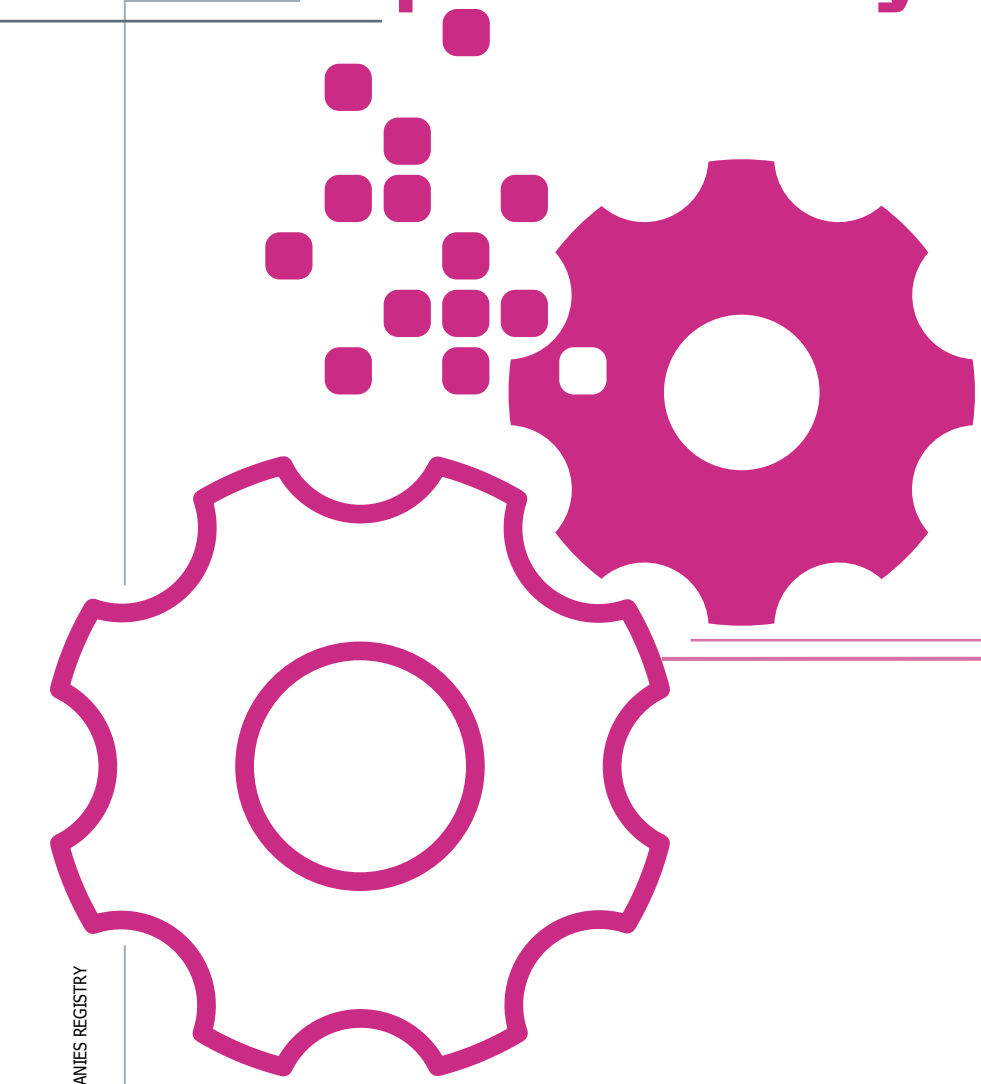
企業管治及社會責任
Corporate Governance and Social Responsibility

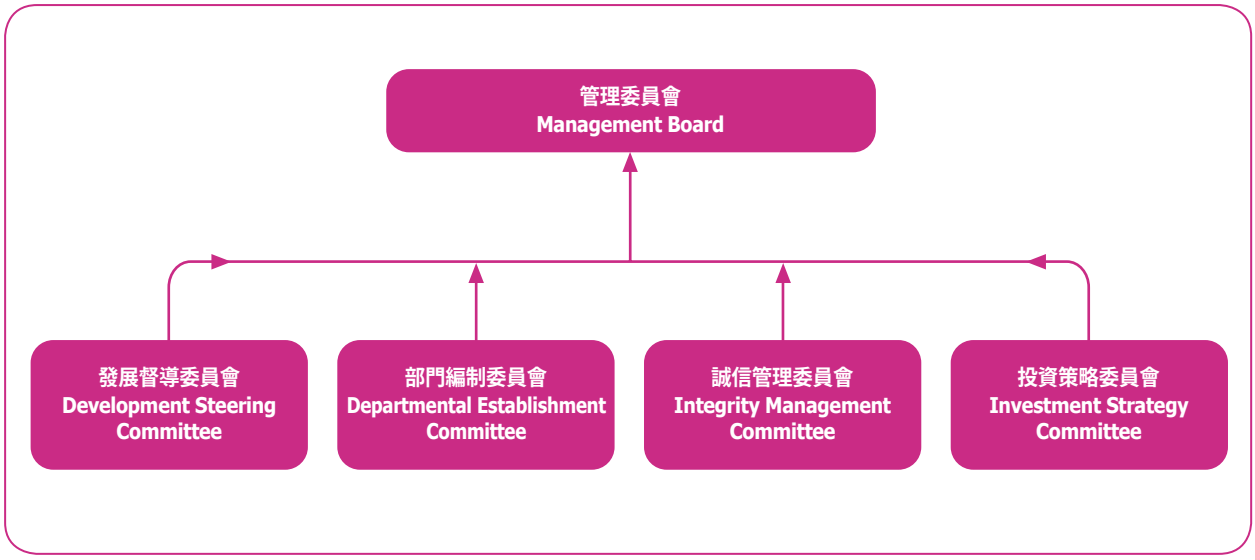


高水平企業管治的承諾

公司註冊處致力維持高水平的企業管治，因為我們相信，有效的管治方式，對達至本處的長遠策略目標及保障所有利益相關者的權益，至為重要。本處建立了十分全面的架構，以確保有明確的問責制度、有成效卓著的內部監控、以及有高水平的誠信和透明度。

Commitment to High Standard of Corporate Governance

The Companies Registry is committed to maintaining a high standard of corporate governance, which we believe is vital to achieving our long-term strategic goals and safeguarding the interests of our stakeholders. The Registry has established a comprehensive framework to ensure clear accountability, effective internal control and a high level of integrity and transparency.



委員會

管理委員會

管理委員會由公司註冊處處長擔任主席，成員包括本處全體首長級人員。委員會負責訂定本處的策略方向，以及管理本處的業務和事務，務求達到本處的理想和使命。委員會每月召開會議一次，如有需要會召開更多會議，以確保妥善處理政策、運作和法例方面相關的事宜。

其他委員會

本處成立了四個各有特定職權範圍的委員會，負責就特定運作範疇提供有效及針對性的監督和領導：發展督導委員會、部門編制委員會、誠信管理委員會和投資策略委員會。

Board and Committees

The Management Board

The Management Board, chaired by the Registrar of Companies and comprising all of the directorate officers of the Registry, is responsible for setting strategic directions and managing the business and affairs of the Registry with the aim to achieve its vision and mission. The Board meets monthly, or more frequently if necessary, to ensure that relevant policy, operational and legislative issues are properly dealt with.

Committees

To provide effective and focused oversight and leadership to specific areas of the operation, four committees have been established with specific terms of reference: the Development Steering Committee, the Departmental Establishment Committee, the Integrity Management Committee and the Investment Strategy Committee.

企業管治及社會責任
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發展督導委員會

本處認同訂定長遠業務發展計劃和策略，對於維持公司註冊處卓越的表現，以及為社會提供優質服務方面至為重要。發展督導委員會由公司註冊處處長擔任主席，成員包括本處高層管理人員和財經事務及庫務局的代表。委員會負責就本處的長遠業務發展訂定方向目標，並監督本處各項主要措施及計劃的推行。在委員會的領導下，本處於二零一一年三月成功推出一站式電子成立公司及商業登記服務。在未來的日子，委員會會繼續監督以電子方式提交文件服務的進一步開發工程，以及必需的系統提升工程，以配合本處在新的《公司條例》下要肩負的新角色和職能。

Development Steering Committee

We recognise that long-term business development planning and strategies are critical to the Registry in maintaining an excellent Companies Registry and providing a high quality service for the community. The Development Steering Committee, chaired by the Registrar of Companies and comprising members of the Registry's senior staff and representative of the Financial Services and the Treasury Bureau, is responsible for setting the direction for the Registry's long-term business development and overseeing the implementation of key initiatives and projects. Under the leadership of the Committee, the one-stop service for electronic company incorporation and business registration was successfully launched in March 2011. In the years ahead, the Committee will continue to oversee the further development of electronic filing services and the necessary system enhancement to cater for the new roles and functions introduced by the new Companies Ordinance.

部門編制委員會

員工費用約佔本處運作成本的70%。本處認同有效的人力策劃，不僅對成本，還對所提供服務的質素有所影響。有見及此，本處成立了部門編制委員會，由本處的高層管理人員組成，負責審議人手方面的建議，並向公司註冊處處長提出推薦方案，以制訂本處短期和長期的人力規劃。

Departmental Establishment Committee

About 70 per cent of the Registry's operating costs are staff costs. The Registry recognises the importance of good manpower planning, which has a bearing not only on costs but also on the quality of services provided. In this respect, a Departmental Establishment Committee has been formed, composed of senior officers of the Registry, to consider staffing proposals and make recommendations to the Registrar of Companies for the formulation of the Registry's short and long-term manpower plans.

誠信管理委員會

作為一間公共機構，本處完全明白擁有一支持廉守正的隊伍是極其重要的。因此，本處十分重視提倡和管理誠信，並於二零零八年二月成立公司註冊處誠信管理委員會，負責統籌和監察本處推行的誠信管理措施。委員會成立之後，積極向員工推廣崇高的操守標準，並制訂誠信管理的周年工作計劃，為本處人員提供清晰的指引，以了解本處在誠信管理方面的承擔和工作。二零一零至一一年度工作計劃的措施已順利完成。透過在處內播放影片和舉行講座，員工對誠信事宜和防貪的警覺性得以提

Integrity Management Committee

As a public organisation, the Registry is fully aware that it is vital to have an ethical, clean and honest workforce. The Registry therefore places great emphasis on promoting and managing integrity, and an Integrity Management Committee was established in February 2008 to coordinate and monitor the Registry's integrity management initiatives. Since its establishment, the Committee has strived to promote high ethical standards among staff members and has drawn up an annual Integrity Management Programme Action Plan to provide staff members with clear guidance on the Registry's commitment to and efforts in integrity management. The initiatives in the 2010-11 Action Plan were successfully completed during the year. Staff were alerted to integrity

高。此外，本處亦鼓勵員工參加由公務員事務局誠信領導計劃舉辦的會議、研討會和工作坊。

issues and prevention of corruption through in-house video shows and talks. They were also encouraged to attend conferences, seminars and workshops organised by the Civil Service Bureau as part of the Ethical Leadership Programme.

投資策略委員會

本處自成立以來，累積的盈餘可以為日常運作及未來發展提供資金，並足以應付不時之需。截至二零一一年三月三十一日，本處的現金儲備為6億5,860萬元，可供本處作短期或長期投資之用。投資策略委員會於二零零八年十月成立，由公司註冊處處長擔任主席，負責制訂本處的投資政策，並審議其他投資策略和建議。委員會定期及有需要時舉行會議，監察本處的投資組合和投資表現。

Investment Strategy Committee

Since its establishment, the Registry has built up a reserve to finance its daily operations and future development and to meet contingency needs. As at 31 March 2011, the Registry had a cash reserve of $658.6 million available for short or long-term investment. The Investment Strategy Committee chaired by the Registrar of Companies was established in October 2008 to formulate the Registry's investment policies and consider alternative investment strategies and proposals. The Committee meets at regular intervals and whenever a need arises to oversee the Registry's investment portfolio and performance.

問責及風險管理

本處是一個以營運基金形式運作的部門，按類似商業方式提供服務。我們須就本處所提供的服務及表現，向財經事務及庫務局局長及公眾負責。

Accountability and Risk Management

As a trading fund department, the Registry provides services on a quasi-commercial basis. We are accountable to the Secretary for Financial Services and the Treasury and the public for our service delivery and performance.

整體工作及業務計劃

本處每年須提交整體工作及業務計劃予財經事務及庫務局局長批核。有關計劃載列本處在業務和政策方面要達至目標所訂定的短期及長期策略。計劃一經批核，便會成為衡量本處表現的準則。

Corporate and Business Plan

The Registry will submit an annual Corporate and Business Plan to the Secretary for Financial Services and the Treasury for approval. The plan sets out the short and long-term strategies for achieving the Registry's business and policy objectives and, once approved, will serve as the standard for evaluating the Registry's performance.

與財經事務及庫務局舉行會議

財經事務及庫務局(財經事務科)是本處的決策局。本處定期與財經事務及庫務局常任秘書長(財經事務)及財經事務科的代表舉行會議，以檢討本處的表現，並就運作和立法方面的主要措施尋求政策上的支持。此外，我們每六個月與財經事務及庫務局庫務科的代表舉行會議，以評估及監察本處的財務表現。

Meetings with the Financial Services and the Treasury Bureau

The Financial Services and the Treasury Bureau (Financial Services Branch) is the policy bureau of the Registry. We meet with the Permanent Secretary for Financial Services and the Treasury (Financial Services) and representatives of the Financial Services Branch on a regular basis to review the Registry's performance and obtain policy endorsement on any major operational and legislative initiatives. We also meet with representatives of the Treasury Branch of the Bureau to evaluate and monitor our financial performance every six months.

企業管治及社會責任
Corporate Governance and Social Responsibility

規則及規例

雖然本處按類似商業方式運作，但我們在進行採購及其他財務活動時仍須遵從政府的規則及規例行事，以確保本處在採購和財務工作上保持應有的誠信和內部監控。此外，本處亦為員工提供內部運作和財務管理的指引。

Rules and Regulations

Although the Registry operates on a quasi-commercial basis, we are still required to follow a number of government rules and regulations when we conduct procurement and other financial activities. This ensures that integrity and internal controls are properly maintained in the Registry's procurement and financial processes. There are also internal operational guidelines and financial management guides for staff members.

風險管理

本處的網上查冊中心及「註冊易」投入運作之後，為客戶提供全日24小時的查冊及公司註冊服務。這些服務必須有安全、穩定和可靠的電腦系統加以支援。為此，發展督導委員會亦會監督本處在資訊科技方面的功能，以及監督這些功能與本處核心業務的配合，以確保系統切合本處的使命、政策及目標。

Risk Management

With the implementation of the Cyber Search Centre and the e-Registry, we provide round-the-clock company search and incorporation services to our customers. The provision of such services has to be supported by secure, stable and reliable computer systems. Thus, the Development Steering Committee oversees, among other things, the Registry's information technology (IT) functions and their interface with the Registry's core business activities to ensure the alignment of IT systems with the corporate mission, policies and objectives.

本處制訂了業務應變計劃，以減低系統一旦故障對業務所造成的風險。計劃包括一個運作復原系統，可以支援重要功能或運作，確保維持最低限度服務。此外，我們定期進行運作復原演習，以測試復原程序，確保運作復原系統操作正常。

A business contingency plan has been developed to reduce the risk to business in the event of system disruptions. The plan includes a disaster recovery system, which supports critical functions or operations and ensures the continuity of a minimum level of services. Disaster recovery drills are carried out periodically to test the recovery procedures and ensure proper functioning of the disaster recovery system.

本處認同高水平的資訊保安對確保為客戶提供服務的基礎設施穩定可靠至為重要。為此，本處制訂了資訊科技保安政策、資訊保安事故處理指引，以及終端用戶的資訊科技保安指示，供本處員工有所遵循。這些指示和指引會不時作出檢討和更新，以確保有關措施符合現行的指引和標準。

The Registry recognises that high-level information security is essential for ensuring a reliable infrastructure for the provision of services to customers. For this purpose, an IT Security Policy, Guidelines on Information Security Incident Handling, and End Users Instructions on IT Security have been developed for staff to follow. These instructions and guidelines are reviewed and updated from time to time to ensure they are consistent with the prevailing guidelines and standards.

為確保員工妥為遵從各項指示及指引，本處定期向員工提供最新資料，以提高員工對資訊保安的認識，並促使員工遵從各項保安政策和指示。此外，本處每年進行獨立的資訊保安審核工作，並在推出新功能前先進行風險評估。

To ensure proper compliance with the instructions and guidelines, the Registry provides regular updates to staff members with a view to fostering security awareness and compliance with various security policies and instructions. The Registry also engages independent auditors to conduct IT security audits annually and carry out risk assessments before rolling out new functions.

溝通及透明度

與客戶及公眾溝通

本處致力與客戶及公眾保持緊密的溝通。本處的網站(www.cr.gov.hk)讓公眾便於閱覽本處的最新資料，包括本處的發展，以及最新的法定要求和程序規定。網站備有繁體版、簡體版及英文版。在二零一零至一一年度，共有1,777,897人次瀏覽。

此外，本處亦透過拜訪、諮詢和刊物，例如對外通告及資料小冊子等，與客戶保持緊密聯繫。本處亦有舉辦研討會、簡介會和展覽，以介紹法例修訂或程序更改，以及本處的機構活動。其中有些活動是在本處處內舉行，有些則是與專業機構合辦，例如香港特許秘書公會及香港貿易發展局。

Communication and Transparency

Communication with Customers and the Public

The Registry strives to maintain close contact with its customers and the public. The Registry's website (www.cr.gov.hk) provides the public with easy access to updated information relating to the Registry and its developments, together with the latest statutory and procedural requirements. The website has three versions: traditional Chinese, simplified Chinese, and English. In 2010-11, it was accessed 1,777,897 times.

In addition, we maintain close connections with our customers through visits, consultations and publications, such as external circulars and information pamphlets. Seminars, briefings and exhibitions are also held for the purpose of introducing legislative or procedural changes and organisational functions. Some of these functions are organised in-house and some jointly with professional bodies, such as the Hong Kong Institute of Chartered Secretaries and the Hong Kong Trade Development Council.

客戶在新的電子註冊服務推出後作出回應
Customers' feedback following the introduction of the new electronic incorporation service

客戶在「電子查冊服務簡介會」上提問
A question raised by a customer at the "Briefing on e-Search"

企業管治及社會責任
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審計及報告

本處按照公認會計原則每年製備周年帳目表，並經由審計署署長審核。本處的經審計周年帳目表及年報每年須一併提交立法會省覽。

Audit and Report

The Registry prepares its annual accounts in accordance with generally accepted accounting standards. The annual accounts are audited by the Director of Audit and the audited accounts together with the Registry's annual report are tabled in the Legislative Council each year.

公開資料守則

本處認同有需要讓市民充分認識本處和本處所提供的服務，以及對個人以至整個社會均有影響的政策和決定的依據。為達到這個目標，本處一直全面遵從政府的公開資料守則。該守則就政府向公眾人士提供資料訂定正式的行政綱領。

Code on Access to Information

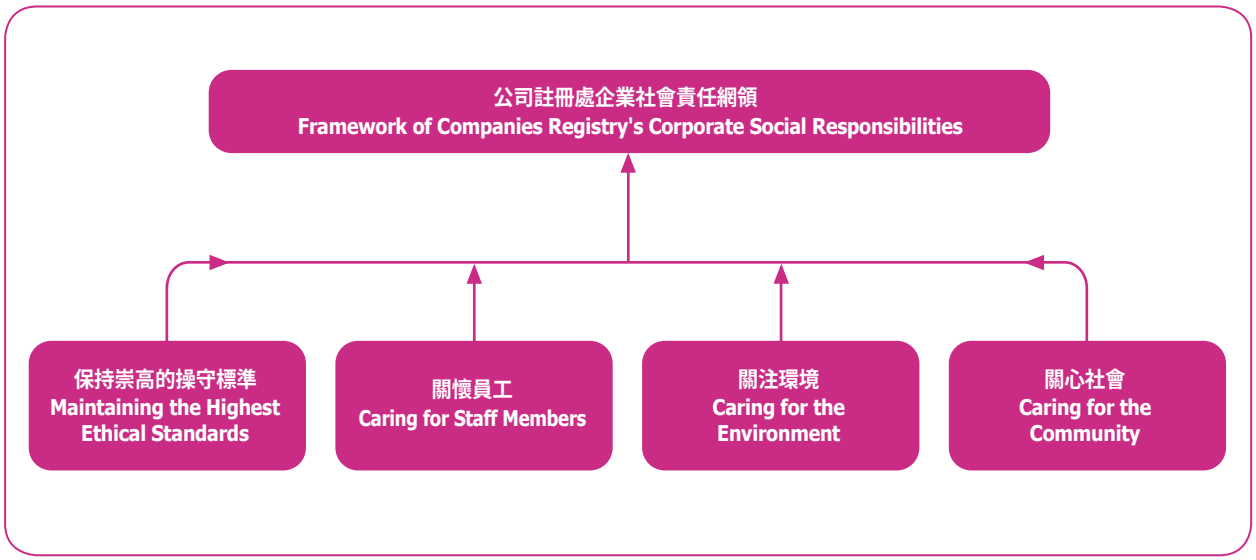
The Registry recognises the need for members of the public to be well informed about the Registry, the services it provides and the basis for policies and decisions that affect individuals and the community as a whole. To achieve this objective, the Registry is in full compliance with the requirements of the government's Code on Access to Information, which provides a formal administrative framework for the provision of information to members of the public.

社會責任

作為一間公共機構，本處認同社會的可持續發展與本處的業務發展同樣重要。此外，本處亦十分重視對客戶、員工和社會作出企業在社會和環境持續發展方面的承諾。為此，本處在二零一零年九月發出企業社會責任政策聲明，闡述本處履行企業社會責任的綱領。企業社會責任政策聲明載於附錄G。

Social Responsibility

As a public organisation, the Registry recognises that sustainable growth of the community is just as important as business growth. It also values the corporate social and environmental sustainability commitments made to its customers, staff members and community. To this end, the Registry issued a Corporate Social Responsibility (CSR) Policy Statement in September 2010 that sets out the framework for discharging its corporate social responsibilities. The CSR Policy Statement is provided at Appendix G.



公司註冊處處長在「企業社會責任大獎 2011」頒獎典禮上簽署企業社會責任宣言
The Registrar signed a CSR Statement at the Award for CSR 2011

保持崇高的操守標準

公司註冊處誠信管理委員會在二零一零至一一年度誠信管理工作計劃下訂定的工作項目已全部於年內圓滿完成。

Maintaining the Highest Ethical Standards

All programmes of work set out in the Integrity Management Programme Action Plan 2010-11, formulated by the Companies Registry Integrity Management Committee, were successfully completed during the year.

廉政公署的誠信講座
Integrity Talk by the ICAC

播放誠信管理影片「辦公室的鏡子」
Integrity Management Video Show on "The Mirror"

企業管治及社會責任
Corporate Governance and Social Responsibility

關懷員工

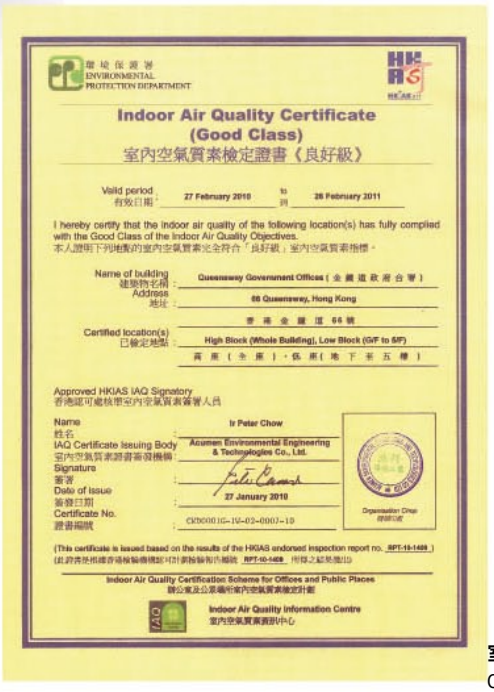
年內，本處為員工舉辦多項康樂活動。

Caring for Staff Members

The Registry organised a number of amenity activities for staff members during the year.

西貢地質公園一天生態之旅
Local Trip to the Hong Kong Geopark at Sai Kung

二零一零年聖誕自助午餐聯歡會
2010 Christmas Party cum Lunch Buffet



環境保護署
ENVIRONMENTAL PROTECTION DEPARTMENT

Indoor Air Quality Certificate
(Good Class)
室內空氣質素檢定證書（良好級）

Valid period 有效日期: 27 February 2010 to 至 28 February 2011

I hereby certify that the indoor air quality of the following location(s) has fully complied with the Good Class of the Indoor Air Quality Objectives.
本人證明下列地點的室內空氣質素完全符合「良好級」室內空氣質素指標。

Name of building 建築物名稱: Queensway Government Offices（金鐘道政府合署）
Address 地址: 66 Queensway, Hong Kong
香港金鐘道66號
Certified location(s) 已檢定地點: High Block (Whole Building), Low Block (G/F to 5/F)
高座（全座），低座（地下至五樓）

Approved HKIAS IAQ Signatory
香港認可處核准室內空氣質素簽署人員

Name 姓名: Ir Peter Chow
IAQ Certificate Issuing Body 室內空氣質素證書簽發機構: Acumen Environmental Engineering & Technologies Co., Ltd.
Signature 簽署:
Date of Issue 簽發日期: 27 January 2010
Certificate No. 證書編號: CKB0010-IV-02-0002-10

(This certificate is issued based on the results of the HKIAS endorsed inspection report no. RPT-10-1408)
(此證書是根據香港檢驗機構認可計劃檢驗報告編號 RPT-10-1408 所得之結果簽發)

Indoor Air Quality Certification Scheme for Offices and Public Places
辦公室及公眾場所室內空氣質素檢定計劃

Indoor Air Quality Information Centre
室內空氣質素資訊中心

室內空氣質素檢定證書
Certificate of Indoor Air Quality

蛋糕曲奇製作班
Cake Making Class

袖珍黏土雞蛋仔車仔檔製作班
Making Miniature Clay Food Stall Class

企業管治及社會責任
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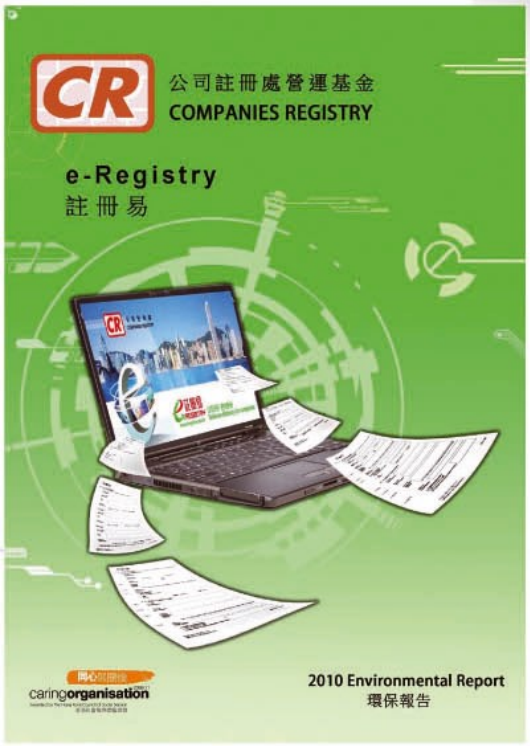
關注環境

本處致力以符合環保的方式管理及運作。為此，本處分階段開發「公司註冊處綜合資訊系統」，以期為客戶提供全自動電子化及無紙化的服務。

Caring for the Environment

The Registry adopts environmentally friendly practices as an integral part of its operations and to this end has been developing the Integrated Companies Registry Information System by phases with a view to delivering fully automated electronic and paperless services.



公司註冊處環保報告及網頁
The CR's Environmental Report and Website

網上查冊中心及「註冊易」 - 邁向無紙化的業務環境
Cyber Search Centre and e-Registry – Moving towards a paperless business environment

關心社會

年內，本處員工參與多項義工和慈善活動，貢獻備受讚揚。

Caring for the Community

Throughout the year, the Registry participated in a number of volunteer and charitable services and the efforts were well recognised.

同心展關懷
caringorganisation 2008-11
Awarded by The Hong Kong Council of Social Service
香港社會服務聯會頒發

本處自二零零八年起獲頒贈「同心展關懷」標誌
The Registry has been awarded the Caring Organisation Logo since 2008

本處獲頒發義工服務金獎
The Registry won the Gold Award for Volunteer Service

企業管治及社會責任
Corporate Governance and Social Responsibility

本處在二零零二年成立義工隊，為弱勢社群、長者和社會提供不同的義工服務。

The Companies Registry Volunteer Team, established in 2002, has provided various volunteer services to the underprivileged, the elderly and the community.

二零一零年度公益服飾日
Dress Special Day 2010

香港仔賽馬會黃志強長者地區中心長者探訪活動
Visit to senior citizens living in Aberdeen

「同賀中秋慶團圓」探訪活動探訪九龍城區的獨居長者
Visit to senior citizens living in Kowloon City for the Mid-Autumn Festival

由香港失明人協進會舉辦的「心睇．力行」國際白杖日2010
"Cane-athon" International White Cane Day 2010, organised by the Hong Kong Blind Union

「串串心思」製作班
Beaded Flower and Butterfly Ornament Making Class

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為支持社會的持續發展，本處參與不同的活動以支援青少年。

For the sustained development of the community, the Registry has participated in various activities supporting young people.

香港專業教育學院（屯門分校）的學生到本處參觀
Students from the Hong Kong Institute of Vocational Education (Tuen Mun) visited the Registry

香港大學專業進修學院的學生到本處參觀
Students from HKU Space visited the Registry

香港城市大學的學生到本處參觀
Students from City University of Hong Kong visited the Registry

培英中學的學生參與工作影子計劃
Students from Pui Ying Secondary School participated in the Job Shadowing Programme