

环境、社会及管治报告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Reporting



企业社会责任

土地注册处非常重视并致力履行社会责任。我们的承诺可见于以下五个主要范畴：

支持慈善及义工活动

我们的员工积极参与慈善及义工活动，致力建立关爱共融的社区。

员工除了参加由香港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」及公益行善「折」食日外，土地注册处义工队亦积极投入各种义工服务及慈善活动，为有需要的不同社群送上温暖支援。

从参与赛马会濠洲公众高尔夫球场的高尔夫球体验日，到协助香港扶幼会则仁中心学校组织运动同乐日，我们为参与的儿童和青少年缔造了丰富的康乐体验。

我们继续支持食物援助计划，例如在「银杏馆」餐厅预备及派发饭盒，以及收集员工捐赠的剩余食品。我们的义工亦与关爱队合作扩展服务范围，探访油尖旺区的少数族裔家庭及荃湾有需要的居民。作为我们对长者照顾承诺的一部分，我们的义工在石硤尾、屯门及大埔进行家访，并向长者及其照顾者派发福袋。此外，我们为观塘的长者及其照顾者提供中式穴位按摩服务，同时协助南区的长者提升电子健康知识。

我们亦积极参与慈善筹款活动，包括书籍义卖、「健康快车慈善跑步行2024」及「保良局慈善步行2025」，进一步体现我们构建关爱共融社会的承诺。

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月在赛马会濶西洲公众高尔夫球场为儿童举办高尔夫球体验日。
Golf Experience Day for children at the Jockey Club Kau Sai Chau Public Golf Course in May 2024.



2024年10月向居民派发福袋以庆祝中华人民共和国成立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7月探访油尖旺区的少数族裔家庭。
Ethnic minority families visit in the Yau Tsim Mong district in July 2024.



2024年12月至2025年1月期间举办剩余食品捐赠活动。
Surplus food donation activity from December 2024 to January 2025.



2024年6月及9月为长者提供中式穴位按摩服务。
Chinese acupressure massage service for the elderly in June and September 2024.

健康快车慈善跑步行2024。
Life Express Charity Walk 2024.



促进平等机会及无障碍环境

我们坚定履行社会责任，致力消除基于性别、残疾、家庭岗位及种族的就业歧视，并积极促进所有员工的平等机会。

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，我们共有23名残疾员工，占本处员工总人数的5%。我们会为残疾员工提供必要的辅助器材，以助他们履行职务。

我们也致力为市民提供无障碍设施，并委任无障碍主任和助理无障碍主任为有需要的人士提供协助。我们会定期作出检讨，确保无障碍设施畅通易达，并为无障碍主任、助理无障碍主任和驻场地的员工提供讲座和培训。我们于2025年2月为员工举办了一场由非政府机构安排的经验分享会，让不同类别的残疾人士分享他们在日常生活的经历及／或遇到的困难，以提升员工对残疾人士需要的认知和了解。

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.



为表扬我们的持续努力，香港社会服务联会已将我们位于金钟道政府合署19楼的客户服务中心列入「无障碍友善企业／机构名单」。这个认可突显了我们致力为员工和市民创建一个包容和友好的环境。

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，我们继续参与公务员事务局的「残疾学生实习计划」，为有需要人士提供培训实习的机会。我们共安排四位实习生在查册及部门服务部和常务部工作，为部门提供一般的行政及文书支援，并为实习生安排资深导师以提供适时的协助和支援，以便执行获指派的工作。

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.

我们积极邀请社会企业参与竞投本处办公室的清洁服务合约，为弱势社群提供更多就业机会。

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.

关注雇员的职业健康

我们十分重视雇员的职业安全与健康。我们成立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。我们已制订周全的职业安全指引和程序，并为员工配备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。此外，我们会进行例行巡查，以确保工作间的安全。

在2024/25年度，我们为员工举办36个讲座／工作坊，相关课题包括使用电脑的职业健康锦囊、预防上下肢劳损、预防筋肌劳损、工作压力，以及压力管理等。我们亦透过外界的专业人士为员工提供辅导服务，协助他们处理与工作相关或其个人的问题，充分体现我们对保障员工整体福祉的承诺。

为保持员工对工作安全与身心健康的认知，我们定期透过电子《员工通讯》分享实用资讯和贴士。员工康乐会亦资助同事参与体育活动，例如由建造业议会举办的「建造业开心跑2025」及「渣打香港马拉松2025」，以推广身心健康。



我们致力为员工提供舒适及安全的工作间。在2024/25年度，我们继续努力透过增加绿化元素和进行必要的装修工作，营造一个愉快舒适的工作环境。

此外，我们自2003年起参与由环境保护署举办的「室内空气质量检定计划」。在2024年，我们位于九龙湾「一号九龙」的办事处获得「卓越级」证书，而其他所有办事处亦获得「良好级」证书。为营造方便喂哺母乳的环境，我们提供哺乳设施，供产假后复工并希望继续授乳的女性员工使用。

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.

凝聚团队力量

员工资源是我们的宝贵资产。为鼓励管理层与员工之间的有效沟通及合作，「部门协商委员会」约每季度举行会议，以便公开讨论各种影响员工福祉的事宜。此外，「土地注册处员工建议书审核委员会」为全体员工提供有效的途径，以提出精简部门运作及改善工作效率的建议。团队的协作努力提高了生产力。

另外，土地注册处设有一个「知识管理系统」，促进部门有系统地管理和分享知识。该系统的资料库收录了超过10,000份文件，涵盖各类服务的案例、参考资料和培训材料，为员工提供了一个全面且便捷的工具，从而提升他们的日常工作效率。

我们的「工作表现奖励计划」促进和培育员工的客户服务文化，并提高他们的生产力。本处也设立「最佳前线员工奖励计划」，以表扬前线员工的优秀表现。

持守环保意识

为持续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，我们已采取以下措施：

- ⚙️ 制定清晰的环保政策，订明须采取行动的主要范畴；
- ⚙️ 公布环保管理指引；
- ⚙️ 定期到各个办公室进行环保审核和突击巡查；
- ⚙️ 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；
- ⚙️ 使用环保采购，以及要求负责办公室清洁的营办商采取环保做法；
- ⚙️ 透过定期的内部通讯，向员工推广环保意识；
- ⚙️ 在切实可行范围内减少用纸及重用纸张；
- ⚙️ 于办公室安装自动感应照明设备；
- ⚙️ 把绿化概念融入办公室的设计；

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;

⚙️ 筹备推行政府的电子档案保管系统，引入以电子档案取代纸本档案的存档方式；以及

⚙️ 持续探讨减少整体用纸量的方案，包括开发电子提交方式，方便客户使用我们的服务，例如以电子方式递交注册申请及使用电子注册摘要表格，并简化我们日常运作的工作流程。

涵盖本处详尽环保表现的《2024年管制人员环保报告》可在[土地注册处的网站](#)浏览。

⚙️ 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](#).

企业管治

管治架构

本处以问责、诚信及透明度为基石，透过制定的服务标准，力求达致最佳的企业管治水平。

问责

本处须分别向发展局和财经事务及库务局负责及汇报部门的业绩和财务表现。我们每年会向两个决策局呈交中期企业计划暨年度业务计划，以供批核。企业计划订定本处未来五年的发展纲领，而业务计划则作为评核本处每年业绩的基准。

诚信

根据《营运基金条例》(第430章)，本处可自主进行资本投资及运用资源，以灵活回应服务需求及提高营运效率。在灵活自主的基础下，我们执行职务时须履行恪守诚信的责任。土地注册处全体人员均须遵守部门指引及相关的政府规则和规章，以妥善履行日常职责。土地注册处经理是本处的诚信事务主任，负责监督部门的诚信管理事宜。本处除为员工举办有关的培训课程及工作坊外，亦会定期公布及传阅有关诚信管理的指引和通告，以提升员工对诚信管理的认知，并促进道德操守。

透明度

本处奉行以高透明度运作的原则。根据《营运基金条例》，我们每年须呈交营运基金的年报连同经审计署署长审核的财务报表予立法会省览。为让公众知悉部门业务和物业市场的情况，我们每月会发表土地注册和查册的统计数据。

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.

服务承诺

本处自1993年成立营运基金后，每年均会检讨「服务承诺」，以贯彻我们持续提升服务质素和效率的承诺。

在2024/25年度，我们超越了在服务承诺中订下的所有指标，特别是提升了「办理业主立案法团注册」的服务标准（由30个工作日缩短至25个工作日）及服务指标（由90%增加至95%）。附件I (a)列出本处于年内的服务承诺和实际表现。

本处将于来年继续提升「办理业主立案法团注册」的服务标准和服务指标，并致力提升「修订土地登记册资料（复杂个案）」的服务指标。2025/26年度新的服务承诺载于附件I (b)。

客户沟通

高效的客户支援服务

我们致力提供卓越和专业的客户服务。为促进以客为本的服务文化，我们透过不同渠道提供互动的客户支援服务，例如与数字政策办公室辖下的1823合作，以提供24小时的客户服务热线，并于金钟道政府合署的客户服务中心和位于大埔、元朗和荃湾的新界查册中心特设一站式的客户服务柜位。

特设的客户联络平台

我们亦会透过特设的客户联络平台与业务伙伴（包括香港律师会及其他私营和公营机构客户）保持紧密联系，以收集他们对本处服务的意见。

土地注册处联合常务委员会成立已久，成员包括土地注册处处长、其下的高级管理团队及香港律师会的代表。委员会定期举行会议，就土地注册事宜及本处向法律界人士所提供的服务进行商讨和交流意见。

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.



土地注册处联合常务委员会
LR Joint Standing Committee

本处也透过设立两个客户联络小组（私营机构和公营机构），让客户了解本处的最新计划、服务和工作程序，在业务运作和服务提供事宜上促进意见交流，以及就客户的意见作出回应。私营机构客户联络小组的成员来自法律界、专业机构及工商团体；公营机构客户联络小组的成员则来自政府部门及公营机构。

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.



▲
客户联络小组(私营机构)
Customer Liaison Group (Private Sector)



▲
客户联络小组(公营机构)
Customer Liaison Group (Public Sector)

土地注册处联合常务委员会和客户联络小组的成员名单分别见附件II (a)、(b)及(c)。

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

获客户认同的意见

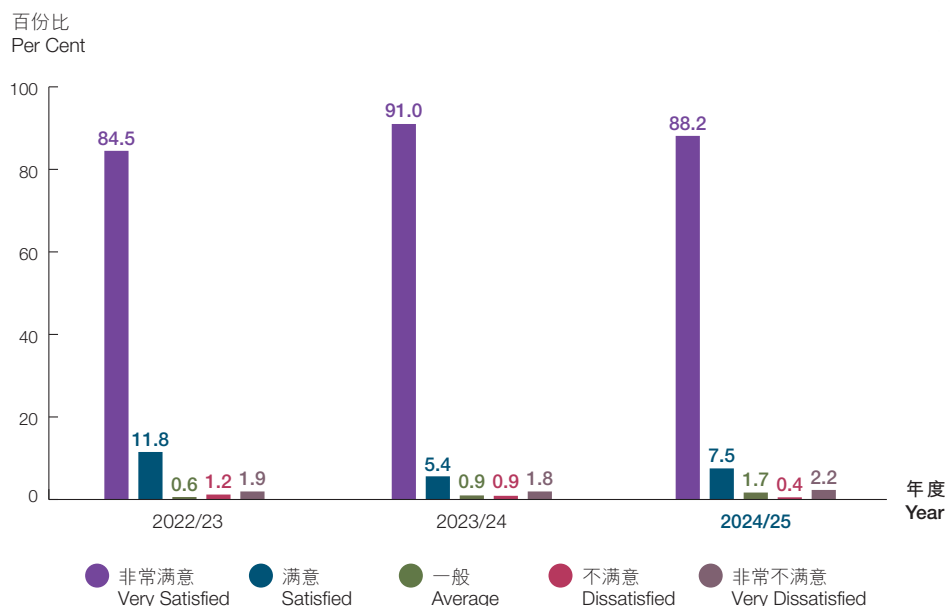
我们重视客户回馈，并透过多种渠道与客户保持沟通，以确保提供优质服务。在2024/25年度，我们从意见卡收到客户对本处服务的满意度继续达致高水平（「非常满意」和「满意」程度达95.7%），并透过客户服务热线、部门网站、意见卡、来信和电邮渠道接获57个客户表扬，以表彰我们在维持服务质素所作的努力。

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.

客户满意程度

CUSTOMER SATISFACTION RATE



注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。

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

以客户为本的投诉管理制度

本处设有完善的投诉管理制度以供公众监督和处理投诉。由本处接获或是经由其他政府部门转介的投诉共有15项，所有个案均已获迅速回应及圆满处理。

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.

透过社交媒体及吉祥物加强客户联系

为庆祝土地注册处营运基金成立31周年，我们于2024年8月推出了土地注册处Facebook专页，与客户及公众分享服务资讯和最新动向。该专页亦成为公众教育的平台，提供有关物业转易的基本知识，发布防诈骗讯息，以及介绍即将实施的业权注册制度的概念。

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.

部门吉祥物「田兔兔」亦于2024年9月中秋节面世，是我们走进社区与公众沟通的先锋。吉祥物的中文名称包含「田」和「兔」两字，其发音与许多人熟悉的部门俗称「田土厅」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「田土厅」that many people are familiar with.