

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有意義的慈善及義工活動，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，為有需要的不同社群送上心意與支持。

從參加「再生玩具工程師」活動，為二手玩具進行分類、修復和清潔，以轉贈予低收入家庭的小朋友，到參加「希望之盒」禮物捐贈活動，為亞洲的貧困兒童送上具教育意義及有趣的禮物，我們為許多兒童和青少年帶來歡樂與支持。

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，以及收集由同事捐贈的剩餘食品。我們的義工隊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。作為我們對長者照顧承諾的一部分，我們的義工亦在深水埗、牛池灣及沙田進行家訪，並向長者及其照顧者派發福袋。此外，我們參與「彩虹邨社區探索遊戲」活動，讓公眾進一步認識年長居民於彩虹邨重建期間所面對的需求。

我們亦積極參與慈善籌款活動，包括書籍義賣及「保良局慈善步行2026」，進一步體現我們建立關愛共融社會的堅定承諾。

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 building a compassionate and inclusive community through active involvement in meaningful charity and voluntary work.

In addition to staff's participation 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 engaged in a wide range of voluntary services, offering heartfelt support to different community groups in need.

From participating in the "Toy Reborn Engineer" programme, where we sorted, repaired and cleaned second-hand toys for donation to children from low-income families, to taking part in the "Box of Hope" gift donation event that delivered educational and fun gifts to children in need across Asia, we have brought joy and support to many 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 Team, our volunteers extended their outreach to ethnic minority families in the Yau Tsim Mong district. As part of our commitment to elderly care, our volunteers also conducted home visits and distributed gift bags to the elderly and their carers in Sham Shui Po, Ngau Chi Wan and Sha Tin. In addition, we participated in an orientation game to raise public awareness of the needs of elderly residents amid the redevelopment of Choi Hung Estate.

We also actively took part in fundraising charity initiatives, including charity book sales and the Po Leung Kuk Charity Walk 2026, further reinforcing our dedication to fostering a caring and harmonious society.



2025年6月到「銀杏館」參與食物援助活動。
Food assistance event at “Gingko House” restaurants in June 2025.



2025年7月參加「再生玩具工程師」活動。
“Toy Reborn Engineer” programme in July 2025.



2025年10月及11月參加「希望之盒」禮物捐贈活動。
“Box of Hope” gift donation event in October and November 2025.



2025年11月參與為居住彩虹邨並面臨重建的長者而設的社區探索遊戲。
Orientation game for elderly residents amid the redevelopment of Choi Hung Estate in November 2025.



2026年2月參加保良局慈善步行。
Po Leung Kuk Charity Walk in February 2026.



2026年2月農曆新年期間舉辦賀年食品捐贈活動。
Surplus food donation activity during Chinese New Year in February 2026.

促進平等機會及無障礙環境

我們致力消除基於性別、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 are committed to eliminating employment discrimination related to sex, disability, family status and race, and actively promoting equal opportunities for all staff members.

在2025/26年度，我們共有24名殘疾員工，佔本處員工總人數的5%。我們會為他們提供必要的輔助器材，以便履行職務。

我們亦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在本處處所為有需要的人士提供協助。我們會定期檢視設施，確保其暢通易達，並特別為無障礙主任及助理無障礙主任等員工提供講座和培訓，提升他們對無障礙環境的認識及掌握所需技能，為有特別需要的客戶提供更優質的服務。

我們於2026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的日常經歷及不時遇到的困難，以提升員工對殘疾人士需要的認知和了解。

在2025年，我們繼續參與公務員事務局「殘疾學生實習計劃」及「非華裔學生實習計劃」，為有需要人士及少數族裔提供培訓實習的機會。我們共安排四位實習生為部門提供一般的行政及文書支援，並為他們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。

我們積極邀請社會企業競投本處辦公室的清潔服務合約，為弱勢社群創造更多就業機會。

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。我們已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。我們已制訂清晰的職業安全指引和程序，並提供符合人體工程學的辦公室家具和設施，以保障職業健康。我們會定期巡查工作間，以確保辦公地方的安全。

In 2025/26, we had 24 staff members with disabilities, representing 5% of the total strength of the LR. We provided necessary technical aids to support them in performing their duties.

We also provide barrier-free facilities for members of the public. Designated Access Officers and Assistant Access Officers are available at the LR's premises to offer assistance to people in need. We regularly review our facilities to ensure they are accessible, and arrange seminars and training for our staff, particularly the Access Officers and Assistant Access Officers, to enrich their knowledge of barrier-free environments and to equip them with the necessary skills to better serve customers with special needs.

In February 2026, we organised an experience sharing session for our staff with a non-government organisation. Persons with different types of impairment shared their daily experiences, at times with difficulties, so as to enhance our staff's awareness and understanding of the needs of persons with disabilities.

We continued to provide placement opportunities for people in need and ethnic minorities in 2025 through participating in the Civil Service Bureau's Internship Scheme for Students with Disabilities and Internship Programme for Non-ethnic Chinese Students. Four interns were recruited to provide general administrative and clerical support for the offices. Experienced mentors were designated to provide them with prompt assistance and support to facilitate them in performing the assigned tasks.

To create more job opportunities for the socially disadvantaged groups, we proactively invited social enterprises to bid for our office cleansing service contracts.

Upholding Occupational Health Care for Employees

We place great importance on the occupational safety and health of our employees. We have established a departmental Safety Management Committee to formulate and implement departmental policy on occupational safety and health. We have put in place clear guidelines and procedures on occupational safety and have provided ergonomic office furniture and equipment to safeguard occupational health. Routine workplace inspections are conducted to ensure that the offices remain free from safety hazards.

在2025/26年度，我們為員工舉辦了34個講座／工作坊，相關課題包括預防上下肢勞損、預防筋肌勞損、工作間的急救常識等。我們亦透過外界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，充分體現我們關懷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「渣打香港馬拉松2026」及「發展局長跑比賽2025/26」，以鼓勵員工保持身體健康。

In 2025/26, a total of 34 seminars/workshops on subjects such as prevention of upper and lower limb disorders, prevention of Musculoskeletal Disorders and First Aid Care in the Workplace were provided for our staff. We also offered counselling services through external specialists to support staff facing work-related or personal issues, demonstrating our commitment to caring for the overall well-being of our employees.

To maintain staff's awareness of work safety, mental well-being and physical fitness, we regularly share useful information and tips through our e-Staff Magazine. The Staff Recreation Club has also encouraged staff to maintain their physical fitness by subsidising them to participate in sports activities such as the Standard Chartered Hong Kong Marathon 2026 and the Development Bureau Distance Run 2025/26.



渣打香港馬拉松2026
Standard Chartered Hong Kong Marathon 2026



發展局長跑比賽2025/26
Development Bureau Distance Run 2025/26

在2025/26年度，我們繼續致力透過增加綠化元素和進行必要的裝修工作，營造一個舒適和愉快的工作環境。

我們自2003年起參與環境保護署的「室內空氣質素檢定計劃」。在2025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。

In 2025/26, we continued our efforts to maintain a comfortable and pleasant office environment by adding greenery elements and carrying out necessary fitting out works.

Since 2003, we have participated in the Indoor Air Quality Certification Scheme of the Environmental Protection Department. In 2025, 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 provide lactation facilities for female staff members who wish to continue breastfeeding upon returning from maternity leave.

凝聚團隊力量

員工資源是我們的重要資產。為鼓勵管理層與員工之間的有效溝通及緊密合作，「部門協商委員會」約每季舉行會議，促進與員工福祉相關事宜的建設性討論。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，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超過10,500份文件，涵蓋各類服務的案例、參考資料和培訓材料，為員工提供一個全面且便捷的工具，從而提升他們的日常工作效能。

我們已推行「工作表現獎勵計劃」，以激勵員工、培育客戶服務文化並提高生產力。本處也設立「最佳前線員工獎勵計劃」，以表彰表現卓越的前線員工。

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：

- ① 制定清晰的環保政策，訂明須採取行動的主要範疇；
- ① 公布環保管理指引；
- ① 定期到各個辦公室進行環保審核和突擊巡查；
- ① 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；
- ① 使用環保採購，以及要求負責辦公室清潔服務的營辦商採取環保做法；
- ① 透過定期的內部通訊，向員工推廣環保意識；
- ① 在切實可行範圍內減少用紙及重用紙張；

Thriving for Team Work

Staff resources are our vital asset. To encourage effective communication and close collaboration between management and staff, Departmental Consultative Committee meetings are held about once every quarter. This facilitates constructive discussions on matters related to staff well-being. Besides, the LR Staff Suggestions Committee provides an effective avenue for all staff to contribute suggestions that 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 10,500 documents in the database, comprising sample cases, reference and training materials for various services, the system serves as a comprehensive and easily accessible tool for our staff in enhancing their work effectiveness in daily operation.

We have put in place a Performance Incentive Scheme to motivate employees, inculcate a customer service culture and boost productivity. A Best Frontline Staff Award is also established to commend frontline staff who display exemplary performance.

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:

- ① set out a clear environmental policy with key areas for actions;
- ① promulgated green housekeeping guidelines;
- ① conducted regular environmental audit and surprise inspections at our offices;
- ① continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
- ① adopted green procurement and required the adoption of environment conservation practices by the office cleansing service contractor;
- ① promoted environmental awareness among staff through regular internal communication;
- ① reduced and reused paper as far as practicable;

- 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；
 - 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網上服務，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。
- installed lighting motion sensors in office premises;
 - incorporated the greening concept in office design;
 - 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 through developing electronic submission means to facilitate customers in acquiring our services online, such as e-lodgement and e-memorial form, and streamlining workflows in our daily operation.



涵蓋本處詳盡環保表現的《2025年管制人員環保報告》可在[土地註冊處的網站](#)瀏覽。

The Controlling Officer's Environmental Report 2025 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，制定服務標準，力求達至最佳的企業管治水平。

問責

本處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，而業務計劃則用作評核本處每年業績的基準。

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.

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閱土地登記冊的統計數據。

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2025/26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25個工作日縮短至20個工作日）及服務指標（由95%提升至97%）。我們亦將「修訂土地登記冊資料（複雜個案）」的服務指標由93%提升至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「在櫃位辦理提供土地紀錄認證本（土地登記冊及不連過大圖則的影像處理副本）」的服務標準。2026/27年度新的服務承諾載於附件I (b)。

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 for staff, guidelines and circulars relevant to 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 are required to be tabled in the Legislative Council each year. To keep the public apprised of our work and the situation in the property market, we publish statistics on land registration and search of land registers on a monthly basis.

Performance Pledges

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

In 2025/26, we exceeded all the targets set in our performance pledges. In particular for registration of owners' corporations, we improved the service standard (from 25 to 20 working days) and performance target (from 95% to 97%). We also enhanced the performance target for amending registered data of complicated cases from 93% to 95%. 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 standards for the supply of certified copies of land records over the counter for land registers and imaged copies without oversized plans. The new set of performance pledges for 2026/27 is at Annex 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，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。

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。

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)。

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 the Digital Policy Office, as well as a dedicated one-stop customer service counter at our Customer Centre at the Queensway Government Offices, 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 for legal practitioners.

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 Government departments and public bodies.

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



土地註冊處聯合常務委員會午餐會議
A luncheon meeting of the LR Joint Standing Committee



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)

獲客戶認同的意見

我們十分重視客戶回饋，並積極透過多種渠道與客戶保持溝通，以確保提供優質服務。

我們於2025年3月至6月期間委聘顧問公司進行問卷調查，藉以評估客戶對本處服務的滿意度，從而識別可持續改善的範疇。本處的客戶服務中心／新界查冊中心服務、客戶服務熱線，以及「綜合註冊資訊系統」網上服務獲得的整體滿意度（按「非常滿意」及「頗滿意」的評級計算）為91.3%。



在2025/26年度，透過意見卡收到的服務滿意度（包括「非常滿意」及「滿意」的評級）為90.1%。本處透過客戶服務熱線、部門網站、意見卡、來信和電郵渠道共接獲73個客戶表揚，反映公眾對我們致力提供優質服務的肯定。

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有效地處理公眾投訴。在2025/26年度，由本處接獲或是經由其他政府部門轉介的投訴共有13項，所有個案均已獲迅速回應及圓滿處理。

Recognised Customer Feedback

We place great importance on customer feedback and actively engage with customers through multiple channels to ensure the quality of our services.

With a view to gauging the level of customer satisfaction of the LR's services and identifying areas for continuous improvements, we commissioned a consultant to conduct a survey during March to June 2025. We achieved an overall satisfaction level of 91.3% (counting ratings of "Very satisfied" and "Quite Satisfied") for our services provided by the Customer Centre/New Territories Search Offices, together with the Customer Service Hotlines and Integrated Registration Information System Online Services.

In 2025/26, the satisfaction rate of our services received from comment cards was 90.1% (including ratings of "Very satisfied" and "Satisfied"). A total of 73 commendations were received through our customer service hotline, the LR's website, comment cards, letters and emails, reflecting public recognition of our commitment to delivering quality services.

Customer-oriented Complaint Management System

We maintain a comprehensive complaint management system to handle public complaints effectively. In 2025/26, 13 complaints were received by us directly or through referrals from other Government offices. All relevant complaints were promptly addressed and fully responded to.