



行業多面睇



Introduction:

- To offer comprehensive market insights across various industries in HR field, the Hong Kong Institute of Human Resource Management (HKIHRM) has successfully organised a series of “Lunch and Learn (行業多面睇)” webinars for members since 2023. These webinars serve as valuable platforms for gaining in-depth knowledge about the latest industry trends and understanding the opportunities and challenges within different industries in the HR field. Through these webinars, members can broaden their understanding of the dynamic landscape and enhance their professional expertise.

- **Ms Rita Tsui**, Head of People and Safety of City Facilities Management (HKG) Limited, was the guest speaker for the webinar where she shared valuable insights into the current status, future developments, opportunities and challenges within the facilities management industry from an HR perspective, enriched with engaging real-life examples.

Lunch and Learn Series: 行業多面睇（設施管理行業）

Key Takeaways:

1. Facilities Management Overview:

Facilities Management (FM) plays a crucial role in ensuring that clients' facilities operate effectively and efficiently. Key services include space planning, security, maintenance, sustainability, technology integration, and emergency preparedness. The holistic approach aims to enhance operational performance while maintaining high standards of safety and compliance.

2. Challenges and Opportunities:

The FM industry faces several challenges, such as a shortage of skilled technicians and stringent regulatory requirements. However, these challenges also present opportunities for professional growth and market expansion. Organisations are encouraged to develop strategies that address these issues while leveraging opportunities to innovate and improve service delivery.



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3. Unique HR Practices:

Emphasising core values is essential for fostering a positive workplace culture. City promotes safety training, open communication, diversity, and recognition. Initiatives such as team-building activities and support for apprentices are designed to enhance employee engagement and retention, contributing to a more motivated workforce.

4. Achievements and Recognition:

City has made significant strides in reducing injury rates and staff turnover, achieving notable industry recognition. Key metrics indicate a decline in injury rates from 272 days in 2022 to just 13 days in 2024. Additionally, the staff referral rate is high, reflecting employee satisfaction and engagement, which has led to multiple awards for innovation and energy management practices.

5. Technological Integration and Future Goals:

The use of technology, including mobile applications and energy management systems, is integral to improving workflow and communication within the organisation. Future goals focus on exceeding customer expectations, expanding business operations, and continuously enhancing service quality. By investing in technology and employee development, City aims to position itself as a leader in the FM industry.

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