

Alliance 360 MAGAZINE

2020 1ST ISSUE

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 **Alliance** 友盟

A joint venture company between  and HEIDELBERGCEMENT



VINCENT YU
CHIEF EXECUTIVE OFFICER
余振偉 行政總裁

CEO Message

“ My heartfelt thanks to all Alliance staff, LODs, sub-contractors and suppliers. You keep our business running!

衷心感謝友盟全體員工、車主司機、承包商和供應商。您令我們的業務可以持續運作！ ”

Year 2020 began with a big challenge - the COVID-19 pandemic, which has put many people and businesses through the most difficult times, Alliance was no exception. In the CEO interview below, Mr. Yu will share how we fought against adversity together and inspire our people and the company to go further.

2020年伊始，我們便迎來了一個世紀級的挑戰—新冠病毒大流行病。疫情令無數人和企業度過了最艱難的時刻，友盟也不例外。在以下的行政總裁訪談中，余先生將分享我們如何共同抗逆，員工和公司應如何從「疫」境中學習，走得更遠。



How did the COVID-19 outbreak in Q1 affect the industry and Alliance?
疫情在第一季爆發如何影響行業和友盟？

A Global Scale Crisis 全球化危機

There are significant differences between the impacts of operational failures and pandemic. The business disruptions due to pandemic are much more serious due to the potential larger scale, severity, duration of pandemic and long term implication.

The rapidly evolving COVID-19 pandemic has spread globally with severe cascading impacts on everyone and every business sector, including customers, suppliers, competitors, workforce, government and the community. It has resulted in disruption of global supply chains and adverse impact on global economies.

此大流行病與我們以往遇到的營運危機有極大差異，因其潛在規模、嚴重性、持續時間和長遠影響都十分顯著。病毒已迅速在全球蔓延，為每個人、每個行業帶來嚴重的連鎖影響，包括客戶、供應商、競爭者、勞動市場、政府和社區。它亦導致全球供應鏈中斷，對全球經濟造成打擊。

Survive the Disrupted Supply Chain 供應鏈中斷的挑戰

The challenge to the industry and Alliance with the onset of COVID-19 pandemic in Hong Kong was the disruption of aggregates supply chain from Mainland China to Hong Kong in February and March due to the lockdown of China economy. The market concrete supply to construction projects in Hong Kong was hence suspended. We have maintained close communication with customers on the supply chain status through multiple digitalized channels to listen to their pain points and provide solutions to resolve or alleviate their concerns.

Thanks to the support and great effort of all Alliance teams, our partners, contractors and suppliers, we were able to sustain our production and service for our key customers in the difficult period to keep Hong Kong running. We also strived our effort to support the Hong Kong government to build the Lei Yue Mun Park Quarantine Centre in February.

疫情爆發對行業和公司的主要的挑戰是2月和3月中因中國封鎖經濟而導致香港石料供應鏈中斷。香港的建築工程亦因混凝土供應問題而要暫停。我們通過多個電子平台與客戶就供應鏈狀況保持密切溝通，了解他們的難處並提供解決方案為他們分憂。全賴友盟團隊、合作夥伴、承包商和供應商的大力支持和努力，我們可以在最困難時期維持生產及服務主要客戶，支持香港的運作。我們更大力支持香港政府在2月興建了鯉魚門公園檢疫中心。

What are the major concern/ target of Alliance when responding to the pandemic?
應對大流行病時的主要關注點/目標是什麼？



What's the long-term implication of the pandemic for construction industry in Hong Kong?
大流行病對香港建築業的長遠影響是什麼？

A People-First Mindset 以人為本

A people-first mindset is the core of our Business Continuity Plan (BCP) strategy in response to the outbreak of COVID-19 virus in Hong Kong. The safety and well-being of our staff, along with servicing our customers, are the top priorities of Alliance. It is important for us to maintain a safe workplace and offer our people the support that they need. We have swiftly implemented strategies such as work from home, split office, scheduling of workforce and strict hygienic measures to safeguard our people and keep our business running. Proactiveness, persistence, discipline and communication are the keys of success of BCP actions.

以人為本的態度是我們為應對疫情而採取的「業務持續性計劃」(BCP) 策略的核心。員工的安全與福祉以及為客戶提供服務是我們的首要任務。保持安全的工作環境並為員工提供所需支援非常重要。公司迅速實施了一系列措施，如在家工作、分拆辦公室、特別工作安排及嚴格的衛生措施，以保護員工並維持業務運作。主動、堅持、自律和溝通是BCP行動成功的關鍵。

A Resilient Market 具回彈力的市場

The pandemic has impacted all business sectors of Hong Kong. There is no exception to the construction industry, the major impact is the delay of new projects in the pipeline due to the recessing economy and gloomy investor sentiment across the market.

The construction materials market is relatively resilient. Our experience after SARS was that the recovery of Hong Kong construction industry was fast and strong as the government boosted the infrastructure project investment to stimulate the economy after the epidemic settled. I am confident that there will be light at the end of the COVID-19 tunnel.

大流行病影響了香港所有商業領域，建築業也不例外。疫情帶來的經濟衰退和整體市場的投資情緒低迷，將令新建築項目有所延遲。相對來說，建材市場具一定回彈力。SARS爆發後，我們得到的經驗是政府會隨著疫情平息而增加基建投資以刺激經濟，成為建築業迅速而強勁的復甦動力。我們有信心很快會看到隧道盡頭的亮光。

What's the lesson for the future to be learnt from the pandemic?
從大流行病中學到什麼教訓？



Embrace New Ways of Working 新的工作方式

From the experience of battling COVID-19 since February, it is apparent that the new ways of working will become a new normal in future. We have to enhance our technology and infrastructure to support remote work and virtual collaboration capabilities. All team leaders of Alliance should now take the opportunity to challenge ourselves and stretch the boundaries of our BCP to better prepare ourselves to address any future pandemic crisis.

綜合2月以來的抗疫經驗，明顯地，新的工作方式將成為新的常態。我們必須增強科技和基礎設備，以支持遠程工作和虛擬協作能力。友盟的所有團隊領袖都應藉此機會挑戰自我，突破BCP的界限，為應對下一個大流行危機做好準備。

From "Today" to "Tomorrow" 從「今天」到「明天」

If the COVID-19 world had only three days in the week: yesterday, today, and tomorrow, we should now shift our mindset from "today" to "tomorrow" and start to focus on mid- and long-term planning on our operations, people, infrastructure and financing to embrace our transformation on the path to market recovery.

如果在流行病下一周只有三天：昨天、今天和明天，我們應該將思維方式從「今天」轉變為「明天」。同時，開始專注於公司的營運、員工、基礎設備和財務的中長期規劃，以成功轉型趕上市場復甦的步伐。



Together, We Fight

Coronavirus

友盟與您同心抗疫

Feature Story 專題故事

In response to the COVID-19 outbreak in Hong Kong after the Chinese New Year, Alliance has activated the Business Continuity Plan ("BCP") to implement precautionary measures to swiftly and effectively respond to the challenge.

為應對香港於農曆新年後爆發的新型冠狀病毒疫情，我們即時啟動了業務持續性計劃，採取了多項預防措施，以迅速而有效地應對此重大挑戰。



Ensure Safety and Well-being of Our People 保障員工的安全和福祉

The safety of our people is our top priority. To lower the risk of our staff to be infected at work, we introduced stringent precautionary measures. Besides home office, flexible working hours and split team, split office arrangement were also implemented for some critical operation department, such as Customer Service Centre (CSC). CSC staff were divided into two groups to work in different offices to ensure business continuity in case one of the centres need to close. We also ceased all business trips and utilized video conferencing tools to conduct meetings. Weekly COVID-19 updates were also provided to all staff to help them understand the latest situation and take prevention actions.

員工的安全是我們的首要任務。為了降低員工在工作時被感染的風險，我們採取了嚴格的預防措施。除了在家工作，彈性工作時間，分拆團隊外，我們還為一些關鍵營運部門如客戶服務中心(CSC)實施了分拆辦公室安排，即使在其中一個中心需要關閉的情況下，我們仍然能維持運作。另外，我們停止了所有商務旅行，亦善用視像會議工具舉行會議。我們還向所有員工提供每週疫情更新，以幫助他們了解最新情況及以採取預防行動。

Strict Hygienic Control in all Our Workplaces 實施嚴格衛生控制措施

Strict hygienic control measures are implemented in all our workplaces. These measures included daily body temperature check, wearing surgical mask, regular workstation and common area disinfection. For production sites, we stepped up our access control and ensure everyone to strictly follow all hygienic measures. To further enhance the protection of our people, we ordered instant hand sanitizer to all our staff and contract lorry owned drivers, while continued to source protective products, including face masks, PPE and disinfecting agents.

我們在所有工作間均採取了嚴格的衛生防控措施。這些措施包括每天檢查體溫，戴外科口罩，定期消毒工作站和公共區域等。在我們的生產設施，我們加強了出入控制，並確保每個人都嚴格遵守所有衛生措施。為進一步保障員工的安全，我們特別為員工和合約車主司機訂購了酒精搓手液，同時不斷採購防護產品，包括口罩，個人防護裝備和消毒劑。

Support Our Customers and Keep Construction Going 支援客戶 確保建築進度

In February, quarry operation in Mainland China was suspended due to the virus outbreak, which has seriously disrupted the concrete supply and construction projects in Hong Kong. During this period, we strived to mobilize our resources to maintain concrete production and supported our key customers to keep their critical construction projects going. Under such difficult situation, we still fully supported the Hong Kong government to build the Lei Yue Mun Park Quarantine Centre. Concrete was supplied to the site continuously throughout the whole construction process.

中國內地石礦場在二月因為疫症而全面停工，嚴重擾亂了香港的混凝土供應和建築工程。在此期間，我們致力調動資源來維持混凝土生產，以支持主要客戶的重點項目。在原料短缺的困境下，我們仍全力支持香港政府建設鯉魚門公園及度假村檢疫中心，無間斷向地盤供應混凝土。

Live Up to Our Community Support Commitment 兌現社區支援承諾

Facing a severe shortage of surgical face mask amid the first stage outbreak, we donated surgical masks to The Hong Kong Society for the Blind and Make A Wish Hong Kong. For the elderly, who are at the highest risk of developing severe disease, we donated hand sanitizers to three elderly service centres in Tsing Yi, namely Tsing Yi Neighbourhood Elderly Centre, Cheung Hang Neighbourhood Elderly Centre and Mrs. Chao King Lin Neighbourhood Elderly Centre.

疫情下外科口罩的嚴重短缺，我們向香港盲人輔導會和願望成真基金捐贈了外科口罩。而對於特別容易因疫症引發嚴重疾病的長者，我們特別捐贈消毒搓手液予位於青衣的三個老人服務中心，包括青衣長者鄰舍中心、長亨長者鄰舍中心、曹金霖夫人耆暉中心。

Staff Sharing 員工心聲

“Solidarity of the Alliance Team had contributed to the success of our BCP
友盟的團隊協作是
BCP成功的關鍵”

SK WU
Risk Manager

As the BCP coordinator, one of my roles is to detect any potential disruptions that may impact our business continuity. Soon as we aware of a cluster of pneumonia cases in Wuhan in late December 2019, the BCP Committee started monitoring the development of the disease and sent out the first Health Alert to all employees in early January.

We activated the BCP right after the first case in Hong Kong. Despite the very limited information available, we knew for sure our top priority is to protect our employees. To minimize the infection risk, we arranged working from home, flexible working hours, the workplace sanitizing and other hygiene control measures, and provision of masks to all employees. Being a major construction materials supplier in Hong Kong, to keep the construction going is another pressing issue. Our special work arrangement like split team and offices, access control of site offices and all the social distancing measures implemented in second stage were aimed to ensure the business continuity even in worst scenario.

Effective communications is a core element for any BCP. After we activated the BCP, the BCP Committee which chaired by our CEO met weekly and took swift actions. Weekly announcement was published to communicate with all members the latest development of the disease, our BCP actions and necessary measures. The COVID-19 Q&A that published in our web site also provided employees with guidelines when facing difficult situations.

I'll give credit to everyone in Alliance Team for the success of our BCP, as they were all very cooperative and took actions seriously. Whether it was to source the masks and sanitizers under the global shortage situation, to set up backup office for CSC in one single day, or to keep the aggregates and concrete supply going, all Alliance members had played their roles very well.

作為BCP協調員，我其中一項職責是監測可能影響業務連續性的潛在危機。當得悉去年12月下旬武漢一系列肺炎病例之後，BCP委員會就開始監測疫情發展並於1月初向員工發出了第一個健康警報。

在香港錄得首宗病例後，我們立即啟動了BCP。儘管信息很有限，但我們知道保護員工是首要任務。為減少感染風險，我們安排了在家工作，彈性工作時間，消毒工作間和其他衛生控制措施，並為所有員工提供口罩。作為香港主要的建材供應商，支持地盤施工是另一個迫切的問題。我們分拆團隊在不同地點工作、限制廠房訪客及在第二階段實施的社交隔離措施，均旨在確保生產線能在最壞情況下運作。

有效的溝通是任何BCP的核心要素。由我們行政總裁主持的BCP委員會每週均開會以採取迅速行動。並每週發佈公告與所有成員溝通最新病毒發展、BCP行動和必要措施。而我們在網站上發佈的病毒相關問答也為員工提供了指引。

我認為友盟的團結精神是BCP成功的關鍵。因所有成員都非常合作並認真執行BCP行動。無論是在全球物資短缺下採購口罩和消毒劑，還是一天內設立CSC後備辦公室，以及要保持石料和混凝土的持續供應，所有成員都發揮了很好的作用。

“System and infrastructure readiness is critical to keep work efficiency

系統和基礎設備保持就緒
對維持效率至關重要”



ANSON AU

IT Manager

For IT team, COVID-19 crisis taught us a lesson that system and infrastructure readiness is critical to keep work efficiency as we never know when a crisis will hit us, and when we will need to work remotely. It made everyone learn the importance of working smart and paperless overnight. The pandemic has completely changed the way we communicate and collaborate, and it did bring some tough times to our team. We had to take instant actions to facilitate some BCP actions like split team and split office. Besides facilitating smooth operation in emergent situation, we had to ensure all work from home users would be able to connect to the servers.

The pandemic crisis was manageable for us, because we were well prepared for abnormal scenarios. We have already roll-out and trained our users on our digital collaborative tool, Microsoft Teams before the pandemic. With this new tool, we can call, chat, make announcements and share files wherever we are. For hardware and network, we have prepared enough hardware e.g. notebook and earphone in advance, while our network and servers have recently been updated based on continuous improvement plan. Another nice bonus of remote working was – we saved transportation time to the office.

對IT而言，新冠病毒危機令我們領悟到系統和基礎設備保持就緒對維持效率至關重要，因為我們永遠不知道危機何時會來臨。一夜之間，我們每個人都明白了智能及無紙化工作的重要性。大流行病徹底改變了我們溝通和協作的方式，同時為我們帶來了考驗。為執行一些BCP行動例如分拆團隊和分拆辦公室，我們必須立即行動。除了在緊急情況下確保營運順暢，我們必須確保在家工作的同事都能連接到伺服器。

此危機對我們來說仍是可控制的，因為我們一早為異常情況做了充分準備。在疫情前我們已推出了數碼協作工具MICROSOFT TEAMS，並完成了用戶培訓。利用此新工具我們可在任何地方打電話、聊天、發佈公告和共享文件。硬件和網絡方面，我們事先已準備了足夠的筆記本和耳機，最近亦按持續改進計劃更新了網絡和服務器。而遙距工作的另一個好處是 – 我們節省了交通的時間。

“We must appreciate our highly disciplined team, who gave full support to the BCP actions

感謝具高度紀律性的友盟團隊
全力支持所有BCP行動”



RAYMOND LEUNG

Head of Operations

COVID-19 pandemic arrived all of a sudden. It was something new to everyone and it could bring huge impact to our operation, as our material supply chain and service delivery would be seriously disrupted. That's why we must prepare contingency plan immediately and give clear guidance to the team. In such uncertain time, nothing was more important than safety, thus we actively encouraged staff's feedback, reflected to the management and responded to their needs, all these helped boost confidence and morale. I believe only if they can feel and see the support from the company, they will feel comfortable to work and remain vigilant. We must appreciate the highly disciplined Alliance team, who gave full support to all our BCP actions.

As we expected, fighting COVID-19 is a tough long battle, so we have been proactively communicated with our customers for the best service planning. The social distancing rule has fully changed our interaction with the customers, e.g. we used to do regular face to face meetings to understand customer needs and prepare tailored solutions. Amid the outbreak we had more communication channels such as e-conferencing, phone calls and out-door site visits. That's one of the positive outcomes of the pandemic – inspire us to go the extra mile on contingency management.

這場大流行病來得非常突然。我們對病毒認知有限，但它可能為公司營運帶來巨大影響，如嚴重破壞我們的原料供應鍊和服務。因此我們立即作出應變，向團隊提供明確指引。在如此不確定的時刻，員工安全最為重要，所以我們積極鼓勵員工的反饋，傳遞到管理層並回應其需求，這些都有助增強團隊士氣。我相信能感受及看到公司的支持，員工才會放心工作並保持警惕。我們必須感謝具高度紀律性的友盟團隊，全力支持公司的BCP行動。

一如所料，此大流行病是一場艱苦而漫長的戰鬥，因此我們一直積極與客戶溝通以制定最佳服務計劃。社交隔離措施完全改變了我們與客戶之間的互動。我們以往常通過親身會面了解客戶需求及準備定制的解決方案。在疫情期間，我們採取了更多的溝通渠道，如網上會議、電話和戶外考察。這亦是疫症帶來的正面影響 – 激勵我們在緊急應變管理上更進一步。



Regular drills helped us to adapt to new changes quickly and efficiently
定期演習令我們可快速作出應變及保持效率

JACKY TSANG

Senior Production Manager
- Concrete Operations

As plant managers, we are trained to have a rapid response to emergency situations. Because the high uncertainty of the pandemic, our operation team immediately conducted several meetings to set out a package of control measures to support the company's BCP actions. Thanks to the regular emergency drills, the staff were more able to adapt to new changes and we could keep the plant efficiency under such crisis. But these new measures did transform our operation mode, like the access control that imposed in site office has changed the document submission and information exchange process. This actually has made our operating flow more flexible.

Besides daily body temperature check and enhanced hygienic rules, we displayed virus prevention posters and cleaning notice in different areas. Working at the plant throughout the pandemic, I witnessed attitude change of the frontline staff. They felt nervous about the virus transmission in the workplace at the beginning,

but they are now much more relaxed. It's the company's prompt actions and protective policies made them feel safe to work.

作為廠房經理，我們有足夠培訓對緊急情況快速作出應變。因今次大流行病的不確定性很高，我們的營運團隊立即召開了幾次緊急會議，定下一系列措施來支持公司的BCP行動。全賴定期的緊急演習，員工才能夠快速適應轉變，在危機下保持生產效率。這些新措施改變了我們的營運模式，因廠房辦公室的訪問限制，我們要更改文書提交和信息交換程序。這反而使我們的操作流程更加靈活。

除了日常體溫檢查和加強衛生控制外，我們還在不同區域展示了防疫海報和清潔告示。在整個疫情期間我在廠房工作，目睹了前線員工的態度變化。從一開始他們對工作間病毒傳播感到不安，到現在已大為放心，是公司的迅速行動和防疫政策使他們感到工作環境是安全的。



We appreciated the management valued our feedback and understand our difficulties
感激管理層重視我們反饋及體諒我們的難處

GRACE LI

CSC Manager

Look back on the initial COVID-19 outbreak, it's a tough war for CSC. Under huge pressure from aggregates supply shortage, we had to fully utilize and allocate our limited resources to fulfill our customers' needs. And we must make sure the workplace was safe for everyone. At the beginning of the split team and split office arrangement, the team members encountered difficulties such as extra workload and communication problems between two teams. We were able to maintain the working efficiency after we adapted to these changes.

During the first wave of infection, most of us were concerned about the shortage of surgical masks and disinfectants. So we were all happy to receive masks and hand sanitizers from the company. When the government suggested to work from home, we tried do the same for CSC. After the trials, some staff reflected home environment and network could not support their work, thus they preferred to work at the

office. We all appreciated that the management valued our feedback and understand our difficulties to adjust to new work arrangement.

回顧疫症爆發初期，對CSC來說是一場艱苦的戰爭。在石料短缺的重大壓力下，我們要分配有限的資源去滿足客戶的需要，而保護員工又是另一個挑戰。在分拆團隊在不同地點工作初期，我們亦有一些困難，如額外的工作量和兩個團隊之間的溝通問題，在逐漸適應轉變後，效率便回復正常。

疫情初期大家都為口罩、消毒用品短缺而擔心。其後公司提供口罩、搓手液給員工，大家都很高興。我們亦響應政府呼籲在CSC試行在家工作。在實際測試後部分同事發現居家環境及網絡未能配合，故選擇留在公司工作。我們很感激管理層重視我們的反饋，並體諒我們適應新工作安排的困難。



I can feel the company has done the best to prevent COVID-19 transmission in the workplace
我感受到公司已竭盡全力防止病毒在工作間傳播

HUI CHI HO
Quality Control Officer
- Concrete

I am thankful to work for Alliance in such difficult period as I can feel the company has done the best to prevent COVID-19 transmission in the workplace. I think maintaining staff morale is the most important in crisis like this. When the coronavirus outbreak began to evolve quickly, being infected at work was my biggest concern, as some staff might have just returned from the Mainland or other countries. It's possible that they got infected during travel. But these feelings of threat faded because of the team efforts to maintain the workplace hygiene and all other BCP actions were implemented strictly.

The outbreak has hugely disturbed my daily life. Like I got no choice to cut most social activities and the night school I was attending has changed to online class. Also, I am still getting used to wearing mask all the time, it's uncomfortable.

我很感恩在如此困難時刻我在友盟工作，因可感受到公司已竭盡全力防止病毒在工作間傳播。我認為在這樣的危機中，保持員工士氣很重要。當疫情開始升溫時，在工作中被感染是我最大的擔憂，因為有些員工可能剛從內地或其他國家返港，有機會在旅行中受到感染。其後這些不安的感覺慢慢消失了，因大家發揮團隊精神保持工作場所衛生及嚴格實行了所有其他BCP行動。

疫情對我的日常生活影響很大。除了要取消大部分社交活動，我的夜校亦已改為網上教學。另外我還在適應全時間戴口罩，感覺很不舒服。



A sales leader needs to lead the team turning crisis into opportunity
營銷領袖的關鍵角色是帶領團隊化危為機

KEVIN MAN
Sales & Marketing Manager
- Concrete

The recent months have been tough for Hong Kong and the concrete business as we navigate a new normal amid the coronavirus pandemic. The disrupted aggregates supply has affected concrete production and some of our customers have even shut down construction projects to avoid infection. Helping customers succeed is always our goal, as it will lead to our success too. In difficult time like this, offering the needed support to customers was of the upmost importance. Therefore, we put our energy to give frequent updates of the supply situation and advices on product availability.

Our customer-centric culture emphasis a close interaction with the customers. When physical distance and remote work became a must, we see this as an opportunity and a leap forward into new operating rhythm—interact virtually with customers and focus on solving their problems. The key roles of a sales leader in this crisis were to lead the team turning crisis into opportunity, keep the team motivated, ensure sales activity continues, and make our customers feel reassured, valued and informed. With all these actions, we can build a stronger team and more high-trust customer's relationship.

近幾個月對整個香港和混凝土行業都是艱難的，因為此大流行病我們要適應新的常態。石料供應中斷影響了混凝土的生產，我們部分客戶甚至關閉了地盤來防疫。協助客戶成功始終是我們的目標，因為這是我們成功的關鍵。在如此困難時刻，為客戶提供所需支援最為重要。因此，我們盡全力通知客戶最新供應情況。

我們向來強調以客戶為中心，保持緊密互動。當必須進行社交隔離和遠程工作時，我們看到當中的機遇，它使我們邁向新的營運節奏—與客戶遙距互動並專注解決他們的問題。在這場危機中，營銷領袖的關鍵角色是帶領團隊將危機轉化為機遇，保持團隊的積極性，確保銷售活動繼續進行，並使客戶感到放心、備受重視和掌握實況。以上行動均有助我們建立更強的團隊和客戶關係。





MICHAEL XU

Sales Manager
– Southern China

“ **Our strategy can be summarized as CARING, LINKAGE, and TRANSPARENCY**
我們的危機管理策略重點是關懷、鏈接及透明度 ”

We entered the dark tunnel of COVID-19 after CNY holiday, while the local construction works resumed but the whole industry was facing shortage of aggregates. Our crisis management strategy can be summarized as follows: CARING - We showed empathy to the wellbeing of the customers and their family, not only care about business. LINKAGE: From quarry production, cross-border transportation to delivery to end customers, we strived to build higher resilience in our supply chain. TRANSPARENCY: The customers concerned most about the latest market and our supply status which largely depended on government policies and control measures. We kept them informed for swift business planning. Though face-to-face meetings were minimized, we maintained close contact via other communication tools, like phone calls and even social media platforms.

Being stuck in Mainland China after CNY Holiday due to the sudden border control was unexpected for me. But it turned out was an opportunity for me to learn more about the Chinese market situation, explore domestic sales and visit the quarries when the pandemic situation started to improve. Despite the long period of working from home, I am pleased that we were able to gradually resume aggregates supply from late February through excellent teamwork, which helped customers met some critical timelines. I believe together we will see the light at the end of tunnel soon.

農曆新年假期後，我們便進入了COVID-19的黑暗隧道。當時本地的建築工程剛開始復工，但整個行業都面臨石料短缺的問題。我們的危機管理策略可以總結如下：關懷—我們重視客戶及其家人的福祉，而不僅僅是關心業務。鏈接—從石礦場生產，跨境運輸到最終客戶的交付，我們努力在供應鏈中建立更高的回彈力。透明度—客戶最關心最新市場和我們的供應狀況，這些均取決於政府的政策和控制措施，我們的及時通報令他們可以快速規劃業務。儘管減少了面對面會議，但我們仍通過電話甚至社交媒體等工具保持密切溝通。

農曆新年假期後因邊境管制，我意外地被困在內地。但反而令我有機會更深入了解內地市況，探索國內銷售以及於疫情減緩時參觀石礦場。儘管在家工作了很長時間，通過出色的團隊合作，我們仍能夠通從2月下旬開始逐步恢復石料供應，幫助客戶完成一些關鍵項目。我相信，我們很快會看到隧道盡頭的曙光。

“ **The past experience helped us to rebound faster**

過往經驗令我們可反彈得更快 ”

With the experience of SARS and regular BCP drills since then, we are more proactive in dealing with any external crisis. When the COVID-19 crisis came like a storm, lock down of cities in Mainland China, suspension of quarry operation, disrupted transportation, all these were unavoidable. Nothing we could do to make the quarry and barge workers get back to work at that time.

Advance planning definitely was the key for us to survive during the material shortage period. Before we were hit by the pandemic, we have already prepared some additional stocks in both HK and Mainland before CNY. During the lock down, our team and business partners never stopped mobilizing resources to resume production, while our logistics partners also sought different solutions to ensure smooth cross border delivery. Because of the joint effort, the disruption to our businesses was minimized. It's not luck, it's the experience so we can rebound faster.

SARS的經驗及其後定期舉行的業務持續計劃演習，令我們在處理外部危機上更為主動。當新冠病毒危機暴風式降臨，中國內地封鎖城市，石礦場停工，運輸中斷，這些都是不可逆轉的。當下我們無法令石礦場和船公司工人立即復工。

預先計劃無疑是我們度過原料短缺危機的關鍵。在受到疫情重創之先，我們已在農曆新年假期前在香港和內地準備了額外的存貨。內地封城期間，我們的團隊和合作夥伴從未停止想方法恢復生產，而我們的物流合作夥伴亦尋求不同方案以疏通跨境運輸。在群體協作下，疫情對我們業務的影響減至最低。這不是運氣，是過往經驗，令我們可反彈得更快。



JOSEPH WU

Assistant Operations Manager
– Aggregates & Logistics

“ **Altering our standard procurement procedure enabled the swift decisions and actions**
改變標準採購程序令我們能迅速做決定及採取行動 ”

STEVEN LEE

Procurement Manager

Global sourcing has never been so challenging until the COVID-9 pandemic happened, during which we had to compete with individuals, enterprises or even governments around the global for epidemic-prevention products. Facing severe shortages of anti-epidemic equipment, we decided to alter our standard procurement procedure enabling the swift decisions and actions in order to secure sufficient stock to protect our staff and support our operations. Besides the traditional purchasing channels, we utilized online purchasing platform to identify more local and overseas suppliers of surgical masks, N95 masks and alcohol instant hand sanitizer.

Ensure the quality of the products, in particular the surgical masks was another challenge. We had to make additional efforts in verifying against international certifications such as ASTM and advice from WHO throughout the purchasing process. We were

grateful to have the support from our shareholders who helped us to replenish stocks. We have also successfully connected to a local mask producer who has now become our stable source.

在新冠病毒大流行病發生之前，全球採購從未如此具挑戰性。我們必須與全球的個人、企業甚至政府爭奪防疫產品。面對防疫設備的嚴重短缺，我們決定改變標準採購程序，迅速採取行動以確保足夠的庫存來保護員工及維持公司營運。除了傳統的採購渠道，我們還利用線上購物平台來尋找更多本地和外國供應商，提供外科口罩，N95口罩和酒精搓手液。

確保產品質量，尤其是外科口罩的質量是另一個挑戰。我們必須付出額外的努力，在採購過程中針對ASTM等國際認證和世衛的建議進行驗證。其間亦感謝母公司的支持，使我們能成功補充存貨。我們還成功與本地的口罩生產商建立了聯繫，該生產商現已成為我們穩定的供應來源。



“ **It's crucial for us to carefully assess the operating risks and protect the health of our fleet**
我們必須謹慎評估營運風險及保障車隊的健康 ”

SC CHAN

Project Manager - Logistics

“We don't know what we don't know” was the biggest challenge for our fleet management in this COVID-19 crisis. The outbreak evolved quickly and we seem to get infected easily. It's crucial for us to carefully assess the risks in order to maintain our operation while protecting the health of our fleet.

During the outbreak, our drivers were requested to declare their health condition before they start working every day. Those drivers who were having fever or feeling sick would be advised to seek medical consultation and take rest. We also informed all drivers to maintain social distance to avoid the potential virus spread. Due to high transmission rate of the disease and the widely reported pandemic situation, most of the drivers have been responded to the prevention measures positively. Some of them also proactively shared related news in our communication groups to remind everyone to stay alert. People will feel more

comfortable when they received sufficient accurate information. Hence, we have taken the initiative to timely share updates of the outbreak and hygiene advice.

對新病毒了解的局限性是我們車隊管理的最大挑戰。疫情迅速加劇而且傳染度高，所以我們必須謹慎地評估風險以維持日常運作及保障車隊的健康。

在疫情期間，我們要求司機每日工作前提交健康申報。若司機發燒或感到不適我們會建議他們求診及在家休息。同時，司機也需要保持一定的社交距離以預防病毒散播。因病毒具高度傳染性且成為全球大流行病，司機都積極配合防疫工作。有些司機更會主動分享相關資訊來提醒各方注意。當大家掌握足夠的準確信息時，他們會感到更加安心。因此我們及時主動地向司機提供最新疫情資訊與衛生指引。



Experience CUHK Medical Centre in 360.
掃瞄二維碼, 360度俯瞰中文大學醫院



SpotLight 焦點

Case Sharing 個案分享



Meet strict requirements of Radiotherapy Centre construction
達到建造放射治療中心的嚴格要求



Supply large-volume concrete under huge traffic pressure
巨大交通壓力下大量供應混凝土



Meet challenges of delivery to a sloping site
運輸石料至斜坡上的地盤

Building a Better Hong Kong, Support Local Healthcare Development 建設美好香港, 支持本地醫療發展

Same as most of developed economies, Hong Kong's healthcare system is facing many challenges due to the fast ageing population and the accelerating demand for public healthcare services. In 2016, the Hong Kong government has set aside a dedicated provision of HK\$200 billion for the implementation of a 10-year Hospital Development Plan (HDP). The plan included construction of new hospital, supporting services centre and community health centres, as well as redevelopment / expansion of existing 11 hospitals.

跟大多數先進國家一樣, 香港的醫療系統面臨許多挑戰, 主要由於人口迅速老化以及對公共醫療服務的需求不斷增加。香港政府早於2016年已預留二千億港元撥款, 用於未來推行《十年醫院發展計劃》。該計劃包括在啟德發展區興建新醫院、社區健康中心及支援服務中心, 和重建/擴建十一間現有公立醫院。

With a commitment to building a better future for Hong Kong, Alliance has contributed to the 10-year HDP and other local healthcare facility construction over the years by providing total concrete and aggregates solutions.

友盟一直致力為香港建設更美好的將來, 多年來我們通過提供混凝土及石料全面方案, 為《十年醫院發展計劃》和其他本地醫療設施發展作出貢獻。

Concrete Solutions 混凝土方案

- Redevelopment of Kwong Wah Hospital 廣華醫院重建計劃
- CUHK Medical Centre 香港中文大學醫院
- Redevelopment of Queen Mary Hospital 瑪麗醫院重建工程*
- Redevelopment of Kwai Chung Hospital 葵涌醫院重建工程*

Aggregates Solutions 石料方案

- Queen Elizabeth Hospital Ambulatory Care Centre 伊利沙伯醫院日間醫療中心
- Expansion of United Christian Hospital 基督教聯合醫院擴建計劃
- Expansion of Haven of Hope Hospital 靈實醫院擴建計劃
- Hong Kong Children's Hospital 香港兒童醫院
- Redevelopment of Kwai Chung Hospital 葵涌醫院重建工程
- Extension of Tuen Mun Hospital 屯門醫院擴建計劃
- Redevelopment of Prince of Wales Hospital 威爾斯親王醫院重建計劃

* New project, please refer to P.13 for details.
新項目, 請參閱第13頁了解詳情。

The most challenging task of CUHK Medical Centre project was the concrete solution for Radiotherapy Centre construction. To guarantee radiation safety for the facility, there are extremely strict requirements on concrete quality and on time delivery, therefore we arranged onsite specialist to monitor the concrete supply all day. Another challenge was the usage of ECLIPSE Floor, a shrinkage reducing agent (SRA) to prevent any shrinkage and induced cracks in huge basement area, we made much effort to assure stable supply as the SRA is not commonly used in Hong Kong. Also our expertise on temperature control was essential to facilitate concrete placing without defect in hot summer days.

香港中文大學醫院整個工程最具挑戰的部分是放射治療中心建設的混凝土配方設計及供應方案。為了保證設施的防輻射安全性, 客戶對混凝土質量和準時送貨有極嚴格的要求, 故此我們安排了技術專員在現場全天監控混凝土供應。另一個挑戰是龐大的地下室區域使用減縮劑 ECLIPSE FLOOR, 以防止收縮和產生裂縫, 我們竭盡全力確保穩定的供應, 因該減縮劑在香港並不常用。同時, 在炎夏進行混凝土澆注, 我們在溫度控制方面的專業知識對確保質量亦至關重要。

The site of Kwong Wah Hospital Redevelopment was located in a densely populated area of Mong Kok. Project challenges included construction in a small and congested area, traffic pressure due to the fully operating hospital building next to it and high demand on daily concrete pouring volume with restricted working hours. After work with site specialists and conducting site routing trials, we developed feasible solutions for the project and successfully met concreting targets within the restricted hours.

廣華醫院工程位於人口稠密的旺角, 項目挑戰包括狹窄的地盤環境, 旁邊運作中的醫院大樓帶來的交通壓力, 在嚴格時間限定下的大量混凝土供應。經過友盟團隊與地盤人員的協作, 到工地進行多次現場視察, 測試物流及運輸路線, 最後成功制定了解決方案及在嚴格時間限制下達成混凝土澆注目標。

The project site of United Christian Hospital Expansion was located at the high-density residential area in Kwun Tong. The congested traffic, especially in the morning and evening, and the sloping site posed more challenges to the site access. Due to the narrow site entrance and single lane road could only allow one vehicle to get in, we must maintain close communication with site, carefully plan the transportation route, so that we could arrive at the requested time and avoid congestion caused by different suppliers' trucks. Customer was delighted with our good quality products and services.

基督教聯合醫院擴建項目的地盤位於觀塘的高密度住宅區。該處交通非常繁忙, 尤其是在早上和晚上, 而傾斜的地勢亦大大影響了地盤的可達度。由於地盤入口狹窄, 單行車道只能容許一輛車通行, 因此我們必須與工地保持緊密聯繫, 精心規劃運輸路線, 以便準時在要求的時間到達, 避免與不同供應商同時送貨而堵塞道路。客戶對我們的優質產品和服務感到滿意。

Redevelopment of Kwai Chung Hospital (Phase 2) 葵涌醫院重建計劃 (第二期)

Redevelopment of Queen Mary Hospital (Phase 1) 瑪麗醫院重建工程 (第一期)

Concrete Solutions

混凝土解決方案



Project Contractor 項目承建商：
Shui On Joint Venture
Duration of Project 工程時間：2020-2025

The project comprises the demolition of existing buildings of Kwai Chung Hospital Block D, Block G, Block H, Administration Building, etc. Construction of five blocks ranging from 7 to 11 storeys with a 2 storeys parking garage in the basement. The total gross floor area is 132,300 square feet and it is expected to be completed in 2025.

葵涌醫院重建項目包括拆卸葵涌醫院現有大樓D座, G座, H座, 行政大樓等。興建五座7至11層高醫院大樓連接兩層地庫。工程建築面積約為132,300平方米, 并且預計工程將於2025年竣工。



Project Contractor 項目承建商：
Paul Y - Able Joint Venture
Duration of Project 工程時間：2019-2024

The Queen Mary Hospital is located in the southwestern of Hong Kong Island. It has been providing comprehensive healthcare services to the residents of Western and Southern districts since 1937. To meet the growing healthcare need of society and improve the efficiency of modern healthcare service, the northern side of the QMH will be redeveloped. The whole project comprises the demolition of Clinical Pathology Building, University Pathology Building and Housemen Quarters for the construction of a new block with 28-storey including 5 levels of plant room & rooftop helipad.

瑪麗醫院位於港島西南部。自1937年起, 瑪麗醫院已為香港中西區及南區的市民提供全面的醫護服務。香港十年醫院發展計劃將重建瑪麗醫院北面大樓, 以迎合醫院未來作為醫療科學中心的服務模式。整體工程包括拆卸臨床病理大樓、香港大學病理學樓和醫生宿舍以興建一座28層高的醫院大樓。新大樓包括5層醫療設備儲存室和屋頂停機坪。

SFK Construction - Public Rental Housing Development at Diamond Hill

新福港建設 - 鑽石山公共租住房屋發展



2 CASE STUDY 案例分享

Completing 9,000m³ Concrete Structure Pile Caps 9,000立方米混凝土的樁帽建造



Sun Fook Kong's Public Rental Housing Development project in Diamond Hill involved a total of 9,000m³ concrete for the pile caps of Block 6 and 7, with the biggest pour of around 800m³. Equipped with the largest mixer truck fleet in the market and a highly digitalized logistics system, we were able to complete these mega pours and fulfill orders from other customers at the same time. Besides our strong service capacity, we placed strong emphasis on communications to enhance customer experience. By making site visits and providing work forecast updates regularly, we could understand and ease the customer's concerns about the concrete supply and quality control.

To ensure smooth concrete delivery, we also worked hard on traffic planning to overcome different obstacles including the heavy traffic and high-density residential buildings surrounding the site area. In just 3 days, we delivered 2,300m³ concrete, all passed the quality inspection. Satisfactory results were achieved with all the pile cap pours finished on time.



9 Alliance trucks working at the site
9輛混凝土車同時在地盤工作

新福港建設的鑽石山公共房屋發展項目的6座和7座的樁帽合共需要總計約9,000立方米的混凝土，其中最大的澆注量約為800立方米。友盟配備了市場上最大的混凝土車隊和高度電子化的物流系統，令我們能完成這些超大規模混凝土澆注的同時亦可妥善處理其他客戶的訂單。除了強大的服務能力外，我們非常著重雙方的溝通以增強客戶體驗。透過定期的地盤考察和提供工作安排更新，我們可以了解並解除客戶對混凝土供應和質量控制的憂慮。

此外，要確保混凝土交付順利，我們還致力進行交通規劃以克服不同的困難，包括地盤區域擁擠的交通和周邊的高密度住宅。在短短三天內，我們交付了2,300立方米混凝土，並全部通過了質量檢驗。我們亦按時完成了所有樁帽的混凝土工序，項目取得了滿意的成果。

Aggregates Solutions

石料方案

A Cost Effective Solution for TKO Landfill Site Formation 將軍澳堆填區的高成本效益方案

Green Valley has been working on the site formation work of a new working area in Tseung Kwan O landfill. The project requires over 40,000 tons of good quality aggregates for site levelling, covering of the geotextile filter fabric and drainage in a short period of time.

翠谷工程正進行將軍澳堆填區新工地的地盤平整工作。該項目在很短時間內要完成場地平整、土工織布覆蓋面和排水系統，當中需要超過4萬噸的優質石料。



Challenges of the Project 項目挑戰

Besides product quality and tight schedule, purchasing cost is Green Valley's major concern. If they opt for traditional method to have the aggregates delivered by trucks from depots, it will lead to a several issues including high transportation cost and long delivery time. The huge aggregates demand will also require frequent stock replenishment in the depots.

除了產品質量要求高和緊迫的時間表外，採購成本是客户的主要關注點。如果他們選擇傳統方法以貨車從倉庫提取石料，將導致很多問題，包括成本高和運輸時間長。龐大的石料需求也會引致倉庫庫存緊張，需頻繁地補充石料。

Our Cost Effective Solution 高成本效益方案

A tailored solution was developed for Green Valley after a series of site inspection and transportation planning. By utilising the pier facility in the vicinity of the project site, we could directly supply good quality aggregates by barge and deliver the aggregates by trucks from the pier to the project site. The customer was pleased with this cost and time saving solution. From the supply point of view, we could guarantee sufficient aggregates supply and timely delivery to meet the huge demand with this new solution.

經過一系列的現場考察和運輸計劃，我們為向翠谷工程提供了一個定制方案。通過利用項目附近的碼頭設施，我們可以直接用駁船源源供應優質石料，並通過貨車將石料從碼頭運送到地盤。客戶對這個高成本效益又省時的方案感到很滿意。從供應的角度來看，我們可以保證這種新方案能夠提供足夠的石料並及時交付以滿足他們巨大的需求。

Finally, we were awarded the contract. The supply commenced from early March, 2020 and has been running smoothly under the joint effort of our Quarry team.

最後，我們成功贏得合同並在2020年3月上旬開始供應石料。在我們石礦團隊的共同努力下，供應平穩運作中。

Mobile App Solution to Enhance Driver-to-Plant Communications 全新司機與廠房通信應用程式

In order to achieve the time, cost and quality goals of a fast-paced construction industry, technological advancements are integral in maximizing the overall efficiency of our business flow. Thus, we are constantly identifying areas of improvement and developing innovative solutions to automate processes across the supply chain and reduce reliance on manual labor. One of our recent initiatives involves improving the coordination and communication between plants and concrete mixer truck drivers with new mobile application (app).

為了配合建築行業的快速節奏，達到時間、成本和質量的多個目標，技術提升是我們實現營運效率最大化的關鍵。因此，我們一直積極改革，並開發創新方案以達至整個供應鏈流程自動化，同時減少對勞動力的依賴。我們最近的一項舉措是利用新的流動應用程式來改善廠房與司機之間的協調和溝通。

Increase Efficiency and Productivity 提高效率和生產力

In the past, the job allocation was displayed on a physical scoreboard that drivers can view only upon arrival to the concrete plant site, which caused a relatively long batching gap lag time between trucks. With the new mobile app, the drivers will be able to view their respective real-time status within the operational flow of each designated concrete plant site whilst simultaneously receiving real-time notifications at crucial operational cycle points.

過去司機只可在到達廠房時才能現場查看工作分配顯示板，這亦導致了車與車之間較長的載貨滯後時間。新的應用程式令司機將能夠查看其所屬混凝土廠操作流程的實時狀態，同時實時接收關鍵操作流程的通知。

Enhance User Experience 完善用戶體驗

The mobile app is designed specifically to fit all mobile phone screens, so it's convenient for all users. At the same time, the app features a work status bar, so that the drivers know clearly their exact work stage along major supply chain points. The drivers can also check their duty roster with a few simple clicks within the app.

新的應用程式設計適用於所有手機屏幕，方便每一位用戶。程式亦包括了工作狀態欄功能，因此司機可以清楚地知道他們在主要供應流程上的確切工作階段。司機還可以在應用程式中輕易查閱其上班表。



Technical Insights

技術前瞻



Winning Contracts from Public Works Central Laboratory of CEDD 獲得CEDD工務中央試驗所合約

Concrete Services Limited, our HOKLAS accredited laboratory awarded two new contracts of concrete testing in March 2020 from Public Works Central Laboratory (PWCL) of Civil Engineering and Development Department (CEDD). The contracts include: (1) Provision of services for casting and taking concrete cores; (2) Provision of services for casting concrete cubes. Specific tests will be performed to validate the relationship between the in-situ concrete quality and the quality of sample specimens. Winning the contracts from a government department is a recognition of our technical capabilities and expertise in the industry.

我們的HOKLAS認可的實驗室——混凝土力有限公司在3月獲得土木工程拓展署工務中央試驗所的两份混凝土測試新合約。合約包括：(1) 為鑄造和取混凝土芯提供服務；(2) 為混凝土取樣板提供服務。我們將進行特別的測試項目以確定混凝土制件的品質與樣品質量之間的關係。贏得政府部門的合約是對我們的技術能力和行業專長的認可。



Colour Concrete – Contributing to the Disney Fantasy 彩色混凝土-構建迪士尼奇幻國度

Visual management of colour concrete is always a challenge for construction project contractors and concrete suppliers due to subjective judgments. Currently the Hong Kong Disneyland is under expansion, Castle of Magical Dreams will be the new centerpiece castle that replaced the old Sleeping Beauty Castle. The customer preferred colour concrete than traditional concrete because of its highly durable performance and natural appearance without discolouration. Due to the high standard requirements and complicated process including use of colour pigment, surface texture control and acid etching etc, minor deviation throughout the process will cause significant different results. By conducting series of demonstrations and site trials, we were finally able to confirm the material composition and standardize the overall procedure. Our strict control on consistent materials source and colour variation, as well as close communications throughout the whole process were essential to achieve satisfactory result and meet Disney's foreign experts' expectations.

基於主觀感覺因素，彩色混凝土的視覺管理往往是建築承建商和混凝土供應商的一大挑戰。目前，香港迪士尼樂園正在擴建中，工程的核心建築包括取代原有睡公主城堡的「奇妙夢想城堡」。客戶指定城堡使用彩色混凝土，因為其具有擁有耐磨性及不會退色的特質，並有自然的風格。基於高規格的標準和複雜的工藝要求，包括顏料的份量、表面紋理、酸蝕刻工序等，各個工序中的細微偏差會導致顯著不同的結果。通過進行了一系列的示範和現場試驗，我們最後成功確定材料的成分並規範化整個生產流程。友盟對材料來源和品質的嚴格監控以減少生產變化，以及雙方在整個過程中保持緊密溝通，是取得滿意成果並達到迪士尼外國專家高規格標準要求的關鍵。



A series of colour concrete onsite trials
一系列的彩色混凝土現場試驗

our Pride

我們的榮譽



Contribute by Recruiting

Partner Employer Award 2019 「友商有良」卓越企業嘉許狀

We are honored to receive the “Partner Employer Award” organised by the Hong Kong General Chamber of Small and Medium Business Limited for 3 consecutive years. The award is a recognition of our contribution in offering employment opportunities to those in need. We have been providing summer internship opportunities to students of post-secondary institutions and universities so as to help equip them with basic and essential skills for future career.

我們很榮幸連續三年獲得香港中小型企業總商會有限公司舉辦的「友商有良」卓越企業嘉許狀。該獎項是對我們為有需要的人提供就業機會的認可。友盟一直為大專院校的學生提供暑期實習機會，以幫助他們掌握未來就業的基本和重要技能。

Be Caring and Responsible

10 Years Plus Caring Company Logo 「10年+商界展關懷」標誌

We are thrilled to receive the “10 Years Plus Caring Company Logo” launched by The Hong Kong Council of Social Service again this year. The Caring Company Scheme aims to promote good corporate citizenship and create a more inclusive society. With strong commitments to sustainability, we spare no effort in community support, environmental conservation and employee welfare and development.

我們很興奮今年再次獲香港社會服務聯會頒發「10年+商界展關懷」標誌。「商界展關懷計劃旨在推動企業社會責任，建設共融社會。公司可持續發展的承諾堅定不移，我們不遺餘力地支持社區，保護環境和改善員工福利與發展。



Create Happiness

2020 “Happy Company” Label 2020「開心企業」標誌

We have received the “Happy Company” label for 3 consecutive years as an appreciation of our efforts in building a happy workplace culture. People are the Company’s greatest asset. Other than improving employee wellbeing and increasing employee engagement, we strive to maintain a safe and healthy work environment. We believe all these policies can work together to create positive results like high employee satisfaction and employee retention.

我們連續三年獲得「開心企業」標籤標誌，以表彰公司為建設愉快工作環境所付出的努力。員工是公司最大的資產。除了改善員工福利和提升員工參與度外，我們還努力提供一個安全健康的工作環境。我們相信以上政策將互相效力，創造正面的成果，如改善員工滿意度和員工流失率。



Alliance Family

友盟之家

XAVIER LI 李志斗

Hello everyone! My name is Xavier. I have joined the family of Alliance as a CSC Analyst since last September. Before that, I have completed my Bachelor in Statistics at the Chinese University of Hong Kong. As my first full-time job, my new role at Alliance is a great challenge for me. I hope I can contribute to the company with the statistical knowledge and skills gained at the university. I am looking forward to the opportunities to work with each of you here.



大家好，我是XAVIER。去年9月加入友盟，任職客戶服務中心分析員。入職前，我曾就讀香港中文大學，主修統計學。來到友盟工作對於我來說，將會是一個極大的挑戰，因為這是我的第一份全職的工作。希望我能夠學以致用，運用在大學學到的統計學知識及技能，為公司作出貢獻。我期待與各位的每一個合作機會，共同奮鬥。

DOROTHY YAU 邱焯琪

Hi everyone, I'm Dorothy and I have joined Alliance as Assistant Logistic Engineer in March 2020. Actually, my journey with the company started 2 years ago when I participated in the Alliance Summer Internship Program, and later on I worked for a logistic company as a Customer Service Representative. I feel grateful to join Alliance again, where I can have myriad of opportunities and resources to learn and grow. I will utilize my past experience to face the challenges ahead. Looking forward to work with you all.



大家好！我是DOROTHY，剛於今年3月加入友盟任職助理物流工程師。我曾於兩年多前參與公司的暑期實習計劃，其後在物流業從事客戶服務工作。很高興能正式成為友盟的一分子，在這裡我可以有大量機會及資源去學習和成長。我會善用以往的經驗和知識來面對未來的挑戰，亦期待與大家合作。

SUNNY YU 余晴

Hello everyone! My name is Sunny, and I have joined Alliance as a Sales and Marketing Executive since December 2019. Previously I worked for a surveillance system company as a sales representative in the United States. With my experience and skills, I am convinced that I can contribute to the success of the company. I am delighted to have the opportunity to work for Alliance, and I look forward to working together with you all.



大家好！我是SUNNY，2019年12月加入友盟擔任銷售與市場專員。我曾經在美國的監控系統公司擔任銷售代表。很榮幸可以加入友盟，希望我過往的經驗和今天的努力能為公司的繁榮做出貢獻。非常期待與各同事的合作交流！

HUGO WONG 黃焯楠

Greetings everyone, I'm Hugo, I recently joined Alliance as a System Analyst in early February. I found everyone here is energetic and have much more to explore. During this period, I've been facing lots of unknowns and challenges within the company. Currently I'm working on a major project of new system integration. I'm sure with my past 9 years of working experience, I can contribute to the project.



大家好，我是HUGO，是2月初加入友盟的系統分析員。我很高興看到公司的每一位同事都充滿活力，亦期待未來的學習機會。在這此期間，面對著不同的挑戰，我還有很多需要探索。現在我正積極參與公司的一個主要系統整合項目，我有信心利用的以往9年的工作經驗，為這個項目作出貢獻。

NELSON YAU 邱南山

Hello everyone! My name is Nelson Yau. I have joined Alliance as Assistant Engineering Manager since November 2019. My major is Mechatronics Engineering and have over 16 years of experience in plant and equipment maintenance in manufacturing and construction engineering. I started off my career working as a technician and progressed to a managerial role over the years. I am very excited to join the E&M team and look forward to collaborating with all of you as part of Alliance.



大家好！我是NELSON。於2019年11月加入友盟擔任助理工程經理一職。我的專業是機電一體化工程，並在製造和建造工程行業擁有超過16年廠房及設備維修保養經驗。我由技術員工作開始，多年後開始投入管理級的角色。我很高興能作為友盟工程及維修部的一分子並期待與各位一起合作。

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