

Corporate
SOCIAL Responsibility
企業社會責任



企業公民

本處十分重視社會責任，致力成為優秀的企業公民。我們的承諾可見於以下七個主要範疇：

服務社會

本處一向鼓勵同事騰出私人時間，以組織及參與義工和社區活動。自2005年起，土地註冊處義工隊與十多個其他政府部門合力推動「義工服務協作計劃」。在2018/19年度，我們的義工隊為長者籌辦了23項義工活動。

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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CORPORATE SOCIAL RESPONSIBILITY

為響應「國際義工日」，部門的同事於2019年1月20日參加由義務工作發展局舉辦的2018/19全城「喜」義關懷大行動。他們在深水埗區探訪長者家庭，並向長者派發愛心百福袋，以表達關懷與支持。

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，香港社會服務聯會向本處頒發連續十年或以上「同心展關懷」標誌，以表揚我們持續不斷、全力為社會服務的承諾。

參與慈善活動

我們致力推行慈善活動，並鼓勵員工及其家人參與不同慈善項目。在2018/19年度，本處同事參加由公益金舉辦的各項慈善活動，包括「公益金便服日」、「愛牙日」及「公益行善『折』食日」。我們亦透過參加渣打香港馬拉松賽事，繼續支持「看得見的希望 — 奧比斯」、香港殘疾人奧委會暨傷殘人士體育協會及香港防癌會的籌款活動。

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.



消除歧視及設立友善工作間

我們致力消除僱傭方面的歧視(包括性別、殘疾、家庭崗位及種族等)，以及促進全體員工的平等機會。

在2018/19年度，我們共有25名殘疾員工，佔本處員工總人數的4.2%。我們會為有需要的殘疾員工提供輔助器材，以助他們履行職務。

本處也致力為市民提供無障礙設施，委任了無障礙主任和助理無障礙主任為到訪各辦事處的殘疾人士提供協助，並為無障礙主任、助理無障礙主任和場地有關的職員安排相關的講座。鑑於本處致力於客戶服務中心為殘疾人士提供無障礙設施，香港社會服務聯會已把本中心列入2018/19年度「無障礙友善企業／機構名單」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.



我們支持政府的性別主流化政策。部門主任秘書是指定的性別課題聯絡人，協助部門認識和理解與性別相關的事宜。

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，為支持政府提倡設立餵哺母乳友善處所及工作間的政策，我們已為到訪本處辦事處的女性訪客及返回工作崗位後擬繼續授乳的女性員工提供方便餵哺母乳的環境。我們也制定內部指引供各員工遵守，並為女性員工提供擠奶設備。

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.

為表揚本處在這方面的努力，家庭議會於2018年12月向本處頒發「2017/18年度家庭友善僱主獎勵計劃」下的「2017/18年度支持母乳餵哺獎」。

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.



我們亦繼續參與社會福利署的「陽光路上」培訓計劃和公務員事務局的「殘疾學生實習計劃」，為有需要人士提供培訓實習機會。

我們繼續邀請社會企業競投本處辦公室的清潔服務合約及聖誕聯歡會的餐飲服務合約，以促進弱勢社群的就業機會。



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.

關懷員工

作為關懷員工的僱主，我們致力維持一支健康的員工隊伍。在2018/19年度，我們就相關課題為員工舉辦了27個講座／工作坊，包括急救訓練、預防上肢及下肢勞損和筋肌勞損、使用顯示屏幕設備的健康小貼士、運動與建立健康的生活模式、壓力管理、辦公室暴力的預防和處理，以及室內空氣質素與職業安全健康等。我們亦透過外界的專業人士為員工提供輔導服務，協助他們面對與工作相關或其個人的問題。

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.



我們也為員工提供舒適的工作環境，位於九龍灣的業權報告新辦事處注入了現代化的辦公室設計概念，包括採用開放式設計、多用途的共享空間和天然光線。新的辦公室設計令員工身心舒暢，並促進同事之間的互動，而可供靈活使用的共享空間也營造了有利員工之間交流討論的環境。

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，我們繼續透過部門刊物、講座、運動項目、興趣班及員工康樂會的戶外活動，加強員工及其家人對維持工作和生活平衡，以及健康生活方式的認識。

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.



推動環保管理

本處繼續致力推動環保管理，並確保部門各項業務和日常運作符合環保原則。我們為此採取了以下措施：

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:



- ✎ 制定環保政策，訂明須採取行動的主要範疇；
 - ✎ 公布環保管理指引，以供員工遵守；
 - ✎ 定期到各個辦公室進行環保審核和突擊巡查，使員工持續關注環保；
 - ✎ 繼續實行「減少使用」、「廢物利用」、「循環再造」及「替代使用」的環保政策，並有效使用能源和資源；
 - ✎ 擴展環保採購的範圍，增加購置含環保特性的物品，以及要求辦公室清潔的營辦商採取環保做法，包括在清潔期間盡可能減少用水和能源消耗；
- ✎ set out an environmental policy with key areas for actions;
 - ✎ promulgated green housekeeping guidelines for observance by staff;
 - ✎ conducted regular environmental audit and surprise checks at 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;

- ✎ 透過部門的《員工通訊》，向員工推廣環保意識，宣揚減少廢物、循環再造、節約能源及反污染的訊息；
- ✎ 實行土地文件副本雙面列印；
- ✎ 在切實可行範圍內使用再造紙張或曾使用的空白頁紙張進行列印及影印；
- ✎ 在適當的情況下，於主管人員的房間安裝自動感應照明設備，以減少能源消耗；
- ✎ 參與由「綠惜地球」舉辦的「綠瓶子工作間」計劃，承諾在辦公室舉行的盛事／活動／會議中不提供膠樽裝水；
- ✎ 把綠化概念融入辦公室的設計，以改善辦公室的環境及室內空氣質素，並向員工宣揚綠化信息；以及
- ✎ 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;
- ✎ 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;
- ✎ 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



為辦公室的茶水間及聖誕節聯歡會等部門活動提供可供員工循環使用的餐具。

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



公眾人士可到本處的網站瀏覽《2018年管制人員環保報告》，了解我們的環保成績。

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

在工作間推行職業安全與健康措施

我們十分重視員工的職業安全與健康。自1997年起，我們成立了部門安全管理委員會，負責為部門制定及推行職業安全與健康的政策。我們已頒布周全的職業安全指引和程序，並為員工提供符合人體工程學的辦公室家具和設施，以促進員工的職業健康。在2018/19年度，我們為員工購置許多職業安全與健康設備，包括腳踏板、背墊、腰墊、座椅軟墊、鍵盤腕墊、滑鼠墊（連腕墊）、有扶手的腳踏、文件架、保護手套及電腦屏幕防眩光保護貼。為提高員工的認知，我們定期透過《員工通訊》提供關於職業安全與健康的實用資訊和貼士。我們也定期進行巡查，確保工作間的安全。

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，本處自2003年起參加了由環境保護署舉辦的「室內空氣質素檢定制計劃」，我們所有辦事處在2018年均獲得「良好級」證書。

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.



公眾教育

作為本處公眾教育活動的一部分，我們繼續為中學和專上院校的學生，安排講解及參觀本處的客戶服務中心，致力向學界介紹本處的服務和香港的土地註冊制度。

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.

我們於2018年5月安排香港專業教育學院(屯門分校)的法律學課程學生參觀本處，他們對參觀活動的反應良好，對本處的工作和土地紀錄甚感興趣。

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.



為支持培育年青一代，本處除了與國際成就計劃香港部第十一年合作舉辦工作影子計劃日外，更參與由政務司司長私人辦公室人力資源規劃及扶貧統籌處推出的「友•導向師友計劃 — 職場體驗項目」，以支持青少年向上流動。嘉諾撒聖家書院的學生參加工作影子計劃日；而真光女書院和培英中學的學生則參加「友•導向師友計劃 — 職場體驗項目」。參與兩個計劃的學生分別於2018年5月和7月到訪本處多個工作組別，並由土地註冊主任擔任導師，帶領他們在一至兩天內到不同崗位工作。

各同學藉著這兩個實習計劃，獲得真實工作的體驗，有助他們擴闊眼界和策劃未來的事業。

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年工作影子計劃日 Job Shadow Day 2018



「友•導向師友計劃 — 職場體驗項目」
Life Buddies Mentoring Scheme — Job Tasting Programme



未來計劃

綠色管理

本處會繼續提倡「綠色辦公室」環境，並尋求進一步減少能源及紙張消耗的契機。

公眾教育

本處會繼續舉辦公眾教育活動，使公眾加深認識本處的服務及香港土地註冊制度的發展情況。

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.

