

# 企業社會責任

## CORPORATE SOCIAL 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其他政府部門的義工隊積極參與義工服務。縱使2019冠狀病毒病疫情肆虐，我們仍繼續參與社區服務，惟舉辦的義工活動規模在遵守社交距離的措施下有所調整。在2020/21年度，我們的義工隊為長者籌辦了兩項義工活動。

在2021年2月，香港社會服務聯會向本處頒發連續15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。

## 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 the volunteer teams of other Government departments to actively participate in voluntary service. While continued efforts were made to take part in community service, volunteer activities were organised on a limited scale in view of the social distancing measures under the COVID-19 pandemic. In 2020/21, the Volunteer Team organised two volunteer activities for the elderly.

In recognition of our sustained efforts in serving the community, the Hong Kong Council of Social Service awarded the "Fifteen Years Plus Caring Organisation" logo to the Land Registry in February 2021.





## 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2020/21年度，本處同事參加由公益金舉辦的各項慈善活動，包括「綠色低碳日」、「公益金便服日」及「公益愛牙日」。



## Participating in Charity Activities

We are committed to promoting charity activities by encouraging staff and their families to participate in charity events. In 2020/21, our staff participated in a variety of charity events organised by the Community Chest, including the Green Low Carbon Day, Dress Casual Day and Love Teeth 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2020/21年度，我們共有23名殘疾員工，佔本處員工總人數的3.8%。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 2020/21, we had a total of 23 staff members with disabilities, representing 3.8% 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 in providing 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 visitors to 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.



在2021年，我們亦繼續參與公務員事務局「殘疾學生實習計劃」和「非華裔學生實習計劃」，為有需要人士提供培訓實習機會。

We also continued to provide placement opportunities for people in need through participating in the Civil Service Bureau's Internship Scheme for Students with Disabilities and Internship Programme for Non-ethnic Chinese Students in 2021.



我們繼續邀請社會企業競投本處辦公室的清潔服務合約，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 contracts.

## 關懷員工

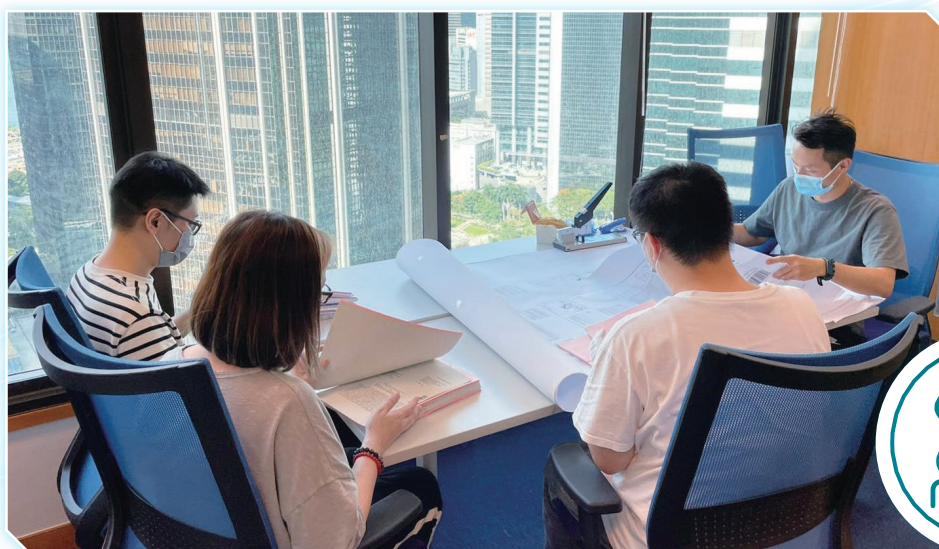
作為關懷員工的僱主，我們致力維持一支健康的員工隊伍。在2020/21年度，我們就相關課題為員工舉辦了13個講座／工作坊，包括急救訓練、預防筋肌勞損、體力處理操作、運動與健康的生活模式、壓力管理和職業安全健康等。我們亦透過外界的專業人士為員工提供輔導服務，協助他們面對與工作相關或其個人的問題。

我們也致力為員工提供舒適的工作環境。在2020/21年度，我們持續並進一步改善辦公室環境，包括透過重整各辦公室的佈局、綠化環境和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 2020/21, we organised a total of 13 seminars/workshops for staff on relevant subjects, including first aid, prevention of musculoskeletal disorders, manual handling operation, exercise and healthy lifestyle, stress management 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 2020/21, continued efforts were made to further improve the office environment by internal office reshuffling, greenery and provision of multi-purpose connecting space for staff so as to promote 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、講座及員工康樂會舉辦的興趣班，加強員工對維持工作和生活中取得平衡，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 and interest classes organised by the Staff Recreation Club for staff.



本處也致力促進員工的精神健康，舉辦壓力管理工作坊，以提升員工處理壓力的能力。

The Land Registry is also dedicated to promoting the mental well-being of our staff. Workshops on stress management were organised to enhance the capabilities of our staff to cope with stress.



### 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：

- 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；

### 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:

- 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；
- 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;
- 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



- 在辦公室的茶水間提供可給員工循環使用的餐具。
- provided reusable tableware sets in office pantries.

公眾人士可到[土地註冊處的網站](#)瀏覽《2020年管制人員環保報告》，了解我們的環保成績。

The Controlling Officer's Environmental Report 2020 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。

## 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.

**健康生活資訊**

### 優質健行

**步行**可說是最安全及有效的有氧體能活動，在日常生活中可隨時進行，既能享樂，又能增強體魄。約同親友一起步行（即健步行），所需的裝備十分簡單，最主要的是有一雙能夠保護足部的健行鞋。要享受活力健康人生，請踏出優質健行第一步。

**健行的好處**

1. 促進血液循環，增強心肺功能。
2. 保持健康體魄，有助增強自信。
3. 消耗熱量，有助維持健康體重。
4. 有助控制血壓、血脂、膽固醇和血糖水平，以及減低患上心血管病、高血壓和糖尿病的風險，並可預防部分癌症（例如：大腸癌）。
5. 有助鞏固骨骼，預防骨質疏鬆症，更可強化肌肉和關節。
6. 有助舒緩壓力，使頭腦靈活及加強記憶力。
7. 有助長者強身健體，改善身體靈活度和平衡力。
8. 改善孕婦和產後婦女的健康狀況。

**開始健行要注意事項**

1. 健行是男女老幼都能做到的體能活動，持續健行能有效改善心肺功能和增強耐力。開始前應按個人健康狀況和體能設定練習計劃，一般是每星期3至5次，每次不少於30分鐘。初學者可按個人體能由每節不少於10分鐘做起。
2. 練習頻率：每星期3至5次，練習後需要充分休息。
3. 運動強度：透過調節步速和步幅來調整運動強度。在運動強度方面，可利用自覺喘力程度評分和目標心率區域來評估。
4. 練習時間：初次練習時，每次30分鐘，可分段進行，但建議每節不少於10分鐘，隨後按能力逐步加長時間。

**正確步速**

1. 開始時嘗試較短的路徑，然後循序漸進。
2. 呼吸與心跳率應自然地慢慢增加。
3. 因應步行強度調整呼吸。適當的步速是指你的呼吸在步行時有加快，但仍能保持說話自如。
4. 如要提升步行強度，可增加步頻和加大步幅，但不可影響姿勢和呼吸，並要保持動作對稱。
5. 隨著步行的速度增加，手臂的擺動幅度亦會增加。
6. 先選擇在平路健行。

健行是有氧運動，若能持之以恆，既可以改善健康指標，亦有助提升體適能水平。進行有氧運動訓練，建議由中等強度訓練開始，然後逐步增加至劇烈強度的訓練。要知道怎樣才達到中等強度訓練及劇烈強度訓練，可參考以下目標心率及自覺喘力程度，以找出適合自己活動強度。

**目標心率區域計算方法**  
計算目標心率區域的公式：

$$((220 - \text{年齡}) \times 60\%) \sim ((220 - \text{年齡}) \times 90\%)$$

$$((220 + 20) \times 60\%) \sim ((220 + 20) \times 90\%)$$

心率：120 ~ 180 bpm  
備註：20歲步行者約  
目標心率區域為 120 至 180 次

**自覺喘力程度評估**

自覺喘力程度	0	1	2	3	4	5	6	7	8	9	10
描述	靜止	非常輕鬆	輕鬆	中等	有點吃力	吃力	非常吃力	極度吃力	極度吃力	極度吃力	極度吃力

步行對我們健康有長遠的益處，除了在合適的路徑健行外，日常亦可以步行代替乘車；或在目的地前一、兩站下車，步行前往。在清早和黃昏出外步行，更有助減肥，鬆弛神經。

**健行小貼士**

1. 了解自己的身體狀況（尤其是慢性病患者）。由於個人的健康及體能狀態各異，應選擇自己能應付的運動強度、練習時間及練習頻率。
2. 平時處於體能活動的人，開始時應選擇低難度的路徑，並以較慢的速度健行；熟練後再逐步提升運動強度、時間及頻率。
3. 如因身體狀況未能依照上述指引練習，切勿強行鍛鍊，請先徵詢醫生或專業人士的意見。
4. 如在練習期間或之後感到身體不適或有任何不良反應，請立即停止練習，並尋求醫護人員協助。
5. 應穿著合適的休閒運動服裝及鞋襪穿著。即使鞋子舒適，也應穿上襪子。健行鞋的主要特色如下：
  - 鞋頭要寬闊，鞋跟要舒適地緊貼腳跟
  - 鞋的內部要提供良好的承托力和保護功能
  - 鞋跟部位要穩固結實，提供足夠防護
  - 鞋底要防滑，鞋身要柔軟
6. 練習前，先做熱身及伸展運動；練習後，做整理及緩和運動。健行前後和健行期間，都必須補充足夠水份。

資料來源：康樂及文化事務署 - 《優質健行》小冊子

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」，我們位於九龍灣「一號九龍」的辦事處及其他所有辦事處在2020年分別獲得「卓越級」和「良好級」證書。

In addition, we have participated in the Indoor Air Quality Certification Scheme organised by the Environmental Protection Department since 2003. Our office at One Kowloon, Kowloon Bay obtained the "Excellent" Class and all other offices achieved the "Good" Class under the Scheme in 2020.



## 同心抗疫

為減低2019冠狀病毒病的傳播風險，本處在2020/21年度的辦公時間不時因應政府的特別工作安排作出調整。儘管如此，本處仍按特別工作安排竭力提供全面但有限度的服務，並維持供客戶交付文書辦理註冊的正常服務時間。

## Together, We Fight the Virus

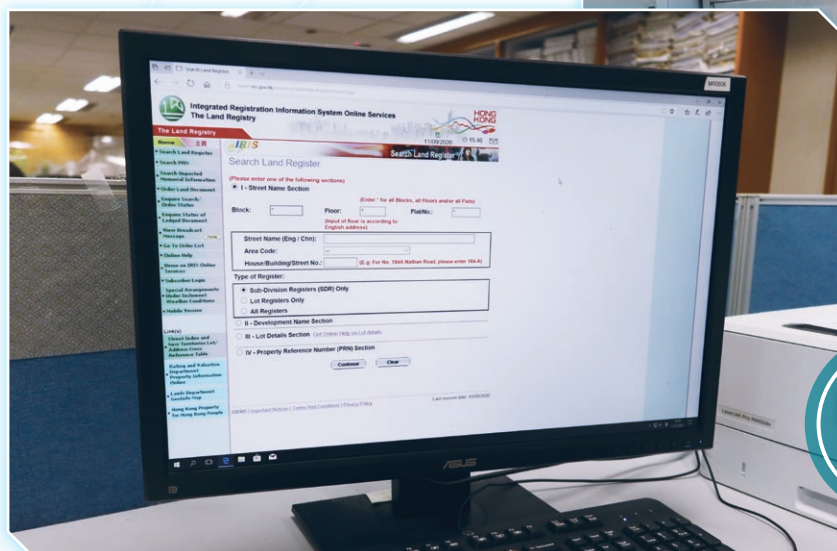
To reduce the risk of the spread of the COVID-19, the opening hours of our offices were adjusted from time to time in line with the Government's special work arrangement in 2020/21. Notwithstanding that, the Land Registry endeavoured and managed to provide the full range of services, albeit on a limited scale, and maintain full service hours for delivering instruments for registration under the special work arrangement.





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。

We have also implemented various precautionary measures, such as enhancing office cleansing/disinfection, installing acrylic shielding screens at our service counters, providing alcohol hand sanitisers and sanitising 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.



為配合政府的感染控制政策，由2021年3月1日起，所有僱員和公眾人士在進入本處各辦事處前須使用「安心出行」流動應用程式或登記其姓名、聯絡電話號碼及到訪日期和時間。為響應2019冠狀病毒病疫苗接種計劃，本處向業務夥伴推廣有關計劃，並鼓勵員工盡早接種，以保障自己和其他人。

Pursuant to the Government's infection control policy, all employees and members of the public entering our offices have to use the "LeaveHomeSafe" mobile app or have their names, contact number and the date and time of visit recorded with effect from 1 March 2021. In support of the COVID-19 Vaccination Programme, we promoted the programme to our business partners and encouraged our staff to receive vaccination as early as possible in order to protect themselves and others.





本處於2020年暫調職員到衛生署和政府資訊科技總監辦公室設立的熱線中心協助執行檢疫令。此外，本處註冊組職員在抗疫期間仍竭誠為市民提供必須的服務。當中共有29名職員獲頒政務司司長發出的感謝狀，以表揚他們的貢獻。

In recognition of the contribution of our staff who were temporarily deployed to the call centres of the Department of Health and the Office of the Government Chief Information Officer to render support for the enforcement of the quarantine orders in 2020, as well as the dedication of our registration staff in maintaining essential services to the public during our fight against the pandemic, a total of 29 staff of the Land Registry were awarded the Certificate of Appreciation issued in the name of the Chief Secretary for Administration.



## 公眾教育

作為本處公眾教育活動的一部分，我們持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。

我們於2020年7月安排香港專業教育學院(沙田分校)的法律及行政課程學生參觀本處。是次參觀令同學更加了解土地註冊處的服務。他們的反應非常正面，並對我們的工作甚感興趣。

## 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.

A visit to the Land Registry was arranged for the Law and Administration students of the Hong Kong Institute of Vocational Education (Sha Tin) in July 2020. The visits had enriched the students' understanding of the services provided by the Land Registry. The feedback from the visits was very positive and the students showed great interest in our work.





此外，五名參加2020年政務職系暑期實習計劃的實習生獲安排在發展局實習，並於2020年9月到訪本處。期間，我們向他們簡介就先行在新批出土地落實業權註冊制度建議的最新發展，並介紹本處的職能、服務和運作，以及安排他們參觀客戶服務中心。各實習生均認為是次參觀有助他們了解政府部門的運作安排，並加深他們對公共行政的認識。

Besides, five interns under the Administrative Service Summer Internship Programme 2020 of the Development Bureau visited the Land Registry in September 2020. During the visit, we briefed them on the latest developments regarding the proposal of implementing title registration on newly granted land first and introduced the functions, services and operation of the Land Registry, dovetailing it with a guided tour to our Customer Centre. The interns remarked that the visit had given them insights into the operations of a Government department as well as deepened their understanding of public administration.





## 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.