

Corporate 企業

社會  
責任

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Responsibility



## 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八個主要範疇：

### 服務社會

本處一向鼓勵同事騰出私人時間，以組織及參與不同的義工和社區活動。自2005年起，土地註冊處義工隊與十多個其他政府部門合作推動「義工服務協作計劃」。在2019/20年度，我們的義工隊為長者籌辦了16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 eight main areas.

### Serving the Community

Our staff have all along been encouraged to contribute their own time to organise and participate in various volunteer activities and community programmes. Since 2005, the Land Registry Volunteer Team has been working with some ten other Government departments to run a “Crossover Volunteer Project” programme. In 2019/20, the Volunteer Team organised 16 volunteer activities for the elderly.



在2020年1月，香港社會服務聯會向本處頒發連續10年或以上「同心展關懷」標誌，以表揚我們持續為社會服務的承諾。



In recognition of our sustained efforts 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 2020.

### 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2019/20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」、「公益愛牙日」及「公益行善『折』食日」。



### Participating in Charity Activities

We are committed to promoting charity activities by encouraging staff and their families to participate in charity events. In 2019/20, 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.



### 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2019/20年度，我們共有27名殘疾員工，佔本處員工總人數的4.4%。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。

### 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 2019/20, we had a total of 27 staff members with disabilities, representing 4.4% 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.

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。我們亦定期檢討這些設施的便利程度，務求不斷作出改善。鑒於本處致力為殘疾人士提供無障礙設施，香港社會服務聯會已把我們的客戶服務中心列入「無障礙友善企業／機構名單」上。

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. We also conducted regular reviews of the accessibility of our facilities for continuous improvement. Given our dedicated efforts to provide barrier-free facilities for members of the public with disabilities, our Customer Centre has been included in the List of Barrier-free Companies/Organisations by the Hong Kong Council of Social Services.



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 Gender 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.

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「殘疾學生實習計劃」，為有需要人士提供培訓實習機會。

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.



實習生表示：「過去兩個月在土地註冊處實習期間，我們獲取了寶貴的工作經驗並了解政府的運作。這對我們日後升學和事業發展有莫大裨益。」

*"In the past two months of internship in the Land Registry, we have gained valuable work experience and knowledge about the operation of the Government, which are very useful for our future study and career development," said the interns.*

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。

For promoting job opportunities for the socially disadvantaged groups, we continued to invite social enterprises to bid for our office cleansing 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2019/20年度，我們就相關課題為員工舉辦了41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、呼吸系統疾病和吸煙的健康講座、使用電腦的健康小貼士、運動與健康的生活模式、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。

我們也致力為員工提供舒適的工作環境。在2019/20年度，我們持續改善辦公室環境，包括透過重整各辦公室的佈局，為員工提供多用途的共享空間，以促進同事之間的互動，並藉着可供靈活使用的共享空間營造有利員工互相交流討論的環境。

### Caring for Employees

As a caring employer, we strive to maintain a healthy workforce. In 2019/20, we organised a total of 41 seminars/workshops for staff on relevant subjects, including first aid, prevention of upper and lower limbs disorders and musculoskeletal disorders, health talk on respiratory diseases and smoking, health tips on the use of computers, 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.

We also strive to provide a comfortable working environment for our staff. In 2019/20, continued efforts were made to improve the office environment by internal office reshuffling and provision of multi-purpose connecting space for staff so as to enhance interactions and render 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.



為表揚我們向員工推動無煙生活的努力，香港吸煙與健康委員會向本處頒發2019年「香港無煙領先企業大獎」之銀獎。



In recognition of our commitment to promoting a smoke-free lifestyle among our staff, the Land Registry was awarded the Silver Award of the Hong Kong Smoke-free Leading Company Awards 2019 organised by the Hong Kong Council on Smoking and Health.

本處也致力促進員工的精神健康，於2019年12月簽署「精神健康職場約章」，並獲嘉許為「精神健康友善機構」，以表揚我們在工作間提升精神健康的努力。



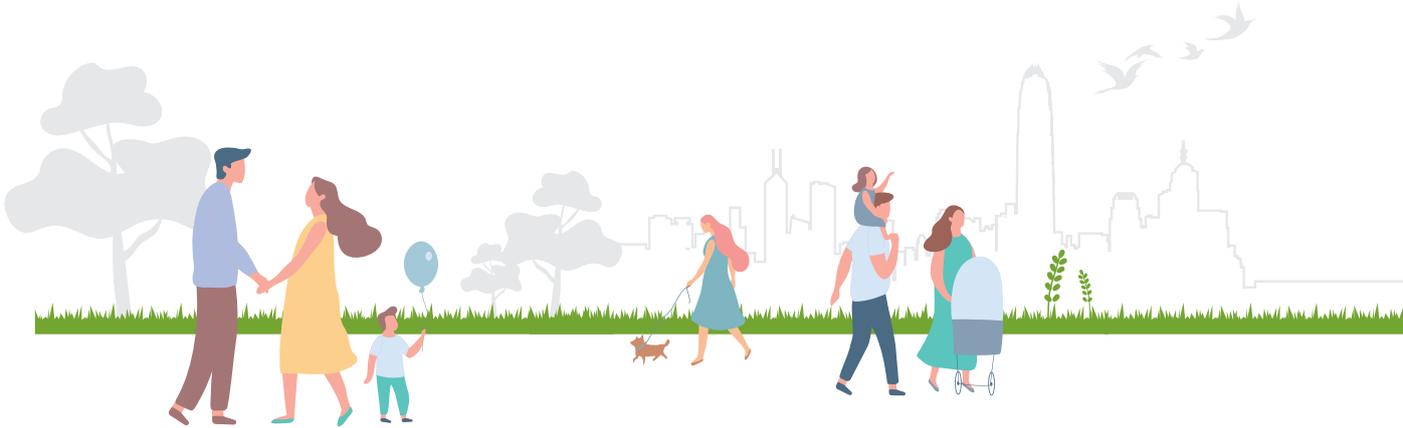
The Land Registry is also dedicated to promoting the mental well-being of our staff. In December 2019, we signed the Mental Health Workplace Charter. In recognition of our efforts to enhance mental health in workplace, the Land Registry has been commended as "Mental Health Friendly Organisation".

### 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:



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| <ul style="list-style-type: none"> <li>⊗ 制定環保政策，訂明須採取行動的主要範疇；</li> </ul>  | <ul style="list-style-type: none"> <li>⊗ set out an environmental policy with key areas for actions;</li> </ul>   |
| <ul style="list-style-type: none"> <li>⊗ 公布環保管理指引，以供員工遵守；</li> </ul>  | <ul style="list-style-type: none"> <li>⊗ promulgated green housekeeping guidelines for observance by staff;</li> </ul>  |
| <ul style="list-style-type: none"> <li>⊗ 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；</li> </ul>                                  | <ul style="list-style-type: none"> <li>⊗ conducted regular environmental audit and surprise checks at various offices to sustain the momentum in environmental protection;</li> </ul>   |
| <ul style="list-style-type: none"> <li>⊗ 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；</li> </ul>                | <ul style="list-style-type: none"> <li>⊗ continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;</li> </ul>  |
| <ul style="list-style-type: none"> <li>⊗ 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；</li> </ul> | <ul style="list-style-type: none"> <li>⊗ 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;</li> </ul> |

- 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給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《2019年管制人員環保報告》，了解我們的環保成績。

The Controlling Officer's Environmental Report 2019 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。

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。



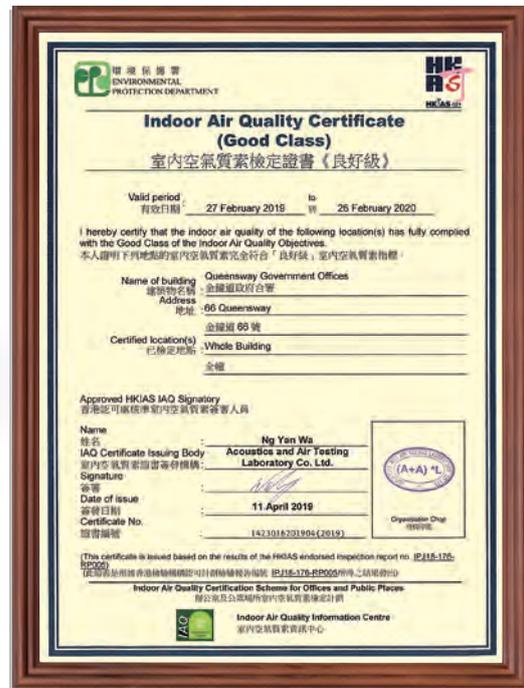
此外，本處自2003年起參加了由環境保護署舉辦的「室內空氣質素檢定計劃」，我們所有辦事處在2019年均獲得「良好級」證書。

## 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.

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 2019.



## 同心抗疫

為減少2019冠狀病毒病的傳播風險，政府在2020年1月28日公布除了提供緊急和必須公共服務的人員外，其他政府僱員於農曆新年假期後留在家中工作。因此，土地註冊處各辦事處於2020年1月29至31日緊急關閉。其後，本處按特別工作安排竭力提供有限度的全面服務，並維持供客戶交付文書辦理註冊的正常服務時間。

本處亦採取各種防疫措施，包括加強各辦事處的清潔／消毒工作、在服務櫃位加裝防護膠板、提供酒精搓手液和消毒地氈，以及把客戶服務中心的長椅和排隊位置妥為分隔。此外，我們鼓勵客戶盡量透過本處的網上查冊服務 ([www.iris.gov.hk](http://www.iris.gov.hk)) 進行土地查冊及使用文件投遞箱，並只在有急切需要服務時才前往各辦事處。

發展局局長於2020年3月2日到訪本處的客戶服務中心，了解部門為保障員工和公眾人士的健康和安全所採取的針對性措施，以減少社交接觸和預防感染。

## Together, We Fight the Virus

To reduce the risk of the spread of the COVID-19 virus, the Government announced on 28 January 2020 that except for staff of the departments providing emergency services and essential public services, all other employees of the Government would work from home after the Lunar New Year holidays. Hence, emergency closure of the Land Registry offices was arranged from 29 to 31 January 2020. Thereafter, the Land Registry has endeavoured and managed to provide full range of services, albeit on a limited scale, and maintain full service hours for delivering instruments for registration under the special work arrangement.

We have also implemented various precautionary measures, such as enhancing office cleansing/disinfection, installing acrylic shielding screens at our service counters, providing alcohol hand sanitizers and sanitizing mats, as well as spacing out benches and the queuing area in the Customer Centre. Besides, customers were encouraged to conduct land searches through the Land Registry online search service ([www.iris.gov.hk](http://www.iris.gov.hk)), use the drop-in box as much as possible and visit our offices only if they require services urgently.

The Secretary for Development visited our Customer Centre on 2 March 2020 and noted the implementation of targeted measures to reduce social contact and measures for infection control to protect the health and safety of our staff as well as members of the public.





為支援2019冠狀病毒病的抗疫工作，本處暫調八名文書職系人員到衛生署和政府資訊科技總監辦公室的熱線中心，協助執行檢疫令，有關工作對控制病毒的傳播至為重要。

To provide support for fighting COVID-19, a total of eight clerical grades staff from the Land Registry were temporarily deployed to the call centres of the Department of Health and the Office of the Government Chief Information Officer (OGCIO) so as to fortify the enforcement of the quarantine orders, which was of paramount importance to the containment of the virus.



本處調派往政府資訊科技總監辦公室熱線中心的同事表示：「我們負責把入境旅遊人士的個人資料輸入數據庫，以便有關部門作出檢疫安排。雖然我們只是負責後勤工作，但很高興能為抗疫工作出一分力。」他們盡心竭力的付出和努力深受讚賞。

“We were responsible for inputting personal information of inbound travellers into the database to facilitate the health quarantine arrangements by the departments concerned. Though working at backend, we were glad to offer a helping hand in the fight against the epidemic,” said our colleagues who were deployed to the call centres of the OGCIO. Their relentless efforts and devotion were highly appreciated.

### 公眾教育

本處參加了由扶貧委員會籌劃的「友•導向」師友計劃下的「與香港同行」計劃 2019 — 部門首長篇，為獲選的中學生提供成為政府高級官員的一天「工作影子」的機會，以近距離體驗官員的工作和政府的運作模式。

### Public Education

The Land Registry had participated in the “Be a Government Official for a Day” Programme 2019 – Heads of Departments Edition under the Life Buddies Mentoring Scheme, which was coordinated by the Commission on Poverty. The programme offered an opportunity for selected secondary school students to shadow a senior government official on the job for a day to gain hands-on experience of the official’s work and a better understanding of the Government’s operation.



在2019年7月18日，兩名分別來自保良局胡忠中學和基督教宣道會宣基中學的學生獲安排成為土地註冊處處長的「工作影子」。他們對處長的工作和本處的服務深感興趣。作為整個計劃的總結，他們亦出席了於2019年8月23日舉行的分享會，分享參與該計劃的得着和感受。



A student from Po Leung Kuk Wu Chung College and another student from Christian and Missionary Alliance Sun Kei Secondary School were matched to shadow the Land Registrar on 18 July 2019. The students showed great interest in the work of the Land Registrar as well as the services of the Land Registry. A sharing session was also held on 23 August 2019 to serve as the conclusion of the Programme for participants to share their takeaways and reflections.

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。

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2019年7月安排香港專業教育學院（屯門分校）的法律及行政課程學生參觀本處，同學的意見和反應正面，認為這次活動是難能可貴的學習經驗，有助認識本處的工作和土地紀錄。

A visit to the Land Registry was arranged for the Law and Administration students of the Hong Kong Institute of Vocational Education (Tuen Mun) in July 2019. Positive comments and feedback were received from the students. They considered that the visit was a valuable learning experience about 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12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。聖言中學的學生參加工作影子計劃日；而聖公會林護紀念中學的學生則參加「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2019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。

In support of nurturing our younger generation, besides partnering with the Junior Achievement Hong Kong for the twelfth 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 Sing Yin Secondary School participating in the Job Shadow Day, and students from the SKH Lam Woo Memorial 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 2019 respectively.

各同學表示藉著這兩個實習計劃，他們可獲得寶貴和具啟發性的真實工作體驗。他們亦認為有關計劃非常實用，有助他們擴闊眼界和策劃未來的事業。

Students joining these programmes expressed that through the programmes, they had a taste of real-life work experience which was valuable and insightful to them. They also commented that these programmes were very useful and practical and had broadened their exposure as well as given them insights on their career planning.



2019年工作影子計劃日 ▲▼▶  
Job Shadow Day 2019





◀▶ 「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.