

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Reporting



企業社會責任

土地註冊處非常重視並致力履行社會責任。我們的承諾可見於以下五個主要範疇：

支持慈善及義工活動

我們的員工積極參與慈善及義工活動，致力建立關愛共融的社區。

員工除了參加由香港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」及公益行善「折」食日外，土地註冊處義工隊亦積極投入各種義工服務及慈善活動，為有需要的不同社群送上溫暖支援。

從參與賽馬會涇西洲公眾高爾夫球場的高爾夫球體驗日，到協助香港扶幼會則仁中心學校組織運動同樂日，我們為參與的兒童和青少年締造了豐富的康樂體驗。

我們繼續支持食物援助計劃，例如在「銀杏館」餐廳預備及派發飯盒，以及收集員工捐贈的剩餘食品。我們的義工亦與關愛隊合作擴展服務範圍，探訪油尖旺區的少數族裔家庭及荃灣有需要的居民。作為我們對長者照顧承諾的一部分，我們的義工在石硤尾、屯門及大埔進行家訪，並向長者及其照顧者派發福袋。此外，我們為觀塘的長者及其照顧者提供中式穴位按摩服務，同時協助南區的長者提升電子健康知識。

我們亦積極參與慈善籌款活動，包括書籍義賣、「健康快車慈善跑步行2024」及「保良局慈善步行2025」，進一步體現我們構建關愛共融社會的承諾。

CORPORATE SOCIAL RESPONSIBILITY

The Land Registry (LR) highly values and strives to uphold our commitment to social responsibility. Our dedication is demonstrated through our efforts across five main areas.

Supporting Charity and Voluntary Activities

Our staff are dedicated to nurturing a compassionate and inclusive community through our active participation in charity and voluntary activities.

In addition to our staff taking part in various charity events organised by the Community Chest, including the Green Low Carbon Day, Dress Casual Day and Skip Lunch Day, our volunteer team has proactively participated in a wide variety of voluntary services and charity activities, providing warm support to various community groups in need.

From participating a Golf Experience Day at the Jockey Club Kau Sai Chau Public Golf Course to co-organising a Sports Fun Day with the Society of Boys' Centres Chak Yan Centre School, we have created enriching recreational opportunities for participating children and youth.

We remain dedicated to supporting food assistance programmes, such as preparing and distributing meal boxes at Gingko House restaurants and collecting surplus food donated by our staff. In collaboration with the Care teams, our volunteers extended their outreach by visiting ethnic minority families in Yau Tsim Mong and residents in need in Tsuen Wan. As part of our commitment to elderly care, our volunteers conducted home visits and distributed gift bags to the elderly and their carers in Shek Kip Mei, Tuen Mun and Tai Po. In addition, we provided Chinese acupressure massage services for seniors and their carers in Kwun Tong, while helping the elderly residents in the Southern District enhance their e-health literacy.

We also actively participated in fundraising charity initiatives, including charity book sales, the Life Express Charity Walk 2024, and the Po Leung Kuk Charity Walk 2025, further reinforcing our commitment to building a caring and harmonious society.

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2024年5月在賽馬會溜西洲公眾高爾夫球場為兒童舉辦高爾夫球體驗日。
Golf Experience Day for children at the Jockey Club Kau Sai Chau Public Golf Course in May 2024.



2024年7月探訪油尖旺區的少數族裔家庭。
Ethnic minority families visit in the Yau Tsim Mong district in July 2024.



2024年6月及9月為長者提供中式穴位按摩服務。
Chinese acupressure massage service for the elderly in June and September 2024.

健康快車慈善跑步行2024。
Life Express Charity Walk 2024.



2024年10月向居民派發福袋以慶祝中華人民共和國成立75周年。
Blessing gift bags distribution to residents in celebration of the 75th Anniversary of the Founding of the People's Republic of China in October 2024.



2024年12月至2025年1月期間舉辦剩餘食品捐贈活動。
Surplus food donation activity from December 2024 to January 2025.



促進平等機會及無障礙環境

我們堅定履行社會責任，致力消除基於性別、殘疾、家庭崗位及種族的就業歧視，並積極促進所有員工的平等機會。

Promoting Equal Opportunities and Accessibility

We maintain a steadfast dedication to social responsibility, striving to eliminate employment discrimination related to sex, disability, family status and race, and actively promoting equal opportunities for all staff members.

在2024/25年度，我們共有23名殘疾員工，佔本處員工總人數的5%。我們會為殘疾員工提供必要的輔助器材，以助他們履行職務。

我們也致力為市民提供無障礙設施，並委任無障礙主任和助理無障礙主任為有需要的人士提供協助。我們會定期作出檢討，確保無障礙設施暢通易達，並為無障礙主任、助理無障礙主任和駐場地的員工提供講座和培訓。我們於2025年2月為員工舉辦了一場由非政府機構安排的經驗分享會，讓不同類別的殘疾人士分享他們在日常生活的經歷及／或遇到的困難，以提升員工對殘疾人士需要的認知和了解。

In 2024/25, we had 23 staff members with disabilities, representing 5% of the total strength of the LR. We provided necessary technical aids to support staff members with disabilities in performing their duties.

We are also committed to providing barrier-free facilities for members of the public. Designated Access Officers and Assistant Access Officers are available to offer assistance to people in need. Regular reviews were conducted to ensure the accessibility of our facilities, and seminars and training were arranged for our Access Officers, Assistant Access Officers and venue-based staff members periodically. In February 2025, we organised for our staff an experience sharing session by a non-government organisation, where persons with different types of impairment shared their experiences and/or difficulties in their daily life, so as to enhance our staff's awareness and understanding of the needs of persons with disabilities.



為表揚我們的持續努力，香港社會服務聯會已將我們位於金鐘道政府合署19樓的客戶服務中心列入「無障礙友善企業／機構名單」。這個認可突顯了我們致力為員工和市民創造一個包容和友好的環境。

Given our continuous efforts, the Hong Kong Council of Social Service has included our Customer Centre on 19/F of the Queensway Government Offices (QGO) in the List of Barrier-free Companies/Organisations. This recognition highlights our continued dedication to creating an inclusive and accommodating environment for our staff and members of the public.

在2024年，我們繼續參與公務員事務局「殘疾學生實習計劃」，為有需要人士提供培訓實習的機會。我們共安排四位實習生在查冊及部門服務部和常務部工作，為部門提供一般的行政及文書支援，並為實習生安排資深導師以提供適時的協助和支援，以便執行獲指派的工作。

We continued to provide placement opportunities for people in need through participating in the Civil Service Bureau's Internship Scheme for Students with Disabilities in 2024. Four interns were recruited to help in the Search and Departmental Services Division and General Support Services Division to provide general administrative and clerical support to the offices. Experienced mentors were designated to provide prompt assistance and support to the interns to facilitate them in carrying out the assigned tasks.

我們積極邀請社會企業參與競投本處辦公室的清潔服務合約，為弱勢社群提供更多就業機會。

To provide more job opportunities for the socially disadvantaged groups, we took a proactive step by inviting social enterprises to participate in bidding our office cleansing service contracts.

關注僱員的職業健康

我們十分重視僱員的職業安全與健康。我們成立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。我們已制訂周全的職業安全指引和程序，並為員工配備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。此外，我們會進行例行巡查，以確保工作間的安全。

在2024/25年度，我們為員工舉辦36個講座／工作坊，相關課題包括使用電腦的職業健康錦囊、預防上下肢勞損、預防筋肌勞損、工作壓力，以及壓力管理等。我們亦透過外界的專業人士為員工提供輔導服務，協助他們處理與工作相關或其個人的問題，充分體現我們對保障員工整體福祉的承諾。

為保持員工對工作安全與身心健康的認知，我們定期透過電子《員工通訊》分享實用資訊和貼士。員工康樂會亦資助同事參與體育活動，例如由建造業議會舉辦的「建造業開心跑2025」及「渣打香港馬拉松2025」，以推廣身心健康。



我們致力為員工提供舒適及安全的工作間。在2024/25年度，我們繼續努力透過增加綠化元素和進行必要的裝修工作，營造一個愉快舒適的工作環境。

此外，我們自2003年起參與由環境保護署舉辦的「室內空氣質素檢定計劃」。在2024年，我們位於九龍灣「一號九龍」的辦事處獲得「卓越級」證書，而其他所有辦事處亦獲得「良好級」證書。為營造方便餵哺母乳的環境，我們提供哺乳設施，供產假後復工並希望繼續授乳的女性員工使用。

Upholding Occupational Health Care for Employees

We attach great importance to the occupational safety and health of our employees. We set up a departmental Safety Management Committee to formulate and implement departmental policy on occupational safety and health. We have established thorough guidelines and procedures on occupational safety and equipped our staff with ergonomic office furniture and equipment to promote occupational health. Besides, routine inspections are conducted to ensure that the workplace remains free from safety hazards.

In 2024/25, a total of 36 seminars/workshops on subjects such as health hints on the use of computer, prevention of upper and lower limb disorders, prevention of Musculoskeletal Disorders, occupational stress and stress management were provided to our staff. We also offered counselling services through external specialists to support staff in addressing their work-related or personal issues, demonstrating our commitment to safeguarding the comprehensive well-being of our employees.

To maintain staff's awareness of work safety, mental well-being and physical fitness, we regularly share valuable information and tips through our e-Staff Magazine. The Staff Recreation Club also promotes physical fitness and well-being by subsidising staff's participation in sports activities such as the Construction Industry Happy Run 2025 organised by the Construction Industry Council and the Standard Chartered Hong Kong Marathon 2025.

In line with our commitment to providing a comfortable and safe workplace, we continued our efforts in 2024/25 to sustain a pleasant office environment by adding greenery elements and carrying out necessary fitting out work.

In addition, since 2003, we have participated in the Indoor Air Quality Certification Scheme organised by the Environmental Protection Department. In 2024, our office at One Kowloon, Kowloon Bay obtained the "Excellent" Class, while all other offices attained the "Good" Class. To create a breastfeeding friendly environment, we made available lactation facilities for female staff members who wish to continue breastfeeding upon returning from maternity leave.

凝聚團隊力量

員工資源是我們的寶貴資產。為鼓勵管理層與員工之間的有效溝通及合作，「部門協商委員會」約每季度舉行會議，以便公開討論各種影響員工福祉的事宜。此外，「土地註冊處員工建議書審核委員會」為全體員工提供有效的途徑，以提出精簡部門運作及改善工作效率的建議。團隊的協作努力提高了生產力。

另外，土地註冊處設有一個「知識管理系統」，促進部門有系統地管理和分享知識。該系統的資料庫收錄了超過10,000份文件，涵蓋各類服務的案例、參考資料和培訓材料，為員工提供了一個全面且便捷的工具，從而提升他們的日常工作效率。

我們的「工作表現獎勵計劃」促進和培育員工的客戶服務文化，並提高他們的生產力。本處也設立「最佳前線員工獎勵計劃」，以表揚前線員工的優秀表現。

持守環保意識

為持續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，我們已採取以下措施：

- ⚙️ 制定清晰的環保政策，訂明須採取行動的主要範疇；
- ⚙️ 公布環保管理指引；
- ⚙️ 定期到各個辦公室進行環保審核和突擊巡查；
- ⚙️ 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；
- ⚙️ 使用環保採購，以及要求負責辦公室清潔的營辦商採取環保做法；
- ⚙️ 透過定期的內部通訊，向員工推廣環保意識；
- ⚙️ 在切實可行範圍內減少用紙及重用紙張；
- ⚙️ 於辦公室安裝自動感應照明設備；
- ⚙️ 把綠化概念融入辦公室的設計；

Thriving for Team Work

Staff resources are a valuable asset to us. To encourage effective communication and collaboration between management and staff, Departmental Consultative Committee meetings are held about once every quarter. This facilitates open discussions on various matters affecting the well-being of our staff. Besides, the LR Staff Suggestions Committee provides an effective avenue for all staff to submit suggestions which aimed at streamlining operations and enhancing work efficiency within the department. The collaborative team efforts lead to enhancement in productivity.

In addition, the LR maintains a Knowledge Management System to facilitate systematic management and sharing of knowledge across the department. With over 10,000 documents comprising sample cases, reference and training materials for various services contained in the database, the system serves as a comprehensive and easily accessible tool for our staff to use in enhancing their work effectiveness in daily operation.

Our Performance Incentive Scheme is designed to motivate employees, inculcate a customer service culture and boost productivity. A Best Frontline Staff Award is also established to commend the exemplary performance of our frontline staff.

Sustaining Environmental Awareness

To continuously promote green management and ensure that our business and daily operations are conducted in an environmentally responsible manner, we have implemented the following measures:

- ⚙️ set out a clear environmental policy with key areas for actions;
- ⚙️ promulgated green housekeeping guidelines;
- ⚙️ conducted regular environmental audit and surprise inspections at our offices;
- ⚙️ continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
- ⚙️ adopted green procurement and required the adoption of environment conservation practices by office cleaning contractor;
- ⚙️ promoted environmental awareness among staff through regular internal communication;
- ⚙️ reduced and recycled the use of paper as far as practicable;
- ⚙️ installed lighting motion sensors in office premises;
- ⚙️ incorporated the greening concept in office design;

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⚙ 籌備推行政府的電子檔案保管系統，引入以電子檔案取代紙本檔案的存檔方式；以及

⚙ 持續探討減少整體用紙量的方案，包括開發電子提交方式，方便客戶使用我們的服務，例如以電子方式遞交註冊申請及使用電子註冊摘要表格，並簡化我們日常運作的工作流程。

涵蓋本處詳盡環保表現的《2024年管制人員環保報告》可在[土地註冊處的網站](#)瀏覽。

⚙ prepared to implement the Government's Electronic Record Keeping System to introduce filing of electronic records, instead of paper-based records; and

⚙ continued to explore ways to reduce paper consumption as a whole through developing electronic submission means to facilitate customers in acquiring our services, such as e-lodgement and e-memorial form, and streamlining workflows in our daily operation.

The Controlling Officer's Environmental Report 2024 with detailed environmental performance is available on the [LR's website](#).

企業管治

管治架構

本處以問責、誠信及透明度為基石，透過制定的服務標準，力求達致最佳的企業管治水平。

問責

本處須分別向發展局和財經事務及庫務局負責及匯報部門的業績和財務表現。我們每年會向兩個決策局呈交中期企業計劃暨年度業務計劃，以供批核。企業計劃訂定本處未來五年的發展綱領，而業務計劃則作為評核本處每年業績的基準。

誠信

根據《營運基金條例》(第430章)，本處可自主進行資本投資及運用資源，以靈活回應服務需求及提高營運效率。在靈活自主的基礎下，我們執行職務時須履行恪守誠信的責任。土地註冊處全體人員均須遵守部門指引及相關的政府規則和規章，以妥善履行日常職責。土地註冊處經理是本處的誠信事務主任，負責監督部門的誠信管理事宜。本處除為員工舉辦有關的培訓課程及工作坊外，亦會定期公布及傳閱有關誠信管理的指引和通告，以提升員工對誠信管理的認知，並促進道德操守。

透明度

本處奉行以高透明度運作的原則。根據《營運基金條例》，我們每年須呈交營運基金的年報連同經審計署署長審核的財務報表予立法會省覽。為讓公眾知悉部門業務和物業市場的情況，我們每月會發表土地註冊和查冊的統計數據。

CORPORATE GOVERNANCE

Governance Framework

The LR strives to achieve the best in corporate governance. We have established performance standards on accountability, integrity and transparency.

Accountability

The LR is accountable to the Development Bureau and the Financial Services and the Treasury Bureau for its business and financial performance respectively. A medium range corporate-cum-annual business plan is submitted to the two Bureaux for approval every year. The corporate plan sets out the blueprint for the department's development in the next five years, while the business plan serves as the basis for evaluating our annual performance.

Integrity

Under the Trading Funds Ordinance (Cap. 430) (TFO), we have the flexibility to respond to service needs and enhance operational efficiency through autonomy in capital investment and the use of resources. Underpinning this flexibility is the duty to uphold integrity in discharging our responsibilities. LR staff conduct daily business in a proper manner in compliance with departmental guidelines and the relevant Government rules and regulations. The Registry Manager acts as the Ethics Officer of the LR, overseeing integrity management of the department. In addition to organising training courses and workshops, relevant guidelines and circulars on integrity management are promulgated and re-circulated to staff regularly to enhance awareness and promote ethical conduct.

Transparency

The LR's operation is guided by the principle of transparency. As provided under the TFO, the Trading Fund's annual report together with the financial statements audited by the Director of Audit is required to be tabled in the Legislative Council each year. To help keep the public apprised of our work and the situation in the property market, we publish statistics on land registration and search on a monthly basis.

服務承諾

本處自1993年成立營運基金後，每年均會檢討「服務承諾」，以貫徹我們持續提升服務質素和效率的承諾。

在2024/25年度，我們超越了在服務承諾中訂下的所有指標，特別是提升了「辦理業主立案法團註冊」的服務標準（由30個工作天縮短至25個工作天）及服務指標（由90%增加至95%）。附件I (a)列出本處於年內的服務承諾和實際表現。

本處將於來年繼續提升「辦理業主立案法團註冊」的服務標準和服務指標，並致力提升「修訂土地登記冊資料（複雜個案）」的服務指標。2025/26年度新的服務承諾載於附件I (b)。

客戶溝通

高效的客戶支援服務

我們致力提供卓越和專業的客戶服務。為促進以客為本的服務文化，我們透過不同渠道提供互動的客戶支援服務，例如與數字政策辦公室轄下的1823合作，以提供24小時的客戶服務熱線，並於金鐘道政府合署的客戶服務中心和位於大埔、元朗和荃灣的新界查冊中心特設一站式的客戶服務櫃位。

特設的客戶聯絡平台

我們亦會透過特設的客戶聯絡平台與業務夥伴（包括香港律師會及其他私營和公營機構客戶）保持緊密聯繫，以收集他們對本處服務的意見。

土地註冊處聯合常務委員會成立已久，成員包括土地註冊處處長、其下的高級管理團隊及香港律師會的代表。委員會定期舉行會議，就土地註冊事宜及本處向法律界人士所提供的服務進行商討和交流意見。

Performance Pledges

As part of our continuing commitment to improving the quality and efficiency of services, we have reviewed our performance pledges annually since the establishment of the Trading Fund in 1993.

In 2024/25, we exceeded all the targets set in our performance pledges. In particular, we improved the service standard (from 30 to 25 working days) and performance target (from 90% to 95%) for registration of owners' corporations. Annex I (a) sets out the pledges and our actual performance for the year.

In the coming year, we will continue to enhance the service standard and performance target for registration of owners' corporations and dedicate effort to improve our performance target on amendment of registered data (complicated case). The new set of performance pledges for 2025/26 is at Annex I (b).

Customer Engagement

Efficient Customer Support Services

We strive for excellence and professionalism in customer service delivery. To foster a customer-oriented culture in service delivery, we provide interactive customer support services through various channels such as a round-the-clock customer service hotline in collaboration with 1823, managed by Digital Policy Office, as well as a dedicated one-stop customer service counter at our Customer Centre at the QGO, along with service points at the New Territories Search Offices in Tai Po, Yuen Long and Tsuen Wan.

Dedicated Customer Liaison Platforms

We also maintain close liaison with our business partners, including the Law Society of Hong Kong, as well as other private and public sector customers, to collect their views on our services through dedicated customer liaison platforms.

The long-established LR Joint Standing Committee (LRJSC), comprising the Land Registrar, the senior management team and representatives of the Law Society of Hong Kong, meets regularly to discuss and exchange views on land registration matters and our services provided to legal practitioners.



土地註冊處聯合常務委員會
LR Joint Standing Committee

本處也透過設立兩個客戶聯絡小組（私營機構和公營機構），讓客戶了解本處的最新計劃、服務和工作程序，在業務運作和服務提供事宜上促進意見交流，以及就客戶的意見作出回應。私營機構客戶聯絡小組的成員來自法律界、專業機構及工商團體；公營機構客戶聯絡小組的成員則來自政府部門及公營機構。

The LR also maintains two Customer Liaison Groups (CLGs) for private and public sectors to update customers on the department's latest initiatives, services and procedures, to facilitate exchange of views on operational and service delivery issues, and to respond to customers' feedback. The private sector group comprises representatives from the legal community, professional bodies and trade associations while the public sector group comprises representatives from the Government departments and public bodies.



▲
客戶聯絡小組（私營機構）
Customer Liaison Group (Private Sector)



▲
客戶聯絡小組（公營機構）
Customer Liaison Group (Public Sector)

土地註冊處聯合常務委員會和客戶聯絡小組的成員名單分別見附件II (a)、(b)及(c)。

The membership lists of the LRJSC and CLGs are at Annexes II (a), (b) and (c) respectively.

獲客戶認同的意見

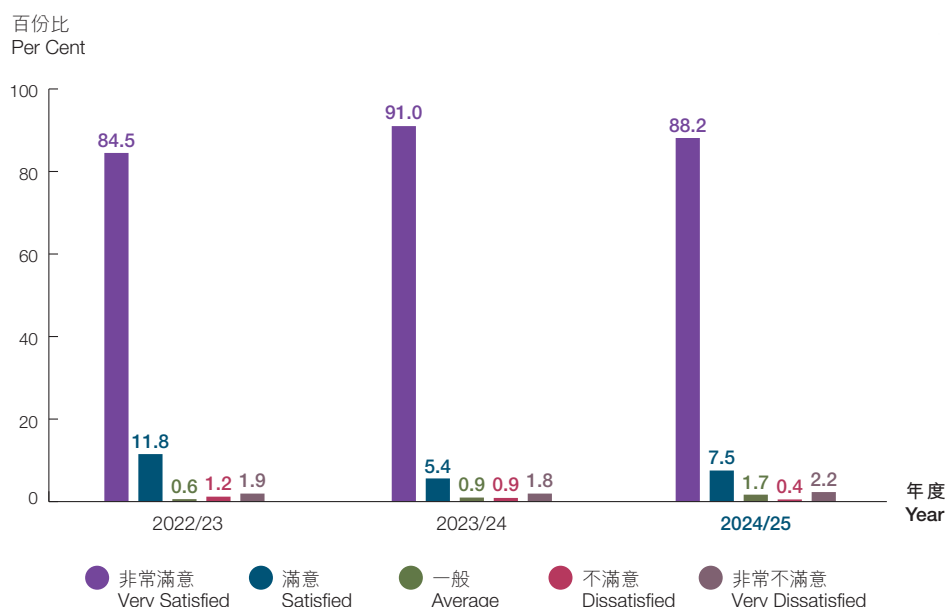
我們重視客戶回饋，並透過多種渠道與客戶保持溝通，以確保提供優質服務。在2024/25年度，我們從意見卡收到客戶對本處服務的滿意度繼續達致高水平（「非常滿意」和「滿意」程度達95.7%），並透過客戶服務熱線、部門網站、意見卡、來信和電郵渠道接獲57個客戶表揚，以表彰我們在維持服務質素所作的努力。

Recognised Customer Feedback

We appreciate customer feedback and consistently engage with customers through multiple channels to secure the delivery of quality service. In 2024/25, we continued to achieve a high customer satisfaction rate, with “Very Satisfied” and “Satisfied” ratings on comment cards totalling 95.7%. 57 commendations were received through our customer service hotline, the LR’s website, comment cards, letters and emails to recognise our efforts in upholding service quality.

客戶滿意程度

CUSTOMER SATISFACTION RATE



註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

Note: Figures in percentage for individual items may not add up to 100% due to rounding.

以客為本的投訴管理制度

本處設有完善的投訴管理制度以供公眾監督和處理投訴。由本處接獲或是經由其他政府部門轉介的投訴共有15項，所有個案均已獲迅速回應及圓滿處理。

Customer-oriented Complaint Management System

We maintain a robust complaint management system for public scrutiny and addressing complaints. 15 complaints were received by us directly or through referrals from other Government offices. All relevant complaints were promptly addressed and fully responded to.

透過社交媒體及吉祥物加強客戶聯繫

為慶祝土地註冊處營運基金成立31周年，我們於2024年8月推出了土地註冊處Facebook專頁，與客戶及公眾分享服務資訊和最新動向。該專頁亦成為公眾教育的平台，提供有關物業轉易的基本知識，發布防詐騙訊息，以及介紹快將實施的業權註冊制度的概念。

Stronger Customer Connection through Social Media and Mascot

The LR launched an official Facebook page in August 2024 in celebration of the 31st Anniversary of the Land Registry Trading Fund. The page aims to share information of our services and recent updates with our customers and members of the public. It also serves as a channel of public education to provide basic knowledge about the property conveyancing process, disseminate anti-fraud messages and introduce concepts underlying the title registration system to be implemented.

部門吉祥物「田兔兔」亦於2024年9月中秋節面世，是我們走進社區與公眾溝通的先鋒。吉祥物的中文名稱包含「田」和「兔」兩字，其發音與許多人熟悉的部門俗稱「田土廳」相近。



The LR's mascot "Bunny Lanny"「田兔兔」, born on the Mid-autumn Festival in September 2024, is also our pioneer in outreach to the community and communication with the public. The Chinese name of our mascot carries the characters of「田」and「兔」, which phonetically resembles the LR's informal name of「田土廳」that many people are familiar with.