

HK Electric - Pointing and Calling Award (PAC011)
Application of Pointing and Calling for New Employees

Introduction

Employees are the most valuable assets of HK Electric and caring for the new comers are important as they are the future of HK Electric. Recommended by the safety professionals, the management decided to implement the Pointing and Calling practices (指差呼稱) in those critical operational works, including switching operation on the High Voltage (HV) switchgears.

Application of IPCAR for HV Switching Operations

The Pointing and Calling System was tailored into 5 steps with an acronym of **IPCAR** (認指讀做覆) to fit the operational activities:

1. 認(I) Identification of the substation name, switchgear number, remote end destination of that switchgear and switching actions to be carried out
2. 指(P) Pointing to corresponding name plate/switchgear panel
3. 讀(C) Calling by read aloud the switching instruction at the same time
4. 做(A) Action of the switching operations
5. 覆(R) Review the action carried out and put a tick at the end of that part of the switching operation in the personal switching log

These five steps can assist new engineering employees to heighten their awareness in carrying out high voltage switching operations, thus minimising chances of incorrect switching operations. The objective of 認 Identification (I), 指 Pointing (P) and 讀 Calling (C) is to improve the state of mind of the engineering employees about the whole switching instruction to be carried out as well as to heighten the concentration of the new engineering employees in carrying out each switching operation. The objective of last two steps 做 Action (A) and 覆 Review (R) is to ensure the switching operation is completed correctly.

Conclusion

With more and more engineering employees trained in using **IPCAR** for HV switching operations, it is expected that they can:

1. Promote the advantages of implementing **IPCAR** in HV switching operations to other engineering employees and their peers.
2. Act as role models in implementing **IPCAR** with error-free switching.
3. Contribute to the success in enhancing the safe and reliable supply of electricity to our customers.

With the positive feedbacks and experience received from the engineering employees in using **IPCAR** on switching operations, the objective of implementing Pointing and Calling practice has been achieved successfully.

香港電燈有限公司 - 「指差呼稱大獎」(PAC011)

應用指差呼稱培育新入職員工

序言

員工是港燈最寶貴的資產，所以關顧新入職員工尤為重要，因為他們是港燈的未來。根據安全專業人員的建議，港燈管理層決定在一些日常關鍵營運工作中實施「指差呼稱」操作，當中包括高壓開關設備的開關操作。

IPCAR在高壓開關操作中的應用

這「指差呼稱」系統設計後分為5個步驟，以字首縮略詞IPCAR（認指讀做覆）去配合營運操作：

1. **認 (I)** 確認變電站名稱，開關裝置號碼，該開關裝置的遠端目的地及要執行的開關操作
2. **指 (P)** 指向相應的名牌/開關裝置屏
3. **讀 (C)** 同時大聲朗讀開關操作指令
4. **做 (A)** 做出開關操作的動作
5. **覆 (R)** 覆查所執行的動作，並在個人開關操作記錄簿上於開關操作完成的部分加上剔號

這五個步驟可以幫助新入職的工程人員提高執行高壓開關操作的意識，從而減少錯誤操作高壓開關的可能性。認 (I)，指 (P) 和讀 (C) 的目的是加強工程人員對於執行有關指令的心理狀態，提高工程人員在執行每個開關操作時的專注力。做 (A) 和覆 (R) 這最後兩個步驟的目的，是要確保正確完成開關操作。

結論

隨著越來越多的工程人員接受使用IPCAR進行高壓開關操作的培訓，預計他們可以：

1. 在高壓開關操作中向其他工程人員及其同事推廣實施IPCAR的好處。
2. 作為實施IPCAR後而無任何錯誤開關操作的榜樣。
3. 成功為客戶提高安全可靠的電力供應作出貢獻。

通過工程人員在高壓開關操作中使用IPCAR的積極反應和經驗，我們深信實踐「指差呼稱」的目的已經成功達至。

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