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可持續發展報告 Sustainability Report





香港仔坊會 AKA 社會服務 Social Service
賽馬會黃志強長者地區中心
公司註冊處義工隊合辦及贊助
經典金曲賀新春
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企業社會責任

為履行企業社會責任，本處致力促進社會的可持續發展。本處採取穩健的管理政策及措施去維持高水平的企業管治，以提供優質服務，同時亦整體上高度重視對員工、社會及環境在可持續發展方面所作出的承諾。為此，本處自二零一零年起制訂了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 F。

Corporate Social Responsibility

To discharge its corporate social responsibility, the Registry strives to contribute to the sustainable growth of the community. Whilst adopting sound management policies and practices to maintain a high standard of corporate governance in the provision of quality services, the Registry also assigns high priority to its commitments to its staff members, the community and the environment as a whole. A framework for discharging the Registry's corporate social responsibility has been established since 2010 for this purpose as described in the Registry's Corporate Social Responsibility Policy Statement. The text of the statement is provided in Appendix F.





保持崇高的操守標準

正如「企業管治」的篇章所載，為了建立並保持廉潔守正及具崇高操守標準的隊伍，本處要求員工在履行職責時需切實遵從《公務員守則》。而本處在此方面的工作和措施，則由誠信管理委員會負責監督。公司註冊處誠信管理委員會在二零一三至一四年度誠信管理工作計劃下訂定的工作目標，全於年度內達致。

Maintaining Highest Ethical Standard

As reported in the chapter, "Corporate Governance", to set up and maintain a workforce of integrity and high ethical standards of conduct in the Registry, the Civil Service Code has been adopted for compliance by the Registry's staff when discharging their duties. The Registry's efforts and initiatives in this area are overseen by the Integrity Management Committee. All targets set by the Committee in its Integrity Management Programme for 2013-14 were achieved during the course of the year.

關懷員工

人力資源規劃

本處認同策略性使命得以成功達成，員工是關鍵所在。一個高質素及專業的團隊對本處為客戶提供優質服務及持續發展至為重要。為此，本處在詳細考慮業務需求及發展計劃後，制訂了人力資源政策及策略。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以切合現時及日後的需要，並向公司註冊處處長推薦制訂本處人力計劃的方案。

培訓及發展

本處致力促進員工的持續發展，每年均會制訂部門培訓發展計劃，以促進不同職系人員的培訓及發展。公司註冊處處長已委任培訓經理，負責監督該計劃的落實情況，並就培訓及發展的事宜向有關人員提供建議。

本處每年都會為員工在處內舉辦培訓課程，讓員工知悉本處各項最新措施，認識新訂立或經修訂的工作程序。此外，本處開辦入職課程，讓新入職員工對本處及本處的工作有更多認識。為了員工的個人發展，本處安排了各個範疇的培訓課程，當中包括誠信及壓力管理課程。為實施新《公司條例》所帶來的改變做好準備，在二零一三至一四年度，本處為員工安排了 16 場簡介會講解不同題目，而個別部別／組別更為員工安排了與工作有關的新表格及指明規定的培訓課程，以配合員工的工作並協助他們順利過渡至新制度。

Caring for Staff Members

Manpower Planning

The Registry recognises that staff members are the precious key for successful implementation of its strategic missions. A high-calibre and professional workforce is critical for the provision of quality services to customers and sustainability of the Registry. To this end, the Registry has developed human resource policies and strategies with due consideration of its business requirements and development plan. The Registry's Departmental Establishment Committee, composed of senior officers, considers staffing proposals to meet current and future needs and makes recommendations to the Registrar of Companies ("the Registrar") for the formulation of the Registry's manpower plans.

Training and Development

The Registry is committed to the continuous development of its staff members. A Departmental Training and Development Plan is formulated every year to support the training and development of different grades of officers. Training managers are appointed by the Registrar to oversee the implementation of the Plan and offer advice to officers on matters relating to training and development.

Every year, the Registry conducts in-house training for staff members on its latest initiatives and new or revised work procedures. Induction Programme is conducted for new staff members to provide them with a better understanding of the Registry and its work. Training on various aspects including integrity and stress management are arranged for the personal development of staff. In 2013-14, to prepare for the changes arising from the implementation of the new Companies Ordinance ("the new Ordinance"), 16 briefings on various topics of the new Ordinance were arranged for the Registry's staff. Job-related trainings on new forms and specific requirements were also arranged by individual divisions/sections to facilitate the work of their staff and smooth transition.

除在處內舉辦培訓課程外，本處亦培養員工不斷學習及自我提升的精神，鼓勵員工參加由公務員事務局公務員培訓處舉辦的培訓課程或提供的網上課程。本處提名員工參加本地或海外的研討會及會議，以擴闊他們的視野，增廣見聞。此外，本處亦資助員工修讀與工作有關的外間課程和參加考試。

截至二零一四年三月的年度，本處員工共參加了 922 個培訓日。

Apart from in-house trainings, the Registry also fosters a culture of continuous learning and self-development of staff. Staff members are encouraged to attend training programmes organised by the Civil Service Training and Development Institute of the Civil Service Bureau or undertake online courses provided by the Institute. The Registry nominates staff to attend local and overseas seminars and conferences to broaden their perspectives and widen their exposure. It also provides financial support to staff members who wish to attend external work-related courses and examinations.

For the year ending March 2014, a total of 922 training days have been undertaken by staff of the Registry.



在處內舉辦有關壓力管理的研討會
In-house seminar on stress management

在處內舉辦新《公司條例》簡介會
In-house briefing sessions on new Companies Ordinance





職業安全及健康

為達致為全體員工提供一個健康安全工作間的目標，本處成立了安全委員會，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，並即時妥善跟進。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

To achieve the Registry's commitment to providing a healthy and safe workplace for all staff members, a Safety Committee is established to formulate, implement, monitor and review safety policies and measures. Regular occupational safety inspections are conducted to identify potential hazards in the workplace, and any identified areas are followed up promptly and effectively. Staff members are encouraged to attend relevant training courses to promote their occupational safety awareness.

員工獎勵及嘉許

本處設有增進員工表現計劃，三個獎項分別是工作表現獎、最佳服務獎及最佳櫃檯職員獎。該計劃旨在加強員工對部門服務承諾的認識和承擔，並激勵員工不斷改善為市民提供的服務。

Staff Motivation and Recognition

The Registry has implemented a Staff Motivation Scheme which consists of three awards, namely, the Registry Performance Award, the Best Service Award and the Best Counter Staff Award. The objectives of the Scheme are to promote staff awareness of the Registry's performance pledges, enhance staff commitment and motivate staff towards continuous improvement of service in serving the community.



全賴員工的努力不懈和優秀表現，在二零一三至一四年度，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，以表揚他們出色的工作表現。在二零一三年，本處的客戶投票選出「本地公司更改名稱 — 網上提交文件」服務（一項由新公司註冊組提供的服務）為最佳服務。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服務的使命感。去年，我們的客戶交回共 1 600 份投票表格，選出 15 名最佳櫃檯職員獎的得獎者。

With the efforts and excellent performance of staff members, the Registry has exceeded the targets of all its performance pledges for 2013-14 and the Registry Performance Award was granted to all eligible staff in recognition of their good work. In 2013, "Change of Name of Local Companies (e-Submission)", a service provided by the New Companies Section, was voted by our customers as the winner of the Best Service Award. The Best Counter Staff Award has helped instil a sense of commitment in staff to provide courteous and efficient service. Last year, 15 winners of the Best Counter Staff Award were selected by our counter customers who returned 1,600 voting forms.



「本地公司更改名稱 — 網上提交文件」服務獲頒二零一三年度最佳服務獎
"Change of Name of Local Companies (e-Submission)" won the Best Service Award 2013

與員工溝通

本處相信與員工有效溝通至為重要。由管方及員方代表組成的部門協商委員會定期召開會議，討論與工作有關的事項，並蒐集員工的意見。公司註冊處處長亦不時與各部別的管理人員舉行會議，討論未來數年本處的工作方向、策略及新措施。此外，本處出版員工通訊，藉以加強員工之間的溝通，並提供一個平台，分享工作經歷，並登載本處的成績和員工努力的成果，共慶佳績。

Communication with Staff

The Registry believes that effective communication with staff is essential. The Departmental Consultative Committee, composed of management and staff representatives, meets regularly to discuss work-related issues and gather opinions from staff. The Registrar also meets divisional managers from time to time to discuss work directions, strategies and initiatives of the Registry for the years ahead. Furthermore, staff newsletters are published to enhance communication among staff members as well as serve as a forum to share experience and success stories.

公司註冊處員工通訊「關・註」
Companies Registry Staff Newsletter



為加強本處整體的效率和生產力，本處致力鼓勵所有員工充分發揮潛能。本處員工的主管人員，每年均會就員工工作表現的評核報告與員工進行面談，討論員工的工作表現，並就員工的事業發展需要提出培訓方面的建議。在這些直接的面談中，主管人員及下屬得以交流對工作表現的意見及想法，並討論員工的事業前途及發展計劃。

本處十分重視員工的投訴。本處設有機制，確保員工的投訴得到妥善處理。本處已委任公司註冊處經理擔任部門的員工投訴主任，確保員工的每宗投訴均獲得公平及妥善的處理，並迅速作出必須的糾正。

The Registry strives to encourage all staff members to perform to their full potential with a view to enhancing its overall effectiveness and productivity. Staff appraisal interviews are conducted annually to discuss staff performance and to recommend training for their development needs. Supervisors and subordinates can exchange views and thoughts on performances, discuss career prospects and development plans at these face-to-face interviews.

The Registry attaches great importance to staff complaints. The Registry has established mechanism to ensure proper handling of staff complaints. The Registry Manager has been appointed as the Departmental Staff Complaints Officer to ensure that every complaint is handled in a fair and proper manner, and that any necessary remedial action is taken promptly.

員工關係

年內，本處為員工舉辦多項聯誼及康樂活動，促進團隊精神和員工關係。活動包括東平洲地質公園之旅，以及聖誕聯歡會暨自助午餐。此外，還圓滿舉辦多個專題興趣班，例如卡通造型馬卡龍製作班、朱古力松露製作班、港式點心・蝦餃咸水角製作班、拉花藝術班、新春花藝設計班及氣球花扭扭班等。員工對這些活動好評如潮，並攜同家屬參加部分活動。

於二零一三至一四年度舉辦的活動：

Staff Relation

The Registry promotes team work and good relations among staff members. A series of social and recreational activities including an outing to Tung Ping Chau Geopark and a Christmas party-cum-lunch buffet is organised for staff members during the year. Special interest classes on macaroon making, chocolate making, dim sum making, latte art, flower arrangement and balloon twisting were also held successfully. These activities won positive feedbacks from staff and their family members also joined some of the activities.

Activities held in 2013-14:



二十周年旅行 — 東平洲地質
公園之旅、塔門一天遊暨攝影
比賽
20th Anniversary Outing cum
Photo Competition



二十周年慶祝晚宴
20th Anniversary Celebration Dinner



羽毛球比賽
Badminton Competition

2013 聖誕自助午餐聯歡會
2013 Christmas Party
cum Lunch Buffet



氣球花扭扭班
Balloon Twisting Class

朱古力松露製作班
Chocolate Making Class



新春花藝設計班
Flower Arrangement Class

關心社會

本處擔當良好企業公民的角色，經常支持並參與多項義工和慈善活動，對社會的貢獻備受稱頌。

本處義工隊於二零零二年成立，透過參與多項不同的義工和慈善活動，致力服務社會，並積極支持弱勢社群和長者。

Caring for Community

As a good corporate citizen, the Registry provides continuous support and participates in voluntary and charitable services. Its contributions to the community are well recognised.

The Registry Volunteer Team, established in 2002, devotes its efforts in serving the community and supporting the underprivileged and the elderly through its active participation in a variety of voluntary services and charitable activities.



本處獲頒二零一三年度「義工服務」金獎

The Registry received the Gold Award for Volunteer Service in 2013

員工參與的義工和慈善活動：

Volunteer and Charitable Activities Participated by Staff Members:

粵韻頌親恩敬老粵曲演唱會

A Cantonese operatic song concert for the elderly



「耆是有情在龍城」探訪九龍城區的長者

Visiting the elderly living in Kowloon City during Tuen Ng Festival



義務工作發展局全港賣旗日
旗站義工
Volunteers in the
Territory-wide Flag Day
organised by the Agency
of Volunteer Service

《香港人 香港心》義工大
使行動獎
《Hong Kong Citizen
Hong Kong Heart》
Volunteer Ambassador
Program Award



「耆康會關泉白普理護理安老院慰親日」探訪安老院長者
Visiting the elderly at the SAGE Quan Chuen Bradbury Home
for the Elderly



參與健康快車武林群英匯光明 2013 義務工作
Participating in the volunteer work of a fund-raising activity
organised by the Lifeline Express



橙絲帶行動 2013 —
到社區中心探訪中風
患者
Orange Ribbon
Campaign 2013 -
Visiting patients
suffering from stroke
in a community
centre

「同賀中秋慶團圓」長者探訪活動
Visiting the elderly during Mid-Autumn Festival



「心睇·力行」國際白杖日 2013 步行籌款
International White Cane Day 2013

「愛心獻保良」粵曲演唱會
Participating in a fund-
raising Cantonese opera
song concert organised by
the Po Leung Kuk





同心展關懷

本處自二零零八至零九年度起，已連續第六年獲頒「同心展關懷」標誌。二零一三至一四年度，本處獲頒發超越5年「同心展關懷」標誌，以表揚本處在履行企業社會責任方面奮力承擔企業責任的表現。本處更獲列入「無障礙友善企業／機構名單」，以表揚本處在建立無障礙環境及文化，關愛不同社會組群的需要所取得的卓越表現。

Caring Organisation

The Registry has achieved the recognition as a Caring Organisation for six consecutive years since 2008-09. In 2013-14, the Registry has been awarded the 5 Years Plus Caring Organisation Logo in recognition of its achievements in Corporate Social Responsibility and commitment as a corporate citizen. The Registry has also been included in the List of Barrier-free Companies/Organisations in recognition of its excellent achievement in developing barrier-free environment and culture to care for the needs of different groups in the community.



無障礙網頁嘉許計劃

無障礙網頁的設立旨在改善殘疾人士的生活質素，讓他們更易掌握最新資訊，以及處理日常所需。為鼓勵社會採用無障礙網頁設計的網站，政府資訊科技總監辦公室及平等機會委員會合辦無障礙網頁嘉許計劃，以表揚本地企業和機構能夠提供易於瀏覽的網站。本處參與了計劃，而我們的網站亦達致萬維網聯盟《無障礙網頁內容指引》2.0 版 AA 級別的標準，並符合金獎級別的所有技術準則。



Web Accessibility Recognition Scheme

Web Accessibility aims to enhance the quality of living of persons with disabilities and make it easier for them to get hold of the latest information and take care of daily needs. To encourage adoption of web accessibility in the community, the Office of Government Chief Information Officer and the Equal Opportunities Commission jointly organised the Web Accessibility Recognition Scheme ("the Scheme") to show appreciation to local business and organisations for making their websites easily accessible. The Registry participated in the Scheme and its websites have achieved World Wide Web Consortium (W3C)

Web Content Accessibility Guidelines WCAG 2.0 Level AA standards and have met all technical criteria for the Gold Award.

工作影子計劃

二零一四年一月二十七日，本處與國際成就計劃香港部攜手合作，舉辦為期一天的工作影子計劃。這項活動的目的在於幫助青年人了解實際的工作環境，為投身社會做好準備，提早計劃未來。當天本處接待了 12 名中五學生，讓他們跟隨工作導師完成一天的日常工作。

Job Shadowing Programme

The Registry, in collaboration with Junior Achievement Hong Kong, hosted a one-day Job Shadowing programme on 27 January 2014. The programme aims to expose young people to real business environment and encourage them to start planning their career at an early stage. The Registry sponsored 12 Fifth Form students who "shadowed" their workplace mentors as they went through a normal day at work.



關注環境

本處致力以有利環保的方式運作。根據減少耗用物料、廢物再用、循環再造，以及減少耗用能源的環保原則，本處制訂了多項環保政策，務求盡量減低可能對環境造成不良影響，以及繼續尋求方法對環保作出更大貢獻。本處亦開發了「公司註冊處綜合資訊系統」，以期為客戶提供全自動化的無紙張電子服務。

環保採購

多年來，本處持續減少耗用能源及紙張，並透過購買對環境造成最少不良影響的環保產品，以及減少使用一次性即棄物品，藉此落實環保採購措施。在搜購優質產品及服務的過程中，本處會把人類健康及環境保護等因素列入考慮範圍。在二零一三年，本處大多達致重要環保措施的主要目標。詳情可參閱登載於本處網站 (www.cr.gov.hk) 的二零一三年環保報告。

電子服務

本處設立了「註冊易」入門網站，推行電子服務，讓客戶可在網上提交必須交付本處登記的主要指明表格。隨著越來越多客戶使用本處的電子服務，本處及商界在來年的紙張耗用量預期會相應減少。

Caring for Environment

The Registry is committed to conducting its operations in an environmentally-responsible manner. To minimise any possible adverse impact on the environment and continuously enhance the Registry's environmental friendliness, environmental policies based on the principles of reducing the consumption of materials, reusing and recycling materials, and minimising energy consumption have been established. The Registry has also developed its Integrated Companies Registry Information System for the provision of fully automated electronic and paperless services.

Green Procurement

Over the years, the Registry has continued to reduce consumption of energy and paper, and implemented green procurement by purchasing green products that cause minimal adverse environmental impact and reducing the use of one-off disposable items. Human health and environmental concerns are factored into the search for high quality products and services in the procurement process. In 2013, the Registry mostly achieved the targets for key green measures details of which can be found in the Environmental Report 2013 on the Registry's website (www.cr.gov.hk).

Electronic Services

The Registry has established the e-Registry portal and introduced electronic services for online submission of major specified forms that are required to be registered with the Registry. With increasing usage of the Registry's electronic services, the use of paper by the Registry and the business community is expected to decrease in the coming years.

締造更佳工作環境

本處致力為員工締造更佳工作環境。本處獲環境保護署的室內空氣質素檢定計劃頒發「良好級」證書。為進一步改善工作環境，本處自二零一三年年初起在辦事處的範圍內擺放了綠色植物。

Better Work Environment

The Registry is dedicated to building a better work environment for its staff members. It has obtained a rating of "Good Class" under the Indoor Air Quality Certificate Scheme of the Environmental Protection Department. To further improve the work environment, green plants have been placed in office areas of the Registry since early 2013.

