when the relay ended more than seven hours later without so much as a glitch.

The Torch Relay was the first event held in Hong Kong in its official capacity as co-host of the 2008 Olympic and Paralympic Equestrian Events (the Events). But the smooth running of the relay belied the intense preparation by various government departments.

The same can be said for every aspect of planning for Hong Kong's historic co-hosting of the Events. In the months — and in some cases, years — of preparation by departments and bureaux, nothing has been overlooked. The scale and global importance of the Events have created special challenges for the civil service, even those sectors with absolutely no involvement in sports!

Watching our Ps and Qs

The Protocol Division, for instance, while not an organiser of any of the events related to the Olympics, will be constantly on its toes and has been working closely with the Home Affairs Bureau (HAB) to ensure that appropriate arrival and departure courtesies are extended to those international dignitaries visiting or transiting Hong Kong during the Games. HAB, in conjunction with the Equestrian Events (Hong Kong) of the Games of the XXIX Olympiad Company Limited (Equestrian Company), has the specific role of receiving heads of states, heads of governments, royalty and sports ministers who are officially accredited by the Beijing Organizing Committee for the Games of XXIX Olympiad to attend the Olympics. In this regard, preparatory meetings with HAB and the Equestrian Company have been ongoing for a long time.

Cultural sensitivity

HAB estimates that the Equestrian Events will draw to Hong Kong some thousands of visitors comprising athletes, sporting officials and their entourages, equestrian spectators, as well as media. The construction of competition venues also creates more job opportunities. In the long run, Hong Kong will be able to raise its international profile, promote its credentials as "Asia's world city" and further strengthen its status as a tourism and events city.



Buntings are erected at the Avenue of Stars in Tsim Sha Tsui.

The Equestrian Company will be hosting welcome receptions to extend a warm welcome to the participating athletes, team officials and overseas parties who are not able to join the Beijing opening ceremony due to tight competition schedules. Live entertainment and cultural performances will be presented during the Events.

Catering services will provide a variety of safe, healthy and nutritious food and beverages for athletes who come from all around the world with varying dietary needs. At the athletes village, international cuisine will be available, and Chinese and Asian cuisines will also be showcased on a seven-day rotational menu. Hot and cold foods (including vegetarian options) and beverages in a buffet style will be served on a 24-hour basis. Halal and kosher foods will also be available.

Showcasing Hong Kong's hospitality

The Tourism Commission (TC) has been working closely with the Hong Kong Tourism Board (HKTB) to



A sports exchange programme featuring sports demonstrations by three of the 2008 Olympic Games co-host cities, Beijing, Qingdao and Hong Kong was held in October 2007 to raise public awareness of the 300-day countdown to the Beijing Olympics.

leverage the co-hosting of the Events to promote Hong Kong. Together, their initiatives include a display of mega Olympic rings on the façade of the Hong Kong Museum of Art and setting up the Hong Kong Olympic Piazza next to the Hong Kong Cultural Centre. The Hong Kong Olympic Piazza will be open free of charge to both local residents and overseas visitors between July 25 and August 24. There will be broadcasts of the Olympic opening/closing ceremonies and competition events, display of information about Olympic Games and Equestrian Events, cultural and entertainment activities, etc. Information and suggested itineraries will be provided to visitors on site to promote Hong Kong's exciting shopping and dining experience, as well as its diversified portfolio of tourist attractions.

TC has sponsored a Government Announcement of Public Interest for promotion of the hospitality culture to complement the staging of the Events. HKTB has arranged mounting of banners at ports of entry and Olympic-themed decorations on visitor directional signage at tourist areas. HKTB and TC, in collaboration with HAB and the Equestrian Company, have also organised topical briefings and familiarisation visits for the travel trade members at all levels since February 2008.

Other than visitors who are interested in the Equestrian Events, the Beijing Olympic Games will also attract a large number of Olympic fans to Hong Kong. The promotional activities will entice them to revisit Hong Kong and recommend our city to their friends and families.



The Olympic rings on the facade of the Hong Kong Museum of Art.

Who's in and who's out

With the huge influx of visitors, one of the biggest jobs in ensuring the Events to proceed without a hitch falls to the Immigration Department (ImmD) which set up the Special Tactical Agency, consisting of four members, at its Airport Division in April 2008 to plan for the Events.

ImmD is tasked with facilitating the importation and exportation of horses and grooms at the airport, the entry/exit clearance of VIPs and participating teams while maintaining its usual effective immigration and security control. The biggest challenge is to ensure that it undertakes its Olympic duties to the best of its ability while maintaining effective immigration control.

ImmD anticipates additional thousands of visitors will be attracted by the Events via the airport.

According to its Contingency Plan for the 2008 Olympic and Paralympic Equestrian Events, ImmD will take a proactive approach to work in collaboration with other law enforcement agencies, especially the Hong Kong Police Force in intelligence-gathering and exchange before and during the Events.

ImmD will also guard against service disruption at control points and immigration offices resulting from any unforeseen incidents, including system and power failures.

A Three Tier Response System is adopted to handle different levels of emergency. Low level and moderate level of emergency are respectively handled by division and branch heads. In the event of a high level of emergency, the Deputy Director of ImmD will take charge of the command and give strategic directives to subject branch heads as appropriate.

Close liaison has been maintained between ImmD and its Mainland counterparts for the exchange of information and ideas in order to ensure the smooth running of the Events.



Measures to assist entry/exit clearance of VIPs at airport stepped up.

Keeping Hong Kong moving

Civil Service Newsletter Editorial Board

■ ENSURING that Hong Kong's busy network of roads and public transport systems are flowing smoothly is a massive job at any time — but with the 2008 Olympic and Paralympic Equestrian Events (the Events) just around the corner, the job is even tougher!



Paving block designs with 2008 Olympic and Paralympic Equestrian Events pictograms were embedded in pavements.

Together, the Transport Department (TD) and the Highways Department (HyD) are working tirelessly to ensure that there are no hiccups during this all-important period. They also want to ensure that visitors to Hong Kong see the best side of our city.

HyD started preparing for the Olympics in late 2006 when the Home Affairs Bureau (HAB) conducted the Traffic Assessment Study. Though HyD has not set up a special taskforce at the departmental level, its officers meet regularly to monitor the progress of the preparation work. Basically its work in the lead-up to the Events is fourfold:

- enhancing streetscapes through greening and planting, street-lighting decorations, painting of highway structures and street furniture, and subway refurbishment in areas like the North Lantau Highway, high-speed roads in Sha Tin, and streets near the Event venues.
- rectifying any irregularities in the streets and streetlights along the route of the torch relay and in the vicinity of the Events.
- carrying out minor road improvement works at the request of TD to align with the Transport Plan for the Events.
- constructing a temporary public transport interchange (TPTI) near the Mass Transit Railway (MTR) University Station, Sha Tin to cater for the anticipated surge of spectators of the Events. The TPTI has 13 bus bays and 14 bus stacking spaces for shuttle buses taking spectators to and from the TPTI and the core venue in Sha Tin.

A team, comprising a Senior Engineer, an Engineer, an Inspector of Works and a Works Supervisor, has been assigned to look after the construction of TPTI since July 2007. The biggest challenge has been the tight time schedule under which HyD has to accomplish these tasks in addition to its already busy programme of constructing and maintaining its highway network.

The department has constructed the TPTI from scratch, liaised with many parties including the Equestrian Events (Hong Kong) of the Games of the XXIX Olympiad Company

Limited (Equestrian Company), the Chinese University of Hong Kong, HAB and TD, and ensured compliance with tree preservation procedures.

TD has particularly focused on ensuring that Hong Kong's public transport system will be accessible to all people, including those with disabilities. In fact, since late 2002 the department has adopted the vision of Transport for All, and now with the city soon to co-host the Paralympic Equestrian Events, this vision of an accessible transport system and a barrier-free environment is even more relevant.

With the support from public transport operators, every MTR station has at least one barrier-free exit for people with disabilities and there are over 2,700 franchised buses accessible to wheelchairs (about 47% of the total bus fleet).

The requirements for access to facilities in TD's Transport and Planning Design Manual was revised in 2001. Public transport interchanges designed since then are equipped with facilities such as dropped kerbs to facilitate wheelchair-bound passengers. These dropped kerbs are also installed at new and existing pedestrian crossings with electronic audible traffic signals to serve the visually impaired if the crossings are signalled. The paralympians visiting Hong Kong should find the new facilities very convenient.

Since the focus for the paralympians is the Equestrian Events, TD has offered advice to the Equestrian Company in preparing to serve the spectators of equestrian events, such as arrangement for wheelchair-accessible vehicles to serve wheelchair-bound passengers. TD has also helped the Equestrian Company to collect views from disabled people to improve the plans in this regard.



Improvement works at the temporary public transport interchange at Chak Cheung Street near the University Station.

Ready for any emergency

Civil Service Newsletter Editorial Board

■ **HAVING the ultimate responsibility for ensuring the security of the 2008 Olympic and Paralympic Equestrian Events (the Events), the Hong Kong Police Force has obviously been busy planning ahead for the Events. The Force has set up a two-tier planning structure: the Force Steering Committee to address strategic issues and to guide the overall planning process, and the Force Planning Group (FPG) to oversee and implement all operational planning/preparations and to form the nucleus command team during the execution phase of the Events.**

Five working groups have been formed to support the FPG. They will be responsible for traffic, human resources, public relations, information and communications technology needs and all Events-related crime. The Police Force has also set up a Special Duty Team responsible for security planning. This comprises five Superintendents, three Chief Inspectors, three Senior Inspectors and two Sergeants. As there has been no previous event of this nature and scale in Hong Kong, there is no “blueprint” for success that can be followed.

Even the World Trade Organization (WTO)’s Sixth Ministerial Conference does not compare with the Olympic Events. Although planning for the WTO was detailed and meticulous, it was essentially a public order issue which lasted for a relatively short period, whereas the Olympics and Paralympics incorporate additional security issues, as well as the fact that the “policing period” will last for two months. There are many different stakeholders involved in the different venues and planning aspects for the Events, and there are many new challenges that the Police Force have addressed and worked through. The challenges will continue right up to the conclusion of the Events.

The Police Force is also working closely with the Beijing Organizing Committee for the Games of the XXIX Olympiad Security Department as well as other non-Government stakeholders, like the Equestrian Events (Hong Kong) of the Games of the XXIX Olympiad Company Limited and the Hong Kong Jockey Club and with international partners through Home Affairs Bureau, such as the International Olympic Committee and the Fédération Equestre Internationale.

The Fire Services Department (FSD) has an important role in ensuring public safety during the Events. The department



The FSD crew conducting a CBRN (chemical, biological, radiological or nuclear) exercise at the venue of the Events in Sha Tin.

has been busy drawing up contingency plans to deal with any outbreak of fire or other mishaps in both competition and non-competition venues.

To this end, FSD will provide fire-fighting, rescue and emergency ambulance services; arrange rescue craft to be on standby near Shing Mun River to carry out water rescues if required; advise on the fire safety designs, installations and measures of venues; and assist Hong Kong Jockey Club staff and Event Treating Veterinarians in the event of any

accident involving horses.

FSD was invited to sit on the Steering Committee on Olympic and Paralympic Equestrian Events in late 2005. Two directorate officers in the department were also invited to sit on the Co-ordination Committees on Quarantine and Medical Services and Security and Accreditation. One of the directorate officers was appointed as the Departmental Contingency Officer responsible for the overall monitoring of the operational readiness of the Events.

In early April 2007, two senior FSD officers were deployed to work for the Events. They are responsible for contingency and resources planning as well as liaison and co-ordination work. These officers’ first mission was to prepare for the Good Luck Beijing — Hong Kong Special Administrative Region 10th Anniversary Cup held in August 2007, which was a test event of the Events.

Two additional FSD inspectorate officers were deployed in February 2008 to prepare and vet the emergency contingency plans. At present, there are a total of four officers working in conjunction with all concerned operational units and the logistics and support sections of the department to ensure their operational readiness for the Events.

Given that FSD has no previous experience in preparing emergency services for the Olympic events, a lot of time has to be spent on research work to learn from past experiences.

The team members have been interacting with many people from different sectors of the community and different parts of the world and have had to meet tight deadlines every day. Working with people of a diverse background and culture is a challenge, and the team has strived to measure up to the challenges and contribute to the best of its ability.

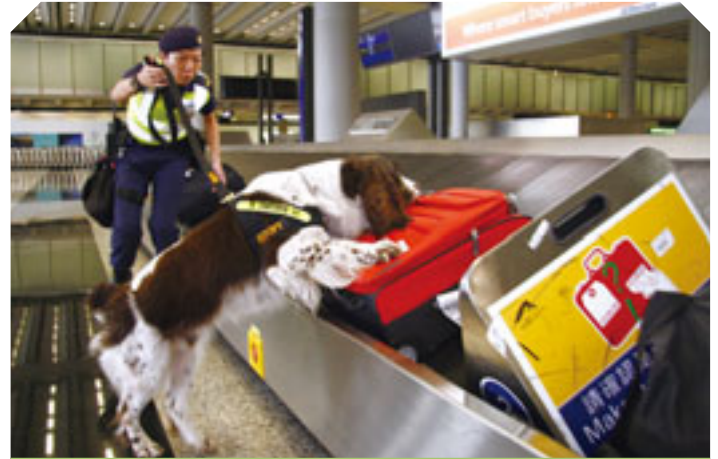
At present, all FSD concerned units are busy having fire drills and exercises with other government departments to enhance operational efficiency.

The Civil Aid Service (CAS) is going to have its hands full during the Events period. One of its main tasks will be crowd management at the Events and public transport interchanges as well as manning the security screening posts at the Sha Tin and Beas River venues and the Athletes Village.

As the official ticketing agent for the Events in Hong Kong, the China Travel Service (Hong Kong) Limited has already allocated some 40,000 tickets for public sale in Hong Kong out of a total of about 200,000 Olympic equestrian tickets for sale worldwide for the 13 competitions. So ensuring members of the public (as well as competitors) are safe during the events will be of utmost importance.

CAS is tasked with providing civil support services in emergencies, such as search and rescue, casualties evacuation and managing temporary shelters. Staff of the department are to assist the Security Bureau in planning, organising and conducting exercises and manning the Emergency Monitoring and Support Centre.

The department started its operation planning in early 2007 and participated in the Good Luck Beijing test event. A taskforce of 780 CAS volunteers was set up in March 2008 to handle all Events-related incidents and any emergencies that might arise. Recruiting suitable volunteers to cover the 55 days from July 20 to September 12 proved to be quite challenging for CAS, as all the volunteers have regular day-time jobs.



A detector dog seeking out contraband at the airport.

The Auxiliary Medical Service (AMS) perhaps has had an even bigger challenge on its hands, recruiting 700 AMS volunteers, including medical professionals, for 51 days of duty from July 26 to September 14.

It will also provide medical and first-aid services to athletes and the workforce in the warm-up and training areas of competition venues. Ambulance service coverage will also be provided at the Hong Kong Olympic/Paralympic Family Hotel. It started preparing for the Games in June 2006 when a co-ordination committee was formed to monitor deployment of seven officers, 76 doctors, 190 nurses and 204 Disaster Medical Assistants for the Equestrian Events.

The Customs and Excise Department (C&ED) began its preparations almost two years before the Games, assigning 35 officers in different functional areas to the task. The department shares the extremely important role of ensuring that Hong Kong remains terrorism-free during the Events. In preparation, C&ED has enhanced intelligence exchange with the Police Force on terrorist information; conducted drills with all concerned parties, e.g. Police Force, Immigration Department, Civil Aviation Department and the Airport Authority Hong Kong on contingency response procedures.

C&ED has also enhanced inspections of passengers and cargo at the airport and all boundary control points; deployed explosive-detector dogs and advanced technological equipment to assist in detecting explosive materials during passenger and cargo clearance processes; and conducted briefings and internal drills to enable frontline officers to be fully conversant with the response procedures in case of terrorist attacks.



First-aid training for AMS volunteers.



Keeping the lines of communication open

Civil Service Newsletter Editorial Board

■ FOR a number of government agencies, getting the right information to the right people will be imperative to the smooth running of the 2008 Olympic and Paralympic Equestrian Events (the Events). Whether it is broadcasting results from the Events, or letting athletes competing in Hong Kong know to expect a change in the weather, the efficient dissemination of information will be vital.

The Hong Kong Observatory (the Observatory) is one agency which is totally on the ball — both in gathering and disseminating information. HKO has been involved in the Events from the early planning stages, collecting weather data that was necessary for deciding on an optimal competition schedule taking into account the heat and humidity of Hong



An Observatory staff member putting finishing touches on the special heat stress monitoring system.

Kong's summer. A special heat-stress monitoring system was designed and built from scratch under a very tight time frame. Preparations began in late 2005 to allow sufficient time to collect vital weather information for decision-making.

Exercises were carried out to test the effectiveness of the weather-forecasting support systems, and tailor-made weather forecasting services had been provided during the Good Luck Beijing events and will be provided in the coming Olympic events.

HKO will also support Beijing in forecasting severe weather through the deployment of its cutting-edge short-range forecasting system. It will also support the Hong Kong windsurfing team through provision of tailor-made weather services for the competition venue at Qingdao.

OFTA's Olympian effort

The availability of efficient public telephone services, Internet services, external telecommunications services and broadcasting services will be essential during the Events — and it is up to the Office of the Telecommunications Authority (OFTA) to ensure that everything is running smoothly. OFTA's role is extremely important, not only for Olympics-related communications, but also emergency services.

OFTA will monitor any radio interference that may affect the proper functioning of public mobile phone networks, broadcasting services, the radio systems of government emergency agencies and the Equestrian Events (Hong Kong

of the Games of the XXIX Olympiad Company Limited (Equestrian Company); it will also assist the Beijing Organizing Committee for the Games of the XXIX Olympiad in allocating suitable frequency for radio use. Another important role for OFTA is the issuance of temporary licences for the setting up of radio communications systems; and inspecting and labelling radio equipment to be used for the Events.

OFTA started to prepare its Departmental Contingency Plan for the Events in September 2006, with the establishment of a team of 24 officers through internal staff redeployment. This represents 13% of the office's regulatory/enforcement staff, and stretches its manpower capacity to the limit during the Events period.



OFTA staff members in Emergency Co-ordination Centre handling emergency situations during a drill.

From Fuwa to foreign correspondents, it is a multi-faceted role for ISD

Big events such as the Olympics will always bring into play the wide range of services provided by the Information Services Department (ISD).

From handling media enquiries, planning the fit-out of an international media centre, and devising the logistics of press coverage for major events to designing giant banners and even sourcing souvenirs — all of these jobs and more are routinely handled by ISD staff.

This year their skills and professionalism have been further honed with the sustained — and at times very demanding — efforts to promote Hong Kong's Olympic equestrian preparations and the Torch Relay.

ISD is working closely with other departments that are heavily involved in this year's Olympic preparations, including the Home Affairs Department, the Leisure and Cultural Services Department, the Transport Department and the Hong Kong Police Force, as well as the Equestrian Company and the Hong Kong Tourism Board.

The most visible of their efforts are the hundreds of colourful banners and buntings that have been hoisted onto lampposts, or hung over the sides of railings and buildings to generate a festive Olympic mood in Hong Kong.

The artistic skills and talent of ISD designers have also been put to work on postcards, advertisements, souvenir bags, and even life-sized cutouts of the five Fuwa characters to provide photo opportunities for visitors and locals during the Olympic Games time.

Information Officers in headquarters and departmental units have been working hard to devise publicity projects promoting the Olympic spirit, as well as boost knowledge and understanding of the Events, and encourage people to seize the once-in-a-lifetime opportunity to attend an Olympic event on home turf.

This has included special radio and television programmes, newspaper supplements, media briefings and workshops, and a range of radio promotions on the Olympics and Torch Relay.

A promotional video has been produced, and will be screened on Cathay Pacific and Dragonair flights, as well as at events and functions organised by the Hong Kong Economic and Trade Offices (HKETOs) on the Mainland and overseas.

Various versions of the video feature the Chief Secretary for Administration (CS), Henry Tang Ying-yen, speaking not one but eight languages to extend the hand of friendship to audiences on the Mainland and abroad. (And, in case you were wondering, our multi-lingual CS managed greetings in English, Cantonese, Putonghua, Japanese, Korean, Spanish, German and French!)

Internationally and on the Mainland, ISD has worked closely with HKETOs and the Office of the Government of the Hong Kong Special Administrative Region in Beijing to leverage the Olympic events to boost publicity on Hong Kong as “Asia’s world city”.

This has included roving exhibitions, lunches and seminars, media briefings and Hong Kong promotions at major equestrian events in the United States, Canada, Europe, Australia and Japan.

ISD also arranged three very successful pre-Games visits to Hong Kong for international equestrian media — an Olympic first — to provide them with a first-hand

look at Hong Kong’s preparations and world-class equestrian facilities.

In the run-up to the Games, ISD will continue to ramp up publicity locally to generate excitement in the city and concentrate on making sure that visiting journalists feel at home in the City Media Centre to be set up at Hong Kong City Hall.

All the while, ISD will continue to render the usual prompt and efficient services to Hong Kong’s dynamic local media scene, as well as its sizeable international media corps.

And of course, during the Games time, ISD staff will be on call 24 hours a day to deal with the expected increase in enquiries from the local media, as well as visiting journalists from around the world covering the Olympics and Equestrian Events.



Hundreds of colourful buntings help generate a festive Olympic mood in Hong Kong.

Promoting the people's Olympics

Civil Service Newsletter Editorial Board

■ AS a co-host of the first Olympic Games to be held on Chinese soil, Hong Kong is committed to staging the best-ever 2008 Olympic and Paralympic Equestrian Events (the Events). On this front, the Home Affairs Bureau (HAB) has launched a series of city dress-up programmes, community involvement activities and publicity campaigns in collaboration with concerned organisations to highlight the city's preparedness and pride.

Besides receiving the warmest welcome and getting to see our wonderful city, guests, athletes and visitors will also experience the festive atmosphere and Olympic spirit of solidarity, fair play and friendship. HAB believes that the Events will further establish Hong Kong as a major events capital, as well as showcase to the world our successful implementation of "One Country, Two Systems".

Ensuring that the whole community feels involved in the hosting of the Events is a major role of the Government. Through countdown events and territory-wide carnivals, HAB has encouraged all sectors of the community to participate, including disadvantaged families and ethnic minorities.

Two Olympic Live Sites will be set up by the Leisure and Cultural Services Department (LCSD) during the period of the Beijing Olympic and Paralympic Games (the Games). The Live Sites will provide diversified cultural and entertainment activities for public enjoyment with a view to creating a positive and festive atmosphere for the Games, spreading the Olympic spirit, as well as attracting active public participation in the Games.

Entertainment for all

The Live Sites will be set up at Victoria Park and Sha Tin Park daily from August 8 to 24. A Live Site is also planned for the Paralympic Games on selected dates and hours from September 6 to 17 at Sha Tin Park. The Live Sites will feature stage performances by arts groups/district organisations/schools, television broadcast of the Olympic and Paralympic events, entertainment and fitness activities, sale of licensed products, exhibitions, Olympic information centre, etc. The sites will be open and accessible to all free of charge.



Chief Secretary for Administration, Henry Tang Ying-yen (fifth right) and other officiating guests at the 200-day Countdown to the Beijing 2008 Olympic Games at Ocean Park Hong Kong on January 20.



Secretary for Home Affairs, Tsang Tak-sing, marking the opening of the Community Celebration in Sha Tin Racecourse as part of the Torch Relay event.

To attract the participation of visitors from all around the world, LCSD will distribute publicity materials at the Hong Kong International Airport, ferry terminals connecting Macau and the Mainland piers, local hotels, etc. Moreover, the consulate generals in Hong Kong will be invited to arrange cultural performances of their own countries at the Live Sites and encourage their fellow people to enjoy the Olympic atmosphere together. It is expected that visitors can experience the Olympic spirit in Hong Kong and its credentials as "Asia's world city".

To further extend our warmest welcome, all visiting equestrian teams will be invited to visit the Live Sites through the assistance of the Equestrian Events (Hong Kong) of the Games of the XXIX Olympiad Company Limited.

Residents in Sham Shui Po, Southern District and those in more remote parts of Hong Kong — Tung Chung, Tin Shui Wai were invited to join a 200-day countdown event at Ocean Park Hong Kong. Disabled people are also being encouraged to participate, in the spirit of integration and equality as enshrined in the Paralympic Games, for instance the Commissioner for Rehabilitation is liaising with Non-Governmental Organisations to arrange for disabled groups to watch some of the Olympic events live.

HAB has been working closely with different parties, such as the District Councils, sports organisations, youth

organisations, schools and overseas performing groups in organising a wide range of activities for participation by members of the public. These include territory-wide carnivals, roving exhibitions, thematic exhibitions, and cultural, educational and community involvement activities.

HAB is also making use of the Games to promote a deeper interest in and appreciation of sports and culture among the public, especially our youths, through various educational and cultural programmes. For example, visits to the Olympic host/co-host cities have been organised for our youths to broaden their horizons and to build up a better understanding of the motherland, and ties with their counterparts on the Mainland. Various programmes will continue to be organised by HAB, Education Bureau (EDB), youth and community organisations to promote better understanding of the Chinese culture and the latest developments on the Mainland among our young citizens.

Focus on youth

It is perhaps Hong Kong's youth who will benefit most from the co-hosting of the Events — not only will their understanding of equestrian sports and the Olympic spirit be strengthened but also their national identity enhanced. This is an opportunity that EDB cannot afford to miss. To ensure that Hong Kong's students get the most out of the historic event, EDB has adopted a four-pronged approach to promoting the Olympic spirit among students.

and Sports Grant) to each school for running relevant learning activities. Thirdly, EDB is holding promotional activities to deepen students' understanding of the Olympic spirit through competitions and activities. Last but not least, schools are being encouraged to blend Olympic education activities into their curriculum.

Schools have grasped the chance to design diverse learning activities for students with a view to enhancing their understanding of equestrian sports, the Olympic spirit and the meaning of hosting the Olympics and Paralympics.



A smiling face on a pony's back.

EDB has been promoting active and healthy living among students as part of the school curriculum at various education levels. In addition, students are provided with ample opportunities to pursue physical activities, whether inside or outside school or during their leisure time. Several promotion schemes like the School Sports Programme, the Jump Rope for Heart Scheme and the School Physical Fitness Award Scheme have been in place to encourage students to participate in sports regularly.

The co-hosting of the Events in Hong Kong provides unprecedented learning opportunities for students, ranging from physical education to national education. This makes all the efforts worthwhile.



Secretary for Education, Michael Suen Ming-yeung (fourth right), officiating at the City of Life Welcomes the Olympic Games — 100th Day Countdown.

EDB is running sharing programmes for teachers and students, and organising related professional development programmes for teachers to brush up their skills and knowledge about the Olympics. Secondly, various teaching materials have been distributed to schools, including seven tailor-made resource items, with more to come. The bureau has also assisted other departments in allocating an extra \$5,000 (Olympism



Learning by doing! Students have fun playing equestrian games.

The Year of the Horse

Civil Service Newsletter Editorial Board

■ IT may be the Year of the Rat, but for Hong Kong, it is also the Year of the Horse.

Hong Kong has long had an association with horses, its racetracks at Sha Tin and Happy Valley being part and parcel of what makes this city tick, but co-hosting the Olympic and Paralympic Equestrian Events (the Events) has taken the relationship to a whole new level.

Given Hong Kong's extensive experience in horse racing, its status in equine health and its world-renowned regulatory framework for equine diseases, Hong Kong is certainly well-placed to co-host the Events.

The Agriculture, Fisheries and Conservation Department (AFCD), as the veterinary authority for the import and export of animals in Hong Kong, has a major role in ensuring the smooth operation of the Events, making sure the horses are healthy and well cared for.

AFCD is responsible for animal quarantine, disease prevention and overall welfare of the horses. The department is also responsible for establishing requirements for the import of the competing equestrian horses to Hong Kong and for issuing health certificates to facilitate the export of these horses back to their own countries or other destination countries after the Events.

Under the strict arrangements, horses for the Events will be imported from various countries via quarantine stables located around several designated transportation hubs.



A horse inspection team visiting the quarantine stables.

of infectious diseases among competing horses in the Events, all imported equestrian horses will be inspected and quarantined and should show no clinical signs of diseases, and undergo relevant tests and vaccinations before entering Hong Kong.



Entrance to the quarantine stables.

These imported equestrian horses must have health certificates issued by the veterinary authority of the exporting places. AFCD began processing applications for special permits for the importation of these equestrian horses early this year.

AFCD's responsibility also extends to the inspection and quarantine for the import and export of the horse-feed and bedding material of plant origin; monitoring the conditions of the stabling and welfare of horses; and providing administrative support to the overseas veterinarians of individual equestrian teams that apply for approval from the Veterinary Surgeons Board of Hong Kong to practise at the Events.

AFCD has set up a Special Duties Division with a total of eight staff to handle the duties related to the Events and it started to work out the import arrangements in March 2006 for horses participating in the 2008 Equestrian Events.

Given the importance of the Events, the entire department has been involved in the preparations to make sure no stone has been left unturned, particularly in the all-important areas of quarantine and biosecurity. Preventing the occurrence of infectious disease among competing horses and the transmission of disease between Olympic/Paralympic horses and local horse population is of paramount importance.

To ensure the health of the horses, Team or Event Veterinarians will examine each horse and update its clinical record each day. Grooms will take the horses' temperature twice daily and check each horse for ticks while grooming. All health problems will be promptly reported to quarantine officers of AFCD.

The quarantine stables are well designed and air-conditioned. The temperature of the stables is maintained at around 23 degrees Celsius to assist the horses' recovery after exercise. Other cooling facilities such as misting tents will be provided for cooling horses during training and competition. An indoor training arena allows training to continue during rainy days and helps the horses adapt to Hong Kong's hot and humid weather.

Health first for people and the environment

Civil Service Newsletter Editorial Board

■ ONE of the most important individual roles for the duration of the 2008 Olympic and Paralympic Equestrian Events (the Events) falls on the shoulders of the Director of Health, Dr Lam Ping-yan, who has been appointed Chief Medical Manager of the Events.

Dr Lam is responsible for overseeing medical services for the Events, comprising public health programmes, medical treatment and emergencies, and public health emergency preparedness, to be delivered by a multi-agency team from the Department of Health (DH), Hospital Authority, Fire Services Department, Hong Kong St John Ambulance, and the Auxiliary Medical Services.

He reports to the Chief Medical Officer in Beijing and maintains close liaison with the Beijing Organizing Committee for the Games of the XXIX Olympiad on public health emergency and medical incidents relating to the Events on a real-time basis.

To strengthen the overall preparedness and response of the Government to public health incidents relating to the Events, DH organised a multi-agency exercise code-named “Equator” on June 6, 2008. The objective of the exercise is to validate the interdepartmental procedures and government contingency plans on an infectious disease outbreak during the events period and to enhance interdepartmental co-ordination and response. Over 100 participants from five government departments, the Hospital Authority, the Equestrian Events (Hong Kong) of the Games of the XXIX Olympiad Company Limited (Equestrian Company) and the hotel designated as Hong Kong Olympic Village took part in the exercise.

The Exercise Equator simulated a food poisoning outbreak affecting 24 athletes in the Olympic Village. Some patients were taken to the Prince of Wales Hospital (PWH) for further medical treatment while others received medical attention inside the Olympic Village. Staff of DH carried out epidemiological investigation and worked with the Food and Environmental Hygiene Department on food and hygiene inspections in the village.

Dr Lam together with the Secretary for Food and Health, Dr York Chow Yat-gok, visited the Olympic Village and PWH



Dr Chow (second right) and Dr Lam (left) visiting Prince of Wales Hospital on the exercise day.

on the exercise day to observe the frontline operation of the exercise. Their presence was a confidence booster for frontline staff members, who are ready to take on any public health challenges during the events period.

Getting into the ‘green’ spirit

Other departments too have been hard at work preparing for the Events, taking on the challenge of “greening” Hong Kong in the spirit of the Green Olympics. The Government has been carrying out beautifying and greening works in 47 areas, including Victoria Park, Tunnel Approach Rest Garden, Statue Square, Chater Garden, Harcourt Garden, Hong Kong Cultural Centre Piazzas, the gardens in Yuen Wo Road in Sha Tin and the public transport exchange in Sheung Shui.

The Home Affairs Department organised Hong Kong Tree Planting Day 2008 at the end of March, with more than 3,000 participants planting 10,000 trees in Pak Mong Village, Lantau Island. The plantation area has been named Olympic Green.

The Equestrian Company has also shown its “green” credentials, using green materials and re-usable energy during the Events. It has also focused on air quality control and waste management.



Tree Planting Day 2008.

Getting the Olympic stamp of approval

Civil Service Newsletter Editorial Board



The souvenir cover showing the Torch Relay route in Hong Kong.

■ IN May, the Hongkong Post (HKP) released a set of two Heartwarming II stamp mini-panes and souvenir cover to mark the Beijing 2008 Olympic Torch Relay in Hong Kong.

The centre of the mini-pane and the backdrop of the souvenir cover show

the local relay route, the logo of the Beijing Olympic Torch Relay and the slogan Light the Passion Share the Dream. The focus of the souvenir cover is on the Beijing Olympic Torch, which displays Chinese artistic heritage and technical excellence.



A special issue to mark the Beijing 2008 Olympic Equestrian Events.

Philatelists will be eagerly awaiting HKP's special stamp issue, Beijing 2008 Olympic Equestrian Events on August 9. The design of the stamps proved to be quite a task. Three equestrian disciplines, namely

Jumping, Dressage and Eventing, in addition to a victory scene are displayed on this set of stamps. As well as the artistic appeal of the stamps, factual details had to be precise, for instance the posture of the horses and riders, the dress of the riders and the settings. Thanks to the Equestrian Events (Hong Kong) of the Games of the XXIX Olympiad Company Limited, which offered its professional advice throughout the design process, the stamps gained the approval of the Beijing Organizing Committee for the Games of the XXIX Olympiad and the International Olympic Committee.

Commemorative medallion

Souvenir collectors will also have the chance to buy a limited-edition medallion issued by the 2008 Beijing Olympic Equestrian Events Hong Kong Fund. This medallion, made of gold-plated 925 silver, is a Beijing 2008 Olympic Games licensed product. The number of medallions will be limited to 5,000 and the selling price of each medallion is \$3,998. All funds raised are going towards financing projects and activities relating to the staging of the 2008 Olympic and Paralympic Equestrian Events.

The commemorative medallion issued by the 2008 Beijing Olympic Equestrian Events Hong Kong Fund.



Protecting the Olympic name

Civil Service Newsletter Editorial Board

■ AS one of the co-host cities of the Beijing 2008 Olympic and Paralympic Games, Hong Kong is obliged to protect Olympic intellectual property (IP) against misuse and infringement and to prevent ambush marketing behaviour.

For this reason, the Intellectual Property Department (IPD) has set up a special unit, which works closely with the Equestrian Events (Hong Kong) of the Games of the XXIX Olympiad Company Limited and the Home Affairs Bureau, to co-ordinate and monitor problems associated with Olympic IP. The action programmes focus on education and publicity, promoting support and persuasion, enforcing the relevant IP laws, and following up on non-compliance and infringement.

Ryan Ng, the department's Olympic Solicitor, said that his biggest challenge was persuading others to understand that the mark "Olympic" was not a generic term that everyone could use freely, but a private property that could only be used by or with the permission of the International Olympic Committee (IOC). "Many people find this requirement very inconvenient and restrictive, and some of them even complain that we are not helpful and trying to make their lives difficult," Mr Ng said. "We appreciate that many people are very excited about the Olympic Games and they are eager to boost the atmosphere of the community, but the rights of IOC should be respected."

He said that he first became involved in Olympic matters in May 2007, when he was asked to attend a seminar on protection of Olympic IP organised by the Beijing Organizing Committee for the

Games of the XXIX Olympiad. "Since then, I have been giving legal advice on matters relating to Olympic IP and delivering presentations to various target audiences on an ad hoc basis."

A two-person Olympic Intellectual Property Management Unit was set up by IPD in June 2007 and Mr Ng was assigned responsibility for the legal side of Olympic IP matters. His colleague, Assistant Manager, Vivian Tang is responsible for the marketing side of Olympic IP matters.

"To stage such a huge event as the Olympics, we need a lot of support and co-operation from many internal and external parties. Effective communication between various parties is definitely a key to success," Mr Ng said. "For example, if we discover that there is any criminal infringement of Olympic IP such as counterfeited Fuwa mascots, we need to transfer the case to the Customs and Excise Department (C&ED) for investigation and enforcement."

C&ED has also been working closely with relevant Mainland counterparts in areas of intellectual property rights (IPR) protection. During the sixth annual meeting of the Guangdong/Hong Kong IPR Protection Co-operation Expert Group in July 2007, the two sides agreed to step up intelligence exchange on IPR infringement offences related to the Olympics.

Think again before storing classified data on portable electronic devices

Information Technology Security Team,
Office of the Government Chief Information Officer

■ **PORTABLE** electronic devices are common today and news of data loss associated with these devices is all too frequent. Data can be leaked along with lost media, so the protection of data in the media is equally important to the protection of the media itself. In addition, there are many other ways, such as unauthorised access, that data leakage can occur. Users working with such devices should place great importance on security awareness.

Physical protection

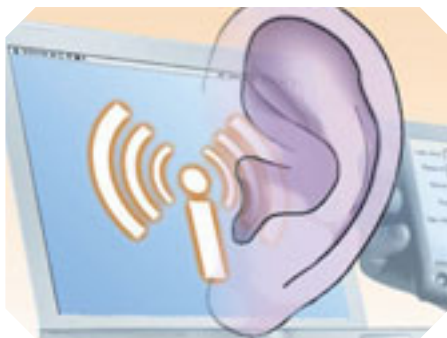
Close monitoring is the best basic strategy for ensuring physical protection, and unattended portable electronic devices with classified data should be stored in safe places, preferably under lock and key. The physical security of the cabinet or the office area should not be neglected.



Physical security is of even greater concern to slim and mobile items like laptops, mobile phones and external drives. A preventive measure is to index and label such items for ease of identification, and then carry out regular inventory checking. This will be an effective way to detect loss.

Unauthorised access

Even temporary physical access to a computer device could cause great harm, such as enabling someone to duplicate the data or alter critical security settings. For instance, temporarily lending a smart phone to someone would potentially enable the person to send out some important files from the device through short messages or e-mail. The

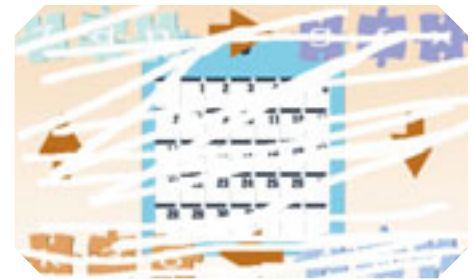


protection against such threats usually relies on access restriction, such as a screen saver with password protection enabled. More advanced applications may make use of biometric identification, such as finger print verification.

Unauthorised access could also come from networks, which are particularly common for wireless portable devices. Computer viruses, spyware and Trojans are notorious problems with damaging effects, sometimes enormous and irreversible. Proper installation of protective software, such as anti-virus software, is a must for tackling these problems.

Data removal

Paper documents carrying sensitive content should be shredded before disposal. Similarly, data on portable media must be cleared before disposal or being given away. It is a good habit to remove the data on any portable media immediately whenever the data is not to be used again. The backup of data on portable media must be accompanied by proper physical security protection.



Content encryption

Encryption is an effective measure of data protection, during which documents are converted into unintelligible format before storage with the use of an encryption key. In case an encrypted piece of data is accidentally lost, nobody will be able to read it without the decryption key. Longer encryption keys usually mean stronger protection.



To ensure effective encryption protection, a long enough encryption key must be used to protect classified data in portable electronic devices. The encryption key must always be kept secret and held by the data owner. The key is often stored in a secure device such as a smart card with password protection.

Conclusion

In conclusion, users should be aware that there are a number of security risks when using portable electronic devices. The risks should be assessed and appropriate safeguard measures should be implemented. If the risk assessed is high and there are doubts as to whether there is sufficient protection, then users should abandon such usage.

10th Anniversary of Volunteer Movement

One family One heart — Volunteering for a Harmonious Hong Kong

Steering Committee on Promotion of Volunteer Service,
Social Welfare Department



■ THE year 2008 is the 10th Anniversary of Volunteer Movement in Hong Kong. We are proud that more than 680,000 Hong Kong citizens have become volunteers and close to 1,800 organisations have registered as Volunteer Movement Participating Organisations. Both volunteers and volunteer teams devote their time to serving the community through multi-faceted volunteer services. With their significant contribution in volunteering, an annual record of over 18,000,000 volunteer service hours were logged in Hong Kong. Through their active participation and remarkable performance, they have become models for all Hong Kong citizens.

From the start, the Volunteer Movement has had unflinching support from a wide spectrum of society, such as community organisations, corporations, schools and government departments. Civil service volunteer teams have been at the forefront promoting volunteerism and organising volunteer services. Apart from serving the public through their work, many civil servants also commit their leisure time, effectively utilise their professional skills to care and assist the needy as well as to build a more cohesive and caring society. Also, their passion and enthusiasm for volunteering encourages others to join the services.



The Hong Kong Fire Services Department Volunteer Team.

To date, 63 civil service volunteer teams have joined the Civil Service Volunteer Work Programme. They collaborate closely with the Steering Committee on Promotion of Volunteer Service of the Social Welfare Department (the Steering Committee), and participate and

assist in various volunteer programmes which include Hong Kong Citizen • Hong Kong Heart Volunteer Ambassador Programme, Sharing Session for Community Organisations and Seminar for Volunteer Movement Participation Organisations. Among others, representative from the Hong Kong Fire Services Department Volunteer Team was appointed as member of the Sub-committee on Promotion of Volunteer Service in Community Organisations and pledged to support promotion of volunteering by inspiring the public to join in.

Serving the Community — From Expertise to Superiority is the theme of the civil service volunteer services. The volunteer teams make use of available resources and professional skills to organise multi-faceted and volunteer projects with quality, for instance, experts from the field of information technology help to equip new immigrants with basic computer knowledge;

those coming from the construction field assist the elderly with household repairs; volunteers from various departments visit the needy in community, acting as tutorial assistants in Volunteer Star Campaign and helping with environmental protection projects. Up to this year, over 17 civil service volunteer teams have organised the Crossover Volunteer Project with the aim of developing a platform for cross-departmental co-operation in providing quality volunteer services with regard to community needs.

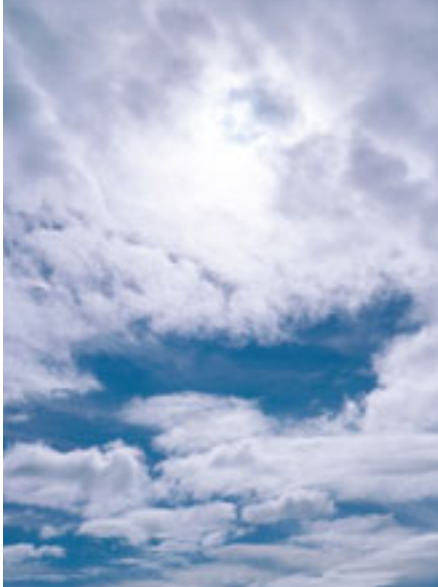
With a vision to boost the quality of volunteering, the Steering Committee appeals to the volunteer teams to spread their enthusiasm and spirit to the wider community and always to perform their best as volunteers under the auspices of Volunteer Movement and Civil Service Volunteer Work Programme. We hope all of you find joy in helping others through volunteering!



Volunteers participating in the Lucky Knot Campaign in 2006.

Volunteer Service Enquiry:
2234 0100

Volunteer Movement Website:
<http://www.volunteering-hk.org>



Hong Kong Observatory wins prestigious international award

Dr Tam Cheuk-ming,
Senior Scientific Officer, Hong Kong Observatory

■ THE World Weather Information Service (WWIS) website operated by the Hong Kong Observatory (HKO) for the United Nations World Meteorological Organization (WMO) has won the prestigious Stockholm Challenge Award 2008 in the Environment category. It is an award which some information technology (IT) people dub as the “Oscar Award” or even the “Nobel Prize” for the IT sector. So the winning projects carry with them the glamour and sparkle of having achieved the highest standards recognised internationally.

The WWIS website, <http://worldweather.wmo.int>, is a central portal for official weather information worldwide. It contains authoritative weather forecasts and climatological data issued by the National Meteorological Services (NMSs) of countries/territories around the world. The website enables the international public to gain easy access to official weather forecasts for cities at all corners of the globe, for activity planning from leisure travel to disaster relief operations.

The Stockholm Challenge (<http://www.stockholmchallenge.se>) is an international competition held once every two years. Its objective is to promote the use of information and communications technology applications to help counteract social and economic disadvantage.

This year, the Stockholm Challenge received more than 1,400 entries from over 160 countries. HKO was notified in March that the WWIS was shortlisted as a finalist in the Environment category. As the incumbent WWIS Co-ordinator, I attended the Stockholm Challenge Week in May when all finalists met for presentations and discussions. I realised very quickly that other finalists in the Environment category were all very strong contenders.

The Gala Dinner and award presentation ceremony on May 22 was a very formal occasion held in the majestic Blue Hall in Stockholm, the venue of the Nobel Banquet. When the Master of Ceremonies uttered the name of the winning project — the World Weather Information Service, I was overwhelmed with elation. The audience erupted into

applause as I was escorted to the dais where the chairperson of the jury pronounced the award citation followed by the presentation. I felt like I was receiving a “Nobel Prize” on behalf of Hong Kong.



Receiving the trophy of the Stockholm Challenge Award.

The trophy was made up of two halves of a solid glass sphere mounted onto a weighty stand. Upon returning to work, I reported the victory and passed the trophy to Lam Chiu-ying, Director of the Hong Kong Observatory and the originator of the WWIS website idea.

Mr Lam has been at the helm from the very beginning. He was the first project co-ordinator, and struggled hard to persuade WMO member countries to participate in an

innovative, but unfamiliar, project. Subsequent co-ordinators and members of the HKO WWIS support team developed many practical solutions to cope with the differing technical capabilities of the countries. I feel so lucky that I am the co-ordinator at this historic moment. As in a sprint relay, I just continued to charge forward and was fortunate to have an illuminating opportunity during my watch. The glory really belongs to all members of the team, past and present, who contributed their best efforts in the project.

While the glamour at the Blue Hall was over in a matter of minutes, the award citation of the WWIS project will shine forever. It says, "They have a strong vision, global objectives, a robust sustainability model and demonstrate information exchange between national and international organisations sharing weather data." It summarised so appropriately HKO's effort over some 10 years to advocate an authoritative weather website for the benefit of the global population. WMO eventually endorsed the idea in 2000 and, recognising our renowned expertise in website management, entrusted it to HKO to design, develop and operate the WWIS.



Toasting our success with Ulla Skiden, Director of the Stockholm Challenge.

We worked hard to turn WWIS into a dynamic and sustainable international project. At present, 118 NMSs are participating in this project. Every day official forecasts for 1,270 cities worldwide are sent by the NMSs to HKO, for processing and display on the website. The WWIS started with only an English version. Because of its success, five other

language versions followed and are operated by partners on the Mainland (Chinese), France (French), Oman (Arabic), Portugal (Portuguese) and Spain (Spanish). HKO now serves as the central information hub, receiving official forecasts from the world and redistributing them to these partners. In 2007, the total number of page visits reached almost 100 million.

Candy Chiu Chiu-ye, now a Chief Scientific Assistant at HKO said, "I volunteered to learn French as soon as I recognised that the WWIS project would involve the need to handle correspondence in foreign languages. I used my own time to attend classes and came into contact with a beautiful language. Through the project, it opened up my vision of the world. I got interested in studying the people and culture of the participating countries, some of which I had never heard of before. WWIS is a worthwhile project that serves all peoples of the world. Looking back, it has been all good fun and I am truly honoured to be a member of the HKO WWIS support team."

As HKO celebrates its 125th anniversary this year, the Stockholm Challenge Award is a fabulous addition to our collection of trophies.



Handing the Stockholm Challenge trophy over to Lam Chiu-ying (left), Director of the Hong Kong Observatory.

Light up lives — support organ donation

Department of Health

■ **MEDICINE** is ever-advancing; yet there are still many incurable illnesses such as organ failure. When an organ is so severely damaged that it is failing to function, transplantation is the only option. For the patient, organ donation is an irreplaceable source of life.

What organs are transplantable?

Transplantable organs include kidney, liver, heart, lung, cornea, bone and skin. There are no restrictions on gender, age or race for organ donation. Medical and nursing personnel will individually assess the deceased person's suitability for organ donation.

Common worries unfounded

Some people may worry that once they have expressed the wish for organ donation, they will not be given the best care when an accident occurs. This is wrong. Saving lives is the responsibility and top priority of all medical personnel. Only after a patient is certified dead will the possibility of organ donation be considered. Moreover, medical staff will preserve the look of the deceased by taking proper care of the operative wound and keeping it adequately covered by clothing.

How to support organ donation

The Department of Health will set up the Centralised Organ Donation Register in the second half of 2008 to manage donors' personal data and their declared wishes. Willing donors may submit information by facsimile, post or the Internet. This will enable medical personnel to know of a patient's wish to donate organs upon his/her death, and the family to acknowledge and fulfil this wish to save other people's lives.



Members of the public may also sign and keep an organ donation card. Whichever way you choose to indicate your wish to help others, be sure to tell your family about it for seeking support.

Up to now, around 50 government departments have indicated their support of promoting organ donation. On behalf of those people desperate for a new life, the Department of Health wishes to express its deepest appreciation to these departments.

For more information on organ donation, please visit the website of the Central Health Education Unit, Department of Health at the <http://www.cheu.gov.hk>.



Enhancing Basic Law training in the civil service

Civil Service Training and Development Institute,
Civil Service Bureau

■ A comprehensive training plan has been launched for civil servants at different levels to enhance their understanding of the Basic Law.

In line with the Chief Executive's 2007-08 Policy Address, Basic Law training will be further enhanced to ensure that it forms an integral part of training for civil servants. In early April 2008, the Civil Service Bureau announced an action plan to provide a series of core programmes that took into account the needs of civil servants of different levels and fields of work.

Central to the action plan are three core programmes namely, the Introductory Course for all new appointees, the Intermediate Course for all middle-level officers (Master Pay Scale (MPS) Point 34-44) and the Advanced Course for senior level officers (MPS Point 45-49 and directorate). The core programmes will be held year-round. The contents include key concepts, major provisions and case analysis of the Basic Law.

Apart from the core programmes, the Civil Service Training and Development Institute (CSTDI) will continue to hold thematic seminars to enhance civil servants' understanding of topic-specific issues on the Basic Law. To supplement classroom training, CSTDI will enrich the Basic Law content of the National Studies Portal at its Cyber Learning Centre Plus and launch a web-based Introductory Course in early 2009. In addition, on-going promotional activities such as an on-line quiz, calligraphy contest and computer pop-up screen design competition will also be held throughout the year to sustain interest in and raise general awareness of the Basic Law.

Integrity



Managing contracts efficiently — we can do it!

Independent Commission
Against Corruption

■ DO you manage public services that have been outsourced? If you encountered the scenarios as shown in the pictures on the left, what would you do? Have you encountered problems in managing contractors? Managing service contracts effectively is a challenge for most officers who are tasked with this job.

Some colleagues think that they will be free from trouble if their services are outsourced. However, outsourcing of the public services does not mean outsourcing the supervision of these services. The general public still expect the officers involved in contract management to be held accountable for the quality of the public service.

On the other hand, staff involved in contract management are easily exposed to corruption, as contractors might offer them advantages in return for favourable treatment such as:

- lax supervision
- turning a blind eye to sub-standard work or services
- certifying uncompleted or sub-standard jobs
- giving favourable performance appraisals despite unsatisfactory work

So how can you manage service contracts efficiently? Here are some helpful tips:

- officers have to familiarise themselves with the relevant rules and guidelines issued by the Government regarding the handling of contracts
- officers should be alert to and decline any advantages offered by contractors
- officers should avoid over-socialising with contractors they supervise
- officers should conduct inspections or spot checks before certifying that the job is acceptable
- officers should follow instructions and procedures in dealing with non-conformance and unsatisfactory performance of contractors

These suggestions are not exhaustive. You may refer to the newly published Best Practice Module — Management of Contracts for General Services by the Independent Commission Against Corruption (ICAC) for more details (http://www.icac.org.hk/en/prevention_and_education/pt/index.html). The booklet serves to alert officers to risks of corruption and malpractice in the letting and administration of service contracts. Past cases and scenarios are quoted to illustrate the points to note in letting and administration of service contracts. Corruption prevention best practices are recommended so that officers are protected from the risk of exposure to corruption.

In the meantime, departments might consider arranging for their staff to attend ICAC's training sessions on contract management. A newly released training video — the Guardian Angel, features different scenarios to highlight the pitfalls of managing outsourced service contracts and the trap of corruption. It aims to ensure that staff involved in contract management have adequate knowledge of the ethical conduct that is expected of them and the importance of “supervisory accountability”.

If you are interested in the above materials and services, please contact Senior ICAC Officer, Anna Lam, (asylam@crd.icac.org.hk) or visit ICAC website: <http://www.icac.org.hk>.



The newly released training video – the Guardian Angel.



The booklet outlines the risk areas and corruption prevention best practices in contract management.



Former Commissioner for Census and Statistics, Frederick Ho, during his interview with the Civil Service Newsletter.

34 years add up to impressive career for numbers man

Civil Service Newsletter Editorial Board

■ **FREDERICK Ho Wing-huen has a ready answer for fellows who throw him the line “There are lies, damned lies and statistics.”**

“Statistics do get into some awkward situations, becoming the victim of damned people including some ‘damned statisticians’, of course,” he says, with a smile. “Indeed, the very task of a good statistician is to expose misuses and abuses of statistics.”

Mr Ho, who spent 34 years as a statistician with the civil service, including the top posting of Commissioner for Census and Statistics from 1992 until his retirement in 2005, believes that it is important that the public has a basic level of “statistical literacy” so that they can benefit from using available statistics and can discern for themselves whether or not a statement made by others about certain data is proper.

The importance of an informed public quickly became obvious when Mr Ho took the top posting 16 years ago. At that time, statistics were often greeted with suspicion. “For example, with the Consumer Price Index (CPI), people would say ‘the price of rice has gone up 20%! How can you say the CPI has gone up only 6, 5 or 4%?’. They did not realise that a lot of other products, which had not experienced price hikes, were also included in the index.”

Statistics gaining acceptance

Mr Ho is very pleased that through the emphasis on scientific principles, professional ethics and international standards, Hong Kong’s official statistics have gradually gained general trust among the local and international communities.

Over the years, Mr Ho grew adept at handling tricky situations, such as dealing with irate citizens who took offence at being asked highly personal questions (e.g. about issues such as abortion, drug-taking and stealing). One sensitive issue that caused Mr Ho a considerable headache was when his department had to ask members of the public if they had any children born out of registered marriage. “Imagine what an older woman would say if asked that. She would say ‘Go to hell!’. So we decided to use a special method known as the ‘randomised response technique’.”

Mr Ho grins when he remembers this rather simple, but ingenious technique, which he learned in the United States on one of his overseas study visits. It worked like this: the interviewer would ask the respondent to put his/her hand into a bag containing a number of photo film holders, some with a lid and some without. The respondent would pick one (his/her hand still inside the bag) and not tell the interviewer which one.

Keeping a lid on embarrassment

The interviewer would then give the respondent two questions — one about the private, sensitive matter and the other about catching taxis — and the former would tell the latter that if he had picked the holder with a lid he should answer the question about taxis, and if not, he should answer the personal question. The formats of the answers to the two different questions were the same, for example: [a] represented “none”, [b] represented “one”, [c] represented “two”, and so on. In this way, he could answer truthfully without embarrassment since the interviewer did not know which question he was answering. The answer “b” could mean “one child” or “one taxi trip”! The data thus obtained, together with separate data collected about taxi travel, would enable the data required of the sensitive subject to be estimated with relevant statistical formulas. Details about the technique are commonly available from statistical texts.

A Hong Kong childhood

Mr Ho has fond memories of growing up in Hong Kong after moving here from Shanghai at the age of 4. His family, like many others in Hong Kong at that time, was involved in the textiles industry, running a small cloth-wholesaling business. He says that he knew the streets of Sham Shui Po like the back of his hand, having to walk back and forth through the area on the way to the school situated there from his home on the Hong Kong Island at the age of 11. Ever since, he has enjoyed visiting various parts of Hong Kong on foot or by bus, marvelling at how the city had changed over the years.

Mr Ho joined the civil service as an Assistant Education Officer in 1966 and joined the Census and Statistics Department to be a Statistician in 1972. He was promoted to the rank of Senior Statistician in 1977, to Assistant Commissioner for Census and Statistics in 1981 and to Deputy Commissioner for Census and Statistics in 1989.

He says that over that period, technological advances had a major impact on the department. "Computing technology and statistics have a very close relationship. In the last three decades, there have been great advances in computing technology, especially the appearance of the Internet," he says, adding that statistical work has been much facilitated by this.

However, he says these advances do not just make life easier. "People's expectations rise far faster than the aid that technology provides!"



By the 1970s, Mr Ho (in the grey suit) was a Senior Statistician. The daily contact with his colleagues was always important to Mr Ho.

Trappings not important

Despite his high-profile career, Mr Ho said that he had no trouble adjusting to life in retirement. While he misses the challenge of his job sometimes and cherishes very much the daily contact he had with friendly colleagues, he says the trappings of high office were never important to him. "I never took to heart 'status', 'red-carpet treatment', 'power' and the like," he says. His easy transition into retirement could also be because his daily schedule is still jam-packed!

He was appointed Statistical Adviser to the National Bureau of Statistics of China from 2006 for a term of three years. He gives lectures on statistics at local universities and organisations; he offers his skills to international bodies such as the United Nations and the Asian Development Bank; he is on various committees dealing with life-long education and vocational training;

he is a Vice-president of the Hong Kong Association for the Advancement of Science and Technology; and he is involved with various alumni associations.

"It is not that I cannot shut off my engine. Somehow I feel that I have got a lot from Hong Kong over the years, I just want to continue paying back to it by making some contributions, however small, with my available knowledge, experience and energy," Mr Ho said.

Community involvement

What Mr Ho speaks most passionately about is his involvement with a charity that promotes the integration of disabled and able-bodied people. As Chairman of the Hong Kong PHAB (Physically Handicapped and Able-bodied Integration) Association, he wants to see the continuing reduction in the gap between the two groups, both in their working and social lives.

After 34 years of marriage (to Rita), Mr Ho was sadly widowed some months ago. Mrs Ho was a skilled Chinese calligrapher/painter and a devoted volunteer docent at the Hong Kong Museum of Art, apart from being a significant source of support to Mr Ho throughout his career. She is naturally much missed by Mr Ho and their two grown-up sons.

Among his busy schedules Mr Ho always tries to find some time to spend with friends, play badminton, visit art exhibitions, relax with a good book and listen to music. He also tries to go around Hong Kong's various districts periodically, in vehicles or on foot, both for pleasure and professional purposes. "Statistics are not just numbers. They relate to the people, the place and the interaction of the two. If you keep a distance from them, you cannot understand the figures well. But, when you are near them, you get to know more about their situation so that further statistics may be produced to expose the community's needs and problems," Mr Ho said.



Keeping fit and having fun have always been important parts of Mr Ho's life.



Pensioners' outing

■ THE Pensioner Services Unit of the Civil Service Bureau will organise an outing for pensioners on October 24 this year. Details are as follows:

- Itinerary:** One-day local tour (scenic spots include Pun Chun Sauce Preserved Fruit Factory Limited, Tang Ancestral Hall, Lavender Garden and Sky Plaza).
- Date:** October 24, 2008 (Friday)
- Time of departure:** 9:30am sharp (roll-call at 9:15am)
- Meeting place:** In front of Post Office at Middle Road (*next to Sheraton Hotel*), Tsim Sha Tsui, Kowloon
- Target participants:** Pensioners and their guests
(*Each pensioner may invite at most one guest at or over 18 years of age.*)
(*For pensioners who are members of the retirees' associations, a separate outing will be organised on October 17 this year. Please see Note for details.*)
- Quota:** 270
- Fee:** \$69 per pensioner
\$138 per guest
(*Fee includes transportation, meal, tips for tour guide and travel insurance.*)
- Enrolment method:** Enrolment must be made in person by both the pensioner and his/her guest at any branch offices (except Tsim Sha Tsui Branch) of the HYFCO Travel Agency Limited (tour no.: GCS1024; telephone no.: 2561 0718). (*Applicants must bring along their Hong Kong Identity Card; for pensioners, they should also bring along their Pensioner's Card issued by the Treasury, if available, at the time of enrolment for verification.*)
- Enrolment date:** September 16 to 27, 2008

Join us and enrol now! For more information, please call the Pensioner Services Unit at 2810 3850.

Note: For members of the following retirees' associations, a separate outing will be organised on October 17 this year. Please contact your association direct for details:

Pensioners Branch, Hong Kong Chinese Civil Servants' Association
Mr So, telephone no.: 9362 9867

Hong Kong Former Senior Civil Servants Association
Miss Tsang, telephone no.: 2363 6938

Hong Kong Retired Civil Servants Association
Ms Lai, telephone no.: 2730 3329

Hong Kong Fire Services Retired Members' Mutual Aid Association
Mr Kwong, telephone no.: 9121 1856
Mr Tuet, telephone no.: 6603 7214

Hong Kong Police Old Comrades' Association
Ms Yip, telephone no.: 2366 1585

Hong Kong Former Immigration Service Staff Association
Ms Lo, telephone no.: 9462 1245



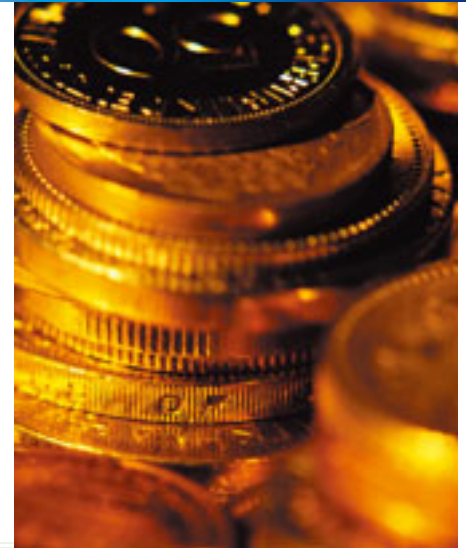
Pension increase 2008

■ PENSIONS in payment on or before April 1, 2008 have been increased by 2.5% with effect from April 1, 2008. Such arrangement does not apply to pensions paid to pensioners who have not yet reached the normal retirement age. The increase is, as prescribed by law, determined according to the percentage increase in the average monthly Consumer Price Index (A) of 2007-08 over that of the preceding year.

National budget brings better standard of living

Civil Service Training and Development Institute,
Civil Service Bureau

THE draft central and local budgets for 2008 were approved by the National People's Congress on March 18. According to the draft budgets, total national revenue for this year will amount to about 5.85 trillion yuan, approximately 720 billion yuan more than that in 2007; national expenditures will reach more than 6.07 trillion yuan, an increase of over 1.12 trillion yuan; expenditures in the central budget will be above 3.48 trillion yuan.



According to the draft budgets, funds are allocated to the following areas to improve people's livelihoods:

Agriculture, rural areas and farmers

Expenditures in the central budget for agriculture, rural areas and farmers will total nearly 563 billion yuan, a substantial increase of more than 130 billion yuan or 30% over last year, an historic high. Various subsidies to grain-producing farmers will reach almost 74.4 billion yuan; this is up from some 13 billion yuan when the subsidy policy was first implemented in 2003.

Education

Education spending will exceed 156 billion yuan this year, an increase of 45%. A total of over 57 billion yuan, an increase of about 20.5 billion yuan over last year, will be allocated by the Central Government to guarantee funding for operating expenses for compulsory education in rural areas. An allocation of 22.3 billion yuan, an increase of 12.5 billion yuan over last year, will be made to fund assistance to students from poor families attending regular undergraduate institutions, vocational colleges and secondary vocational schools. The Central Government will also allocate 8.4 billion yuan to exempt all urban students from paying tuition and miscellaneous education fees for compulsory education beginning in the 2008 autumn school term.

Medical and health care

To address the problem of ordinary citizens not receiving proper health care because it is "too difficult and too

expensive to see a doctor", nearly 250 billion yuan will be spent on medical services and health care. Of this sum, about 83.2 billion yuan, an increase of 25% over the same period last year, will be spent by the Central Government mainly to support improvements in the system of public health services and deepen reform of drug and health management systems.

Social safety net

In 2008, national expenditures on the social safety net and employment efforts will total more than 668.4 billion yuan. Of this, over 276.1 billion yuan, an increase of more than 24%, will be spent on increasing minimum living allowances, raising old-age pensions and promoting employment. Minimum living allowances for rural residents will be raised from 30 yuan to 50 yuan per person per month while allowances for urban residents will be doubled from their 2007 level. In addition, the Central Government will, for the first time, appropriate 6.8 billion yuan for the establishment of a sound guarantee system for low-rent housing.

Chen Zhiyong, Dean of the School of Finance and Taxation, Zhongnan University of Economics and Law, pointed out that the Central Government's allocations to low income areas have increased by more than 22.6%, it is therefore evident that the central budget this year is focused on improving people's living standards.

Source: Xinhua.net

Senior staff on the move



Name	Post	Effective from
Ma Lee-tak	Director of Water Supplies	March 3, 2008
Peter Lau Ka-keung	Director of Drainage Services	March 10, 2008
Michael Chan Chi-pui	Controller, Government Flying Service	March 27, 2008
Jeremy Richard Godfrey	Government Chief Information Officer	April 7, 2008

Reappointment of Chairman of the Public Service Commission

The Government has re-appointed Nicholas Ng Wing-fui as the Chairman of the Public Service Commission for a term of three years with effect from May 1, 2008. He was first appointed as Chairman of the commission in May 2005.

Chief Executive appoints Under Secretaries and Political Assistants

THE Chief Executive, Donald Tsang Yam-kuen, appointed the first batch of eight Under Secretaries and nine Political Assistants on May 20 and May 22 respectively.

Name	Post
Gregory So Kam-leung	Under Secretary for Commerce and Economic Development
Raymond Tam Chi-yuen	Under Secretary for Constitutional and Mainland Affairs
Kenneth Chen Wei-on	Under Secretary for Education
Kitty Poon Kit	Under Secretary for the Environment
Julia Leung Fung-ye	Under Secretary for Financial Services and the Treasury
Gabriel Matthew Leung	Under Secretary for Food and Health
Florence Hui Hiu-fai	Under Secretary for Home Affairs
Yau Shing-mu	Under Secretary for Transport and Housing

Name	Post
Frankie Yip Kan-chuen	Political Assistant to the Financial Secretary
Raymond Cheung Man-to	Political Assistant to the Secretary for Development
Jeremy Young Chit-on	Political Assistant to the Secretary for Education
Linda Choy Siu-min	Political Assistant to the Secretary for the Environment
Katherine Ng Kit-shuen	Political Assistant to the Secretary for Financial Services and the Treasury
Paul Chan Chi-yuen	Political Assistant to the Secretary for Food and Health
Caspar Tsui Ying-wai	Political Assistant to the Secretary for Home Affairs
Zandra Mok Yee-tuen	Political Assistant to the Secretary for Labour and Welfare
Victor Lo Yik-kee	Political Assistant to the Secretary for Security

News from Civil Service Bureau

Medical and dental benefits eligibility checking system rolled out

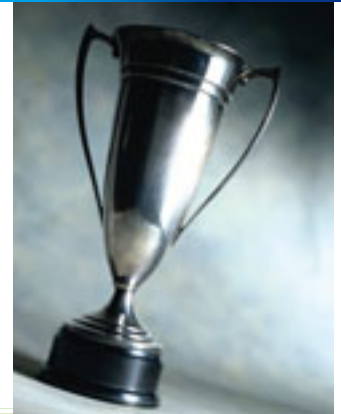
The Medical and Dental Benefits Eligibility Checking System (ECS) was fully rolled out for serving civil servants, their eligible dependants and other people eligible for civil service medical and dental benefits on June 30.

When seeking treatment at hospitals or clinics, civil servants and their eligible dependants only need to inform counter staff of their status and produce an identification document. There will be a parallel run of the ECS and GF 181 over the six months from June 30 to December 31. Thereafter, the original version of GF 181 (in white) will be phased out. Detailed administrative arrangements for obtaining treatment at hospitals and clinics upon the full roll-out of the ECS are set out in the Civil Service Bureau Circular No. 4/2008.

To provide medical and dental benefits to civil servants and their eligible dependants effectively, it is essential that the ECS data is accurate. Please report promptly to the departmental management if there are any changes in your personal or family particulars, or you spot any discrepancies in your personal or family particulars in the Treasury's Central Payroll Related Database or departmental records.

Colleagues heralded in 2008 Honours List

■ THE 2008 Honours List was gazetted on July 1. Warm congratulations to all recipients, both current and former civil service colleagues.



☀ Silver Bauhinia Star (SBS)

Mr Kwok Jing-keung, FSDSM, JP
Mr Anthony Wong Sik-kei, JP
Mr Lo Hing-chung, JP
Mr Wong Chee-keung, JP
Mr Patrick Lau Lai-chiu, JP
Mr Lai Tung-kwok, IDSM
Mr John Anthony Miller
Mr Au Man-ho
Mr Gordon Fung Siu-yuen

☀ Hong Kong Police Medal for Distinguished Service (PDSM)

Mr John Lee Ka-chiu
Mr Ip Lau-chuen

☀ Hong Kong Fire Services Medal for Distinguished Service (FSDSM)

Mr Fung Kam-wah

☀ Hong Kong Immigration Service Medal for Distinguished Service (IDSM)

Dr Helen Chan Wing-mui

☀ Hong Kong Customs and Excise Medal for Distinguished Service (CDSM)

Mr Ko Chi-lok
Mr Leung Koon-wah

☀ Hong Kong Correctional Services Medal for Distinguished Service (CSDSM)

Mr Michael Yung Kwok-leung
Mr Yeung Kwun-wah

☀ Government Flying Service Medal for Distinguished Service (GDSM)

Mr Laurence Yau Kwok-kee

☀ Bronze Bauhinia Star (BBS)

Dr Michael Chiu Tak-lun, JP
Ms Alison Cabrelli
Mr John Richard Reading, SC
Mrs Fanny Lam Fan Kit-fong
Mrs Alice Leung Wong Le
Mr Leung Tsun-ho
Mrs Jennifer Chan Wong Yee-hing
Dr Mak Sin-ping
Ms Betty Fu Kam-lui
Mr Yeung Shun-kui
Miss Tang In-kwan
Mr Sit Tung
Mr Gordon William Ewing Jones

☀ Medal for Bravery (Bronze)

Mr Cheung Wah-yuk

☀ Hong Kong Police Medal for Meritorious Service (PMSM)

Mr Wong Hung-tak
Mr Chu Tak-wing
Mr Eric Kong Sai-cheong
Mr Li Chuen-wai
Ms Li King-sui
Mr Peter Roderick Morgan
Mr Lam Tsat-ye
Mr James Gerard Langton
Mr Yuen Chi-keung
Mr Ma Siu-yip
Mr Chan Chung-man
Mr Chan Ka-kit
Mr Patrick Chan Kwok-keung
Mr Allan Chan Wan-lung
Mr Mak Kwai-sing
Ms Tsang Yuk-kay
Mr Stephen Harvey Verralls
Mr Tony Wong Chi-hung
Mr Chin Choi-ming
Mr Kenneth Edward Davey
Mr Chung Kwok-keung
Ms Helen Kwong Chen-mee

☀ Hong Kong Fire Services Medal for Meritorious Service (FSMSM)

Mr James Ng Kuen-chi
Mr Alex Shum Wing-cheong
Mr Chan Chi-leung
Mr Mak Chi-keung
Mr Tsang Leung-kam
Mr Wong Chung-shing
Mr Andy Yip Yun-tong

☀ Hong Kong Immigration Service Medal for Meritorious Service (IMSM)

Mr Ho Siu-hung
Mr Francis Lee Chi-keung
Mr Simon Lee Kam-man
Mr Wong Chun-sing
Mr Lau Man-hin

☀ Hong Kong Customs and Excise Medal for Meritorious Service (CMSM)

Mr Ho Ka-ying
Mr Li Shek-ching
Ms Alice Leung Pui-yuen
Mr Hui Chiu-chun

☀ Hong Kong Correctional Services Medal for Meritorious Service (CSMSM)

Mr Ma Wai-yan
Mr Wong Hon-to
Mr Yeung Ping-wing
Mr Siu Kin-ye

☀ Government Flying Service Medal for Meritorious Service (GMSM)

Mr Lam Kwok-ho

☀ Medal of Honour (MH)

Mr Chan Kam-lun
Mr Wong To-hong
Mr Yu Ching-cheuk
Mr Patrick Chow Cheung-fat
Mr Wu Kin-sing
Mr Au Chi-cheung
Ms Cheung Lai-sheung
Mr Chan Siu-tong
Mr Ching Hing-woon
Mr Wong Wan-chau
Miss Rosana Liu Kit-ping
Mrs Luvisa Tang Lai Yuen-ye
Mr Paul Sit Kwok-leung
Mr Chung Ping-wor

☀ Chief Executive's Commendation for Government/Public Service

Mr Wong Sai-shun
Mr Yam Wai-kwok
Mr Sung Wing-wah
Mr Lee Chung-yiu
Mrs Chow Chau Mei-chun
Mr Wu Man-shing
Mr Au Ngar-hung
Mrs Alice Tan Ng Kwok-chong
Mr Chan Kwok-keung
Mr Luk Pak-wing
Mr Yeung Chung-man
Mr Lau Wing-kam
Mr Lau Tung-fong
Mr John Tsoi Chong-tat
Ms Tang Pui-king
Mr Tse Siu-ki
Mr Kwong Ting-chiu
Mrs Liliana Kung Quan Leon