

## FMO Performance Pledge 服務承諾

We are pleased to announce our pledges for 2025-26 as follows:

以下是我們二零二五 / 二六的服務承諾：

| Service Type<br>服務種類  | Performance Standard<br>服務標準  | Target<br>目標               |
|---|---|----------------------------|
| Acknowledgement upon Receipt of Requests<br>回應服務要求                            | Acknowledge all work requests received at Help Desk, including "Services / Work Request Form" and email (fmwork), within 1 working day upon receipt of request<br>所有經服務台申請的服務要求，包括工作紙及電郵 (fmwork)，於一個工作天內給予回應   | 99%                        |
| Minor Repairs (Quarters)<br>宿舍一般維修 ①  | Complete the repair within 2 working days upon receipt of Fault Report or within mutually agreed time frame<br>收到故障報告後，於兩個工作天或雙方同意之時間內完成維修  | 95%                        |
| Repair of Intelligent Building Services Systems and Facilities<br>維修智能裝備系統及設施 | Complete the repair within 1 working day upon receipt of Fault Report or within mutually agreed time frame<br>收到故障報告後，於一個工作天或雙方同意之時間內完成維修   | 95%                        |
| Venue Booking<br>預訂場地   | Give interim reply in the form of e-mail or verbal communication within 1 working day upon receipt of written request<br>收到書面要求後，於一個工作天內作出初步回覆（口頭或電郵）   | 99%                        |
| Mailing<br>郵遞   | a) Within Main Campus : deliver mails from departmental collection points to respective departments within 1/2 working day<br>於大學範圍內提供服務：信件於半個工作天內送達收信人辦事處<br><br>b) Outside Main Campus : deliver mails from collection points to respective recipients within 1 working day or within mutually agreed time frame<br>於大學範圍外提供服務：信件於一個工作天或按雙方同意之時間內送達收信人辦事處   | a) 99%<br><br>b) 98%       |
| Response to Emergency Calls & Alarms by Security Staff<br>保安員回應緊急求助及警報        | Arrive within 5 minutes upon receipt of call for emergency assistance at Security Counter<br>接報後，保安員於五分鐘內到達肇事現場   | 98%                        |
| Urgent Cleaning<br>緊急清潔服務   | Arrive within 15 minutes during office hours or 30 minutes during non-office hours upon receipt of request<br>收到通知後，於辦公時間期間十五分鐘內到達現場及於非辦公時間內之三十分鐘內到達  | 98%                        |
| Moving<br>搬運  | Acknowledge within 1 working day upon receipt of written request and complete the work within mutually agreed time<br>於一個工作天內作出知會收到書面要求及於雙方同意之時間內完成工作   | 98%                        |
| Event Management<br>活動統籌  | Acknowledge within 1 working day upon receipt of written request<br>於一個工作天內知會收到書面要求   | 98%                        |
| Written Complaints<br>書面投訴  | a) Acknowledge receipt of complaint within 2 working days<br>於兩個工作天內知會收到書面投訴<br>b) For complaints about security issues, complete an investigation (if directed) within 1 month, and send a reply to the complainant<br>關於保安的書面投訴，若管理層指令進行調查，於一個月內完成調查，及答覆投訴人<br>c) For other complaints, address the complaint and send a reply to the complainant within 7 working days<br>關於其他書面投訴，於七個工作天內處理投訴及答覆投訴人 | a) 98%<br>b) 95%<br>c) 95% |

Remarks: ① This pledge applies to Tak Chee Yuen, Nam Shan Yuen and Academic Exchange Building.  
備註：此承諾適用於德智苑、南山苑及學術交流大樓。