

Corporate 企业

社会
责任

ocial
Responsibility



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八个主要范畴：

服务社会

本处一向鼓励同事腾出私人时间，以组织及参与不同的义工和社区活动。自2005年起，土地注册处义工队与十多个其他政府部门合作推动「义工服务协作计划」。在2019/20年度，我们的义工队为长者筹办了16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 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，以表扬我们持续为社会服务的承诺。



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.

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2019/20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」、「公益爱牙日」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2019/20年度，我们共有27名残疾员工，占本处员工总人数的4.4%。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。

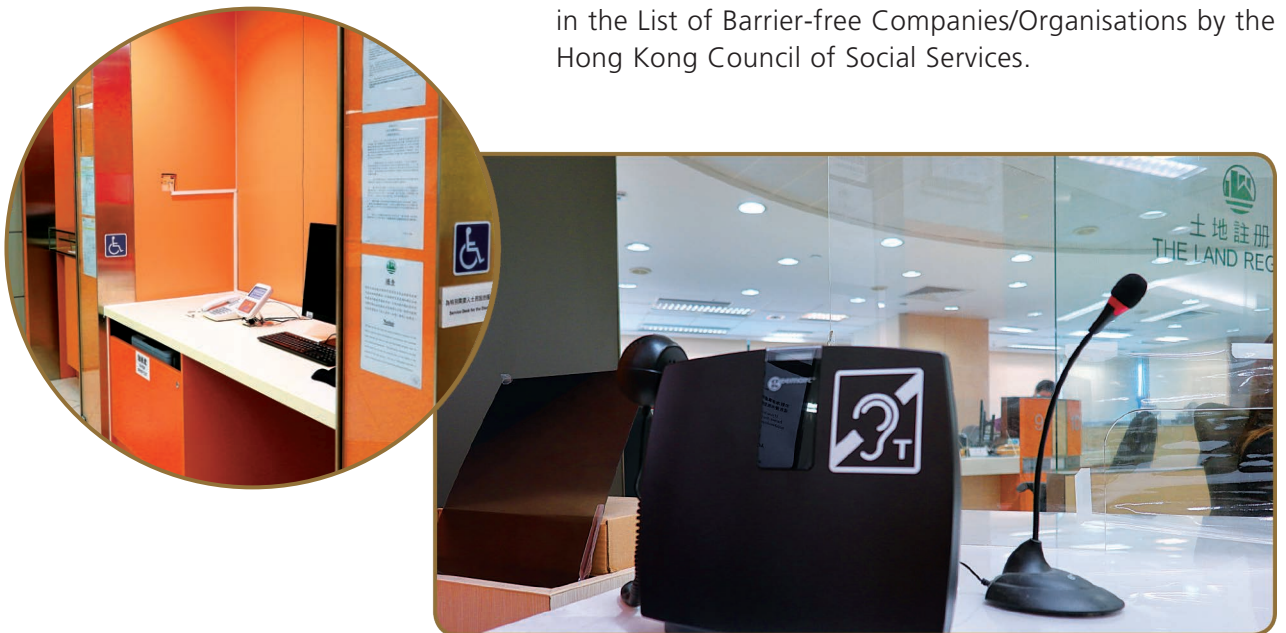
Eliminating Discrimination and Promoting Friendly Workplace

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。我们亦定期检讨这些设施的便利程度，务求不断作出改善。鉴于本处致力为残疾人士提供无障碍设施，香港社会服务联会已把我们的客户服务中心列入「无障碍友善企业／机构名单」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 Gender 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.

我们亦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。

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.



实习生表示：「过去两个月在土地注册处实习期间，我们获取了宝贵的工作经验并了解政府的运作。这对我们日后升学和事业发展有莫大裨益。」

"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。

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.

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2019/20年度，我们就相关课题为员工举办了41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、呼吸系统疾病和吸烟的健康讲座、使用电脑的健康小贴士、运动与健康的生活模式、压力管理、办公室暴力的预防和处理，以及室内空气质素与职业安全健康等。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。

我们也致力为员工提供舒适的工作环境。在2019/20年度，我们持续改善办公室环境，包括透过重整各办公室的布局，为员工提供多用途的共享空间，以促进同事之间的互动，并借着可供灵活使用的共享空间营造有利员工互相交流讨论的环境。

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.



为表扬我们向员工推动无烟生活的努力，香港吸烟与健康委员会向本处颁发2019年「香港无烟领先企业大奖」之银奖。



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.

本处也致力促进员工的精神健康，于2019年12月签署「精神健康职场约章」，并获嘉许为「精神健康友善机构」，以表扬我们在工作间提升精神健康的努力。



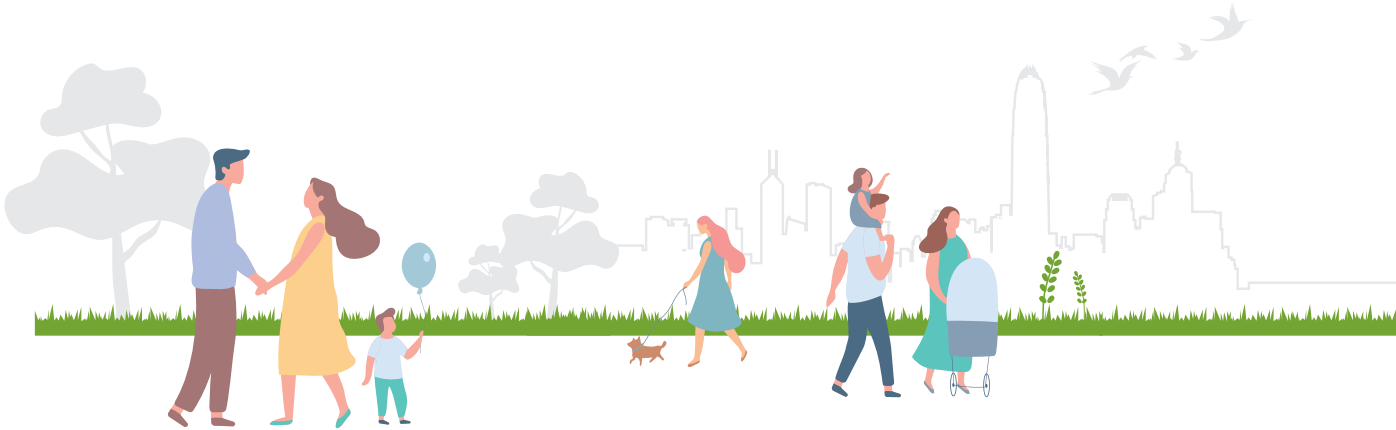
The Land Registry is also dedicated to promoting the mental well-being of our staff. In December 2019, we signed the Mental Health Workplace Charter. In recognition of our efforts to enhance mental health in workplace, the Land Registry has been commended as “Mental Health Friendly Organisation”.

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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| <ul style="list-style-type: none"> 制定环保政策，订明须采取行动的主要范畴； | <ul style="list-style-type: none"> set out an environmental policy with key areas for actions; |
| <ul style="list-style-type: none"> 公布环保管理指引，以供员工遵守； | <ul style="list-style-type: none"> promulgated green housekeeping guidelines for observance by staff; |
| <ul style="list-style-type: none"> 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； | <ul style="list-style-type: none"> conducted regular environmental audit and surprise checks at various offices to sustain the momentum in environmental protection; |
| <ul style="list-style-type: none"> 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； | <ul style="list-style-type: none"> continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources; |
| <ul style="list-style-type: none"> 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； | <ul style="list-style-type: none"> 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；
- ❁ 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；
- ❁ 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量，并向员工宣扬绿化信息；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



- ❁ 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《2019年管制人员环保报告》，了解我们的环保成绩。

The Controlling Officer's Environmental Report 2019 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。

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「室内空气质量检定计划」，我们所有办事处在2019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.

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

为减少2019冠状病毒病的传播风险，政府在2020年1月28日公布除了提供紧急和必须公共服务的人员外，其他政府雇员于农历新年假期后留在家中工作。因此，土地注册处各办事处于2020年1月29至31日紧急关闭。其后，本处按特别工作安排竭力提供有限度的全面服务，并维持供客户交付文书办理注册的正常服务时间。

本处亦采取各种防疫措施，包括加强各办事处的清洁／消毒工作、在服务柜台加装防护胶板、提供酒精搓手液和消毒地毡，以及把客户服务中心的长椅和排队位置妥为分隔。此外，我们鼓励客户尽量透过本处的网上查册服务(www.iris.gov.hk)进行土地查册及使用文件投递箱，并只在有急切需要服务时才前往各办事处。

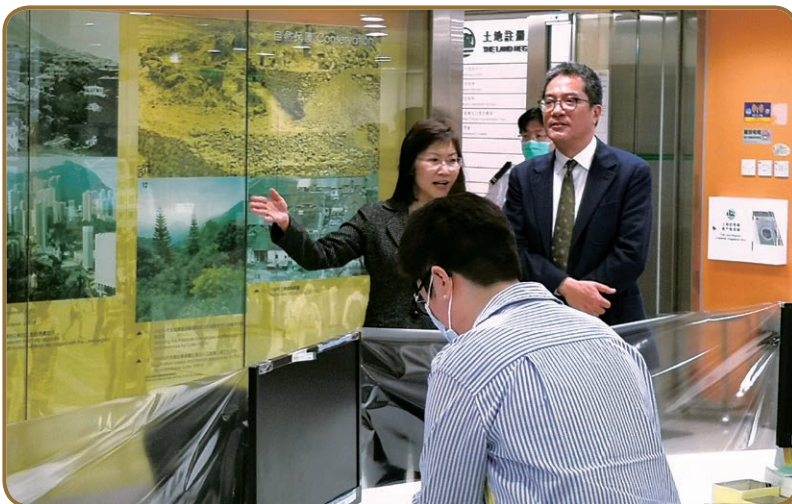
发展局局长于2020年3月2日到访本处的客户服务中心，了解部门为保障员工和公众人士的健康和安全所采取的针对性措施，以减少社交接触和预防感染。

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), 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.





为支援2019冠状病毒病的抗疫工作，本处暂调八名文书职系人员到卫生署和政府资讯科技总监办公室的热线中心，协助执行检疫令，有关工作对控制病毒的传播至为重要。

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.



本处调派往政府资讯科技总监办公室热线中心的同事表示：「我们负责把入境旅游人士的个人资料输入数据库，以便有关部门作出检疫安排。虽然我们只是负责后勤工作，但很高兴能为抗疫工作出一分力。」他们尽心竭力的付出和努力深受赞赏。

"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.

公众教育

本处参加了由扶贫委员会筹划的「友•导向」师友计划下的「与香港同行」计划2019 — 部门首长篇，为获选的中学生提供成为政府高级官员的一天「工作影子」的机会，以近距离体验官员的工作和政府的运作模式。



在2019年7月18日，两名分别来自保良局胡忠中学和基督教宣道会宣基中学的学生获安排成为土地注册处处长的「工作影子」。他们对处长的工作和本处的服务深感兴趣。作为整个计划的总结，他们亦出席了于2019年8月23日举行的分享会，分享参与该计划的得着和感受。

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.



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。

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2019年7月安排香港专业教育学院（屯门分校）的法律及行政课程学生参观本处，同学的意见和反应正面，认为这次活动是难能可贵的学习经验，有助认识本处的工作和土地纪录。

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.



为支持培育年青一代，本处除了与国际成就计划香港部第12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。圣言中学的学生参加工作影子计划日；而圣公会林护纪念中学的学生则参加「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2019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。

各同学表示借着这两个实习计划，他们可获得宝贵和具启发性的真实工作体验。他们亦认为有关计划非常实用，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 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.

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年工作影子计划日 ▲▼▲
Job Shadow Day 2019





◀▶ 「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.