

KEEP in touch



20th Anniversary for "Keep in Touch" Editorial Board

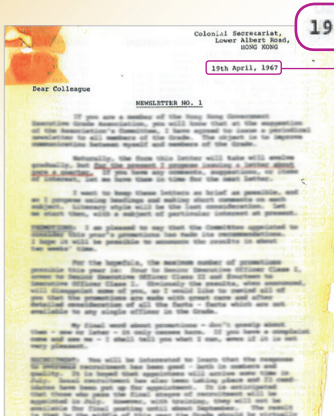
香港特別行政區成立二十周年慶祝活動—行政主任的工作體驗

暑期實習計劃：無障礙工作間

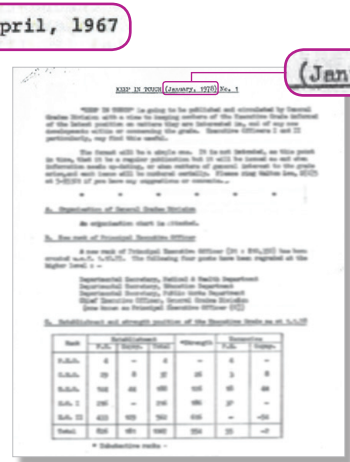
20th Anniversary

for "Keep in Touch"

The year 2017 is not only the 20th Anniversary for the Hong Kong Special Administrative Region but also the 20th Anniversary of our "Keep in Touch" Editorial Board. I am very honoured to take over the Chairmanship of the Editorial Board in such a meaningful year.



EO Grade Newsletter – 1967



Keep in Touch – 1978



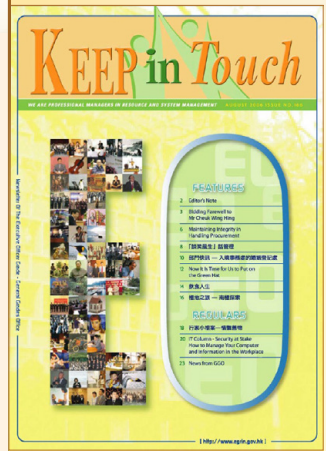
1997

- Establishment of the "Keep in Touch" Editorial Board
- First "Keep in Touch" in both magazine and online formats



2005

- Using the letters "EO" as the theme of the cover page design



2000

- A new "Keep in Touch" logo

Milestones

Touch” Editorial Board

Certainly, the history of bridging communication within the Grade is much longer than 20 years. Let me take you back in time. The first generation was in the form of an “EO Grade Newsletter”. The first “EO Grade Newsletter” was issued in April 1967, covering topics on promotion, recruitment, staff movements and General Grades staffing. It was a 2-page letter personally issued by the Principal Executive Officer of the then Establishment Branch. It was mentioned at the start of this Newsletter that *“the object is to improve communication between myself and members of the Grade...Naturally, the form this letter will take will evolve gradually...”*.

The newsletter does evolve as time goes by. The second generation of the newsletter—called “Keep in Touch”—was issued by the then “General Grades Division” in January 1978 with a view to *“keeping members of the Executive Grade informed of the latest position on matters they are interested in, and of any new developments within or concerning the Grade...”*.

The birth of the first “Keep in Touch”—Issue No. 141—in magazine format, as well as the setting up of the Editorial Board, took place in 1997—the third generation. Other than as a hardcopy, the newsletter is now available on the CSB website, the EGRIN and CCGO.

With the dedicated effort of the Editorial Board members as well as the valuable contribution of fellow grade members, detailing their work experience and personal stories, we hope to bring fresh impetus to the magazine and sustain the objective of “keeping our grade members in touch”.

Josephine Cheung
Chairperson of the Editorial Board

2013

- The existing “Keep in Touch” logo appeared
- A new design theme for the cover page



2009

- “Keep in Touch” logo, the third version

2015

- New approach for the cover page design

香港特別行政區成立 行政主任的

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今年是香港特別行政區成立二十周年，國家主席習近平及夫人彭麗媛出席慶祝香港回歸祖國二十周年大會暨香港特別行政區第五屆政府就職典禮，為行政長官及主要官員監誓。同時，特區政府以「同心創前路，掌握新機遇」為主題舉辦了一系列慶祝活動。

行政主任(EO)其中一項職責是活動統籌，包括禮賓工作。今年一系列20A(即20th Anniversary的簡稱)的慶祝活動中，當然有很多行政主任參與籌辦——有的在幕後策劃，有的站在最前線。讓我們一同分享其中幾位EO同事的不同工作體驗！

慶典統籌辦公室

大家看到就職典禮莊嚴肅穆，井然有序。慶典統籌辦公室(慶典辦)各職系同事為了就職典禮和相關的活動，連月來積極籌備。讓我們聽聽當時擔任慶典辦助理主任的趙燕驊(David)與轄下高級行政主任隊伍成員梁曼麗(Emily)、梁啟新(Sunny)和李志良(Humphrey)，娓娓道來他們在「七一」前後的工作感受。

7月1日前

David於2016年5月調任民政事務總署，期間負責籌劃多項大型活動。2017年1月慶典辦成立，David加入該辦事處出任助理主任，正式開始協助籌劃香港特別行政區成立二十周年一系列的主要慶典活動。憑着之前的經驗，加上一班非常有魄力及有承擔的同事，David對籌辦20A充滿信心，他說：「香港回歸祖國二十周年紀念日的慶典活動必然有別於常年，無論活動的性質、內容以至規格都比平常要高。但憑著團隊的集體經驗，讓我對整個流程有概括的了解，更能掌握籌劃各項活動的一些具體安排。」與David並肩工作的EO，還有Emily、Sunny和Humphrey等，他們分別負責回歸紀念日官方活動及新一屆政府就職典禮的交通、保安和認證工作。

Emily由4月開始專責「七一」的交通安排。她說：「工作包括與警務處協調，制定特別交通措施、行車路線及泊車安排等。」她又表示：「為應付繁忙的工作，我服用維他命丸以增強抵抗力，還提早在4月把頭髮剪得較短，以備往後幾個月可能沒空理髮！」Emily果然準備充足！

Sunny在慶典辦協助制定和執行各項20A慶典活動的保安措施。警務處自然是他日常聯絡的部門。他說：「我要統籌一支由超過200名同事及警衛組成的保安隊伍，在面積廣闊的會展場地各處執行工作，甚具挑戰性。」

Humphrey專責確認參與活動的嘉賓及工作人員的身分及在慶典當日設立領證中心。他說：「由於嘉賓眾多，而且估計大多數嘉賓會臨近慶典開始時才領取證件，當進行籌劃領證中心的運作時，大家都十分擔心嘉賓未能順利領證而耽誤入場。經過詳細部署和所有工作人員的協助下，領證中心運作大致暢順，有些嘉賓更讚許今年的領證安排，令我們感到鼓舞！」

民政事務局下設立了慶典統籌辦公室，落實20周年紀念的節目和活動。



二十周年慶祝活動一

工作體驗

籌備多時，終於到了行動的時候。

就在7月1日的前一天……

國家主席下午在香港會議展覽中心會見二百多名香港各界人士，晚上出席香港特別行政區歡迎晚宴及慶祝香港回歸祖國二十周年文藝晚會。

David

在會展及附近場地多項工作同時進行，最重要是必須確保所有程序暢順無誤。首先，國家主席於下午會見香港各界人士，與此同時數千名出席當晚文藝晚會的觀眾開始按不同時段陸續到達。接下來，我們便要趕赴酒店，為當晚的歡迎晚宴作最後準備。晚宴過後，即時要安排數百嘉賓有序地乘坐穿梭巴士趕往會展，出席文藝晚會。晚會順利完成時，同事們已在7月1日升旗禮的場地，展開最後的準備工作……

天氣炎熱，內心更加火熱……我們需要監督車輛進出禁區、安排穿梭巴士載客和車輛停放、在短時間內安排二千多名嘉賓乘車離開會場……隨機應變是我的座右銘……

Emily

Sunny

各單位分工合作……順利完成最後階段的統籌……

所有身分確認證已備妥及排序……

隨身攜帶手提電話充電器，以便與工作伙伴保持聯繫……

Humphrey

踏入7月1日……



升旗儀式



就職典禮

香港特別行政區第五屆政府就職典禮今天上午在香港會議展覽中心舉行。國家主席為行政長官及主要官員監誓。出席典禮的嘉賓約2 000人。

早上升旗禮有別於常年的安排，規格特別高。自己的心情反而輕鬆平靜，因為一切該做的都已做了。加上當日天朗氣清，連日來同事們反覆修訂的惡劣天氣應變計劃，亦大可拋諸腦後，用不著了。接下來是新一屆政府的就職典禮，可謂重中之重，絕對不容有失。但經過連日來同事們的場地安排、程序排練及各項部署，一切就按計劃順利進行。禮成，但仍未可鬆懈，接下來國家主席還要會見新一屆政府的主要官員。會見完畢，大家稍事休息，然後再為晚上煙花匯演的安排作最後準備。午後的一場大雨，又為同事帶來一點緊張，然而有經驗的團隊始終忙而不亂，即時採用雨天應變方案，讓當晚的嘉賓安坐室內，欣賞燦爛的煙花……

交通安排有所改動，要迅速聯絡相關政府部門、旅遊巴士公司更新行車安排……

凌晨視察場地布置。要繼續與來自各部門的同事聯絡，自己盡量放鬆心情……

早上5時到達會展領證中心作最後準備，處於高度戒備狀態。按之前訂定的計劃安排嘉賓進場……運作一段時間後，大家漸漸熟習，心情才略為放鬆。過程中，大家互相「補位」，互相打氣，信心十足，團隊精神真是應對壓力的良方……

7月1日後

慶典活動結束後，幾位同事要做的事還多着，例如確保文件及資料已記錄及存檔，和檢討活動安排，找出可以改善的地方，以供日後處理同類型工作的人員參考。

Emily說：「行政主任在不同崗位的訓練、累積的工作經驗、對政府運作的認識及人脈關係，對於籌備這類大型慶典活動很有幫助。參與籌備慶典是難得的經歷，有機會認識很多不同職系同事，見識多個範疇的運作，過程遇到不少挑戰，十分難忘，絕對值得向其他同事推薦。」

Humphrey也同意說：「參與籌備慶典工作機會難逢，20A更是一個難得的機會，不但能拓闊視野，而且加強應變能力。」



遼寧艦

這邊廂的後續工作還未結束，David和幾位EO同事同時處理另一項任務：「遼寧艦」訪港事宜。

David說：「從每一天的工作和每一項細節，我看到同事們努力不懈、精益求精的態度，這是最令我感動的。前一晚才跟同事討論工作至夜深，翌日上班時已見他們埋頭苦幹。這種全程投入和團隊精神實在難能可貴。」當被問到如何長時間保持團隊的投入和幹勁，他回答說：「首先，我們有一個高素質的團隊。不論任何工作，『人』的因素很重要。在慶典辦這種常常與時間和工作量競賽的環境，這一點尤為明顯。有了優秀的團隊，包括行政主任和其他職系的同事，只須適度動員及調配人手、監督進度、加以鼓勵，便可事半功倍，成功完成任務。」

David表示，這類工作的吸引之處，有如一個團隊一起繪畫一幅集體畫：開始時大家腦海中有一個目標圖像，但眼前卻只有一張大大的白畫紙。大家須用不同畫具、材料、方法、技巧來填滿這張紙，每個團員負責畫紙的其中一部份，直至畫出目標圖像，才可停工，把畫掛起來欣賞。這是一項目標清晰、過程有序、變化多端及終點明確的工作，完成後各人都有很大的滿足感！

那邊廂，一羣剛加入EO大家庭不久的同事，適逢其會，在前線擔當一連串與慶典相關的職務，親身體驗EO多彩多姿的工作。

姓名 **李蕙敏(Niki)**
部門 **入境事務處**

姓名 **陳卓妍(Cherie)**
部門 **律政司**

姓名 **黃楚誠(Marco)**
部門 **公務員事務局**

姓名 **黃鏗濤(Matthew)**
部門 **衛生署**

受訪的四位同事，不約而同獲編排在各項慶典活動中協助接待和支援的工作。Niki得悉自己獲安排參與慶典工作後，殷切期待。她說：「由於日常工作大多涉及文書處理，協助舉行慶典活動讓我有機會跳出辦公室，嘗試另類型的工作。此外，20A慶典活動規模龐大，有幸參與其中，我會把握機會，觀摩學習籌辦大型活動的要訣。」

慶典期間Marco在領證中心工作：「我和中心同事一直小心翼翼，務求『快而準』，以便嘉賓盡快取得證件，但同時要避免錯派證件的尷尬情況。」至於負責支援升旗典禮的Matthew，也深有同感：「由於出席人士眾多，並且在相若時間進出會場，我們必須迅速和準確地完成任務，不容出錯。」

Cherie認同在過程中需要運用圓通的溝通技巧，「在耐心的了解問題所在後，盡量消弭潛在窘況，問題便可得到妥善得體的解決。」Matthew亦有類似的經驗：「遇到問題時，只要耐心和有禮地解釋原因，對方最終也會理解和接受我們的安排。」

雖然參與協助慶典工作只屬一個短暫的安排，但一眾同事依然全情投入，而且認為獲益良多。最為上述四位同事津津樂道的，是在工作過程中領略到同事之間守望相助、同舟共濟的精神，在關鍵時刻，身邊的同事主動伸出援手，大幅提升工作的進度與效率。這點滴關懷看似尋常，卻使忙碌工作的後輩精神抖擻，更是凝聚不同世代EO職系同事的向心力。

禮賓處

這次20A慶典當然少不了禮賓處的參與。我們也找來了禮賓處處長李郭志潔 (Judy)、總行政主任蘇佩雲 (Fiona) 和高級行政主任李敏萍 (Sylvia) 和大家分享她們這次寶貴的經驗。

接待國內外貴賓訪港，是禮賓處行政主任的日常工作。由於這次20A慶典的安排要符合最高規格，三位同事受訪時說得最多的一句就是「不容有失」。

Fiona在2015年10月加入禮賓處，去年5月也曾參與安排國家領導人訪港活動，掌握了相關工作的竅門。由於禮賓處早已開始為20A國家領導人訪港一事進行籌備，因此對她來說，可說是剛放下茶杯，又再開始沏茶。Fiona深知工作項目定必繁重，因20A規模更大，涉及的聯絡和籌備工作也較為繁複。Fiona負責的是機場的歡迎和歡送儀式，她一口氣說出十數個要聯絡的部門和機構。單是聽她細數已覺得十分複雜，實在難以想像禮賓處的同事如何做到「不容有失」！

至於Sylvia，在參與20A項目前，亦已在禮賓處工作了一段日子。她走在前線，經驗豐富，也和工作伙伴建立了默契。她說：「在不容有失的前提下，所有接待細節都要跟對方交待清楚，不能想當然。」「我的經驗是，每當腦海浮現問題，如果置之不理，很多時候這個問題是會成真的。」所以她們細心策劃每個細節，務求「滴水不漏」。可是，不論計劃如何周詳，也可能會發生意料之外的事情。問到她在應變方面有何心得時，她便分享了某國家禮賓代表的一席話：「接待貴賓，就如打桌球一樣，擊球前要很精準地調較角度和力度，計算球在桌上的軌跡，但擊球後就要讓球在桌上自由滾動，我們無法干預。貴賓到埗開始訪問行程，就是擊球的一刻。」這比喻確實十分傳神。



國家主席抵港訪問三天

聽畢兩位同事分享她們如何安排這次20A慶典的貴賓接待工作，令人深深體會到成功慶典的背後，是複雜的協調工程，十分講求團隊合作。舵手禮賓處處長Judy在整個策劃過程中，除了要「一眼關七」，隨時提醒同事可能漏掉的細節外，還要不時為同事打氣，給予團隊信心與支持。在激勵團隊拼搏和不容有失之餘，又要放手讓他們實地應變，同時不忘幫助他們調適心態，從容冷靜地處理突發的事情。在慶典結束後，更要確保各項記錄齊全，以供日後參考。這次20A慶典可算是Judy在禮賓處工作多年來接手處理最盛大的慶典之一，工作雖然艱巨，但典禮順利完成後的滿足感，卻是非一般的感受，難怪Judy認為禮賓處是行政主任擴闊眼界的好地方。常言道：「人生有多少個十年？」大家的行政主任生涯中，又經歷過多少個慶典活動呢？

陸玉珊 馬美華 林暉 張文雯 何星昕

超過900項節目和
活動於香港、
內地(100項)和
海外(120項)舉行。

20A慶祝活動包羅萬有，不同崗位的同事也有機會負責相關活動。以下幾位EO亦分享了他們的經歷。

大埔音樂藝術日

當我知道要參與籌辦「大埔音樂藝術日」這項香港回歸二十周年慶祝活動時，真是既興奮又緊張。興奮的是有幸籌辦這項難得的大型活動，但又因為欠缺籌辦大型活動的經驗而覺得份外緊張。「大埔音樂藝術日」於6月30日下午至晚上在大埔海濱公園舉行，市民可免費參加。活動結合舞台表演、藝術攤位、與小馬合照等不同元素，還有由社企營運的美食攤位及美食車先導計劃的七輛美食車於場內為市民供應美食。

我們的團隊於年初已開始籌辦活動，積極與不同政府部門、地區團體、義工組織等溝通，商討活動形式、表演節目編排、表演嘉賓陣容等。大埔海濱公園是康樂及文化事務署轄下最大的公園，地方廣闊。公園內通道四通八達，增加了場地管理的難度。除此之外，我們的團隊還與美食車營運者和旅遊事務署緊密協調，以確保美食車能順利參與，並適時發放有關宣傳資訊。不同部門各司其職，運用各自的專業知識及根據過往經驗提供意見，協助我們這個主辦單位作出適當安排。



由香港賽馬會借出的兩匹小馬十分可愛，市民收到即影即有合照時都欣喜萬分。

天公造美 活動順利

除了同事的參與，這次活動我們向地區團體、制服團體、學校等組織招募了近380名義工。我需要為當天不同崗位編配人手。由於涉及的工作人員眾多，活動時間又較長，事前我一直擔心自己在人手編配方面考慮得不夠周詳，影響流程。此外，我又擔心活動當日天氣欠佳，影響市民入場意欲。猶幸天公造美，當日天朗氣清，參加者絡繹不絕。另外，參與的同事及義工都聽敏盡責，縱使偶有突發事情，他們都應對得宜。

活動當日我主要為場地和人手安排提供後勤支援，故需要穿梭公園內不同區域，留意各區域的活動是否都運作順利。當日晴空萬里，頭上的太陽叫人汗流浹背。不過，當我看見在場精彩的表演令觀眾拍手歡呼、小朋友在藝術攤位全神貫注地做手工，還有一家大小快樂地享受着美食車的美食和消暑飲品，實在令我感到非常鼓舞。到了晚上的音樂會環節，觀眾反應熱烈，舞台前的觀眾席早已滿座，不少市民坐在草坪上欣賞表演，氣氛十分熱鬧。有這樣的成果，我們整個團隊都感到非常滿足！

籌辦大型活動是難得的經驗，使我在管理資源、策劃活動流程、訂定細節安排及待人處事技巧方面，獲益良多，並讓我認識不同職系的同事。他們的經驗和專長，有助我擴闊眼界，於日後應付各類工作時更得心應手。

民政事務總署
大埔民政事務處
行政主任(社區事務) 楊慧欣



晚間音樂會座無虛席，舞台前的觀眾席早已滿座，市民到草坪觀賞表演，氣氛熱鬧。



石崗軍營閱兵活動



解放軍隊伍
英姿煥發。

在香港回歸二十周年慶祝活動中，我所屬的民政事務總署第一科負責籌備6月30日早上的閱兵活動。我主要負責統籌約4 000名嘉賓的認證安排和印製來賓及工作人員的名牌。參與籌備這慶祝活動，是非常難得的機會。由於籌備時間有限，再加上我從未參與過這類型工作，故難免感到壓力。

團隊合作不可少

記得在6月29日晚上，為確保安排妥當，我和同事們留守辦公室，在會議室逐一檢查和整理分類嘉賓名牌。大家同心協力，終於在關鍵時刻之前完成工作。這晚我深切體會到團隊合作的重要性。

活動當日我們早上6時便到達八鄉石崗軍營作準備。其間，我負責迎接青少年制服團體和地區人士，亦有幸可以在會場內與嘉賓一同參與閱兵儀式，親眼看到解放軍士兵步操時的英姿。閱兵活動圓滿結束後，我感到非常滿足，如釋重負，總算順利完成挑戰！

在這次籌備活動的過程中，我除了體會到團隊合作的重要性，還學懂如何面對壓力和挑戰。我認為只要抱持積極進取的態度，不可能的事也會變成有可能。

民政事務總署
行政主任(1) 4袁安貽

成就展在京揭幕

香港回歸祖國二十周年是特區政府的盛事。雖然我當時身處北京，但也有機會參與了籌備香港回歸祖國二十周年成就展。

成就展在中國國家博物館舉行，展覽期由6月底至7月中。展覽內容十分豐富，涵蓋香港回歸後的所有大事，包括回歸儀式、東亞運動會、四川重建、港珠澳大橋、「滬港通」、「深港通」和「一帶一路」。再加上精彩的圖片、翔實的數據以及精巧的微縮模型和多媒體演示，整個展覽水準甚高，極具欣賞價值。有關香港的展覽雖然舉辦過很多，但這麼大規模和高規格的，還是第一次。我有機會參與，真的很榮幸，也為我在北京的工作畫上完美的句號。

政府在內地和全球超過
80個城市舉行逾220項活動，
藉20周年紀念這良機
推廣香港。



香港特別行政區政府駐北京辦事處
前聯絡統籌主任姚培雄

首都以外

香港回歸祖國二十周年成就展亦在國內其他城市巡迴舉行，而駐當地經濟貿易辦事處的行政主任同事亦有參與其中。



廈門



南京



上海



西藏拉薩



鄭州



Studying abroad brings global experience



For the purpose of developing grade members and widening their exposure, the General Grades Office has been arranging for grade members to undertake senior executive development programmes run by overseas institutions and the National Studies Programme in the Mainland. Ms Teresa Cheung, PEO/WFSFAA shares her recent experiences about overseas training.

The University of Cambridge

Two weeks of study in Cambridge sounded incredible to me. I can still recall the years when I worked in the former Student Financial Assistance Agency, where I shared the joy of students who received the opportunity to embark on studies overseas. Inspired by this, I pledged to myself that one day I would return to college and enjoy the excitement of overseas studies for myself. The chance came earlier than I had planned. This May I had the privilege of attending a two-week management programme in one of the most prestigious universities in the world — the University of Cambridge. It turned out to be a truly inspiring and rewarding study tour which would live on in my memory for many years to come.

Cambridge is a university city with a population of more than 120 000. With around 20% of the population being university students, the city cultivates a strong scholastic atmosphere. The University of Cambridge has more than 800 years of history with 31 constituent colleges located in different corners of the city, each having its unique story to tell. As soon as I arrived in the city, I was totally enamoured by its charm. The rich history of the city, the different characters of individual colleges, the traditions the University has inherited and the lives of the 96 Nobel Laureates who worked at the university were enough for me to explore, ponder and appreciate. The beautiful River Cam, the relaxing green patches of parkland, the friendliness of the people and the intellectual encounters all added colour to my trip.

Academic challenges

Cambridge's General Management Programme (GMP) 2017 was held in one of the historical colleges: Downing College founded in 1800. Our class had



All female classmates of GMP 2017

26 participants coming from 11 countries including China, Russia, Bangladesh, Saudi Arabia, Armenia, the Philippines, Singapore, Germany, Switzerland, Poland and the United Kingdom. My classmates either occupied senior managerial positions or were professionals in diversified areas ranging from banking, consultancy, legal, pharmaceuticals and academic fields; to wine, manufacturing and port businesses. With such a diverse cultural mix it was really exciting to learn from each one of them. By the end of the programme we all agreed that the GMP had offered something unique for every one of us, and we were really pleased to have had the opportunity to make new friends and understand different work cultures and practices.

The GMP is an intensive programme that covers fundamental concepts and principles in key management disciplines, and provides guidance on how to apply them to improve decision-making within organisations. In just two weeks, we went through a wide span of topics ranging across economics, accounting, strategy, leadership, marketing, innovation management and globalisation. Profound lecturers

from various parts of the world met us on campus and opened us up to new realms of knowledge, higher and wider perspectives and inspiring experiences. Their pedagogies were lively, innovative and thought-provoking, stretching us to question and re-examine. Video clips, advertisements, extracts from films, interview soundtracks and social media stimulated all our senses. The analogies they drew were close to our daily lives, and yet ready to surprise us. An electric car, for instance, was not viewed as a car but a computer with the intelligence to make the machine move. A new shopping technology was not merely an additional choice for customers but something intended to change the purchasing habits of customers, a system for collecting Big Data for a whole range of analysis. A pair of sports shoes was no longer what it appeared to be but a total solution to the demands of our health and living habits. Throughout the programme, the notion of innovation and technology had a recurring impact. Admittedly, this is something which not only the business sector but also the public sector would need to understand and be ready to embrace.

Apart from lectures, there were times when we were assigned specific tasks. For me, the most intriguing one was a simulated exercise about stakeholder management. Working in a group on this project, issues like segregation of duties, internal communication, time management, budget control, stakeholder analysis and negotiation, decision making, social responsibility issues, media responses and awareness of new information had to be considered at the same time. The exercise was a precious experience, which called for team work, communication, sensitivity and collaboration. I learned a lot from my magnificent teammates. As one of our lecturers has put it, the purpose of management is 'to create values out of the resources and the capabilities you have'. Our team certainly created some great values throughout the course.

The social side

Studying aside, we were never short of social functions. There was a walking tour on the third day of the programme where we learned more about the history of Cambridge including the discovery of DNA, Newton's apple tree and the well-known night climbers. On another day we had a fascinating punting tour where we navigated the city's ancient waterway and listened to the stories told by our guide. As May was the examination month, most of the colleges were closed to visitors. Nevertheless, we had an enjoyable time viewing college buildings along the river during our tour. The magnificent bridges crossing River Cam, the lawns, the willows dripping down under the sun, the ducks paddling in the water — it was a picturesque scene I will never forget. We also took part in well-being programmes on other days, and occasionally had the privilege of stepping onto the lawn of the college, which was usually for fellows only, to practise stretching exercises. Finally we had a gala dinner at the Peterhouse, the oldest college in Cambridge, where we had very good sharing on our work and personal experiences.

So ended my fabulous two weeks in Cambridge. On reflection, this overseas training was a once in a lifetime experience for me. Being away from the office, I could totally immerse myself in the learning environment, fully concentrate on my studies and share experiences with classmates from different sectors and cultures. The lessons I learned from the GMP are more than those that I could have imagined. The knowledge of new ideas and future trends have made me re-think and re-assess the attributes that executive staff should possess when working with teams to deliver public services and to embrace future challenges. I would strongly recommend the programme to our grade members.

Teresa Cheung



Punting with classmates

*Class photo with
Prof. Jochen Runde,
our Programme Director*

暑期實習計劃：



無障礙工作間

政府一直鼓勵傷健共融，為社會上的殘疾人士提供平等的就業機會。為進一步推動聘用殘疾人士，公務員事務局自2016年起推出為殘疾學生而設的實習計劃，邀請本地大學生在暑假期間，走進不同的決策局或部門實習，汲取工作經驗，從而增強他們投入職場的準備。今年暑假，公務員事務局透過實習計劃安排了一名視障學生於勞工及福利局實習，政府總部因而首次有導盲犬「上班」。



每個參與實習計劃的決策局或部門都會作出安排，協助實習同學適應政府辦公室的工作。是次我們邀請了兩名隸屬勞工及福利局康復分科負責協助視障同學黃子倩(Joby)的同事——高級行政主任黎安之(Angie)和行政主任鍾曉欣(Yannie)，跟我們分享如何為Joby安排合適工作間的經驗。

導盲犬進駐政府總部，相信是總部啓用六年以來的首次。鑑於當時辦公室還沒有任何相關配套，兩名行政主任職系同事只能把握有限的時間，從用家角度籌劃，為同學前來實習作好準備。

考慮到同事或會害怕大型狗隻，對牠在辦公室內進出感到憂慮，Angie和Yannie為同事舉辦了一場簡介會，提醒他們需要注意的地方。由於民政事務局的工作間亦位於同一樓層，因此簡介會邀請了所涉兩個決策局的同事參與。她們邀請了導盲犬使用者主講，講解與視障人士相處的實際情況，包括視障人士的需要和所遇到的問題、導盲犬的日常工作等。原來，與導盲犬相處要嚴守「三不一問」守則：不餵食，不拒絕，不騷擾，以及主動詢問導盲犬主人是否需要協助。參加簡介會的同事都學會不少相關知識，並理解工作間會有所改變。

「三不一問」守則



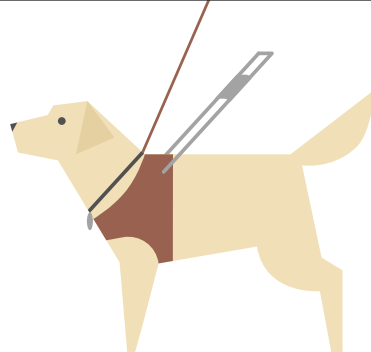
不騷擾



不餵食



不拒絕



在環境配合方面，Angie及Yannie事前亦聯絡了管理政府總部的行政署，安排駐場保安員為視障同學及導盲犬開啓閘門，使他們上班更便捷，同時亦避免自動閘門對同學及導盲犬構成不便。另外，她們亦重新檢視辦公室的布局，調動通道兩旁的傢俬及物件，確保通道安全和有足夠空間，供視障同學及導盲犬使用。同時，同學的工作間亦稍作改動，騰出空間讓導盲犬在旁休息。為協助同學順利投入工作，除了工作間的配套之外，安裝視障人士適用的電腦軟件亦同樣重要。



兩名同事花了個半月時間，在各方面作出適當安排。然而，過程中還是出現小插曲：為確保向該名視障同學提供的協助已準備妥當，Angie及Yannie與一般職系處的一般職系培訓及發展組合作安排了一次先導會議，以期讓同學在帶同導盲犬正式上班前，可先走遍辦公室的每個角落，熟習環境，同時亦能了解她有沒有其他需要。怎料原定舉行的會議因惡劣天氣而須改期。幸好Angie及Yannie心思細密，各方面都早已安排得非常妥當，實習同學表示與預期情況相符，因此會議後無需大幅改動，實習計劃最終得以順利進行。

鄭宗耀 黃詩蓓





清華大學

EO BLOG -

清

去年，我和19名來自不同部門及職系的同事從香港出發到北京，參加由公務員培訓處及清華大學合辦的第103期「國家事務研習課程」。是次學習之旅讓我親身體會「讀萬卷書不如行萬里路」這句話的意義。我感謝有這個擴闊眼界的機會，亦因交了十多個新的公務員朋友而感到高興，在公在私也有收獲。現藉此機會與大家分享有關經歷和箇中點滴。

清華風尚

清華大學坐落於北京西北郊區風景秀麗的清華園，校園佔地四百五十餘公頃，足有四百五十多個標準足球場那麼大。清華大學被譽為「工程師的搖籃」，設有20個學院、54個學系，重點為國家培養工程技術人才，是一所綜合研究型的工業大學。



開學日

今年研習課程第一天正是大學開學日，放眼四周都是精神抖擻的學子。大批新生穿着整齊的軍裝制服在球場上列隊受訓¹；其他學生有的在聊天，有的正趕往上課。這些景象不期然喚起我久違了的校園生活回憶。

¹ 清華大學的新生於學年開始時，須接受為期兩周的軍事式訓練。



清華大學
藝術博物館

了解國情、擴闊視野 — 研習課程

清華大學「國家事務研習課程」開辦已超過20年。經過不斷的演變和改進，現時為期兩周的課堂有15節講座，每節三小時，分別由清華及其他大學的教授或政府單位官員主講，內容豐富，涵蓋國家歷史、政治法制、內地與香港的關係、經濟金融、社會人民、國防外交、新媒體與訊息發布、城市規劃等多個範疇。主講者的講解精闢獨到，對課題的分析深入而詳盡，加深了學員對國家發展的了解。



上課

課堂上發生了不少難忘的事情，其中不得不提幾位已屆松柏之年的講者。他們對學術研究和做學問仍是充滿熱誠，更身體力行前來講學，實在令人敬佩。我特別欣賞其中一位教授，他雖已九十有四，但仍是聲如洪鐘、腰背挺直，而且他能運用現代科技輔助教學，輕鬆完成三小時的講座。

參觀活動、增廣見聞

課堂以外，校方還安排學員到人民法院旁聽司法審判過程、參觀外交部的新聞發布會，以及拜訪國務院港澳事務辦公室，與內地主管港澳特區事務的領導會面，實在讓我們大開眼界。



新聞發佈會

華

課程點滴



畢業禮

實地考察、親身體驗 — 江西省南昌市

南昌市是江西省的省會，是全省的政治、經濟、文化及科技中心，有二千二百多年歷史，是國務院所選定全國首批歷史文化名城。考察團參觀了當地幾個歷史文化項目。首先是屬於全國重點文物保護單位的南昌八一起義紀念館。紀念館的前身是南昌起義的總指揮部，展出很多具歷史價值的照片及文物資料，令人印象深刻。

當晚很高興可以一睹南昌市的「一江兩岸燈光秀」。璀璨的燈影很自然令我想起香港的「幻彩詠香江」燈光音樂匯演。兩者除有異曲同工之妙，也有很多可以互相學習和借鏡的地方。

翌日，我們參觀了江南三大名樓之一「滕王閣」。我們亦參觀了佔地108畝，有「江南小朝廷」之稱的汪山土庫。土庫的設計展現了民間智慧，以及前人如何充分利用天然環境及有限資源，築起舒適實用的樓房。

這些歷史建築物不但成為南昌市重要的歷史文化遺產，亦反映了市政府在保育方面所作出的努力和成果。



滕王閣

除了歷史文化項目之外，我們也獲安排考察集農業設施及地產發展的綜合項目；探訪包含住宅、酒店、商業等多方面發展的複合型社區並與居民代表交流；以及拜訪南昌幾家龍頭企業，了解他們的營運情況。考察團還參觀了港資孵化器中心，了解該中心如何以創新運作模式，推動當地互聯網經濟的發展。

考察團更拜訪江西省發改委，與領導就環保、司法問題、基建工程、城市規劃等課題分享工作經驗。雙方透過這個平台進行交流，獲益良多。



八一紀念館



一江兩岸燈光秀

Der Himmel über Berlin — The sky over Berlin

Under the Commerce and Economic Development Bureau and the Constitutional and Mainland Affairs Bureau there are more than 20 Executive Officers (EOs) working in offices outside Hong Kong. Among them, three are in Germany, Indonesia and Taiwan, while the others are in the Mainland. With a growing number of opportunities to work outside Hong Kong, grade members have shown interest in the first hand experiences of EOs who are formerly or currently working in these offices.

Further to the article in the last issue covering EOs working in the Mainland, here is my virtual tour with Olga Chan, the EO currently stationed in Europe – EO(Berlin) of the Hong Kong Economic and Trade Office (ETO) in Germany.



A warm greeting

On a chilly Saturday morning, I stepped out of Berlin Tegel Airport. Although it was only 9°C, I instantly felt warm when I saw Olga's cheerful face at the arrival hall. "The climate is quite strange this year, it is still cold here even though it is already May," Olga explained as we took the bus to her home in Savignplatz. Looking out from the bus window, I could see that it was a quiet and peaceful district with many retail shops. "I can easily access supermarkets, grocery stores and restaurants nearby," Olga said.

German experiences

Olga's office is on Jaegerstrasse, which is located in the social and political centre of the city. "I took up the three-year post in early October 2015. Living and working abroad is a challenging experience as you have to adapt to a new culture and a new lifestyle. It is definitely a great life lesson. I applied for the post because I believed I would grow and gain strength of character as well as broaden my horizons by meeting and working with people in a different culture. In addition, I wanted the opportunity to take a closer look of Europe," she winked and smiled.

I asked Olga how she had prepared for her EO interview, and she explained, “I asked the former EO (Berlin) about the nature of the job and the way that the office operated, so as to enhance my understanding of the post. Of course, immersing yourself in a foreign environment requires flexibility, independence and determination. It is important to impress interviewers and clearly explain how your personality and work experiences fit the job.”

Olga studied abroad for her undergraduate degree. I then enquired about the need to learn German before being posted here. She soon put my mind at ease and said, “Not really. I only started learning German after I arrived. It is not very difficult to master the language when you live here. In Berlin, all TV programmes are in German without English subtitles. The broadcasting stations dub everything in German, even Hollywood movies and American TV episodes.”

Olga further explained, “There are 17 staff in the Berlin ETO and only four are from Hong Kong. I have five subordinates: they are Spanish, British,

African-American, Filipino-Italian and German! It is very multi-cultural and so normally we communicate in English.

I have to appreciate and understand their different work styles, which can be a very challenging task in the workplace.” She took a sip of her coffee and continued, “I am the Head of the Administration Unit. I am responsible for human resource management (e.g. local recruitment and employment matters), financial and supply management (e.g. preparing estimates, monitoring the use of allocation and imprest, procurement of stores and services), event management (e.g. organising the Chinese New Year Reception), and general office administration (e.g. maintenance of office premises, filing system).”

Olga is also involved in organising celebratory events for the 20th Anniversary of the establishment of the



HKSAR in Berlin. She noted, “One of the 20th Anniversary activities was to organise a gala dinner in Berlin, in collaboration with the Chinese Culinary Institute (CCI). The chefs of the CCI wanted to prepare the gala dinner in a Chinese-style kitchen, and it was thus a challenge for us to

find a suitable venue in Berlin that could accommodate 200 guests, and which was equipped with a kitchen suitable for preparing Chinese cuisine.” Olga looked at her watch and suddenly said, “Oh, it is almost 4pm. We must go now or you will miss your appointment at the Bundestag (the German Parliament building). It’s lucky that it is not far from my office.”

Ich bin ein berliner — I am a Berliner!

After I visited the Bundestag, Olga and I had dinner at an authentic German Restaurant.

We had a glass of beer before the dishes arrived — “you have to be patient when dining out in Germany as it is considered impolite to urge the waiter for the dishes. It is perfectly normal to take several hours for dinner!” Olga passed me a slice of bread and said, “Germans take their rest days very seriously. Here, almost all shops are closed on Sundays with the exception of bakeries, cafes and petrol stations. If you want to buy anything on Sunday, you have to go to the central train station, the airport or a gas station mini-store. You have to adjust your lifestyle to become a Berliner!”



Olga has been in Berlin for almost two years, and I asked her about the places she had travelled to and which one was the most memorable? Olga lowered her head and said in a deep voice, “Well it must be the Auschwitz-Birkenau museum (a former German Nazi concentration and extermination camp) in the Polish town of Oswiecim. You can really feel the suffering and pain that the prisoners went through. A truly memorable and moving experience that will stay with me for the rest of my life.”

The next day, I said goodbye to Olga and took the Deutsche Bahn¹ to continue my journey to other cities in Germany. Even though the visit was short, it was really eye-opening to discover how our fellow EO worked in a city with such a different and diverse culture. I hope that I will have the chance to visit our two other colleagues working in Taiwan and Jakarta in the near future.

¹The German railway system



Epilogue:

The Grade Management has been encouraging interested EOs to take up challenges in the ETOs and other offices outside Hong Kong as opportunities arise, and endeavouring to better prepare them for these jobs. A total of around 300 EOs attended briefing / experience sharing sessions respectively held on 31 March, 8 June and 3 August. Speakers are working / previously worked in offices outside Hong Kong and the Hong Kong Trade Development Council.



Guest speakers on 31 March (2nd to 4th from left): Sam Hui (Deputy Representative 1, Brussels ETO), Constance Lam (ex-Liaison Coordination Officer, Shanghai ETO) and Sylvester Wong (Director of Finance, Asia-Pacific Economic Cooperation) with P H Li (DGG) and Amy Wong (ex-PAS(AS))



Guest speakers on 3 August (2nd to 4th from left): Harry Lin (ex-Deputy Director (Berlin)), Chan Fei-fei (ex- Commercial Relations Manager, Wuhan ETO), Kobe Tsang (ex-EO(Hong Kong Economic, Trade and Cultural Office (Taiwan))), with P H Li (DGG) and Sanny Chan (SPEO(G))

In addition, to enhance bonding and provide mutual support among grade members who are working / previously worked in offices outside Hong Kong, an informal support group, 'ETO Alumni', has recently been established. The Alumni welcome enquiries from EOs who are interested in taking up posts outside Hong Kong.



ETO (front row), mni (from right to left): Joyce Lee (Convenor) and Kobe Tmiddle row), Chansang TAluAgnes Siu, Chan Fei-fei, Manfred Wong (sz Fung, Joe Chang, Ma Kei, Lam Fai, Jerry lu and John Chan (back row)



Augusta Chung

Working Meeting with HKSAR Government Executive Grade Association (GEGA)

With the inauguration of GEGA's new Executive Committee (ExCom) in September 2017, GGO held a working meeting with the ExCom members on 27 November 2017 to exchange views on issues concerning the Grade.

GEGA ExCom (2017-2019)

Chairperson	Mrs YIM TSE Kai-li, Frances
Vice-Chairperson	Miss LEUNG Shun-chee, Evelyn
Secretary	Ms WONG Man-ting, Mandy
Treasurer	CHAN Ngai-shing, Calvin
SPEO / PEO Rep.	CHOI Sio-veng, David
CEO Rep.	LAU Ming-tak, Terence
SEO Rep.	NG Tse-ki, Stephen
	Miss LEE Hoi-suen, Sharon Ms WONG Pui-shan, Catherine
EO I Rep.	Miss HO Nga-lai, Alice
	YU Chun, Calvin
	LAI Wai-ming, Archy
EO II Rep.	Ms HUI Ka-wai, Karen
	LEE Lap-chi, Alfred
	CHEUNG Hang-yiu, Galax
	Ms TSUI Ling-chi, Jade
	LAM Wai-shing, Wilson
	LAM Hon-chau, Calvin



News from the General

Update on Manpower Position in the Executive Officer Grade

The General Grades Office (GGO) organises regular meetings and seminars with Departmental Secretaries (DSs) to share with them the latest development in the management of the civil service and the Executive Officer (EO) Grade. The most recent seminar was held on 24 October 2017 with around 80 DSs or their representatives attending. Colleagues may wish to note the following brief updates on manpower and related issues about the Grade —

Manpower position

The EO Grade has expanded considerably over the past few years, from around 2 700 five years ago to over 3 200 posts at present. As announced in the 2017 Policy Address, there will be a growth of not less than 3% in the civil service establishment in the coming financial year. In this respect, given the established role of EO colleagues in the administration and execution of public services, a continued increase in the number of EO posts in 2018-19 is expected. GGO will take the anticipated increase in the number of EO posts into account when working out the recruitment target of EO sII in the coming exercise. It is, however, anticipated that new recruits would only start arriving in batches from mid 2018, after completion of recruitment formalities. Therefore, there will inevitably be some gaps in filling new or existing vacancies, but GGO will strive to keep the duration of these gaps to the minimum.

Posting arrangement

Given the diverse job nature of the Grade, EOs are posted to different positions from time to time during their career so as to broaden their horizons and build up their experience and confidence for meeting work challenges. A normal tour of service ranges from every two to three years for colleagues at the junior ranks of EO II/I to every four to five years for those at the ranks of Chief Executive Officer or above. The service intervals would serve as a general working guide and, in the course of business, arrangement of postings will need to take into account the operational needs of bureaux/departments (b/ds) and the individual circumstances of the EO colleagues concerned. Recent statistics showed that, in the majority of cases, a change of post can be arranged within a reasonable timeframe, i.e. by the end of the year after completion of a normal tour. Some EOs have been staying in their posts longer than expected due to various reasons. The Grade Management will continue its efforts to arrange a new posting for the colleagues concerned as early as is practicable, having regard to the circumstances of individual cases, and work with b/ds in ensuring a good balance among various factors when planning and arranging postings.

Grades Office

Promotion exercise

GGO is now in full swing with its preparations for the 2018 Promotion Exercise which will be held in early 2018 and has been appealing to all officers concerned for early action to complete outstanding performance appraisals. Based on the latest indications, the outlook on the number of promotable openings / acting opportunities in the Grade is generally positive. More information about the promotion exercise will be promulgated in due course.

Departmental Secretaries Seminar

24 October 2017



Training and development

The 2018/19 Training and Development Plan for the EO Grade is being formulated. DSs and all grade members are invited to provide us with comments and suggestions. For the development of staff at various levels, including those on probation / trial, colleagues are encouraged to watch out for different training and development opportunities, and attend and / or nominate their staff to attend.



Around 80 DSs or their representatives attended the DS Seminar on 24 October 2017

Experience Sharing Seminar on Strategic Perspective for CEOs and above

In the first “Experience Sharing Seminar on Strategic Perspective” held on 8 September 2017, two fellow CEOs, Shirley Chung and John Chan shared with around 40 PEOs / CEOs their unconventional working experience. Shirley introduced the planning process for leisure and cultural facilities, from alpha (a site is identified) to omega (opening of the facilities to the public), and the challenges arising from lobbying/liaison with different stakeholders on works projects. As for John, he shared his unique 12-month secondment experience with the Asian Infrastructure Investment Bank, from the perspective of a secondee from Hong Kong working in a new multilateral institute. The programme was well received and all participants found the sharing practical and insightful.



John



Shirley

Workshop on Appointment-related Submissions Writing Skills

24 Nov 2017 p.m.

Workshop on Appointment-related Submissions Writing Skills

Many EO colleagues are required to prepare assessment board reports in connection with their appointment-related work schedule. Apart from ensuring compliance with the relevant guidelines/procedures when administering the appointment-related work, the preparation of quality board reports is also important. A half-day training programme “Workshop on Appointment-related Submissions Writing Skills” was held on 24 November 2017 to better enhance the capability of our EO colleagues in preparing such written submissions.



Speakers: Priscilla Kan (S(G)TD4), John Chan (C(G)TD), Fiona Chan (CSTDI) and Cherrie Chung (PSC Secretariat) with Sanny Chan (SPEO(G)) (from left to right)

Representatives from the Public Service Commission (PSC) Secretariat and the Civil Service Training and Development Institute (CSTDI) shared their experience and some practical tips in the preparation of a comprehensive, clear and well-presented assessment board report. A total of 114 EO colleagues, nominated by their respective b/d, attended the workshop. They found it very practical and useful to their current duties.



Congratulations

Congratulations to Miss WONG Wai-fun, Stella, retired SPEO and formerly SPEO(G), who is on the 2017 Honours List published on 30 June 2017 and awarded Bronze Bauhinia Star (B.B.S.).



Staff Movements in GGO



Andy Liu, Emily Lau and Livia Lau
(from left to right)



Cathy Chan, Heidi Chow and Jessica Ching
(from left to right)

Emily Lau (劉慧雲), Andy Liu (劉漢華), Livia Lau (劉凱欣), Heidi Chow (周嘉麗), Jessica Ching (程珮茵) and Cathy Chan (陳仕敏) recently joined the Office respectively to take up the posts of C(G)E1, CDM13, CDM23, S(Ex)2, E(G)C&S22 and E(G)TD61.

We also bid farewell to Mike Cheng (鄭偉文), Patrick Wu (胡天雄), Rosita Tam (譚淑華), Anita Lee (李廖月娥), Katherine Wong (黃靈茵) and Dave Lee (李文輝) who left the Office in the past few months.

Retirement Reception

At a retirement reception held on 1 November 2017, about 130 colleagues bade farewell to Alice Lau, SPEO, Vivian Tam, SPEO, Clara Leung, SPEO, Hillman Chow, SPEO, Wendy Chan, PEO, Jack Chan, PEO, Peter Ma, PEO, Victor Fong, CEO, and William Lo, SEO.



Peter Ma, Victor Fong, Wendy Chan, Clara Leung, Vivian Tam, P H Li (DGG), Hillman Chow, Alice Lau, Sanny Chan (SPEO(G)), Jack Chan and William Lo (from left to right)

Retirements

We wish the following colleagues many years of healthy and happy retirement –

May 2017

YU Wei-ming, Grace	余慧明	CEO
AU-YEUNG Wai-hung	歐陽偉雄	SEO
LEE LIU Yuet-ngor, Anita	李廖月娥	SEO
SUEN Pui-ling, Sabrina	孫佩玲	SEO

September 2017

HO Sau-ling, Candice	何琇玲	SPEO
IP Pui-ching, Cecilia	葉佩貞	PEO
LEUNG Chor-fai, Tony	梁楚輝	PEO
LI Kwok-ming, Philip	李國明	SEO

June 2017

LEUNG Yui-chung, Antony	梁銳忠	PEO
CHAN Shiu-man, Simon	陳紹文	SEO
LO Wai-chung, William	勞偉忠	SEO
TAM Wai-bing, Rachel	譚慧冰	SEO
TSE Li-koon, Anthony	謝利觀	SEO

October 2017

MA Shek-lam, Peter	馬錫林	PEO
LEUNG Wai-ching, Joanne	梁惠清	SEO

July 2017

SIN Pui-wah, Leo	冼沛華	SEO
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August 2017

CHOW Chor-tim	周楚添	SPEO
KWONG Kit-yuen, Wilson	鄺傑源	SEO
YIP Tsz-yan, Nelson	葉子欣	SEO

November 2017

CHOW Chung-yin, Hillman	周仲賢	SPEO
LAU Yun-lam, Alice	劉潤霖	SPEO
TAM TAM Kit-lai, Vivian	譚譚潔麗	SPEO
CHIU Wing-sheung, Wilson	招永常	PEO
IP Oi-chun, Stella	葉愛珍	CEO
TSANG LAU Choi-yu, Connie	曾劉采瑜	CEO
FUNG Kai-ming, Tony	馮啟明	SEO
WU Yim-ching, Brenda	胡艷貞	SEO

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