



# 企業社會責任 Corporate Social Responsibility

## 企業社會責任政策

本處亦十分珍視對客戶、員工及社會在企業社會責任及環境可持續發展方面所作出的承諾，這是向商界提供公共服務的重要一環。為了更有效落實在業務運作上保持崇高的操守標準、關心社會、關注環境及關懷員工福祉這些目標，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。

## Corporate Social Responsibility Policy

As a vital part of the public service to the business community, the Registry also treasures the corporate social and environmental sustainability commitments made to its customers, staff members and the community. To better achieve our objectives of maintaining the highest ethical standards in the conduct of our business, caring for the community, the environment and the well-being of our staff members, the Registry issued a Corporate Social Responsibility Policy Statement in September 2010, setting out the framework on how we manage our corporate social responsibilities.



## 社區外展服務

本處鼓勵員工參與義工和慈善活動。本處義工隊於二零零二年成立，透過積極參與多項不同的義工和慈善活動，致力服務社會及支持弱勢社群和長者。在二零一五至一六年度，員工及其家屬共參與約 1,600 小時的義工服務。本處獲頒發二零一五年「義工服務」金獎。

## Community Outreach

The Registry encourages its staff to take part in voluntary and charitable services. The Registry's Volunteer Team, established in 2002, is committed to serving the community and supporting the underprivileged and the elderly through active participation in a variety of volunteer and charitable activities. In 2015-16, staff members and their families clocked up about 1,600 hours of volunteer service. The Registry received the Gold Award for Volunteer Service in 2015.



「傷健共融·飛翔夢」國慶慈善晚會  
Charity Show for the National Day



「愛·耆樂無窮」麗瑤白普理護老院 - 長者興趣班  
Interest Class for the elderly at Lai Yiu Bradbury Care Home



「聖誕樂歡騰」探訪匡智元朗晨樂學校學生  
Christmas Party for children at Hong Chi Morningjoy School



「靈猴迎福新春聯歡會」探訪香港特殊學習障礙協會兒童  
Visiting children of Hong Kong Association for Specific Learning Disabilities after the Chinese New Year

每年本處均積極參與工作影子計劃及實習計劃，讓大學生和高中生藉此機會獲取寶貴的工作經驗和了解實際的業務環境。

## **同心展關懷**

本處對社會的貢獻得到廣泛認同。在本年度，本處獲香港社會服務聯會頒發「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。這是自二零零八至零九年度以來，本處連續第八年獲頒「同心展關懷」標誌。

The Registry actively participates in job shadowing and internship programmes every year. Undergraduate students and senior form secondary school students are provided with opportunities to gain valuable work experience and expose to real business environment.

## **Caring Organisation**

The Registry's contribution to the community has been well received. For the eighth consecutive year since 2008-09, the Registry was acknowledged as a "Caring Organisation" by the Hong Kong Council of Social Service in recognition of its achievements in corporate social responsibility and commitments as a corporate citizen.



## **優質工作間**

### **珍愛員工**

#### **人力資源策劃**

本處認同一個高水準及專業的團隊，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。本處的部門編制委員會，由高層管理人員組成，負責審議人手方面的建議以應付目前和將來的需要，並向公司註冊處處長推薦制訂本處的人力計劃方案。

#### **持續培訓及發展**

本處十分重視員工的持續發展，每年均會制訂部門培訓發展計劃，以配合不同職系人員的培訓及發展需要。公司註冊處處長已委任培訓經理，負責監督該計劃的實施。此外，

## **Workplace Quality**

### **Valuing Our Staff**

#### **Human Resource Planning**

The Registry recognises that a high-performance and professional workforce is critical for the provision of quality services to customers and the sustainability of the Registry. In this connection, the Registry has developed human resources 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 for the formulation of the Registry's manpower plans.

#### **Continuing Training and Development**

The Registry attaches great importance to the continuous development of its staff members. A Departmental Training and Development Plan is devised every year to fulfil the training and development needs of different grades of officers. Training

本處亦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。在二零一五至一六年度，本處員工共參加了 634 個培訓日。

managers are appointed by the Registrar of Companies to oversee the implementation of the Plan. The Registry also nominates staff to attend local and overseas seminars and conferences to broaden their perspectives and widen their exposure. In 2015-16, a total of 634 training days were undertaken by staff of the Registry.



為新入職員工開辦入職課程  
Induction programme offered to new staff members



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

## 員工獎勵及嘉許計劃

本處設有增進員工表現計劃，用以加強員工對部門服務承諾的認識和承擔，並不斷提升服務水平。該計劃設有三個獎項，分別是工作表現獎、最佳服務獎及最佳櫃檯職員獎。

在二零一五至一六年度，本處超越了所有服務承諾的目標水平。本處因此向所有合資格的員工頒發工作表現獎，表揚他們的努力及出色表現。在二零一五年，本處的客戶投票選出「網上聯線查冊—提供文件影像紀錄以供下載」（一項由公眾查冊組提供的服務）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。同年，我們的客戶交回共 1,540 份投票表格，選出 15 名最佳櫃檯職員獎的得獎者。

## Staff Motivation and Recognition Schemes

The Registry has implemented a Staff Motivation Scheme to promote awareness of, commitment to and continuous enhancement of performance. The Scheme consists of three awards, namely, the Registry Performance Award, Best Service Award and Best Counter Staff Award.

As the Registry has exceeded the targets of all pledges for 2015-16, the Registry Performance Award was granted to all eligible staff to recognise their efforts and excellent performance. In 2015, "Online search on the internet - Supply of image records of documents for downloading", which is a service provided by the Public Search Section, was voted by our customers as the winner of the Best Service Award. The Best Counter Staff Award has also helped instil a sense of commitment in staff to provide courteous and efficient service. In the same year, 15 winners of the Best Counter Staff Award were selected by our counter customers who returned 1,540 voting forms.



「網上聯線查冊—提供文件影像紀錄以供下載」服務獲頒  
二零一五年度最佳服務獎  
"Online search on the internet - Supply of image records of  
documents for downloading" won the Best Service Award 2015



最佳櫃檯職員獎各得獎者  
Winners of the Best Counter Staff Award

## 員工關係

本處認為員工是最寶貴的資產，因此十分認同與員工有效溝通至為重要。為加強內部溝通，由管方及員方代表組成的部門協商委員會定期召開會議，蒐集員工的意見和討論與運作有關的事項。公司註冊處處長亦與各別和組別的管理人員定期舉行會議，討論運作及員工事宜。員工如有任何問題，管方亦鼓勵他們向上司表達意見。此外，本處設有正式機制，以妥善處理員工的投訴。

在本年度內，本處為員工舉辦了各項聯誼及康樂活動，以促進團隊精神和和諧員工關係。

## Staff Relations

The Registry believes that staff members are its most valuable assets. The significance of effective communication with staff members is therefore well-recognised by the management. To enhance internal communication, the Departmental Consultative Committee, formed by the management and staff representatives, conducts regular meetings to collect staff feedback and discuss operational issues. The Registrar also meets divisional and sectional managers regularly to discuss operational and staff issues. Staff members are encouraged to express their opinions on any issues to their supervisors. An official mechanism has also been established to handle staff complaints properly.

To promote team work and harmonious relationship among staff members, various social and recreational activities are organised in the year.



印塘海、荔枝窩、鴨洲、赤洲、吉澳一天遊  
Annual Outing



2015 聖誕自助午餐聯歡會  
2015 Christmas Party cum Lunch Buffet



賀年花藝設計班  
Festive Flower Arrangement Class



賀年糕點製作班  
Festive Cakes Making Class

## 締造更佳工作環境

本處關注員工的福祉，致力為他們提供健康安全的工作間。自二零零零年起，本處已設有部門安全委員會，負責制訂、推行、監察和檢討職業安全及有關政策和措施。本處亦頒布了職業安全及健康政策聲明，並定期進行職業安全巡查以確保工作間潛在的職安健風險得以消除。此外，為改善工作環境，我們在辦事處的範圍內擺放了綠色植物。本處獲環境保護署頒發室內空氣質素檢定計劃「良好級」證書。

## Better Working Environment

The Registry is mindful of the well-being of its staff and strives to provide a safe and healthy workplace for them. A Departmental Safety Committee has been set up since 2000 to formulate, implement, monitor and review occupational safety and related policies and measures. The Registry has also promulgated its Occupational Safety and Health Policy Statement. Safety inspections are conducted regularly to ensure that potential hazards in the workplace are removed. Green plants have also been placed in our office area to improve the working environment. The Registry received a "Good Class" rating in the Indoor Air Quality Certificate Scheme of the Environmental Protection Department.

## 環境保護

作為一個關注環保的部門，我們致力確保本處的服務及內部運作均符合環保方針。我們已採取多項措施以盡量少用自然資源及減少碳足跡。在業務方面，本處不斷努力發展資訊科技系統，以期為客戶提供全自動化電子服務。在日常運作中，我們恪守廢物再用、減少廢物、循環再造三大原則，並推動使用環保產品。這些措施不但改善本處和商界的工作效率，亦減少耗用紙張。

本處的年度環保報告闡述了本處的環保政策和表現，該報告載於本處網站。

## Environmental Protection

As an environmentally conscious organisation, we strive to assure that the services provided by the Registry as well as our internal operations are conducted in an environmentally responsible manner. A number of initiatives have been implemented to minimise the use of natural resources and reduce carbon footprint. On the business front, on-going efforts have been made to develop our information technology system for delivery of fully automated electronic services. In our daily operation, we uphold the reuse, reduce and recycle principle and promote the use of green products. These not only improve the work efficiency of the Registry and the business community but also reduce the consumption of papers.

The Registry's annual Environmental Reports which set out its environmental policies and performance are available on its website.

