

# Securitas HK Sentinel


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## 塞科利達香港通訊

第二十三期 (二零一七年八月)

### Securitas Footprint 塞科利達足跡



你知道嗎？  
塞科利達總公司的足跡遍佈全球五十三個國家，聘請超過三十三萬名員工為不同客戶提供最合適、最貼心的保安方案。只要在網上搜尋塞科利達與斯德哥爾摩證券交易所，你會發現原來塞科利達總公司已早於一九九一年在瑞典上市。而作為全球保安業智慧領航者，塞科利達自二零零八年起，為香港各行各業提供優質保安服務。時至今日，公司已發展至擁有超過一千二百位員工的保安團隊。有賴你們的付出和努力及優質服務，公司踏足香港短短數年間已具備領導地位。

Do you know?  
Securitas group employs more than 330,000 people, providing the most appropriate and caring security solution in 53 countries. When you search from the Internet for Securitas and Stockholm Stock Exchange, you would find that Securitas AB has been listed on Nasdaq Stockholm since 1991. As a global knowledge leader in security, Securitas has been providing quality security services to every industry in Hong Kong since 2008. Today, our company has already developed into a strong team with more than 1,200 employees. Along with your good efforts and quality delivery, we can become one of the leaders in security in Hong Kong.



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# Country President's Corner 香港區總裁的話

Dear Colleagues,

Welcome to the latest issue of the Securitas Hong Kong newsletter. Time flies and instantaneously, we have entered into the third quarter of 2017. In the first half, the Company has increased our footprints with new customers in different categories which included commercial office, schools, construction sites and financial institutions. We are also honored to be awarded the contract with Bank of China in April to look after their security services in Kowloon area. So, it is no surprise that you can see Securitas staff in the Bank of China branches in Kowloon.

As in the past, the company continued to sponsor the "Summer Internship Program for Undergraduates" for providing work experience to young people. In addition, the company also participated in the "Shadow Program" which is organized by "The Baptist Oi Kwan Social Service" in the summer vacation to provide a day of working experience for Secondary Five students. We hope these experiences will give students good headstarts when they graduate. The company also hopes to contribute more to the community by participating in these programs.

Finally, on another note, we have now entered summer, you should pay special attention to your working and surrounding conditions, and remember to drink more water. For colleagues working outdoors, when the circumstances allow, you should stay in a cool place, and avoid long stay under the sun. This is also the season of typhoon and rain, colleagues should pay more attention to the weather report and be well prepared when go outdoors.

Kelvyn Kwok  
Country President

致各同事：

多謝大家閱讀最新一期的公司通訊。時間過得很快，轉眼已經踏入 2017 年第三季。公司在上半年新增了不少新客戶，而新客戶類別包括寫字樓、學校、地盤和理財機構。我們亦榮幸地於本年四月獲香港中國銀行委任負責九龍區的保安服務，所以大家可以在九龍區的中國銀行分行內見到塞科利達的同事。

一如以往公司在本年度繼續舉辦「大學生暑期實習計劃」，提供工作體驗予年青人。另外，公司在今年暑假亦參加了由浸信會愛群社會服務處舉辦的「影子計劃」，為一些中五的學生提供一天的工作體驗。讓他們了解到辦公室工作的情况，為畢業後的出路作準備。公司希望籍著參與這些計劃為社會作出貢獻。

最後，想提一提各位同事，現在已經踏入炎夏，要特別注意自己的身體，要多飲水。特別是戶外工作的同事，在可以的情況下要留在陰涼的地方，避免長時間逗留在太陽下。這季節亦是颱風和雨的季節，同事要多留意天氣報告，出門時做好有關的預備。

祝安  
郭文強  
香港區總裁



## Excellence in Service 傑出員工獎

彭博有線合企企業  
Bloomberg L.P.

林耀敦先生  
Mr. Lam Yiu Tun  
Gurung Pradip 先生  
Mr. Gurung Pradip

尖沙咀麗景酒店  
Hotel Panorama (Tsim Sha Tsui)

林小賢先生  
Mr. Lam Siu Yin

香港賽馬會跑馬地會所  
The Hong Kong Jockey Club (Happy Valley)

陳安琪女士  
Ms. Chan On Kay  
余鳳婷女士  
Ms. Yu Fengting

先進器材香港有限公司  
Advance Equipment Services (HK) Ltd

冼錫明先生  
Mr. Sin Kam Ming

香港港麗酒店  
Conrad Hong Kong Hotel

何偉業先生  
Mr. Ho Wai Ip Paul  
黃錫熙先生  
Mr. Wong Sek Hei  
梁智江先生  
Mr. Leung Chi Kong, Charles  
吳東和先生  
Mr. Ng Tung Wo, Paul

陳國權先生  
Mr. Chan Kwok Kuen  
鄭偉君先生  
Mr. Kwong Wai Kwan, Ellis

李志榮先生  
Mr. Lee Chi Wing  
黃慶華先生  
Mr. Wong Hing Wah  
甄月甜女士  
Ms. Yan Yuet Tim  
馮國偉先生  
Mr. Feng Guowei

梁鍵廷先生  
Mr. Leung Kin Ting  
趙俊偉先生  
Mr. Chiu Chun Wai

In Q1&Q2 of 2017, 18 employees were awarded the "Excellence in Service" certificate and a \$50 supermarket gift certificate rewards. Through their professional attitude and their spirit of helpfulness, customers have nominated them for "Excellence in Service" in recognition of their excellent services.

在二零一七年第一及第二季，有十八位同事獲頒「傑出員工」證書和港幣五十元超市禮券作獎勵。籍著他們的專業的服務態度和樂於助人精神，他們的表現獲得客戶認同，並提名他們為「傑出員工」以表揚他們的優良服務。



## A Day in The Life of a Securitas Employee 塞科利達人的一天

The three colleagues in the photo, Shing, Cheong and Pui, do you know them? They do not have a fixed post, but they have to report to different bank branches everyday; they do not have to stand guard for 9 hours, but that does not mean they can sit all day. They are "The Three Musketeers" of the Bank of China Kowloon branches.

In the morning, they usually patrol the branches without a guard on duty, to help handle all incidents and emergencies. Shing mentioned that one time, an unwelcome intruder broke into a branch, and that intruder was actually a little bird that has lost its way. On the one hand, Shing had to make the bird leave without harming it; and on the other hand, he had to do it without disturbing any customers inside of the bank. Imagining a man like Shing, trying to lure the bird sneakily away in public...

Soon after their activities in resolving incidents and emergencies, they will then start patrolling the branches with guards on duty in the afternoon. Their duty includes communicating with customers and other staff, to better understand their requirements, and listen to their opinions, so that they can assist our colleagues with their duty, and to supervise them when needed. Therefore, they are happy to answer questions for all colleagues, such as questions about post adjustment or annual leave. It is no surprise that the most popular questions from our colleagues is about their pay slips. However, there are some occasions even "The Three Musketeers" do not have an answer for you, so I think you can stop asking them about promotion and pay raise!

相中的幾位同事...成哥、昌哥及培哥，大家認識嗎？他們沒有固定崗位，卻每天到銀行分行報到；不用站崗 9 小時，但雙腿沒有因此受惠。他們是中銀香港九龍區的「三劍俠」。

早上，他們會到沒有保安員駐守的分行巡查，協助處理突發事情。成哥提到有一次分行來了一位不速之客 - 一隻迷失小鳥。成哥要引導小鳥離開，又不欲驚動客人。大家不難想像一個大男人「鬼鬼崇崇」地在公眾地方驅趕小鳥的有趣場面。

下午，三劍俠又會到訪有保安同事駐守的分行，了解客戶對保安服務的意見和提點，再與保安同事溝通，檢視他們日常工作。三劍俠十分樂意為保安同事解答問題，最多人問的當然是關於糧單、放假、調崗位等問題。但他們都沒有答案的時候 - 以後請避免再問他們有關加工和升職啦。

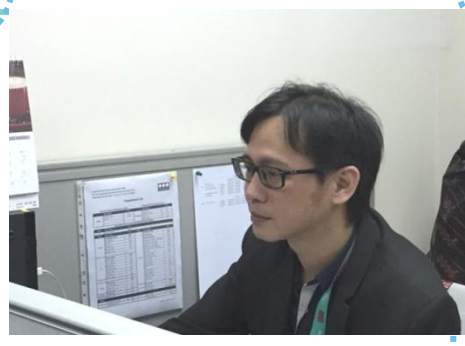


盧先生已從事保安行業十多年。多年來，累積相關營運保安公司控制中心及巡邏小組的經驗。從保安員開始，晉升至現時營運經理的位置。「尊重工作，尊重自己。」盧先生認為最重要的，是不要看輕自己。當你尊重自己的工作時，便會把工作做得出色。

盧志佳  
Lo Chi Kai

與盧先生交談過後，我們可以從他的個人經歷中得到感悟，不論是他的思維或是他的工作方式，都能感受其努力不懈的精神，以及不斷追求進步的工作態度。在此祝願盧先生在新的職位上一切順利。

Mr. Lo has been working in the security industry for more than ten years. Over these years, he has accumulated strong experience in operating a Control Centre and managing the duties of Field Supervisor Team in a security company. From being a Security Guard when he was younger, he is now our Operations Manager for Care Centre.



Newly promoted Operations Manager for Care Centre  
新任客戶服務中心營運經理

"Respect your job. Respect yourself." The most important thing Mr. Lo mentioned was never to look down upon yourself. When you respect your work, you would do it well. After our conversation with Mr. Lo, we can sense his dedication and willingness to improve, through his way of working and thinking. We wish he enjoys his new role and wish him every success.

## University Student Summer Internship Program 2017 大學生暑期實習計劃 2017



Nick is our IT department student intern. He is a junior undergraduate student at The Hong Kong Polytechnic University, currently pursuing a degree in Information Technology. He applied for the internship program at Securitas because he wanted to learn about life in a workplace. During the internship, he has helped written a user manual of new Securitas software, and tackle countless technical problems our colleagues encountered. Upon finishing the internship, he wishes to continue developing in the field of cyber security, and he is grateful for the patience of everyone in Securitas.

Nick, 香港理工大學三年級學生，是資訊科技部 (IT) 的實習生。就讀電子計算的他，由於想體驗職場生活下，於是申請到塞科利達實習。在實習期間，他需要解決同事電腦操作的問題及編寫使用者手冊等。經過數月，他希望日後能在網絡保安工作發展，並感謝在這段時間同事包容。

The student intern of our Service Support department is Ramsey. He is a junior undergraduate student at The City University of Hong Kong, with a major in Information System. He is thankful that Securitas has worked with the University to provide him this opportunity to acquire valuable working experience, in a corporate environment. His main duties at the company are handling quotations, costing and other general documents management. He thinks it has been good working experience this few months.

Ramsey, 香港城市大學三年級學生，是營運支援部的實習生。就讀資訊系統管理的他，因想體驗電腦文書工作和吸取辦公室經驗，在學校和公司的合作下，有機會到塞科利達實習。在實習期間，他負責出報價單，計成本和整理文件等。他覺得在塞科利達實習是一個很好的工作體驗。



Nero, a junior undergraduate student at Syracuse University, is the intern of our Sales department. Majoring in Economics, he is interested in the field of sales and marketing, so he applied for the internship program at Securitas. He has worked mainly on developing a customer database and company business continuity plan during these two months. He hopes that he will have a good future career in sales and marketing.

Nero, 雪城大學的三年級學生，是銷售部的實習生。就讀經濟學的他，因想體驗銷售工作，回到香港便申請到塞科利達實習。在實習期間，他需要準備計劃書和客戶資料庫等。經過數月，他希望日後能在銷售工作發展，發揮所長。

Alice, also a junior undergraduate student at The City University of Hong Kong, is the intern of our Human Resource department. The Human Resource major came to Securitas under the recommendation of the university to gain firsthand experience of working in the HR sector. She mainly handled interviewing of applicants, preparing salary advices, and providing training sessions to new employees. Following the internship program, she is determined to have a good future career in HR, and she is thankful for help from every colleagues of Securitas.

Alice, 香港城市大學的三年級學生，是人力資源部的實習生。就讀人力資源的她一直認為書本上的知識是學不完，在學校的推薦下，有機會到塞科利達實踐人力資源不同範疇。在實習期間，她體驗到面試，準備新員工入職，提供培訓和糧單等工作。經過數月，她更希望日後能繼續投身人力資源行業，並感謝塞科利達的每一位教導。



# Environmental, Health and Safety (EH&S) 環境、健康及安全

The planning processes when a work injury occurs:  
當發生工傷意外時，其計劃流程：

## Work Injury Rehabilitation Programme

Employee Health & Safety is one of the important elements for Securitas. In order to minimize the work injury case(s) and provide the suitable and effective medical treatment to the work injury employees, Securitas has formed an alliance with Jardine Lloyd Thompson Ltd to launch a "Work Injury Rehabilitation Programme". This programme will provide free of charge consultation services to the work injury employees which including General Consultation, Specialist Consultation, Physiotherapy and Occupational Therapy. The aim of this programme is providing substantial improvements in injury recovery time and reducing the negative psychological effects, through the administration of a rehabilitation programme.

### 工傷復康關懷計劃

塞科利達一向重視員工的健康，並致力改善每個工傷個案，務求減低工作時的受傷率和提供適當的治療予受傷員工，以免延誤治療，因此公司與怡和保險顧問有限公司合作推出『工傷復康關懷計劃』。透過計劃為受傷員工提供免費醫療服務，包括普通科及專科醫生、物理治療及職業治療師等專業團隊，讓員工康復後能夠重投崗位工作，令勞資雙方達成雙贏局面。

Inform Supervisor and Care Centre when work injury occurs.  
工傷意外發生，立刻通知主管和中央控制室



Enjoy free of charge medical treatment through company referral, so as to avoid delay in treatment due to medical expenses.  
經公司安排轉介免費醫療計劃，避免因醫療費用而產生壓力或延誤治療




### Case sharing:

It was unfortunate that I was injured few months ago during patrol activity. Luckily, our company immediately referred me to receive medical treatment. Due to the caring arrangement from the medical team, I fully recovered in a span of two weeks. In the whole treatment process, I felt extremely comfortable without worrying about the medical expenses. The rehabilitation programme is totally free of charge.

### 個案分享：

數月前我不幸在巡邏時受傷，幸好公司即時轉介我進行復康治療。在短短兩星期內已完全康復，真的感謝醫療團隊的照顧和安排。在整個治療過程中感覺非常良好。而且過程中不需要付出一分一毫，因為治療完全免費。

Receive rehabilitation programme arranged by company.  
接受公司安排的醫療計劃



Back to work after fully rehabilitation.  
員工康復後復工



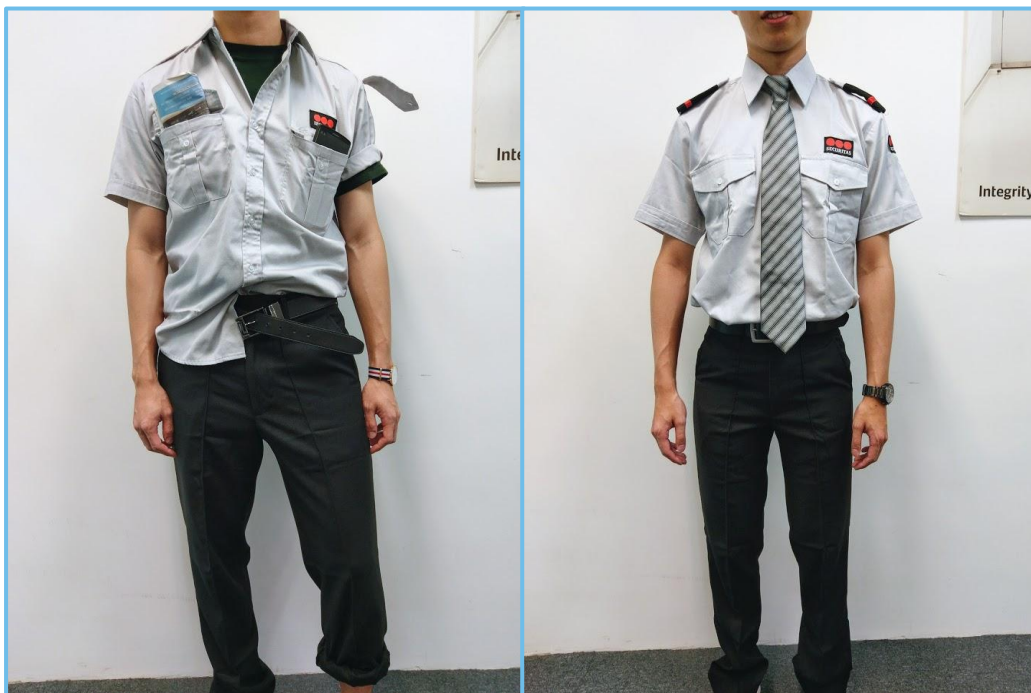
Terminate sick leave and medical assessment according to the guidelines of Labour Department.  
按勞工處指引進行銷假及判傷



## Game Corner - Spot the difference 小遊戲 - 找不同

There are nine mistakes on the uniform of the colleague on the left. Try to compare it with the standard uniform on the right, and spot all of the differences!

以下左邊同事的制服有九處違反準則的地方。試比較右邊標準的制服，找出全部錯處！



The answer will also be posted on our Facebook page: [Securitas Hong Kong](#), don't forget to like and share our Facebook page!

遊戲答案將會同時於我們的 Facebook 專頁：[Securitas Hong Kong](#) 公佈，請記得讚好及分享我們的專頁！

If you have any comment or you would like to see any article in the newsletter, please feel free to contact [recruitment@securitas.hk](mailto:recruitment@securitas.hk) or phone to +852 6011-0620.

若你對公司通訊有任何意見，或對特別的題材有興趣，歡迎電郵至 [recruitment@securitas.hk](mailto:recruitment@securitas.hk) 或致電+852 6011-0620 與人事部聯絡。

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