

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2018/19年度，我们的义工队为长者筹办了23项义工活动。

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

Our 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 2018/19, the Volunteer Team organised 23 volunteer activities for the elderly.



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为响应「国际义工日」，部门的同事于2019年1月20日参加由义务工作发展局举办的2018/19全城「喜」义关怀大行动。他们在深水埗区探访长者家庭，并向长者派发爱心百福袋，以表达关怀与支持。

In support of the International Volunteer Day, our staff participated as volunteers in the 2018/19 Share-to-Care Volunteer Campaign on 20 January 2019, which was organised by the Agency for Volunteer Service. They visited elderly households in the Sham Shui Po district and distributed caring packs to the elderly to express their care and support.



在2019年1月，香港社会服务联会向本处颁发连续十年或以上「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。

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。在2018/19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 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 January 2019.

Participating in Charity Activities

We are dedicated to promoting charity activities by encouraging staff and their families to participate in charity events. In 2018/19, 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2018/19年度,我们共有25名残疾员工,占本处员工总人数的4.2%。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。

本处也致力为市民提供无障碍设施,委任了无障碍主任和助理无障碍主任为到访各办事处的残疾人士提供协助,并为无障碍主任、助理无障碍主任和场地有关的职员安排相关的讲座。鉴于本处致力于客户服务中心为残疾人士提供无障碍设施,香港社会服务联会已把本中心列入2018/19年度「无障碍友善企业/机构名单」上。

Eliminating Discrimination and Promoting Friendly Workplace

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

In 2018/19, we had a total of 25 staff members with disabilities, representing 4.2% 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 are also committed to providing barrier-free facilities to members of the public. In this regard, we have designated Access Officers and Assistant Access Officers to provide assistance to members of the public with disabilities visiting our offices and arranged relevant seminars for our Access Officers, Assistant Access Officers and venue staff members concerned. Given our continuous efforts to provide barrier-free facilities in our Customer Centre for members of the public with disabilities, the Hong Kong Council of Social Services has included our Customer Centre in the List of Barrier-free Companies/Organisations 2018/19.



我们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。

We 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.

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。

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.

为表扬本处在这方面的努力，家庭议会于2018年12月向本处颁发「2017/18年度家庭友善雇主奖励计划」下的「2017/18年度支持母乳喂养奖」。

In recognition of our efforts in this regard, we were awarded the "Awards for Breastfeeding Support 2017/18" under "2017/18 Family-Friendly Employers Award Scheme" by the Family Council in December 2018.



我们亦继续参与社会福利署的「阳光路上」培训计划 and 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。



We also continue 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2018/19年度，我们就相关课题为员工举办了27个讲座／工作坊，包括急救训练、预防上肢及下肢劳损和筋肌劳损、使用显示屏幕设备的健康小贴士、运动与建立健康的生活模式、压力管理、办公室暴力的预防和处理，以及室内空气质量与职业安全健康等。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 2018/19, we organised a total of 27 seminars/workshops 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, exercise and healthy lifestyle, stress management, prevention and handling of workplace violence, indoor air quality and occupational safety and health. We also provided counseling services through external specialists to assist staff facing work-related or personal issues.



我们也为员工提供舒适的工作环境，位于九龙湾的业权报告新办事处注入了现代化的办公室设计概念，包括采用开放式设计、多用途的共享空间和天然光线。新的办公室设计令员工身心舒畅，并促进同事之间的互动，而可供灵活使用的共享空间也营造了有利员工之间交流讨论的环境。

We provide a comfortable working environment for our staff by adopting a modern office design concept involving the use of open plan, multi-purpose connecting space and natural light in our new Reports-on-Title Office in Kowloon Bay. The new office design offers physical and psychological comfort to our staff, enhances interactions and renders flexibility for our staff to use the connecting space for discussions in a conducive environment.



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 continue 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

本处继续致力推动环保管理，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 continue to strive to promote green management and ensure that our business and daily operations are conducted in an environmentally responsible manner. In this regard, we have taken the following measures:



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| ✧ 制定环保政策，订明须采取行动的主要范畴； | ✧ set out an environmental policy with key areas for actions; |
| ✧ 公布环保管理指引，以供员工遵守； | ✧ promulgated green housekeeping guidelines for observance by staff; |
| ✧ 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； | ✧ conducted regular environmental audit and surprise checks at various offices to sustain the momentum in environmental protection; |
| ✧ 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； | ✧ continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources; |
| ✧ 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； | ✧ 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；

promoted green awareness among staff by publicising messages on waste reduction and recycling, energy conservation and anti-pollution through departmental staff magazine;
- 实行土地文件副本双面列印；

implemented double-sided printing of land document copies;
- 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；

used recycled paper or the blank side of used paper for printing and photocopying as far as practicable;
- 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；

installed lighting motion sensors in the officers' rooms, where appropriate, to reduce energy consumption;
- 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；

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;
- 把绿化概念融入办公室的设计，以改善办公室的环境及室内空气质素，并向员工宣扬绿化信息；以及

incorporated the greening concept in office design in order to improve the office environment and indoor air quality, as well as promoted greenery among staff; and



✎ 为办公室的茶水间及圣诞节联欢会等部门活动提供可给员工循环使用的餐具。

✎ provided reusable tableware sets in office pantries and reusable cutlery for staff members' use in departmental functions such as the Christmas Party.



公众人士可到本处的网站浏览《2018年管制人员环保报告》，了解我们的环保成绩。

The Controlling Officer's Environmental Report 2018 with detailed environmental performance is available on the Land Registry website.

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2018/19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、座椅软垫、键盘腕垫、滑鼠垫（连腕垫）、有扶手的脚踏、文件架、保护手套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。

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 2018/19, we continued to procure a number of occupational safety and health equipment, including footrests, backrests, waist pads, seat cushions, keyboard wrist rest pads, mouse pads (containing wrist pad), step stools with handle, document holders, protective gloves 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.

此外，本处自2003年起参加了由环境保护署举办的「室内空气质量检定计划」，我们所有办事处在2018年均获得「良好级」证书。

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 2018.



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.

我们于2018年5月安排香港专业教育学院(屯门分校)的法律学课程学生参观本处，他们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。

A visit to the Land Registry was arranged for the Legal Studies students of the Hong Kong Institute of Vocational Education (Tuen Mun) in May 2018. The feedback from the students 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十一年合作举办工作影子计划日外，更参与由政务司司长私人办公室人力资源规划及扶贫统筹处推出的「友•导向师友计划 — 职场体验项目」，以支持青少年向上流动。嘉诺撒圣家书院的学生参加工作影子计划日；而真光女书院和培英中学的学生则参加「友•导向师友计划 — 职场体验项目」。参与两个计划的学生分别于2018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，带领他们在一至两天内到不同岗位工作。

各同学借着这两个实习计划，获得真实工作的体验，有助他们扩阔眼界和策划未来的事业。

In support of nurturing our younger generation, besides partnering with the Junior Achievement Hong Kong for the eleventh year to organise the Job Shadow Day, we participated in the “Life Buddies Mentoring Scheme — Job Tasting Programmes” launched by the Human Resources Planning and Poverty Co-ordination Unit of the Chief Secretary for Administration’s Private Office to support upward mobility of youth. Students from the Holy Family Canossian College participating in the Job Shadow Day, and students from the True Light Middle School of Hong Kong and the Pui Ying Secondary School joining the “Life Buddies Mentoring Scheme — Job Tasting Programmes” were guided by Land Registration Officers as their mentors to work for one to two days in various work units in the Land Registry in May and July 2018 respectively.

Through the work attachments, the students had a taste of real-life work experience in the Land Registry which helped broaden their exposure and facilitated their career planning.

2018年工作影子计划日 Job Shadow Day 2018



「友•导向师友计划 — 职场体验项目」
Life Buddies Mentoring Scheme — Job Tasting Programme



未来计划

绿色管理

本处会继续提倡「绿色办公室」环境，并寻求进一步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。

Future Plan

Green Management

We will continue to promote a “green office” environment and explore opportunities for further 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.

