

CONTROLLING OFFICER'S REPLY

HAB492

(Question Serial No. 6246)

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): (-) Not Specified

Programme: (-) Not Specified

Controlling Officer: Director of Leisure and Cultural Services (Ms Michelle LI)

Director of Bureau: Secretary for Home Affairs

Question:

Does the Leisure and Cultural Services Department prescribe the minimum manpower requirement in each shift for each item of service in each cleansing service tender and contract signed? If so, what are the details and how are the service contractors monitored on their compliance with the requirements? If no such requirements are prescribed, what are the reasons? Will a review or study be conducted and will such arrangements be made in future?

Asked by: Hon CHEUNG Chiu-hung, Fernando (Member Question No. 1522)

Reply:

The Leisure and Cultural Services Department (LCSD) prescribes the specifications of the outsourced cleansing service contracts according to the actual operational needs of individual venues at different times of a day and on different days of a month. Contractors should deploy the necessary manpower in compliance with the service specifications to deliver the services required under the contracts. The standard terms and conditions of contract require the contractors to provide a specified number of their employees of certain ranks at designated posts in compliance with the service specifications of the contract. Contractors are required to submit information such as staff establishment, particulars of their employees and monthly duty rosters for perusal by the venue management officers.

Contractors' employees are required to sign in and out daily on the log books placed at specified spots in the venues for checking by the contractors/venue management officers. In case the number of the contractors' employees on duty does not meet the requirements, or that there are contractors' employees coming in late or leaving early, LCSD may deduct the monthly service fee according to the contract terms and conditions and consider taking follow-up actions as appropriate. In case of any non-compliance with contract provisions by the contractors, the venue management officers may give verbal advice or issue advisory letters to the contractors. For severe cases, default notices will be issued and liquidated damages will be claimed in accordance with the contract. Besides, the venue management

officers will conduct monthly assessments on the performance of the contractors to ensure that they meet the contract requirements and comply with all the contract provisions.

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