



Corporate

**SOCIAL**



Responsibility

企业社会责任

## 企业公民

本处十分重视社会责任，致力成为优秀的企业公民。我们的承诺可见于以下七个主要范畴：

### 服务社会

本处一向鼓励同事腾出私人时间，以组织及参与义工和社区活动。自2005年起，土地注册处义工队与十多个其他政府部门合力推动「义工服务协作计划」。在2017/18年度，我们的义工队为长者筹办了22项义工活动。

此外，土地注册处处长及义工队分别于2017年5月21日及22日到访九龙城区和葵青区参与「共庆回归显关怀」计划的家访活动，探访长者家庭和有需要家庭，并向他们派发礼物包，共同分享香港特别行政区成立20周年的喜悦，以及向社会宣扬团结、包容和关怀的重要信息。

## Corporate Citizenship

The Land Registry attaches great importance to social responsibility and strives to uphold a high standard of corporate citizenship. Our commitment is demonstrated through our efforts in seven main areas:

### Serving the Community

Staff have all along been encouraged to contribute their own time to organise and participate in volunteer activities and community programmes. Since 2005, the Land Registry Volunteer Team has been co-operating with some ten other Government departments to run a “Crossover Volunteer Project” programme. In 2017/18, the Volunteer Team organised 22 volunteer activities for the elderly.

In addition, the Land Registrar and volunteers of the Land Registry visited elderly households and families in need in Kowloon City District and Kwai Tsing District under the “Celebrations for All” project on 21 May 2017 and 22 May 2017 respectively. Gift packs were distributed to share the joy of the 20th anniversary of the establishment of the Hong Kong Special Administrative Region and to promote the important messages of unity, inclusiveness and care in our society.



在2018年3月，香港社会服务联会向本处颁发连续10年或以上「同心展关怀」标志，以表扬我们持续不断、全力为社会服务的承诺。

In recognition of our dedication and ongoing commitment in serving the community, the Hong Kong Council of Social Service awarded the “Ten Years Plus Caring Organisation” logo to the Land Registry in March 2018.



### 参与慈善活动

我们致力推行慈善活动，并鼓励员工及其家人参与不同慈善项目。

### Participating in Charity Activities

We are dedicated to promoting charity activities by encouraging staff and their families to participate in charity events.



在2017/18年度，本处同事参加由公益金举办的各项慈善活动，包括「公益金便服日」、「爱牙日」及「公益行善『折』食日」。我们亦透过参加渣打香港马拉松赛事，继续支持「看得见的希望 — 奥比斯」、香港残疾人奥委会暨伤残人士体育协会及香港防癌会的筹款活动。

In 2017/18, our staff participated in a variety of charity events organised by the Community Chest, including the Dress Casual Day, Love Teeth Day and Skip Lunch Day. We also continued to support fund raising for “Seeing is Believing” — Orbis, the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled and the Hong Kong Anti-Cancer Society through joining the Standard Chartered Hong Kong Marathon.



## 消除歧视及设立友善工作间

我们致力消除雇佣方面的歧视(包括性别、残疾、家庭岗位及种族等),以及促进全体员工的平等机会。

在2017/18年度,我们共有21名残疾员工,占本处员工总人数的3.6%。我们会为有需要的残疾员工提供辅助器材,以助他们履行职务。

我们也支持政府的性别主流化政策。部门主任秘书是指定的性别课题联络人,协助部门认识和理解与性别相关的事宜。此外,为支持政府提倡设立喂哺母乳友善处所及工作间的政策,我们已为到访本处办事处的女性访客及返回工作岗位后拟继续授乳的女性员工提供方便喂哺母乳的环境。我们也制定内部指引供各员工遵守,并为女性员工提供挤奶设备。

我们亦会继续参与社会福利署的「阳光路上」培训计划和公务员事务局的「残疾学生实习计划」,为有需要人士提供培训实习机会。

我们继续邀请社会企业竞投本处办公室的清洁服务合约及圣诞联欢会的餐饮服务合约,以促进弱势社群的就业机会。

## Eliminating Discrimination and Promoting Friendly Workplace

We are committed to eliminating discrimination (including sex, disability, family status and race) in employment and promoting equal opportunities for all staff members.

In 2017/18, we had a total of 21 staff members with disabilities, representing 3.6% of the total strength of the Land Registry. We would provide technical aids, where necessary for staff members with disabilities to facilitate their performance of duties.

We also support the Government's policy on gender mainstreaming. The Departmental Secretary has been designated as the General Focal Point who helps raise awareness and understanding of gender-related issues within the department. Besides, in support of the Government's breastfeeding friendly premises and workplace policies, we have provided a breastfeeding friendly environment for both female members of the public whilst they are visiting our offices and female staff members who wish to continue breastfeeding after returning to work. Internal guidelines have been formulated for observance by staff members. Besides, lactation facilities are provided to our female staff members.

We also continued to provide placement opportunities for people in need through participating in the Social Welfare Department's Sunnyway Programme and the Civil Service Bureau's Internship Scheme for Students with Disabilities.

For promoting job opportunities for the socially disadvantaged groups, we continued to invite social enterprises to bid for our office cleaning service contract and catering service contract for our departmental function during Christmas.



## 关怀员工

作为关怀员工的雇主，我们致力维持一支健康的员工队伍。在2017/18年度，我们就相关课题为员工举办了27个讲座，包括急救训练、预防上肢及下肢劳损和筋肌劳损、使用显示屏设备的健康小贴士、压力管理、办公室暴力处理、对语言暴力的了解及应对，以及室内空气质素与职业健康等。我们亦透过外界的专业人士为员工提供辅导服务，协助他们面对与工作相关或其个人的问题。

## Caring for Employees

As a caring employer, we strive to maintain a healthy workforce. In 2017/18, we organised a total of 27 seminars for staff on relevant subjects, including first aid, prevention of upper and lower limbs disorders and musculoskeletal disorders, health tips on the use of display screen equipment, stress management, handling of workplace violence, understanding and responding to verbal violence, indoor air quality and occupational health. We also provided counseling services through external specialists to assist staff facing work-related or personal issues.



此外，我们继续透过部门刊物、讲座、运动项目、兴趣班及员工康乐会的户外活动，加强员工及其家人对维持工作和生活平衡，以及健康生活方式的认识。

Besides, we continued to enhance staff awareness in maintaining work-life balance and a healthy lifestyle through departmental publications, seminars, sports events, interest classes and outings organised by the Staff Recreation Club for staff and their family members.

## 推动环保管理

本处致力推动环保管理，并确保部门各项业务和日常运作符合环保原则。我们为此采取了以下措施：

## Promoting Green Management

We are committed to promoting green management and ensuring that our business and daily operations are conducted in an environmentally responsible manner. In this regard, we have taken the following measures:



- 制定环保政策，确定须采取行动的主要范畴；
  - 公布环保管理指引，以供员工遵守；
  - 定期到各个办公室进行环保审核和突击巡查，使员工持续关注环保；
  - 继续实行「减少使用」、「废物利用」、「循环再造」及「替代使用」的环保政策，并有效使用能源和资源；
  - 扩展环保采购的范围，增加购置含环保特性的物品，以及要求办公室清洁的营办商采取环保做法，包括在清洁期间尽可能减少用水和能源消耗；
- formulated an environmental policy and set out key areas for actions;
  - promulgated green housekeeping guidelines for observance by staff;
  - conducted regular environmental audit and surprise checks to various offices to sustain the momentum in environmental protection;
  - continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
  - expanded the scope of green procurement through increasing the number of purchase items that contain environmentally friendly features and requiring the office cleaning contractor to adopt a number of green practices, including reduction of water and energy consumption in their operation as far as practicable;



- 透过部门的《员工通讯》，向员工推广环保意识，宣扬减少废物、循环再造、节约能源及反污染的讯息；
- 实行土地文件副本双面列印；
- 在切实可行范围内使用再造纸张或曾使用的空白页纸张进行列印及影印；
- 在适当的情况下，于主管人员的房间安装自动感应照明设备，以减少能源消耗；以及
- 参与由「绿惜地球」举办的「绿瓶子工作间」计划，承诺在办公室举行的盛事／活动／会议中不提供胶樽装水。
- promoted green awareness among staff by publicising messages on waste reduction and recycling, energy conservation and anti-pollution through departmental staff magazine;
- implemented double-sided printing of land document copies;
- used recycled paper or the blank side of used paper for printing and photocopying as far as practicable;
- installed lighting motion sensors in the officers' rooms, where appropriate, to reduce energy consumption; and
- participated in the "Green Bottle Workplace" programme organised by the Green Earth and not providing bottled water when holding events/activities/meetings at our offices.

公众人士可到本处的网站浏览《2017年管制人员环保报告》，了解我们的环保成绩。

The Controlling Officer's Environmental Report 2017 with detailed environmental performance is available on the Land Registry website.



参与2017年工作影子计划日的中学生在一天实习计划期间自备水樽装水。  
Secondary school students participating in the Job Shadow Day 2017 brought their own water bottles for refilling drinking water during their 1-day work attachment.



## 在工作间推行职业安全与健康措施

我们十分重视员工的职业安全与健康。自1997年起，我们成立了部门安全管理委员会，负责为部门制定及推行职业安全与健康的政策。我们已颁布周全的职业安全指引和程序，并为员工提供符合人体工程学的办公室家具和设施，以促进员工的职业健康。在2017/18年度，我们为员工购置许多职业安全与健康设备，包括脚踏板、背垫、腰垫、键盘腕垫、滑鼠垫(连腕垫)及电脑屏幕防眩光保护贴。为提高员工的认知，我们定期透过《员工通讯》提供关于职业安全与健康的实用资讯和贴士。我们也定期进行巡查，确保工作间的安全。此外，本处自2003年起参加了由环境保护署举办的「室内空气质素检定计划」，我们所有办事处在2017年均获得「良好级」证书。



## Promoting Occupational Safety and Health in the Workplace

We attach great importance to the occupational safety and health of staff. Since 1997, we have set up a departmental Safety Management Committee to formulate and implement departmental policy on occupational safety and health. We have promulgated comprehensive guidelines and procedures on occupational safety and provided our staff with ergonomic office furniture and equipment to promote occupational health. In 2017/18, we procured a number of occupational safety and health equipment, including footrests, backrests, waist pads, keyboard wrist rest pads, mouse pads (containing wrist pad) and anti-glare filters for computer monitors, for our staff. To enhance staff awareness, we have made use of our Staff Magazine to provide useful information and tips on occupational safety and health on a regular basis. Besides, regular inspections are conducted to ensure that the workplace is free from safety hazards. In addition, we have participated in the Indoor Air Quality (IAQ) Certification Scheme organised by the Environmental Protection Department since 2003 and all our offices have achieved the “Good” Class under the Scheme in 2017.





## 公众教育

作为本处公众教育活动的一部分，我们继续为中学和专上院校的学生，安排讲解及参观本处的客户服务中心，致力向学界介绍本处的服务和香港的土地注册制度。

## Public Education

As part of our public education activities, the Land Registry has continued its efforts to introduce its services and the land registration system in Hong Kong to the school community by delivering presentations and conducting guided tours to our Customer Centre for secondary and tertiary students.



本处参加了「赛马会鼓掌·创你程计划」下的「有职可寻-政府部门篇」活动，于2017年4月安排东华三院陈兆民中学的学生参观本处。本处也参加了由公务员事务局与教育局合办的校园推广计划 - 「政府服务知多点」，并于2017年7月安排中华基督教会方润华中学的学生参观本处。

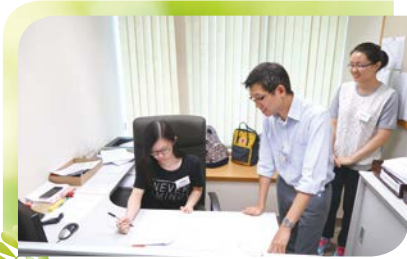
A visit to the Land Registry was arranged for the students of Tung Wah Group of Hospitals Chen Zao Men College in April 2017 under the CLAP for Youth @ JC of “Career Explorer – Government Departments” Programme. In July 2017, students of the Church of Christ in China Fong Yun Wah Secondary School visited the Land Registry under the School Promotion Programme on “Know More about Government Service” jointly organised by the Civil Service Bureau and the Education Bureau.



此外，我们于2017年6月为香港专业教育学院(屯门分校)的法律学课程学生安排到访本处。各校学生对参观活动的反应良好，对本处的工作和土地纪录甚感兴趣。

In addition, a visit was arranged for the Legal Studies students of the Hong Kong Institute of Vocational Education (Tuen Mun) in June 2017. The feedback from the participants of the visits was positive. They showed great interest in our work as well as the land records of the Land Registry.

为支持培育年青一代，本处除了与国际成就计划香港部第十年合作，为中学生举办工作影子计划日外，更参与由政务司司长私人办公室政策及项目统筹处推出的「友•导向



师友计划之职场体验项目」，以支持青少年向上流动。在上述两个计划下，嘉诺撒圣家书院和真光女书院的学生分别于2017年5月和7月到访本处多个工作组别，并由土地注册主任担任导师，带领她们在一天内到不同岗位工作。各同学藉着这两个实习计划，获得真实工作的体验，有助她们扩阔眼界和策划未来的事业。

## 未来计划

### 绿色管理

本处会继续提倡「绿色办公室」环境，并寻求减少能源及纸张消耗的契机。

### 公众教育

本处会继续举办公众教育活动，使公众加深认识本处的服务及香港土地注册制度的发展情况。

In support of nurturing our younger generation, besides partnering with the Junior Achievement Hong Kong for the tenth year to organise the Job Shadow Day, we participated in the “Life Buddies Mentoring Scheme – Job Tasting Programmes” launched by the Policy and Project Co-ordination Unit of the Chief Secretary for Administration’s Private Office to support upward mobility of youth. Under the respective programmes, students from the Holy Family Canossian College and the True Light Girls’ College were guided by Land Registration Officers as their mentors to work for one day in various work units in the Land Registry in May and July 2017 respectively. Through the work attachments, the students had a taste of real-life work in the Land Registry which helped broaden their exposure and facilitated their career planning.



## Future Plan

### Green Management

We will continue to promote a “green office” environment and explore opportunities for reducing consumption of energy and paper.

### Public Education

We will continue with our public education activities to raise public understanding of the services of the Land Registry and the development of the land registration system in Hong Kong.