

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有意义的慈善及义工活动，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，为有需要的不同社群送上心意与支持。

从参加「再生玩具工程师」活动，为二手玩具进行分类、修复和清洁，以转赠予低收入家庭的小朋友，到参加「希望之盒」礼物捐赠活动，为亚洲的贫困儿童送上具教育意义及有趣的礼物，我们为许多儿童和青少年带来欢乐与支持。

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，以及收集由同事捐赠的剩余食品。我们的义工队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。作为我们对长者照顾承诺的一部分，我们的义工亦在深水埗、牛池湾及沙田进行家访，并向长者及其照顾者派发福袋。此外，我们参与「彩虹邨社区探索游戏」活动，让公众进一步认识年长居民于彩虹邨重建期间所面对的需求。

我们亦积极参与慈善筹款活动，包括书籍义卖及「保良局慈善步行2026」，进一步体现我们建立关爱共融社会的坚定承诺。

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 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「银杏馆」参与食物援助活动。
Food assistance event at “Gingko House” restaurants in June 2025.



2025年7月参加「再生玩具工程师」活动。
“Toy Reborn Engineer” programme in July 2025.



2025年10月及11月参加「希望之盒」礼物捐赠活动。
“Box of Hope” gift donation event in October and November 2025.



2025年11月参与为居住彩虹邨并面临重建的长者而设的社区探索游戏。
Orientation game for elderly residents amid the redevelopment of Choi Hung Estate in November 2025.



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



2026年2月农历新年期间举办贺年食品捐赠活动。
Surplus food donation activity during Chinese New Year in February 2026.

促进平等机会及无障碍环境

我们致力消除基于性别、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 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，我们共有24名残疾员工，占本处员工总人数的5%。我们会为他们提供必要的辅助器材，以便履行职务。

我们亦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在本处处所为有需要的人士提供协助。我们会定期检视设施，确保其畅通易达，并特别为无障碍主任及助理无障碍主任等员工提供讲座和培训，提升他们对无障碍环境的认识及掌握所需技能，为有特别需要的客户提供更优质的服务。

我们于2026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的日常经历及不时遇到的困难，以提升员工对残疾人士需要的认知和了解。

在2025年，我们继续参与公务员事务局的「残疾学生实习计划」及「非华裔学生实习计划」，为有需要人士及少数族裔提供培训实习的机会。我们共安排四位实习生为部门提供一般的行政及文书支援，并为他们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。

我们积极邀请社会企业竞投本处办公室的清洁服务合约，为弱势社群创造更多就业机会。

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。我们已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。我们已制订清晰的职业安全指引和程序，并提供符合人体工程学的办公室家具和设施，以保障职业健康。我们会定期巡查工作间，以确保办公地方的安全。

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.

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在2025/26年度，我们为员工举办了34个讲座／工作坊，相关课题包括预防上下肢劳损、预防筋肌劳损、工作间的急救常识等。我们亦透过外界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，充分体现我们关怀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「渣打香港马拉松2026」及「发展局长跑比赛2025/26」，以鼓励员工保持身体健康。

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.



渣打香港马拉松2026
Standard Chartered Hong Kong Marathon 2026



发展局长跑比赛2025/26
Development Bureau Distance Run 2025/26

在2025/26年度，我们继续致力透过增加绿化元素和进行必要的装修工作，营造一个舒适和愉快的工作环境。

我们自2003年起参与环境保护署的「室内空气质素检定计划」。在2025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。

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.

凝聚团队力量

员工资源是我们的重要资产。为鼓励管理层与员工之间的有效沟通及紧密合作，「部门协商委员会」约每季举行会议，促进与员工福祉相关事宜的建设性讨论。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，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超过10,500份文件，涵盖各类服务的案例、参考资料和培训材料，为员工提供一个全面且便捷的工具，从而提升他们的日常工作效能。

我们已推行「工作表现奖励计划」，以激励员工、培育客户服务文化并提高生产力。本处也设立「最佳前线员工奖励计划」，以表彰表现卓越的前线员工。

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：

- ① 制定清晰的环保政策，订明须采取行动的主要范畴；
- ① 公布环保管理指引；
- ① 定期到各个办公室进行环保审核和突击巡查；
- ① 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；
- ① 使用环保采购，以及要求负责办公室清洁服务的营办商采取环保做法；
- ① 透过定期的内部通讯，向员工推广环保意识；
- ① 在切实可行范围内减少用纸及重用纸张；

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;

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- 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；
 - 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网上服务，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。
- 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.



涵盖本处详尽环保表现的《2025年管制人员环保报告》可在[土地注册处的网站](#)浏览。

The Controlling Officer's Environmental Report 2025 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，制定服务标准，力求达至最佳的企业管治水平。

问责

本处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，而业务计划则用作评核本处每年业绩的基准。

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.

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。在灵活自主的基础上,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阅土地登记册的统计数据。

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2025/26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25个工作日缩短至20个工作日)及服务指标(由95%提升至97%)。我们亦将「修订土地登记册资料(复杂个案)」的服务指标由93%提升至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「在柜位办理提供土地纪录认证本(土地登记册及不连过大图则的影像处理副本)」的服务标准。2026/27年度新的服务承诺载于附件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，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。

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。

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)。

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.



土地注册处联合常务委员会午餐会议
A luncheon meeting of the LR Joint Standing Committee



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)

获客户认同的意见

我们十分重视客户回馈，并积极透过多种渠道与客户保持沟通，以确保提供优质服务。

我们于2025年3月至6月期间委聘顾问公司进行问卷调查，藉以评估客户对本处服务的满意度，从而识别可持续改善的范畴。本处的客户服务中心／新界查册中心服务、客户服务热线，以及「综合注册资讯系统」网上服务获得的整体满意度（按「非常满意」及「颇满意」的评级计算）为91.3%。



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.

在2025/26年度，透过意见卡收到的服务满意度（包括「非常满意」及「满意」的评级）为90.1%。本处透过客户服务热线、部门网站、意见卡、来信和电邮渠道共接获73个客户表扬，反映公众对我们致力提供优质服务的肯定。

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.

以客为本的投诉管理制度

本处设有完善的投诉管理制度以有效地处理公众投诉。在2025/26年度，由本处接获或是经由其他政府部门转介的投诉共有13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 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.