

# 追求卓越服務——機構管治

## Striving for Service Excellence — Corporate Governance



平機會致力維持卓越的機構管治。平機會備有全面的管控及報告機制，以及記錄完備的辦公室、行政及財務政策和程序，以確保平機會所有層面皆符合內部及外部規定，而且以高效和符合成本效益的方式運用資源。

The EOC is committed to maintaining high standards of corporate governance. Comprehensive control and reporting mechanisms, as well as well-documented office, administrative and financial policies and procedures are in place to ensure compliance with internal and external requirements at all levels, and that the EOC expends its resources in an efficient, effective and value-for-money manner.

平機會透過不同途徑及媒介令公眾知悉平機會的工作，例如於平機會網站內發布平機會管治委員會的會議時間表及會議記錄，並且在年報內披露管治委員會及專責小組會議的出席記錄。此外，平機會於2023年3月向立法會政制事務委員會介紹平機會的周年工作計劃。

The EOC utilises different channels and mediums to keep the public informed about the work of the Commission. For example, meeting schedules and minutes of the EOC Board are posted on the EOC website, and attendance records of the EOC Board and Committee meetings are provided in the Annual Report. In addition, a presentation on the Commission's annual work plan was made to the Legislative Council Panel on Constitutional Affairs in March 2023.

### 服務承諾

### Performance Pledge

平機會制定了一套以回應時間計算的服務標準，以評估及量化服務水平。平機會於2022-23年度的服務承諾全部達標，詳情載於下表。

The EOC has put in place a set of service standards, which are expressed generally in terms of the response time, to measure and quantify its performance. In 2022-23, the EOC achieved all of the service standards in its performance pledge. The details are shown in the following table.



平機會於2022-23年度的服務承諾

EOC's Performance Pledge in 2022-23

	服務標準 Service standard	服務表現目標		實際表現	
		Performance target (達標的百分比) (% Meeting standard)	(百分比) (Percentage)	Actual performance (數目) (Number)	
<b>查詢 Enquiry</b>					
在辦公時間內回覆電話查詢 Answer telephone enquiries during office hours	即時回覆 Immediately	95%	100%	總數 Total : 5 844 達標 Met : 5 844 不達標 Not met : 0	
接見親臨辦事處查詢的人士 Interview a walk-in enquirer at EOC office	30分鐘內 Within 30 minutes	95%	100%	總數 Total : 106 達標 Met : 106 不達標 Not met : 0	
回覆繁複的書面查詢 Reply to written enquiries on complex issues	14個工作天內 Within 14 working days	95%	100%	總數 Total : 916 達標 Met : 916 不達標 Not met : 0	
<b>投訴 Complaint</b>					
對書面投訴開始採取行動 Initiate action on a written complaint	3個工作天內 Within 3 working days	100%	100%	總數 Total : 934 達標 Met : 934 不達標 Not met : 0	
經預約安排，接見有意提出投訴的人士 Interview a prospective complainant asking for an appointment	5個工作天內 Within 5 working days	95%	100%	總數 Total : 3 達標 Met : 3 不達標 Not met : 0	
完成處理投訴個案 Conclude a complaint case	6個月內 Within 6 months	75%	86%	總數 Total : 997 達標 Met : 854 不達標 Not met : 143	

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	服務標準 Service standard	服務表現目標		實際表現	
		Performance target (達標的百分比) (% Meeting standard)	(百分比) (Percentage)	Actual performance (數目) (Number)	
<b>法律協助 Legal assistance</b>					
審批法律協助的申請並 回覆申請者 Make a decision and inform an applicant of the outcome of application for legal assistance	3個月內 Within 3 months	85%	100%	總數 Total : 達標 Met : 不達標 Not met :	9 9 0
<b>公眾教育及宣傳 Public education and promotion</b>					
安排有關平等機會課題 及法例的講座 Meet requests for talks on equal opportunity issues and legislation	6個星期內 Within 6 weeks	95%	100%	總數 Total : 達標 Met : 不達標 Not met :	353 353 0
處理市民以郵寄或傳真 方式索取平機會刊物 Meet requests by mail or fax for EOC publications	3個工作天內 Within 3 working days	95%	100%	總數 Total : 達標 Met : 不達標 Not met :	27 27 0
回覆安排團體到訪的 要求 Meet requests for guided group visits	5個工作天內 Within 5 working days	95%	100%	總數 Total : 達標 Met : 不達標 Not met :	1 1 0
舉辦主要推廣活動的 次數 Convene major promotional events	12個月內 Within 12 months	60項 60 activities	100%	總數 Total : 達標 Met : 不達標 Not met :	69 69 0
對平機會培訓服務表示 滿意的參加者 Participants satisfied with the training services provided by the EOC	滿意 Satisfactory	80%	99.8%	總數 Total : 達標 Met : 不達標 Not met :	5 036 5 024 12

## 「國家主席重要講話精神」座談會

平機會因應國家主席習近平於2022年7月1日在香港發表的講話，於2022年8月4日舉辦了「國家主席重要講話精神」座談會。座談會由平機會主席主持，出席者有平機會管理層和總主任級人員。

## Session on ‘Spirit of the President’s Important Speech’

On 4 August 2022, the EOC held a session on ‘Spirit of the President’s Important Speech’ following President Xi Jinping’s speech in Hong Kong on 1 July 2022. The session was hosted by the EOC Chairperson and attended by the management team and Chief Officers of the EOC.



舉辦座談會的目的，是討論如何可在平機會的工作和日後路向中落實習主席提及的「四個必須」和「四點希望」，並就此交換意見。座談會上討論的主要信息其後向所有平機會員工傳達。

The purpose of the session was to exchange thoughts and discuss how best the Commission can take forward the “four musts” and “four expectations” raised in President Xi’s speech, in the context of the Commission’s work and future pathway. Key messages discussed in the session were then cascaded to EOC’s staff members.



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### 與持份者聯繫

平機會於整個報告期內持續與社區組織、學界及非政府組織保持聯繫，建立夥伴關係。平機會主席及職員除了與不同持份者機構會面，還出席了多項社區活動。平機會亦繼續與各領事館、內地及海外機構和官員進行對話及交流。

例如，平機會於2023年3月22日接待了有超過30名內地高級法官的訪問團，他們全部正修讀由香港城市大學司法教育與研究暨香港法律查明中心所開辦的中國高級法官法學博士課程。參訪的目的是讓他們了解香港的普通法制度，以及香港法定機構的職能及運作。在交流環節中，平機會主席朱敏健先生介紹了平機會的工作及香港的反歧視條例；而內地法官則分享了他們在內地的司法工作。透過是次交流，雙方認識了兩地法律制度的最新發展，收穫甚豐。

### Stakeholder Engagement

The EOC continued to engage and build rapport with community groups, academia and NGOs throughout the year in review. The Chairperson and staff members met with different stakeholder groups and attended a number of community events and functions. Dialogues and exchanges were also held with various consulates, and Mainland and international organisations and officials.

For example, the EOC hosted a visit for over 30 Mainland senior judges on 22 March 2023. The judges were participants of the Doctor of Juridical Science (JSD) Programme run by The Centre for Judicial Education and Research cum Identification of Hong Kong Law of The City University of Hong Kong. The purpose of the visit was to familiarise the participants with Hong Kong's common law system, as well as the functions and operations of Hong Kong's statutory bodies. During the exchange session, EOC Chairperson Mr Ricky CHU Man-kin introduced the EOC's work and Hong Kong's anti-discrimination ordinances, while the Mainland judges shared their judicial work across the border. The exchange proved to be fruitful, as both sides gained up-to-date knowledge of each other's legal systems.