

企业社会责任

CORPORATE SOCIAL 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其他政府部门的义工队积极参与义工服务。纵使2019冠状病毒病疫情肆虐，我们仍继续参与社区服务，惟举办的义工活动规模在遵守社交距离的措施下有所调整。在2020/21年度，我们的义工队为长者筹办了两项义工活动。

在2021年2月，香港社会服务联会向本处颁发连续15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。

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.



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2020/21年度，本处同事参加由公益金举办的各项慈善活动，包括「绿色低碳日」、「公益金便服日」及「公益爱牙日」。



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2020/21年度，我们共有23名残疾员工，占本处员工总人数的3.8%。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 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.

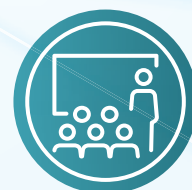
本处也致力为市民提供无障碍设施，委任了无障碍主任和助理无障碍主任为到访各办事处的残疾人士提供协助，并为无障碍主任、助理无障碍主任和场地有关的职员安排相关的讲座。我们亦定期检讨这些设施的便利程度，务求不断作出改善。鉴于本处致力为残疾人士提供无障碍设施，香港社会服务联会已把我们的客户服务中心列入「无障碍友善企业／机构名单」上。

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 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 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，我们亦继续参与公务员事务局的「残疾学生实习计划」和「非华裔学生实习计划」，为有需要人士提供培训实习机会。

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.



我们继续邀请社会企业竞投本处办公室的清洁服务合约，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 contracts.

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2020/21年度，我们就相关课题为员工举办了13个讲座／工作坊，包括急救训练、预防筋肌劳损、体力处理操作、运动与健康的生活模式、压力管理和职业安全健康等。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2020/21年度，我们持续并进一步改善办公室环境，包括透过重整各办公室的布局、绿化环境和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。



此外，我们继续透过部门刊物、讲座及员工康乐会举办的兴趣班，加强员工对维持工作和生活中取得平衡，以及健康生活方式的认识。

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.

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.

本处也致力促进员工的精神健康，举办压力管理工作坊，以提升员工处理压力的能力。

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：

- 制定环保政策，订明须采取行动的主要范畴；
- 公布环保管理指引，以供员工遵守；
- 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；
- 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；
- 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；

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；
- 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;
- 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



- 在办公室的茶水间提供可给员工循环使用的餐具。
- provided reusable tableware sets in office pantries.

公众人士可到[土地注册处的网站](#)浏览《2020年管制人员环保报告》，了解我们的环保成绩。

The Controlling Officer's Environmental Report 2020 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。

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，既易掌握，又能增強體魄。約向親友一起步行（即健步行），所穿的裝備十分簡單，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制定練習計劃，一般是每星期3至5次，每次不少於30分鐘。初習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，可利用自覺努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。

正確步態

1. 開始時嘗試較短的距離，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. 如果提高步行強度，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體力程度，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
目標心率區域為120至180次

自覺體力程度評分

體力	0	1	2	3	4	5	6	7	8	9	10
自覺體力	非常輕鬆	輕鬆	中等	吃力	非常吃力	極度吃力	極度吃力	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，應選擇自己能承受的運動強度、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履健行。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，都必需補充足夠水份。

資料來源：康樂及文化事務署 - 《優質健行》小冊子

此外，本处自2003年起参加了由环境保护署举办的「室内空气质素检定计划」，我们位于九龙湾「一号九龙」的办事处及其他所有办事处在2020年分别获得「卓越级」和「良好级」证书。

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

为减低2019冠状病毒病的传播风险，本处在2020/21年度的办公时间不时因应政府的特别工作安排作出调整。尽管如此，本处仍按特别工作安排竭力提供全面但有限度的服务，并维持供客户交付文书办理注册的正常服务时间。

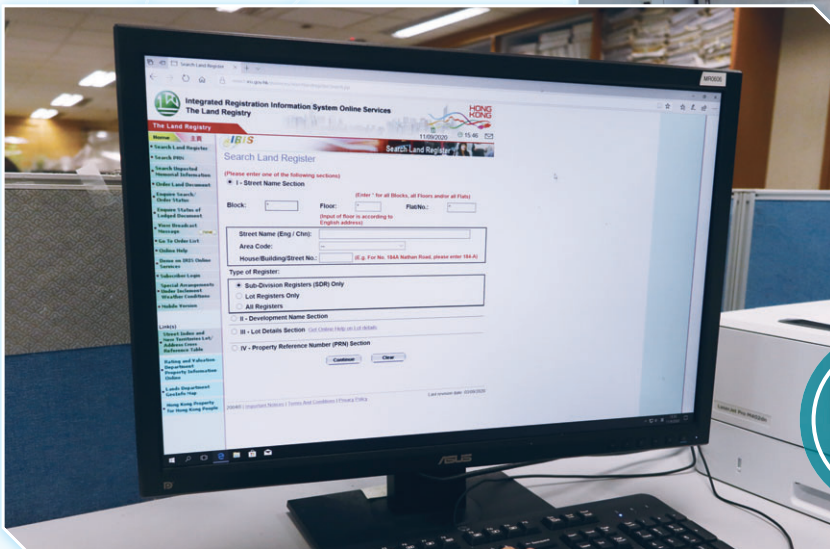
Together, We Fight the Virus

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、在服务柜位加装防护胶板、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。

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), use the drop-in box as much as possible and visit our offices only if they require services urgently.



为配合政府的感染控制政策，由2021年3月1日起，所有雇员和公众人士在进入本处各办事处前须使用「安心出行」流动应用程式或登记其姓名、联络电话号码及到访日期和时间。为响应2019冠状病毒病疫苗接种计划，本处向业务伙伴推广有关计划，并鼓励员工尽早接种，以保障自己 and 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.



本处于2020年暂调职员到卫生署和政府资讯科技总监办公室设立的热线中心协助执行检疫令。此外，本处注册组职员在抗疫期间仍竭诚为市民提供必须的服务。当中共有29名职员获颁政务司司长发出的感谢状，以表扬他们的贡献。

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.



公众教育

作为本处公众教育活动的一部分，我们持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。

我们于2020年7月安排香港专业教育学院(沙田分校)的法律及行政课程学生参观本处。是次参观令同学更加了解土地注册处的服务。他们的反应非常正面，并对我们的工作甚感兴趣。

Public Education

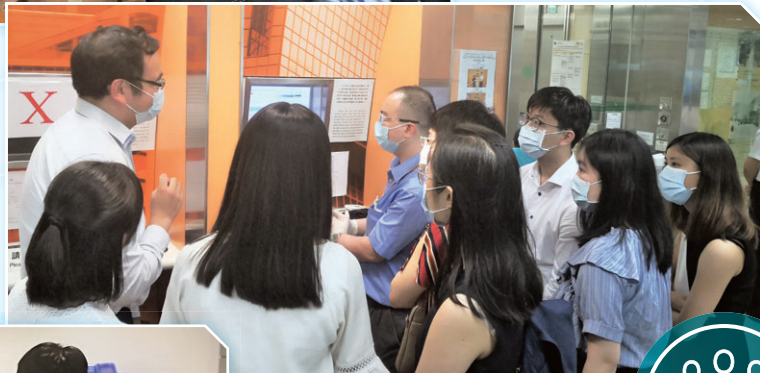
As part of our public education activities, the Land Registry has continued its efforts to introduce its services and the land registration system in Hong Kong to the school community by delivering presentations and conducting guided tours to our Customer Centre for secondary and tertiary students.

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，五名参加2020年政务职系暑期实习计划的实习生获安排在发展局实习，并于2020年9月到访本处。期间，我们向他们简介就先行在新批出土地落实业权注册制度建议的最新发展，并介绍本处的职能、服务和运作，以及安排他们参观客户服务中心。各实习生均认为是次参观有助他们了解政府部门的运作安排，并加深他们对公共行政的认识。

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.