

人力資源及企業社會責任 Human Resources and Corporate Social Responsibility



組織

截至二零一二年三月三十一日，公司註冊處共有364名員工，包括290名公務員及74名合約員工，較上年同日多出13名。人手稍微增加主要是由於日常運作的工作量增加，以及開發「公司註冊處綜合資訊系統」(綜合系統)所致。

人力資源

招聘員工

本處制定了人力資源政策及策略，以建立一支高質素的專業團隊，達成本處為客戶提供優質服務的使命，並為日後擔當更重要的角色做好準備。由本處高層管理人員組成的部門編制委員會，負責審議人手方面的建議，並向公司註冊處處長推薦方案，務求善用本處的人力資源。

培訓及發展

本處每年均會擬訂部門培訓發展計劃，以切合本處的運作需要，並促進員工的發展。本處已委任培訓經理，配合於二零一零年六月推出的培訓通，以推行及監督為本處人員而設的培訓計劃。

本處一向重視不斷學習及自我提升的精神。為此，本處鼓勵員工參加由公務員培訓處舉辦的培訓課程。本處亦資助員工修讀與工作有關的外間課程和參加考試。此外，本處在二零一一至一二年度亦為員工在處內舉辦多項培訓課程，讓員工知悉本處各項最新措施，並幫助他們熟習新的工作流程。

Organisation

As at 31 March 2012, a total of 364 people - 290 civil servants and 74 contract staff - worked at the Companies Registry, 13 more than on the same day a year earlier. The slight increase in the headcount was mainly due to the increased workload of the Registry's daily operations, as well as the development of the Integrated Companies Registry Information System (ICRIS).

Human Resources

Staff Recruitment

The Registry has developed its human resources policies and strategies in order to build the team of high-calibre and professional staff members it needs to fulfil its mission to provide quality services to customers, and for the further development of its role in the future. Its Departmental Establishment Committee, which consists of senior officers, considers staffing proposals and makes recommendations to the Registrar of Companies on how to optimise the use of the Registry's manpower resources.

Training and Development

Every year, the Registry draws up a Departmental Training and Development Plan to satisfy its operational requirements and support the development of its staff members. Training managers are appointed to implement and oversee training initiatives for officers, in line with the Training Administration System established in June 2010.

The Registry always emphasises a culture of continuous learning and development. For this purpose, it encourages staff members to attend training programmes organised by the Civil Service Training and Development Institute. It also offers financial support to staff members who wish to attend external work-related courses and examinations. In addition, the Registry conducted a number of in-house training sessions during 2011-12. These updated staff members about its latest initiatives, and helped to familiarise them with new working procedures.

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Human Resources and Corporate Social Responsibility



公司成立及條例執行部
的管理人員
Managers of the
Company Formation and
Enforcement Division

公眾查冊部的管理人員
Managers of the
Public Search Division





公司文件註冊部的
管理人員
Managers of the
Registration Division

總部的管理人員
Managers of the
Headquarters Team



新加入本處的員工會參加一個為期兩天的迎新課程，讓他們了解本處及本處的工作。去年，本處為管理人員舉辦有關團隊合作及處理轉變的進修課程，參加者的範圍有所擴大，涵蓋包括擔任管理職務的文書職系人員。進修課程加強了參加者處理轉變時的能耐及鞏固員工間的團隊合作精神。此外，本處為擴闊員工的視野，安排他們參與和其他司法管轄區公司註冊機關的員工交流計劃。

年內，本處員工共參加516天培訓課程及活動。

溝通

管方與員方之間，以及員工之間的雙向有效溝通，是確保任何機構達致成功的不二法門，本處也不例外。由管方及員方代表組成的部門協商委員會定期召開會議，討論員工關注的事項。公司註冊處處長亦定期與各部別的管理人員舉行會議，討論與本處運作及新措施有關的專題事項。此外，本處出版的員工通訊亦有助員工更加認識部門的發展及同事的情況。

New staff members undergo a two-day Induction Programme to give them a better understanding of the Registry and its work. The participants of the Registry's Management Retreat Programme was last year expanded to include clerical staff members who have assumed managerial roles. This programme allows the participants to enhance their change-management competencies and team spirit. In addition, the Registry aims to broaden the perspectives of its staff members by arranging for them to take part in attachment programmes with the companies registries of other jurisdictions.

Registry staff members spent a total of 516 days participating in various training programmes during the year.

Communication

Effective two-way communication between management and staff and between staff members is a valuable tool for ensuring the success of any organisation. The Registry is no exception. Its Departmental Consultative Committee consists of management and staff representatives, and it holds regular meetings to discuss topics that concern staff members. The Registrar of Companies also meets divisional managers regularly to discuss issues relating to the Registry's operations and initiatives. Furthermore, its staff newsletter helps staff members to learn more about developments in the Registry and their colleagues.



公司註冊處員工通訊
CR Staff Newsletter

本處管方致力鼓勵所有員工充分發揮潛能，以加強本處整體的效率和生產力。每名員工的主管人員，每年均會就員工工作表現的評核報告進行面談，討論員工的工作表現，並就培訓或事業發展需要提出建議。這些面談提供良好機會，讓主管人員及下屬專注討論員工的事業前途、抱負及事業發展計劃。

此外，本處十分重視員工的投訴。本處設有完善機制處理員工的投訴，並已向全體員工公布有關詳情。本處已委任公司註冊處經理擔任部門的員工投訴主任，負責確保員工的每個投訴均得到妥善處理，並迅速作出必需的糾正。

員工關係

聯誼及康樂活動對促進員工關係和健康至為重要。在二零一一至一二年度，本處為員工舉辦多項聯誼及康樂活動，以培養員工的歸屬感。活動包括尋找中華白海豚一日遊、澳門文化遺產．水舞間一日遊、聖誕自助午餐聯歡會及有關壓力管理的影片放映會。此外還舉辦多項專題興趣班，涵蓋不同的主題，例如馬賽克手工藝製作班、迎新春書法班及意大利菠菜芝士雲吞製作班。其中有些活動更邀請員工家屬參加。

The Registry management strives to encourage all staff members to perform to their full potential as a means of enhancing its overall effectiveness and productivity. Each staff member's supervising officer conducts an annual appraisal interview, during which they discuss the staff member's performance and recommends training or development needs. These interviews are also good opportunities for supervisors and subordinates to focus on career prospects, aspirations and development plans.

Moreover, the Registry recognises the importance of staff complaints. It has a well-established mechanism for handling these, details of which have been promulgated to every staff member. The Registry Manager has been appointed as its Departmental Staff Complaints Officer, with the responsibility of ensuring that every complaint is properly handled, and that any necessary remedial action is taken promptly.

Staff Relations

Social and recreational activities are essential for enhancing relations between staff members and their physical well-being. The Registry organised a wide range of these for its staff members during 2011-12. They included a Trip to the habitat of Chinese Pink Dolphins at Lung Kwu Chau, a Day trip to Macau, a Christmas Party-cum-Lunch Buffet, and the screening of a video about stress management. A number of special interest classes were also held, covering subjects like Mosaic Art, Chinese Calligraphy and Western Cuisine Cookery. Members of the families of Registry staff members were also invited to join some of these events, in order to cultivate a sense of belonging among staff members.

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尋找中華白海豚一日遊
Trip to the habitat of Chinese
Pink Dolphins at Lung Kuu Chau



澳門文化遺產·水舞間一日遊
Day trip to Macau



二零一一年聖誕自助午餐聯歡會
2011 Christmas Party-cum-Lunch Buffet

馬賽克手工藝製作班
Mosaic Art Class



迎新春書法班
Chinese Calligraphy Class



意大利菠菜芝士雲吞製作班
Western Cuisine Cookery Class



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獎勵及嘉許

本處設有三個增進員工表現計劃，以加強員工對部門服務承諾的認識和承擔，分別是工作表現獎、最佳服務獎及最佳櫃檯職員獎。

在二零一一至一二年度，本處超越了所有服務承諾的目標水平。本處因此向合資格的員工頒發工作表現獎，以表揚他們的工作及出色表現。在二零一一年，本處的客戶投票選出「新公司註冊(本地公司) — 網上提交文件」服務(一項由新公司註冊組提供並由拓展組支援的服務)為最佳服務獎。與此同時，最佳櫃檯職員獎有助促進本處員工竭誠為客戶提供有禮及高效率的服務。去年，我們的客戶交回共2,126份投票表格，選出14名得獎者。

Motivation and Recognition

The Registry's three Staff Motivation Schemes promote awareness of its performance pledges and commitment to fulfilling them. They are the Registry Performance Award, Best Service Award and Best Counter Staff Award.

The Registry exceeded all the targets for its pledges during 2011-12. The Registry Performance Award was therefore bestowed on all eligible staff members in recognition of their efforts and excellent performance. In 2011, our customers voted Registration of New Companies - Local company (e-Submission), one of the services provided by the New Companies Section and supported by the Development Section, as the winner of the Best Service Award. Meanwhile, the Best Counter Staff Award helps to foster the dedication of our staff to providing courteous and efficient services. Last year, our customers returned a total of 2,126 ballot forms to choose 14 recipients for this accolade.

新公司註冊組及拓展組獲頒
2011年最佳服務獎

The New Companies Section and
Development Section receives
the 2011 Best Service Award



企業社會責任

作為一間公共機構，本處認同社會的可持續發展與自身的業務發展同樣重要。因此，本處高度重視對客戶、員工和社會整體作出企業在社會和環境持續發展方面的承諾。在二零一零年，本處發布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的內容載於附錄G。

保持崇高的操守標準

公司註冊處誠信管理委員會在誠信管理計劃二零一一至一二年度工作計劃下訂定的工作目標已全部於年內達致。

Corporate Social Responsibility

As a public organisation, the Registry recognises that the sustainable growth of the community is as important as the growth of individual businesses. It therefore assigns a high priority to social and environmental sustainability commitments to its customers, staff members and the community as a whole. In 2010, it adopted a Corporate Social Responsibility (CSR) Policy Statement that sets out the framework for discharging its corporate social responsibilities. The text of this is provided in Appendix G.

Upholding the Highest Ethical Standards

All the targets set by the Registry's Integrity Management Committee in its Integrity Management Programme Action Plan for 2011-12 were attained during the course of the year.



二零一二年一月廉政公署為員工舉辦的講座
A talk for staff members conducted by
the ICAC in January 2012



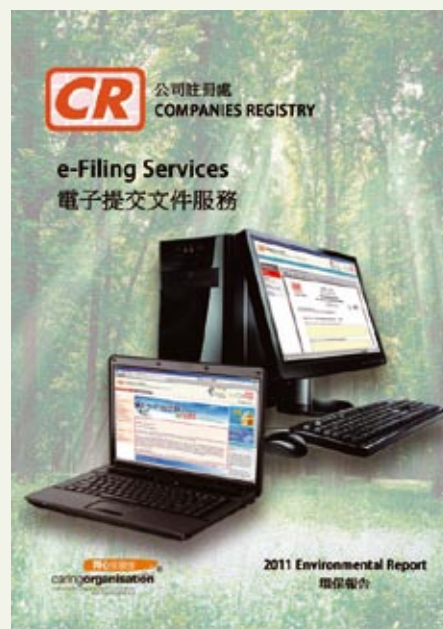
觀看誠信管理影片「辦公室的鏡子」
Viewing an integrity management video on "the Mirror"

關注環境

本處致力以有利環保的方式管理及運作。除了在日常運作著重採用符合環保的做法外，還鼓勵員工關注環境。在二零一一年，本處全面達致重要環保措施的目標。詳情可參閱本處二零一一年的環保報告，報告可於本處網站下載。

Caring for the Environment

The Registry is committed to managing and conducting its operations in an environmentally responsible manner. It has adopted environmentally friendly practices as an integral part of its operations, and it encourages staff members to care for the environment. In 2011, the Registry fully achieved its targets for key green measures. Details of these can be found in its Environmental Report 2011, which can be downloaded from the Registry's website.



二零一一年公司註冊處環保報告
2011 Environmental Report

本處全面推行綜合系統的電子服務，加上更多客戶改用電子提交文件服務，本處深信本處及商界在不久的將來會大幅減少使用紙張。

With the full implementation of electronic services under ICRIS and with more customers switching to the electronic filing services, the Registry strongly believes the use of paper by the Registry and the business community will decrease substantially in the near future.

本處參加了環境保護署的部門辦公室及公眾場所室內空氣質素檢定計劃，獲頒「良好級」證書。

The Registry participated in the Environmental Protection Department's Indoor Air Quality Certificate Scheme for Offices and Public Places, and it received a "Good Class" certificate for this.



室內空氣質素證書
Certificate of Indoor Air Quality

關心社會

年內，本處員工參與多項義工和慈善活動，貢獻備受受惠機構讚揚。

Caring for the Community

The Registry took part in a number of voluntary and charitable services during the year, and these efforts were warmly received by their beneficiaries.

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 was established in 2002 to provide a variety of voluntary services to the underprivileged, the elderly, and the entire community.

公司註冊處榮獲二零一一年度「義工服務」金獎
The Companies Registry is awarded the
Gold Award for Volunteer Service in 2011



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公司註冊處義工隊舉辦的活動：

Activities Organised by the Companies Registry Volunteer Team:



▲ 「公益金便服日2011」員工穿上運動服
Staff members put on sporty attire for Dress Casual Day 2011

◀ 「端午粽子傳愛心」探訪九龍城區的獨居長者
Visit to senior citizens living in Kowloon City during the Tuen Ng Festival

▶ 「同賀中秋慶團圓」探訪九龍城區的獨居長者
Calling on the elderly in Kowloon City during the Mid-Autumn Festival





▲ 為學習障礙兒童舉辦聖誕聯歡會
A Christmas Party for children with learning disabilities



◀ 香港仔賽馬會黃志強長者地區中心的長者歡迎義工隊
Senior citizens welcome Team members at the Jockey Club Wong Chi Keung District Elderly Community Centre in Aberdeen



◀ 為香港兔唇裂顎協會賣旗
Selling flags for the Hong Kong Association for Cleft Lip and Palate

製作義工活動派發的禮物
Preparing gifts to distribute
during voluntary activities



由二零零八至二零一二年，本處獲頒「同心展關懷」標誌。

The Registry was granted the Caring Organisation Logo from 2008 to 2012.

同心展關懷

®

2008-12
caringorganisation

Awarded by The Hong Kong Council of Social Service
香港社會服務聯會頒發



二零一二年二月為來自靈糧堂怡文中學的學生
舉辦工作影子計劃

A Job Shadowing Programme for students from
Ling Liang Church E Wun Secondary School
conducted in February 2012

職業安全及健康

本處致力為全體員工提供一個健康安全的工作間，並於二零零零年成立公司註冊處安全委員會，負責制訂和推行安全政策及措施，並加以監察和檢討。本處定期進行職業安全巡查，以找出工作間潛在的職安健風險，並妥善跟進。此外，本處亦鼓勵員工參加相關的訓練課程，以提高他們的職業安全意識。

Occupational Safety and Health

The Registry is committed to providing a healthy and safe workplace for all its staff members. It established a Safety Committee in 2000, to formulate, implement, monitor and review safety policies and measures. Regular occupational safety inspections are conducted to identify potential hazards on its premises, and any identified areas are followed up effectively. Moreover, staff members are encouraged to attend relevant training courses to promote their occupational safety awareness.