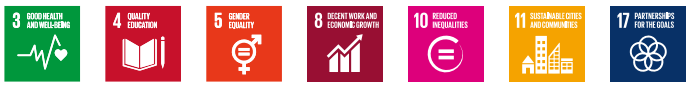
人才培育 共創未來

EMPLOYMENT

本章節回應相關 UNSDGs
This chapter corresponding UNSDGs



東華三院秉持「以人為本」的人才管理理念，致力營造公平、共融、安全且具發展空間的工作環境，培育專業服務團隊，確保本院能有效實踐使命，持續服務大眾。

As a responsible employer, TWGHs adopts a "people-oriented" human resources philosophy, striving to cultivate a fair, inclusive, safe and developmental work environment and cultivates professional service teams to ensure the Group can effectively fulfil its mission and continue serving the public.

僱傭措施與員工福利

合規僱傭

東華三院尊重並保障員工權益，嚴格遵守香港勞工法例及相關法規，包括《僱傭條例》（香港法例第 57 章），《最低工資條例》（香港法例第 608 章）及《僱員補償條例》（香港法例第 282 章）,確保員工招聘、薪酬、工作時數、法定假期及聘任程序等均符合法定要求。

本院的人力資源管理系統建基於人事管理規例、員工培訓及發展手冊、員工福利章程等內部政策，並適時參考公務員規例作出修訂。政府補助的服務單位和學校需同時遵守教育局、社會福利署的規定及其他政府指引。本院定期檢視相關僱傭政策，確保其切合發展需要及法規變更。

本院透過員工手冊、人事通告、工作坊等渠道，為員工提供相關人事最新資訊，確保員工充分了解其權益與責任。

Labour Practice and Employee Welfare

Compliance Employment

TWGHs respects and protects employee rights, strictly complying with labour legislation and relevant regulations in Hong Kong, including the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong) and Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong), ensuring that employee recruitment, promotion, remuneration, working hours, statutory holidays and employment procedures fulfil legal requirements.

The Group's human resources management system is based on internal policies such as the Establishment Regulations, Manual on Staff Training and Development, and Staff Welfare Constitution, with timely amendments made with reference to Civil Service Regulations. Government-subsidised service units and schools must simultaneously comply with regulations from the Education Bureau, Social Welfare Department and other government guidelines. The Group regularly reviews relevant employment policies to ensure they meet development needs and comply with regulatory changes.

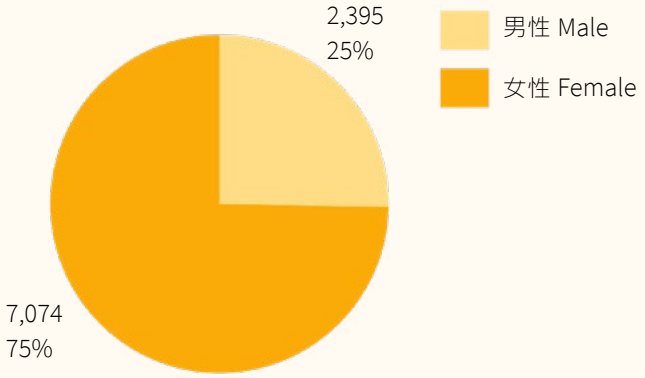
The Group ensures employees are fully informed of their rights and responsibilities through multiple channels including Staff Handbooks, personnel circulars and workshops, while keeping them updated on the latest human resources information.

「認識《僱傭條例》及員工法律事務的處理」工作坊
Workshop on"Handling Staff Legal Matters under the Employment Ordinance"

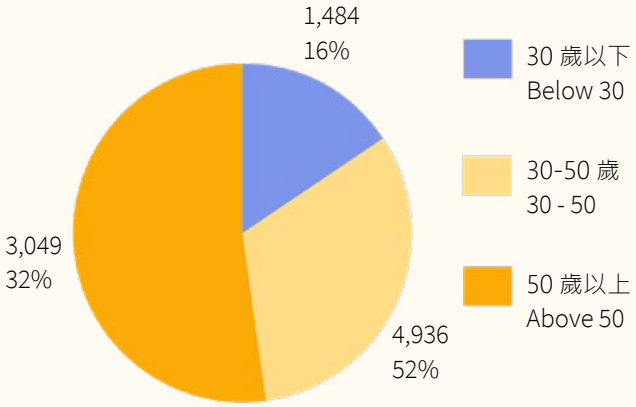
東華三院亦設有完善的員工諮詢機制，促進雙方有效溝通。本院設立員工諮詢委員會、員工福利委員會及員工退休計劃管理委員會，鼓勵員工向管理層積極表達意見及提出改善建議。各委員會於本年度均舉辦兩次或以上會議，討論並跟進員工關注事項。

TWGHs has established a comprehensive staff consultation mechanism to facilitate effective two-way communication. The Group has set up the Staff Consultation Committee, the Staff Welfare Committee and the Staff Retirement Schemes Management Committee to encourage employees to actively voice opinions and propose improvement suggestions. During this year, each committee had held two or more meetings to discuss and follow up on staff concerns.

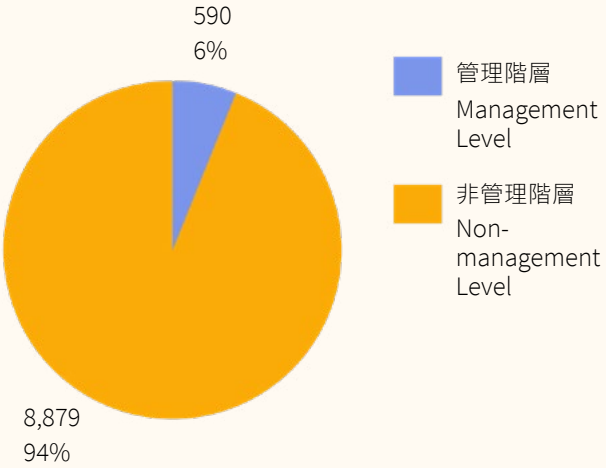
按性別劃分 By Gender



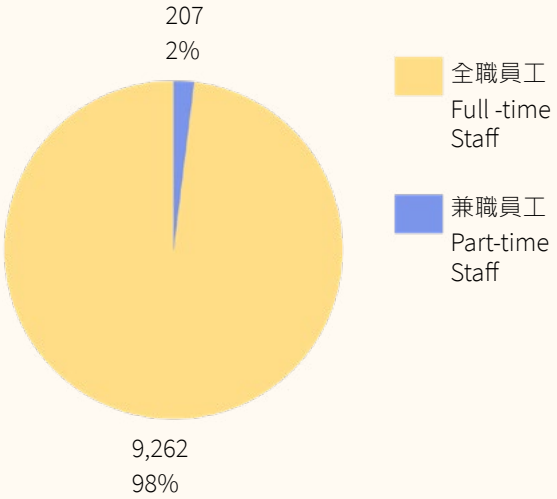
按年齡劃分 By Age



按員工類別劃分 By Employment Category



按僱用類型劃分 By Employment Type



人才吸納與挽留

東華三院制定全面的策略吸引與挽留優秀人才，通過拓展多元招聘渠道及持續優化薪酬福利結構，例如為社會服務單位的個別保安職級員工增設夜更津貼，及調升初級中醫師薪酬，肯定員工專業貢獻，提升本院在勞動市場的競爭力。

本院的人力資源策略更備受業界認可，連續十年榮獲《HR Asia 雜誌》的「亞洲最理想工作公司 (香港) 大獎」及最高殊榮「白金獎」，並獲《JobMarket 求職廣場》頒發「卓越僱主大獎」，彰顯東華三院良好僱主形象。

Talent Attraction and Retention

TWGHs formulates comprehensive strategies to attract and retain outstanding talent by expanding diverse recruitment channels and continuously optimising remuneration and benefits packages, including the addition of night shift allowance for identified security staff at community service units and increasing pay for Junior Chinese Medicine Practitioners, recognising their professional contributions and enhancing the Group's competitiveness in the labour market.

The Group's human resources strategies have been recognised in the industry, having won the "HR Asia Best Companies to Work for in Asia (Hong Kong Edition) Award" from HR Asia Magazine for tenth consecutive years and the highest honour "Platinum Harmonia Award", as well as the "Employer of Choice Award" from the JobMarket, demonstrating TWGHs' positive employer image.

東華三院榮獲「卓越僱主大獎」
TWGHs awarded the "Employer of Choice Award"

東華三院代表出席頒獎禮
Representatives of TWGHs attended the Award Presentation Ceremony

多元招聘網絡
Diverse Recruitment Networks

本院定期參與大型招聘會及大學招聘活動，積極廣納人才，包括參加「香港科技大學第三十三屆就業博覽」及成為「創新香港 – 國際人才嘉年華 2024」支持機構。本院亦參加勞工處「補充勞工優化計劃」，增設臨時職位招聘輸入勞工，紓緩前線人手壓力。

The Group regularly participates in large-scale recruitment fairs and university recruitment activities to proactively attract talent, including participation in the "HKUST 33rd Career Mosaic" and support for the "Innovating Hong Kong Global Talent Carnival 2024". The Group also participates in the Labour Department's "Enhanced Supplementary Labour Scheme", creating temporary posts to recruit imported workers to alleviate frontline staffing pressure.

香港科技大學第三十三屆就業博覽
HKUST 33rd Career Mosaic

員工關懷與福利

東華三院持續優化員工福利政策，回應員工多元化需求，提升員工歸屬感。本院的員工福利涵蓋五大主要範疇：醫療與牙科服務、服務獎勵、福利津貼與借貸，包括東華三院物業租金折扣、購物優惠及文娛康樂活動。

本院連續 11 年獲香港提升快樂指數基金與香港中華廠商聯合會評選為「開心機構」，並榮獲「開心機構 10+」標誌，肯定本院於建構正向工作環境的努力。

Employee Care and Welfare

TWGHs upholds the “staff-oriented” approach, continuously optimising employee benefit policies to address the diverse needs of staff members, while enhancing their sense of belonging. The Group’s staff welfare system focuses on five main areas: medical and dental services, service awards, grants and loans, including rental discounts on TWGHs properties, preferential benefits, and social and recreational activities.

The Group has been recognised as a “Happy Organisation” by the Promoting Happiness Index Foundation and the Chinese Manufacturers’ Association of Hong Kong for 11 consecutive years and has been awarded the “Happy Organisation 10 years +” logo, showing the Group’s efforts in building a positive work environment.

身心健康支援
Physical and Mental Health Support

東華三院連續十二年推行「精明人生促進計劃」，提供全天候個人諮詢及輔導服務，為員工提供情緒支援服務。本院亦為員工安排心理健康工作坊以及免費流感疫苗注射，全方位支援員工身心健康。

TWGHs has implemented the “The Love Life, Live Smart” programme for twelve consecutive years, providing round-the-clock personal consultation and counselling services with emotional support. The Group also arranges mental health workshops and free influenza vaccinations for staff, offering comprehensive support for employees’ physical and mental wellbeing.

~345 次個人諮詢及輔導服務用量
Usage of professional personal consultation and counselling services

家庭友善政策
Family-friendly Policies

東華三院重視員工家庭需求，實施多項家庭友善政策，其中本院於本年度優化節慶日或前夕的特別工作安排，並由 2025 年 4 月 1 日起為合資格非學校及幼稚園員工增設兩天育兒假，支援員工履行家庭責任。

TWGHs values employees’ family needs and implements various family-friendly policies. During this year, the Group enhanced special work arrangements on festivals or their eves, and introduced two days of childcare leave for eligible non-school and kindergarten staff with effect from 1 April 2025, supporting employees in fulfilling their family responsibilities.

促進工作生活平衡
Promoting Work-life Balance

本院定期舉辦各類型康樂活動，包括工作坊、興趣班、體育競賽及節日慶祝活動，紓緩員工工作壓力，並成立員工龍舟隊及足球隊，促進團隊凝聚力，強健體魄。

The Group regularly organises various recreational activities including workshops, interest classes, sports competitions and festive celebrations to alleviate work pressure, and has established staff dragon boat and football teams to promote team cohesion and physical fitness.

33 項員工康樂及福利活動
Staff recreational and welfare activities organised

>21,000 參與員工及家屬人次
Staff member and family attendances

東華三院員工龍舟隊集訓開展儀式
TWGHs Staff Dragon Boat Team Kick-off Ceremony of Practice Session

東華三院慈善馬拉松隊
TWGHs Charity Marathon Team

行政總部員工聖誕聯歡會
Staff Christmas Party of TWGHs Administration Headquarters

員工歌唱比賽 2024/2025
Staff Singing Contest 2024/2025

生活與工作平衡月
Work-Life Balance Month

「生活與工作平衡月」為本院特色活動，旨在培養關愛機構文化及推廣健康工作生活理念，本年度以「擁抱生活，樂在東華」為主題，舉辦一系列輕鬆減壓活動，包括「香薰護膚精華油」和「養膚溫和潔顏油」工作坊等。

As a distinctive initiative of the Group, the "Work-Life Balance Month" aims at cultivating a caring corporate culture and promoting healthy work-life concepts. Themed "Embrace Your Life, Rejoice at Tung Wah", this year featured a series of relaxing stress relief activities, including "Aromatherapy Skincare Essential Oil" and "Nourishing Gentle Cleansing Oil" workshops.

「生活與工作平衡月」的宣傳短片
"Work-life Balance Month" Promoting Videos

多元與共融工作環境

東華三院作為平等機會委員會「種族多元共融僱主約章」的簽署機構，秉持平等機會原則，嚴格遵守《性別歧視條例》（香港法例第 480 章）、《殘疾歧視條例》（香港法例第 487 章）、《家庭崗位歧視條例》（香港法例第 527 章）等相關法例，明確禁止任何基於性別、年齡、婚姻狀況、家庭崗位、殘疾、種族及宗教的歧視行為，確保所有員工享有公平待遇及發展機會。為促進共融文化，本院定期開展反歧視培訓課程，提升員工對相關條例的理解。本院已建立完善投訴機制處理相關疑慮，於報告期內，未發生涉及本院或員工的歧視和騷擾案例。

Workplace Diversity and Inclusion

As a signatory organisation of the Equal Opportunities Commission(EOC)'s "Racial Diversity and Inclusion Charter for Employers", TWGHs upholds equal opportunity principles and strictly complies with relevant legislation including the Sex Discrimination Ordinance (Chapter 480 of the Laws of Hong Kong), Disability Discrimination Ordinance (Chapter 487 of the Laws of Hong Kong), and Family Status Discrimination Ordinance (Chapter 527 of the Laws of Hong Kong), explicitly prohibiting any discriminatory behaviour based on gender, age, marital status, family status, disability, race and religion to ensure all employees enjoy fair treatment and development opportunities. To promote an inclusive culture, the Group regularly conducts anti-discrimination training courses to enhance staff understanding of relevant ordinances. The Group has established a comprehensive complaint mechanism to address relevant concerns, and during the reporting period, no cases of discrimination or harassment involving the Group or its employees occurred.

人力資源科與平等機會委員會合辦「平等機會工作坊」
The Human Resources Division and the EOC jointly organised the "Workshop on Promoting Equal Opportunities in the Workplace"

本院實施共融就業，為殘疾人士創造平等就業與發展機會，於轄下非醫院服務單位中聘用殘疾人士。

The Group supports inclusive employment, creating equal employment and development opportunities for disabled persons by hiring them in non-hospital service units.

192 2024/2025 年度共聘用殘障員工人次
Number of disabled persons employed in 2024/2025

員工培訓和發展

東華三院注重人才培訓及發展，為員工提供專業發展和學習機會，更憑藉卓越的人才發展策略，連續 10 年獲僱員再培訓局於「人才企業嘉許計劃」嘉許為「人才企業」。

本院員工訓練組與各科及辦公室緊密合作，識別員工培訓需求並制定全面發展計劃，確保培訓方案切合業務發展及員工職涯需求，並遵循以下四大策略方向：

Employee Training and Development

TWGHs places strong emphasis on talent training and development, providing staff with professional growth and learning opportunities. The Group's outstanding talent development strategy has been recognised as a "Manpower Developer" in the Employees Retraining Board's "Manpower Developer Award Scheme" for 10 consecutive years.

The Group's Staff Training Unit works closely with various Divisions and Offices to identify training needs and develop comprehensive development plans, ensuring that training programmes align business development and staff career needs, following these four strategic directions:

01
發展專業及管理能力
Development of professional and managerial competencies

02
加強員工服務技巧及個人 / 團隊能力
Strengthening service skills and personal/team effectiveness

03
促進心理健康和工作與生活的平衡
Promotion of psychological wellness and work-life balance

04
提高環保意識
Enhancing environmental protection awareness

本院投放充分資源作為培訓費用，在報告期間合共撥款 17,128,800 港元，為非醫院員工提供多元化的內部和外部培訓計劃及活動，如工作坊、培訓班及專業交流團，以及資助正規課程 / 專業團隊會員考試。

During the reporting period, the Group allocated substantial resources totaling HK$17,128,800 training funds to provide diverse internal and external training programmes and activities for non-hospital staff, including workshops, training courses, professional exchange programmes, as well as subsidies for formal courses/membership examinations of professional bodies.

>300
個內部培訓活動
Internal training programmes

>15,000
員工出席人次
Total staff attendance

>1000
因培訓和考試而獲得資助和 / 或休假的個案
Cases with financial assistance and/or day release granted for training and examination

管理與領導力發展
Management and Leadership Development

東華三院注重領導力發展，系統化培育各級管理人才，透過結合管理理論與實務訓練，強化決策分析、團隊帶領與變革管理能力，例如為行政人員及主管級員工開設「調解及溝通技巧」工作坊，提升衝突管理與協商能力。

TWGHs places strong emphasis on leadership development, systematically cultivating management talent at all levels. By combining management theory with practical training, the Group enhances capabilities in decision analysis, team leadership and change management. For instance, “Mediation and Communication Skills” workshop is organised for executives and supervisory staff to strengthen conflict management and negotiation competencies.

教育科 Education Division:

- 東華三院學校領導力增潤課程 2024/2025
  TWGHs Enhancement Training for School Leaders 2024/2025
- 學校中層管理人員職涯講座
  Careers Talk for Middle Management
- 東華三院小學副校長 / 中層領導人員行政基礎認知課程
  School Administration Foundation Course for Deputy Headteachers and Middle-level Leaders of TWGHs Primary Schools

社會服務科 Community Services Division:

- 院舍副主任培訓課程
  Training Course for Assistant Supervisors of Residential Homes
- 管理人員領袖培訓課程
  Leadership Development Programme for Experienced Supervisors
- 新晉主管人才培訓課程 — 跨專業及不同世代督導技巧
  Training Course for Newly Promoted Supervisors on Cross-Professional and Intergenerational Supervision
- 「考績報告的撰寫與表現評核」培訓工作坊
  Training Workshop on “Appraisal Report Writing and Performance Evaluation”

「考績報告的撰寫與表現評核」培訓工作坊
Training Workshop on Appraisal Report Writing and Performance Evaluation

院舍副主任培訓課程
Training Course for Assistant Supervisors of Residential Homes

加強服務技巧
Strengthening Service Skills

為提升服務質素，本院轄下各科及辦公室為其員工設計了多元化的培訓工作坊、交流團及講座，持續強化服務團隊的專業知識與服務品質。

To improve service quality, Divisions and Offices have designed diverse training workshops, exchange programmes and lectures for their staff, continuously strengthening the professional knowledge and service standards.

教育科 Education Division:

- 東華三院德育課程拓展計劃德育教學專業發展課程
  TWGHs Moral Education Curriculum Extension Project: Professional Development Programme on Moral Education
- 幼稚園芬蘭教育考察團
  Visit to Finland by TWGHs Kindergartens

醫務科 Medical Division:

- 海外教授交流計劃
  Visiting Professorship Programmes

公共服務辦公室 Traditional Services Office:

- 東華三院公共服務部湖南長沙國情班
  TWGHs Traditional Services Section Changsha, Hunan National Education Course
- 東華三院公共服務部東京殯儀展以及非遺文化交流參訪團 2024
  TWGHs Traditional Services Section Tokyo Funeral Exhibition and Intangible Cultural Heritage Exchange Tour 2024

社會服務科 Community Services Division:

- 言語治療培訓講座「應用國際吞嚥 障礙飲食標準及長者餐單設計」
  Speech Therapy Training Seminar on “Applying the IDDSI and Updates on Elderly Diets”
- 護老者服務員工培訓（尋解導向治療）
  Carer Service Staff Training (Solution-Focused Therapy)
- 「伴你音樂」瑞典音樂教學法工作坊
  “Bunne Music” – A Swedish Music Method Workshop
- 社會服務科社工培訓班
  Social Worker Training Programme, Community Service Division
- 青年護理服務啟航計劃日本考察團
  Japan Study Tour under the Navigation Scheme for Young Persons in Care Services
- 餐類注意事項及哽塞急救處理
  Food Safety Considerations and First Aid Procedures in Choking Care
- 教我如何理解他 — 腦退化？
  How can I Understand People with Dementia?

東華三院公共服務部湖南長沙國情班
TWGHs Traditional Services Section Changsha, Hunan National Education Course

護老者服務員工培訓（尋解導向治療）
Training Course Carer Service Staff Training (Solution-Focused Therapy)

個人技能及能力提升
Personal Skills and Ability Enhancement

本院推動跨領域能力培訓，全面提升員工個人競爭力與職涯發展潛力，培訓內容涵蓋溝通能力、數位轉型應用及創意思維及解難能力等，培育具備多元化技能的專業人才。

The Group promotes cross-disciplinary competency training to comprehensively enhance staff's personal competitiveness and career development potential. The training encompasses communication skills, digital transformation applications, creative thinking and problem-solving abilities, cultivating professionals with diverse skill sets.

- 普通話會話課程
  Chinese Language Essentials and Application
- 電腦軟件應用課程
  Training courses on computer software applications
- 急救訓練課程
  First-aid Training Course
- 「六色積木創意與解難」工作坊
  Workshop on "Becoming a Creative Worker with Six-Coloured Bricks"

「六色積木創意與解難」工作坊增進員工的創意思維及解難能力
The "Becoming a Creative Worker with Six-Coloured Bricks" workshop inspires creative thinking and problem-solving skills

職業安全與健康保障

東華三院嚴格遵守《職業安全及健康條例》(香港法例第 509 章)及相關的法律和條例，建立完善的職業安全與健康(職安健)管理系統。本院定期檢視並更新「員工工傷意外 / 職業病處理指引」，透過標準化的事故通報及處理流程，為員工提供全面的職業安全保障。本院於報告期內共記錄 260 宗工傷事故，均按照既定程序獲得妥善處理，且未發生任何與工作相關的死亡事故。

為進一步加強職安健管理，本院的社會服務科成立了職業安全及健康委員會，專責制定《職業安全及健康指引》，確立清晰指引及參考，並於轄下單位設立職安健工作小組推動執行及監察相關措施的落實。同時，社會服務單位亦設立工作小組定期審視工傷個案，並聘請復康管理公司提供適切的復康跟進服務。

Occupational Safety and Health

The Group strictly complies with the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong) and relevant regulations, maintaining a robust occupational safety and health (OSH) management system. The Group regularly reviews and updates "Guidelines for Handling Work Injury/ Occupational Disease", implementing standardised incident reporting and handling procedures to ensure workplace safety. During the Reporting Period, 260 work injury cases were recorded which are all managed in accordance with established protocols, with zero work-related fatalities.

To further strengthen OSH management, the Group's Community Services Division established the Occupational Safety and Health Committee, formulating the Occupational Safety and Health Guidelines to provide clear directives and benchmarks. Dedicated OSH working groups were also set up across service units to oversee implementation and compliance. Additionally, a taskforce on work injury management for community services centres has been established to regularly assess injury incidents and engaged a rehabilitation management company to provide rehabilitation support services.

社會服務科安全管理模式

Safety Management Model of Community Services Division

01 初步現狀檢討
Initial Review on Current Situation

02 安全政策
Safety Policies

03 組織及架構
Organisation and Structure

- 安全組織
  Safety Organisation
- 安全培訓
  Safety Training
- 安全委員會
  Safety Committee
- 安全溝通及推廣
  Safety Communication and Promotion

04 計劃與實施
Plan and Implementation

- 工作地點安全守則及規條
  Workplace Safety Regulations
- 工作危害分析
  Work Hazard Analysis
- 個人防護計劃
  Personal Protection Scheme
- 緊急應變準備
  Emergency Preparation
- 健康保障程序
  Health Protection Procedure
- 分判商的選擇、評估及控制
  Subcontractor Selection, Evaluation and Control
- 工序的控制程序
  Work Process Control Procedure

05 量度表現
Performance Measurement

- 危害情況檢查計劃
  Hazard Inspection Plan
- 意外調查
  Accident Investigation

06 定期檢討
Regular Review

07 持續改進
Continuous Improvement

本院持續優化職安健管理措施，除了為員工提供必要的個人防護裝備，確保員工作業安全外，亦定期舉辦職業安全培訓。本院員工訓練組與香港聖約翰救護機構合作舉辦急救培訓課程以及急救訓練重溫課程，教授員工急救知識及技巧。另外，本院亦舉辦「辦公室伸展運動」工作坊，指導員工正確的伸展技巧，以降低職業性受傷的機會。

The Group consistently enhances its OSH management measures by not only providing staff members with the necessary personal protective equipment to ensure operational safety, but also conducting regular occupational safety training. The Group's Staff Training Unit collaborates with St. John Ambulance Hong Kong to deliver first-aid training courses and refresher programmes, equipping employees with essential first-aid knowledge and skills. Additionally, the Group also delivers "Workplace Stretching" workshops to educate staff members on proper stretching techniques, reducing the risk of occupational injuries.

2024/2025

16 個職安健工作坊
Workshops conducted on OSH topics

「職安健傑出單位獎勵計劃」
"OSH Outstanding Unit Award Programme" of Community Services Division

為表揚及嘉許在職安健方面表現卓越的服務單位，社會服務科職安健委員會首度舉辦「職安健傑出單位獎勵計劃」分享會及頒獎典禮，分享優秀的職安健措施及成功案例，促進經驗交流與最佳實踐。

In recognising the outstanding performance in OSH of the service units, the OSH Committee of the Community Services Division held its first "OSH Outstanding Unit Award Programme" of Community Services Division Sharing Session and Awards Ceremony. The event shared exemplary OSH measures and success cases, facilitating the exchange of experiences and best practices.

「職安健傑出單位獎勵計劃」分享會及頒獎典禮
"Outstanding OSH Unit Awards Programme" Sharing Session and Awards Ceremony

社會服務科職安健預防措施
Promoting Work-Life Balance

在 2024/2025 年度，職安健委員會共舉辦了四場培訓工作坊，以提高員工的作業安全意識，促進安全健康的工作環境。工作坊涵蓋多個主題，包括：

In 2024/2025, the OSH Committee organised four training workshops to enhance staff awareness on workplace safety, promoting a safe and healthy work environment. The workshops covered various topics, including:

- 認識「中暑及熱壓力預防」及進行「工作場所熱壓力風險評估」
  Understanding "Heat Illness and Heat Stress Prevention" and conducting "Workplace Heat Stress Assessments"
- 工傷個案處理與風險預防
  Workplace Injury Case Handling and Risk Prevention
- 預防跌倒、滑倒和絆倒
  Fall, Slip, and Trip Prevention
- 體力處理操作
  Manual Handling Operations

307 名員工參加培訓
Staff attended the trainings

社會服務單位職安健工作坊
OSH Workshop of Community Services Units

「筋膜刀肌肉放鬆和自我伸展」工作坊
Workshop on "IASTM – Muscle Relaxation and Active Stretching"

員工學習正確使用筋膜刀進行按摩和自我伸展，以減少痛症及受傷風險。

Staff members learned the correct usage of instrument-assisted soft tissue mobilisation ("IASTM") and active stretching exercises, aiming to minimise the risk of muscle pain and dysfunction.

「腰盆核心強化運動預防工傷」工作坊
Workshop on "Lumbopelvic Core Strengthening for Work Injury Prevention"

50 名職員學習正確姿勢與訓練核心肌群，以預防工作相關損傷。

50 staff members learned proper postures and core muscle training techniques to prevent work-related injuries.