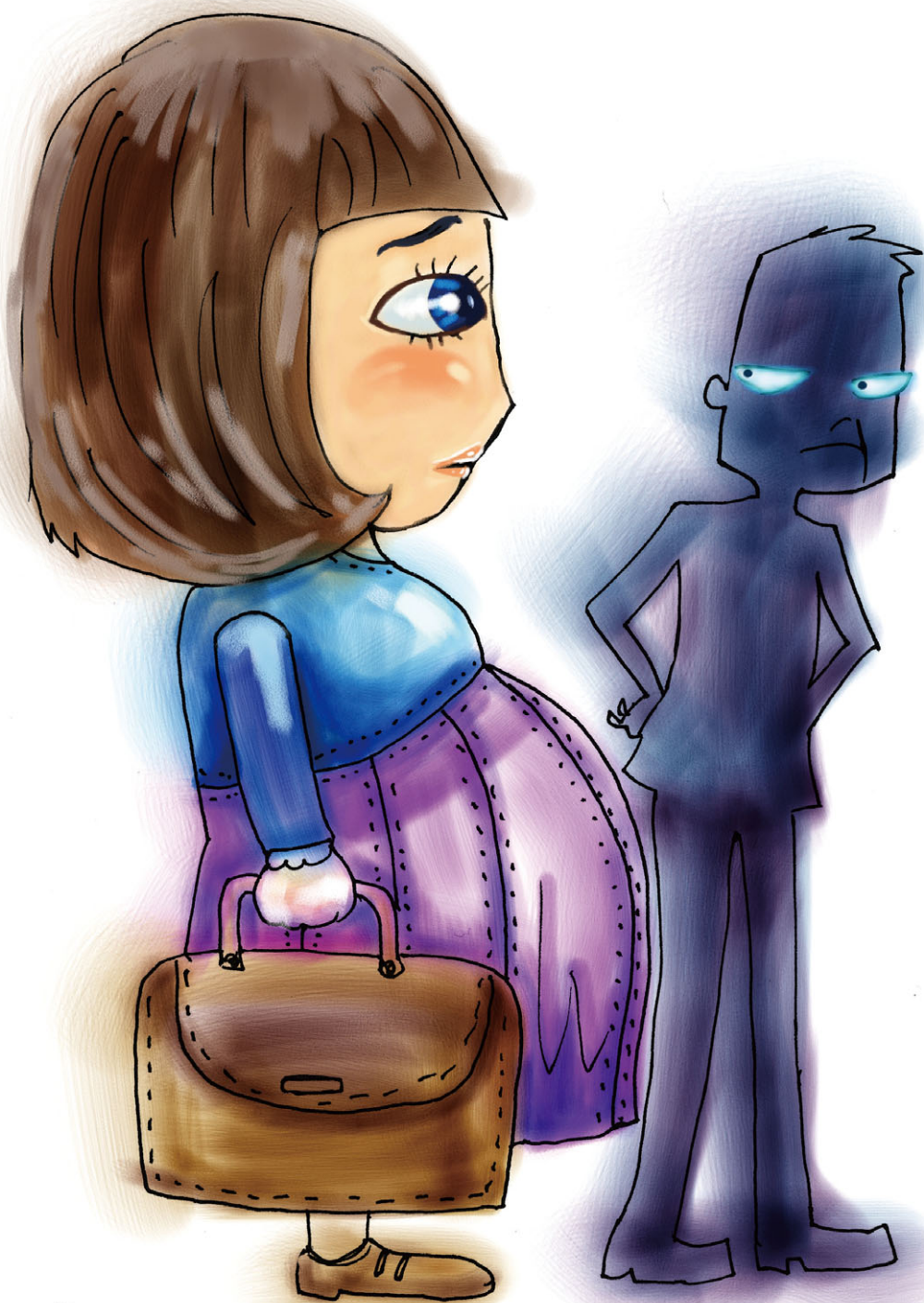


莫歧視 免違法

Pregnancy discrimination is unlawful.



平機會管治委員會

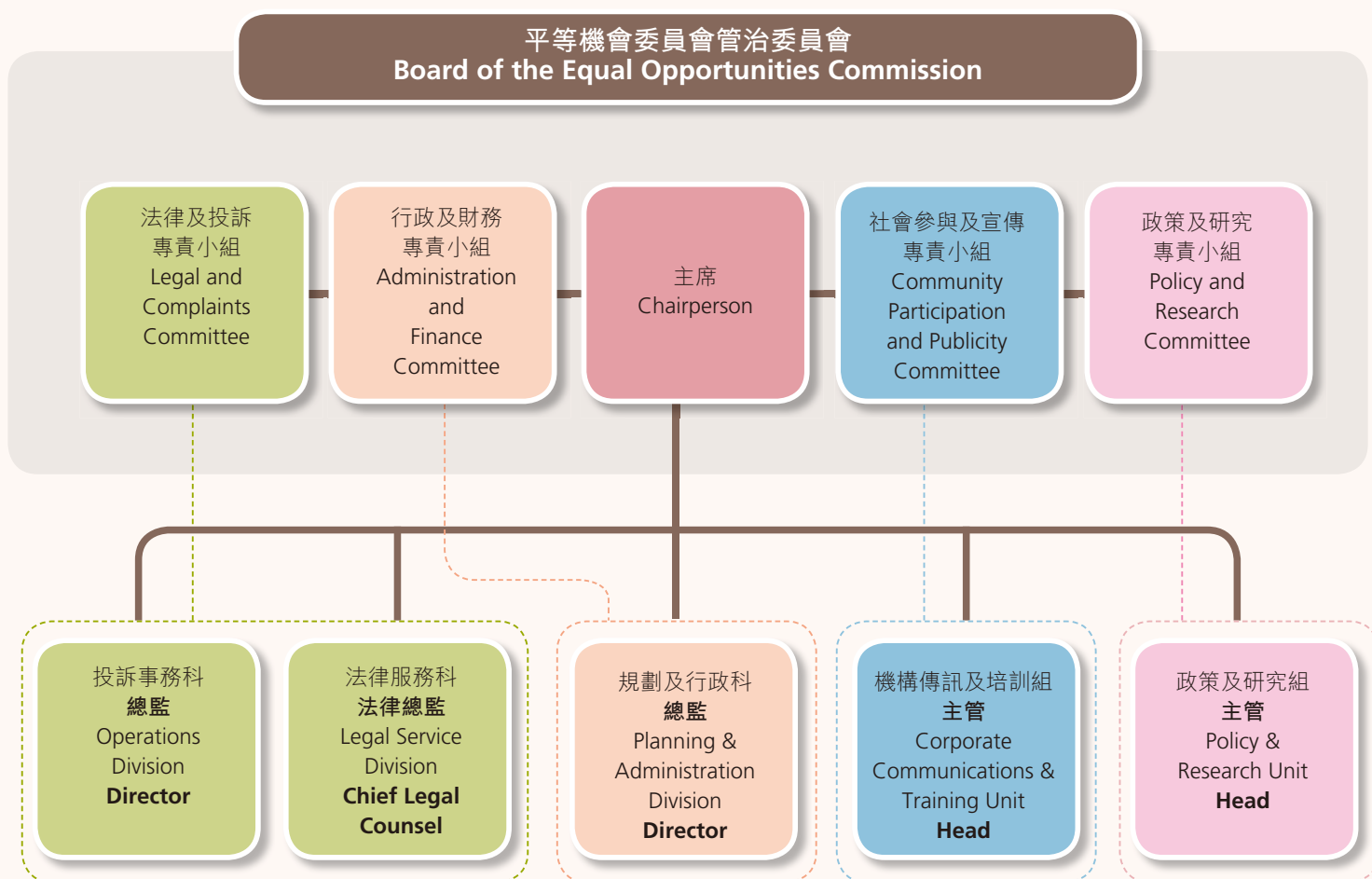
管治委員會目前有1位主席及16名委員，由香港特別行政區行政長官委任，他們來自不同背景，各具不同的專業知識，包括婦女界、復康界、少數族裔、僱主團體、社會服務界、法律專業人士、會計專業人士、學者和社會人士等。各委員積極投入平機會的工作，作出多方面的貢獻，憑藉他們推廣平等機會的熱忱，令反歧視的工作進一步拓展。

EOC Board

The current Board is comprised of a Chairperson and 16 other Members, all appointed by the Chief Executive of the Hong Kong Special Administrative Region. They represent a balance of background and expertise including women, persons with disabilities, ethnic minorities, employment groups, social service sector, legal professionals, accounting professionals, academics, and the community at large. With their devotion and contribution to all aspects of the EOC's work, and their enthusiasm for the promotion of equal opportunities, the EOC's work has gained new momentum.

平等機會委員會辦事處的組織架構(截至2012年3月31日)

Organisational Structure of the Equal Opportunities Commission (as at 31 March 2012)



主席
Chairperson



林煥光先生
Mr LAM Woon-kwong,
GBS, JP



馮檢基議員
The Honourable FUNG Kin-kee, Frederick, SBS, JP
立法會議員
深水埗區議會議員
民協社會服務中心主席
Member, Legislative Council
Member, Sham Shui Po District Council
Chairman, The Hong Kong Association for Democracy and People's Livelihood Social Service Centre

平機會委員
EOC Members



陳嘉敏女士
Ms CHAN Ka-mun,
Carmen, JP
宏福幼兒園、幼稚園暨國際
幼兒學校總校長
Chief Principal of Tivoli
Nursery, Kindergarten and
International Playschool



陳曼琪女士
Ms CHAN Man-ki,
Maggie
陳曼琪律師行一律師
香港中小型律師行協會創會
會長
黃大仙區議會議員
Principal, CMK Lawyers
Founding President, The
Small and Medium Law Firms
Association of Hong Kong
District Councillor, Wong Tai
Sin District Council



趙麗娟女士
Ms CHIU Lai-kuen,
Susanna
利豐發展(中國)有限公司董事
香港會計師公會副會長
青年會計師發展交流協會
創會主席
Director, Li & Fung
Development (China) Ltd.
Vice President, Hong Kong
Institute of Certified Public
Accountants
Founding President, Institute of
Accountants Exchange



蔡杏時女士
Ms CHOI Hing-shi, MH
香港工會聯合會工人醫療所
行政總監
Executive Director, Hong Kong
Federation of Trade Unions
Workers' Medical Clinics



孔美琪博士
Dr KOONG May-kay,
Maggie
維多利亞幼兒園暨幼稚園、
滬江維多利亞學校總校長
婦女事務委員會委員
家庭議會委員
Chief-Principal, Victoria Nurseries
& Kindergartens and Victoria
Shanghai Academy
Member of the Women's
Commission
Member of the Family Council



李鑾輝先生
Mr LEE Luen-fai
新鴻基地產發展有限公司
公共事務總監
Director of Public Affairs,
Sun Hung Kai Properties Ltd.



雷添良先生
Mr LUI Tim-leung, Tim,
BBS, JP
香港羅兵咸永道會計師事務所
會計師及合夥人
香港專業促進會會長
Accountant and Partner,
PricewaterhouseCoopers Hong
Kong
President, Hong Kong
Professionals Advancement
Association



黎雅明先生
Mr Amirali Bakirali
NASIR, JP
律師
黎雅明律師行創辦人
Anjumane Burhani Hong
Kong Dawoodi Bohra
Association 義務秘書
Solicitor
Founder of Nasirs Solicitors
Hon Secretary of Anjumane
Burhani Hong Kong Dawoodi
Bohra Association



伍穎梅女士
Ms NG Wing-mui,
Winnie
九龍巴士董事
路訊通董事會副主席
香港明天更好基金理事委員
Director, Kowloon Motor Bus
Deputy Chairman, RoadShow
Council Member, Better
Hong Kong Foundation



Mr Zaman Minhas
QAMAR
香港國際伊斯蘭會會長
香港巴基斯坦協會主席
香港回教信託基金總會義務
秘書
President, International Islamic
Society
President, The Pakistan
Association of Hong Kong Ltd
Hon Secretary, The Incorporated
Trustees of the Islamic
Community Fund of Hong Kong



曾潔雯博士
Dr TSANG Kit-man, Sandra
香港大學社會工作及社會行政
學系系主任及副教授
社會工作訓練及人力策劃諮詢
委員會成員
社會福利諮詢委員會成員
Department Head & Associate
Professor, Department of Social
Work & Social Administration,
The University of Hong Kong
Member, Advisory Committee
on Social Work Training and
Manpower Planning
Member, Social Welfare
Advisory Committee (SWAC)



謝偉俊議員
The Honourable
TSE Wai-chun, Paul
立法會議員
謝偉俊律師行創辦人及合夥人
Member, Legislative Council
Founder and Partner of
Paul W Tse Solicitors



謝永齡博士
Dr TSE Wing-ling, John,
MH
香港城市大學應用社會
科學系副教授
Associate Professor,
Department of Applied
Social Studies, City University
of Hong Kong



黃嘉玲女士
Ms WONG Ka-ling, Garling
香港女障協進會義務司庫
輝煌復康產品製造有限公司
董事助理
Honorary Treasurer,
Association of Women with
Disabilities Hong Kong
Assistant to Director,
FH Rehabilitation Products
Manufacturing Company
Limited



葉少康先生
Mr YIP Siu-hong, Nelson,
MH
公民教育委員會委員
職業訓練局殘疾弱能人士職業
訓練委員會委員
社會福利署整筆撥款督導
委員會委員
Member of the Committee
on the Promotion of Civic
Education
Member of the Committee
on Vocational Training for
People with Disabilities of the
Vocational Training Council
Member of the Lump Sum
Grant Steering Committee of
the Social Welfare Department

專責小組

平機會管治委員會轄下有四個專責小組，分別負責平機會的不同事務。

Committees

Under the EOC Board, there are four committees appointed to pursue the goals of the Commission.

行政及財務專責小組 Administration and Finance Committee (A&FC)

行政及財務專責小組每季舉行會議一次，職責包括審閱平機會的預算、帳目、運作表現及年報；成立招標委員會和批准他們的建議；決定首長級別員工的人事聘用；和檢討人手需要和行政政策。

The A&FC holds meetings every three months, and its responsibilities include reviewing the EOC's budget, accounts, operational performances, and the annual report; setting up tender boards and approving their recommendations; deciding on personnel matters related to staff employed on the Directorate pay scale; and reviewing staffing and administrative policies.

社會參與及宣傳專責小組 Community Participation and Publicity Committee (CPPC)

社會參與及宣傳專責小組每季舉行會議一次，負責就加強宣傳、教育、傳媒關係和社會參與等工作提供意見和審閱報告；就與政府、非政府組織、關注團體保持聯繫的方法提供意見；審批由平機會委派其他人士進行的研究或教育項目；和監察社會對平機會工作的回應。

The CPPC holds meetings every three months, and is responsible for advising and receiving reports on measures related to strengthening publicity, education, media relations, and community participation; providing advice on measures to connect with organisations, both government and non-government, as well as concern groups; considering and approving assistance for research or educational projects undertaken by other persons; and monitoring the community's response to the work of the EOC.

法律及投訴專責小組 Legal and Complaints Committee (LCC)

法律及投訴專責小組每兩月舉行會議一次，負責多種任務包括就香港四條反歧視法例的調解、正式調查、法律協助申請和執行通知提出意見，並作出監察和進行評估。此外，法律及投訴專責小組又會就正式調查和修訂四條反歧視條例等事項提出建議。

The LCC holds meetings every two months, and is responsible for a variety of activities including providing advice, monitoring and evaluating conciliation, formal investigations, applications for legal assistance, and enforcement notices. In addition, the LCC makes recommendations on issues relating to formal investigations and on proposals for amending the four anti-discrimination ordinances.

政策及研究專責小組 Policy and Research Committee (PARC)

政策及研究專責小組每兩月舉行會議一次，負責帶引平機會的政策及研究工作，包括就政策分析及所倡議的觀念提出意見；審批各項研究和培訓教材套項目；和審閱政策及研究的報告。

The PARC holds meetings every two months, and is responsible for directing the EOC's policy and research efforts, which include advising on policy analysis/advocacy; considering and approving research and training modules; and evaluating policy and research reports.

平等機會委員會4個專責小組成員名單如下(截至2012年3月31日)：

Memberships of the four committees (as of 31 March 2012) are as follows:

法律及投訴專責小組	Legal and Complaints Committee
李鑾輝先生(召集人)	Mr LEE Luen-fai (Convenor)
黎雅明先生(副召集人)	Mr Amirali Bakirali NASIR, JP (Deputy Convenor)
陳曼琪女士	Ms CHAN Man-ki, Maggie
蔡杏時女士	Ms CHOI Hing-shi, MH
曾潔雯博士	Dr TSANG Kit-man, Sandra
謝偉俊議員	The Hon TSE Wai-chun, Paul
葉少康先生	Mr YIP Siu-hong, Nelson, MH
林煥光先生	Mr LAM Woon-kwong, GBS, JP

行政及財務專責小組	Administration and Finance Committee
趙麗娟女士(召集人)	Ms CHIU Lai-kuen, Susanna (Convenor)
陳嘉敏女士(副召集人)	Ms CHAN Ka-mun, Carmen, JP (Deputy Convenor)
李鑾輝先生	Mr LEE Luen-fai
雷添良先生	Mr LUI Tim-leung, Tim, BBS, JP
謝永齡博士	Dr TSE Wing-ling, John, MH
林煥光先生	Mr LAM Woon-kwong, GBS, JP

社會參與及宣傳專責小組	Community Participation and Publicity Committee
黃嘉玲女士(召集人)	Ms WONG Ka-ling, Garling (Convenor)
蔡杏時女士(副召集人)	Ms CHOI Hing-shi, MH (Deputy Convenor)
孔美琪博士	Dr KOONG May-kay, Maggie
雷添良先生	Mr LUI Tim-leung, Tim, BBS, JP
伍穎梅女士	Ms NG Wing-mui, Winnie
謝偉俊議員	The Hon TSE Wai-chun, Paul
謝永齡博士	Dr TSE Wing-ling, John, MH
林煥光先生	Mr LAM Woon-kwong, GBS, JP
宣張群芳女士(增選委員)	Ms CHEUNG Kwan-fong (Co-opted Member)
莊陳有先生(增選委員)	Mr CHONG Chan-yau (Co-opted Member)
周永康先生(增選委員)	Mr CHOW Wing-hong, Alvin (Co-opted Member)

政策及研究專責小組	Policy and Research Committee
馮檢基議員(召集人)	The Hon FUNG Kin-kee, Frederick (Convenor)
謝永齡博士(副召集人)	Dr TSE Wing-ling, John, MH (Deputy Convenor)
陳嘉敏女士	Ms CHAN Ka-mun, Carmen, JP
孔美琪博士	Dr KOONG May-kay, Maggie
黎雅明先生	Mr Amirali Bakirali NASIR, JP
黃嘉玲女士	Ms WONG Ka-ling, Garling
葉少康先生	Mr YIP Siu-hong, Nelson, MH
Mr Zaman Minhas QAMAR	Mr Zaman Minhas QAMAR
林煥光先生	Mr LAM Woon-kwong, GBS, JP
陳美潔女士(增選委員)	Ms CHAN Mei-kit, Maggie (Co-opted Member)
苗澤文先生(增選委員)	Mr Behzad MIRZAEI (Co-opted Member)
劉丹娜女士(增選委員)	Ms Agnes LAU (Co-opted Member)

有關上述四個專責小組的詳細職權範圍，請瀏覽平等機會網站：

For complete terms of reference of the above four committees, please refer to the EOC website: www.eoc.org.hk/eoc/graphicsfolder/showcontent.aspx?content=organization

平機會定期及特別會議的出席記錄(截至2012年3月31日)

Attendance Record of Regular and Special EOC Meetings (up to 31 March 2012)

整體出席率超過78% Overall attendance was over 78%

	委員 Members	16/6/2011 定期會議 Regular	19/8/2011 特別會議 Special	15/9/2011 定期會議 Regular	15/12/2011 定期會議 Regular	15/3/2012 定期會議 Regular
1	林煥光先生(主席) Mr LAM Woon-kwong, GBS, JP (Chairperson)	✓	✓	✓	✓	✓
2	陳嘉敏女士 Ms CHAN Ka-mun, Carmen, JP	缺席 Abs.	缺席 Abs.	✓	缺席 Abs.	✓
3	陳曼琪女士 Ms CHAN Man-ki, Maggie	✓	✓	缺席 Abs.	✓	✓
4	趙麗娟女士 Ms CHIU Lai-Kuen, Susanna	✓	✓	✓	✓	✓
5	蔡杏時女士 Ms CHOI Hing-shi, MH	✓	缺席 Abs.	✓	✓	✓
6	馮檢基議員 The Hon FUNG Kin-kee, Frederick, SBS, JP	✓	✓	✓	缺席 Abs.	✓
7	孔美琪博士 Dr KOONG May-kay, Maggie	✓	缺席 Abs.	✓	✓	缺席 Abs.
8	李鑾輝先生 Mr LEE Luen-fai	✓	✓	缺席 Abs.	✓	✓
9	雷添良先生 Mr LUI Tim-leung, Tim, BBS, JP	✓	✓	缺席 Abs.	✓	缺席 Abs.
10	黎雅明先生 Mr Amirali Bakirali NASIR, JP	✓	缺席 Abs.	缺席 Abs.	缺席 Abs.	✓
11	伍穎梅女士 Ms NG Wing-mui, Winnie	✓	✓	✓	✓	✓
12	Mr Zaman Minhas QAMAR	✓	缺席 Abs.	✓	✓	✓
13	曾潔雯博士 Dr TSANG Kit-man, Sandra	✓	缺席 Abs.	✓	✓	✓
14	謝偉俊議員 The Hon TSE Wai-chun, Paul	✓	✓	✓	缺席 Abs.	✓
15	謝永齡博士 Dr TSE Wing-ling, John, MH	✓	✓	✓	✓	✓
16	黃嘉玲女士 Ms WONG Ka-ling, Garling	✓	✓	✓	✓	✓
17	葉少康先生 Mr YIP Siu-hong, Nelson, MH	✓	✓	缺席 Abs.	✓	✓

* Abs. = Absent

請參閱附錄1(第125頁)平機會專責小組定期會議的出席記錄

Attendance Record of Regular EOC Committee Meetings is at Appendix 1 (see page 125)

註： 若委員連續兩次缺席會議，秘書處會給予書面提示。

Note: A reminder is issued to Members who have been absent for two consecutive meetings.

2011年度傑出董事獎

平機會在2011年11月榮獲「傑出董事獎」（法定／非分配利潤組織類）。這個年度獎項是由香港董事學會舉辦，是對平機會管治委員會的優秀管治及專業精神給予肯定，有賴他們的努力和貢獻，平等機會觀念在日常生活中日益受重視。

2012年6月，平機會主席林煥光先生應香港董事學會邀請，於2012年度董事獎啟動儀式上，分享平機會管治委員會的管治經驗，及平機會委員在追求持續專業發展上作出的相應措施。有超過120位來自不同行業及界別的賓客出席當日活動。

Directors of the Year Awards 2011

In November 2011, the EOC received the Directors of the Year Award in the category of Boards of Statutory/Non-profit-distributing Organisations. The annual award, organised by the Hong Kong Institute of Directors (HKIoD), recognised the excellence in corporate governance and professionalism of the Commission's Board of Directors, which has contributed to the gradual improvement in equal opportunities in everyday life.

The EOC Chairperson, Mr. Lam Woon-kwong, was invited by the HKIoD to share the EOC Board's experience in corporate governance as well as the Commission's initiatives in pursuing continuous professional development for its directors at the Launch Reception of the Directors of the Year Awards 2012 in June. Over 120 guests from different industries and sectors attended the event.

平等機會委員會年報

於2011年12月，平機會以「多元 • 共融」為題的《平等機會委員會年報》獲得了國際年報大獎(ARC)「非牟利機構」類別的「榮譽獎」。國際年報大獎是一個獨立獎項組織，其宗旨是嘉許在傳訊方面具新穎創意的作品。去年比賽有超過31個國家及地區的21,000份作品參加，而每個類別只設金、銀、銅和榮譽獎各一個。這次是《平等機會委員會年報》第二度獲得國際獎項。

EOC Annual Report

In December 2011, the EOC's Annual Report, with the theme, "We as ONE", was named an Honors Award recipient at the ARC Awards. The ARC ("Annual Report Competition") Awards is an international, independent awards organisation dedicated to honoring innovation and creativity in the communications fields. In 2011, there were 21,000 entries from 31 countries, with only one recipient each of a Gold, Silver, Bronze, and Honors Award per category. This is the second international award the EOC has received for the Annual Report.



政府與平機會的關係

平機會雖然受香港政府資助，但在運作上乃獨立於政府。《性別歧視條例》第63(7)條規定，平機會「不得被視為政府的僱員或代理人，亦不得被視為享有政府的任何地位、豁免權或特權。」因此，平機會在管理、運作和預算上享有自主權。與此同時，平機會有責任確保其運作、行政及管理制度與常規，都以最有效且審慎的方式運用政府資源。

政府與平機會的工作關係框架已於《行政安排備忘錄》(《備忘錄》)中列出。《備忘錄》的條文是根據平機會在使用資金方面享有自主權及彈性的原則而寫成。平機會與政制及內地事務局(即負責平機會事宜的政策局)舉行定期會議，檢視平機會的工作進度。平機會又向政制及內地事務局提交每月開支報告、已審核帳目，以及有關財務及運作表現的每季工作進度報告，供其審閱。

早前，平機會獲國內順德政府邀請，分享香港平等機會委員會作為一個法定機構的運作模式及與政府的工作關係。順德於2011年啟動社會體制綜合改革，建議成立法定機構以提供公共服務。是次分享會吸引了超過100名領導層官員參加。



Relationship between the Government and the EOC

Although subvented by the Hong Kong Government, the EOC operates independently in carrying out its tasks and duties. As per Section 63(7) of the Sex Discrimination Ordinance, the EOC “shall not be regarded as a servant or agent of the Government or as enjoying any status, immunity or privilege of the Government”. Accordingly, the EOC has autonomy over the management and control of its activities and budget. At the same time, it has the responsibility to ensure that its operational, administrative, and management systems and practices reflect the most effective and prudent use of government subventions.

The framework for the working relationship between the Government and the EOC is laid out in the Memorandum of Administrative Arrangements (MAA). The provisions of the MAA are based on the principle that the EOC should have autonomy and flexibility in how to use its funds. The EOC holds regular progress review meetings with the Constitutional and Mainland Affairs Bureau (CMAB), the focal point of contact between the Government and the EOC. The EOC also provides monthly expenditure reports and audited accounts, as well as quarterly progress review reports, on its financial position and operational performances to the CMAB for its review.

The EOC was invited by the Government of Shunde, China to share the Commission’s experience on its operations and its relationship with the government as a statutory body. The Government of Shunde started comprehensive reforms on its provision of public services in 2011, with a proposal to set up statutory organisations to provide such services. Over 100 leading officials of Shunde attended the sharing session.

保持高透明度

平機會認為高透明度是良好機構管治的要素，故一直以開放態度向市民和持份者提供有關平機會工作表現和運作情況的資料。我們除定期召開記者簡報會以提供最新資料外，亦透過平機會網站發放平機會會議記錄。此外，網站也會登出聲明、新聞稿及其他刊物包括年報，讓市民瞭解平機會的工作。為加強透明度，平機會主動披露平機會委員的會議出席紀錄。我們又透過網站、印刷本通訊和每月的平機會電子通訊，定期報告我們的工作情況。印刷本通訊每期向公眾發放超過80,000份。而透過電郵接收平機會電子通訊的用戶約4,500個，包括行政及立法會議員、區議員、領事館、非政府組織、關注團體、傳媒機構、少數族裔組織、學校及其他相關持份者等。

操守標準

作為向市民提供服務的法定機構，具備良好聲譽極為重要。這聲譽得靠平機會的僱員維持，也從他們的工作反映出來。平機會的員工必須遵守機構的「行為守則」。守則列出可接受的專業行為標準、相關法律責任和如何處理機密資料及投訴等問題的指引。所有平機會員工甫上任便知悉守則內容，並可隨時透過平機會的內聯網重溫。此外，平機會採納「雙層」的利益申報機制。



Transparency to Our Community

The EOC values transparency as a key characteristic of good corporate governance, and has endeavoured to provide information relating to our performance and operations in an open manner to the public and our stakeholders. We hold regular press briefings to provide timely information. The minutes of the EOC meetings can be found on our website, in addition to our press statements, press releases, and other publications including our annual report. To advance a corporate culture of openness, the EOC voluntarily discloses the attendance records of EOC meetings. We also report updates on our operations regularly through channels such as our website, our printed newsletters, and electronic news. Over 80,000 copies of each issue of our printed newsletters are widely distributed to the public. In addition, each issue of the EOC e-News is sent by email to around 4,500 recipients, including Members of the Executive Council and Legislative Council, District Councillors, Consulates, non-government organisations, concern groups, media organisations, ethnic minority groups, schools, and other relevant stakeholders.

Standard of Conduct

As a statutory body which deals with and provides services to the public, good reputation and standing is extremely important. This reputation and standing is dependent upon, and reflected through, the EOC's employees. The EOC staff members are required to comply with a Code of Conduct, which sets out the standard of acceptable professional behaviour, relevant legal obligations, and guidelines on issues such as confidentiality and handling complaints. All EOC staff members are briefed on the Code upon their commencement of duties at the EOC, and may access the document with ease through the EOC's intranet at any time. In addition, the EOC has adopted the two-tier reporting system on declaration of interest requirement when applicable.

財政監控

作為獨立的法定機構，平機會按照「適度和保守原則」使用公帑。平機會內的採購程序以《採購物品及服務手冊》(《手冊》)為指引。經平機會管治委員會委員組成的工作小組審議後，《手冊》已獲得平機會管治委員會通過。

平機會致力確保採購程序保持高度透明和問責，以公平及價錢合理的原則進行採購。所有使用者和負責採購的員工都必須確保所購物品在下述三方面都物有所值－經濟(價錢最低)、效率(改善生產力)及效益(達到預期目的)。

內部監控

平機會有一套內部監控模式，目的在於提高工作效率、確保符合既有政策，和評估其效益。平機會編製了有關工作的程序手冊，並保持審慎的財政管理，和在可行的情況下執行節約措施。平機會認為目前的內部監控機制既充足亦具透明度。

平機會員工經常在所屬科／組舉行會議，以確保工作上不同的意見和其他相關事情得以有效和迅速處理。高層職員會議確保管理層定期得知平機會內的最新情況，以便各科／組能通力合作處理。平機會各專責小組每季向平機會管治委員會提交報告，以便管治委員會掌握會務的最新發展。

Our Financial Controls

The EOC, as an independent and statutory organisation, applies the “moderate and conservative principle” when spending public money. The procurement process within the EOC is guided by the Procurement of Stores and Services Manual (PSSM). The PSSM was endorsed by the EOC Board after consideration by the Working Group composed of EOC Board Members.

The EOC endeavours to ensure that the purchasing process is carried out in a competitive and equitable manner while keeping the process transparent and accountable. All users and staff members responsible for the purchase ensure that the purchases represent value for money by focusing on three main aspects of performance – economy (minimising cost), efficiency (improving productivity), and effectiveness (achieving objectives).

Internal Controls

The EOC has in place a structure of internal controls, with the goal of promoting operational efficiency, ensuring adherence to the policies in place, and assessing their effectiveness. The EOC has created procedure manuals for activities related to the performance of our duties, maintains prudent financial management, and undertakes cost reduction measures whenever possible. The EOC considers that the current mechanism is both sufficient and transparent for the purposes of internal control.

The EOC staff members meet frequently within their respective divisions/units to make certain that ideas and issues relating to the performance of duties are effectively and promptly handled. Senior staff meetings ensure that the management are regularly updated on any arising concern across the Commission and facilitate synergy across the divisions/units. Quarterly reports by respective EOC Committees are made to keep the EOC Board abreast of developments.

行政及財務專責小組負責審閱平機會的財政資料及運作表現。該小組審閱平機會的全年預算草案後，會提交給平機會管治委員會。同時，又會向管治委員會提交每季的進度報告、每季財政報表，以及在財政年度結束時提交固定資產狀況報告。平機會管治委員會負責審閱平機會的全年預算草案、半年財政狀況報告和通過已審核的財務報表。

獨立制衡措施

根據《性別歧視條例》附表6第18條，平機會須委任核數師，我們於2011/12財政年度所委任的核數師是畢馬威會計師事務所。平機會雖然是獨立的法定機構，但根據《行政安排備忘錄》規定，我們需向作為平機會管制人員的政制及內地事務局定期匯報和提交資料。政制及內地事務局常任秘書長可以「管制人」身份隨時查閱平機會的記錄和帳目（但不包括平機會投訴個案的個人資料或受法治精神所定義及／或規管的特許保密事宜）。平機會有責任向政制及內地事務局常任秘書長解釋任何收入、支出或保管政府資助金額的事宜。

此外，審計署署長可在任何一個財政年度進行審計，查看平機會在運用資源時是否有履行其職務或行使權力，並是否合乎經濟、是否高效率及具效益。審計署署長如認為有合理需要，有權查閱平機會的記錄和文件。

The Administration and Finance Committee (A&FC) is in charge of reviewing the EOC's financial information and operational performance. The A&FC reviews the EOC's draft annual budget before submission to the EOC Board, the quarterly progress review reports, the quarterly financial statements, and the position of its fixed assets as at the fiscal year end. The EOC Board reviews the EOC's draft annual budget, the half-yearly reports on its financial position, and endorses the audited financial statements.

External Checks and Balances

KPMG is the EOC's external auditor for the financial year 2011/12. Their appointment was in accordance with Section 18 of Schedule 6 to the Sex Discrimination Ordinance (SDO). Although it is an independent statutory body, the EOC is subject to regular reporting and provision of information to its Controlling Officer, the CMAB, as laid out by the MAA. The Permanent Secretary for Constitutional and Mainland Affairs (PSCMA) has unhindered access to the records and accounts of the EOC as the Controlling Officer, but this does not include personal data pertaining to the EOC's complaint cases or privileged matters as defined and/or governed by the rule of law. The EOC is obliged to explain to the PSCMA any matters relating to the receipt, expenditure, or custody of any money derived from the subvention.

In addition, the Director of Audit may, in respect of any financial year, conduct an examination into the economy, efficiency, and effectiveness with which the EOC has expended its resources in performing its functions and exercising its powers. The Director of Audit has a right of access to the EOC's records and documents as he considers reasonably necessary.

持續檢討 力求進步

平機會致力不斷改善服務表現，因此，邀請了政府的效率促進組協助檢討平機會的投訴處理程序，以提升效率及效益，務求令市民更滿意我們的服務，檢討於2011年6月完成。效率促進組作出建議，包括：(a)盡快切入調解，例如：未展開全面調查前，先進行「提早調解」，以解決歧視糾紛。這方法靈活、不拘形式，只需徵得涉事者同意，在任何調查階段（包括調查前或調查中途）都可進行提早調解；(b)確保調查工作具成本效益，例如：調查目的只限於決定案件應否進行調解或終止調查，以及盡早為一些較複雜的案件徵詢法律意見，以規劃未來的調查方向；(c)進行顧客服務滿意度調查。平機會已落實這些建議，以進一步加強我們的服務。

平機會對內部指引，例如：《處理查詢及投訴內部執行程序手冊》、《人力資源及行政手冊》和採納廉政公署意見而編寫的《採購物品及服務手冊》不時進行檢討；在平衡涉及的風險及運作效率後，《採購物品及服務手冊》採用了外聘顧問《符規及管理研究報告》中的建議，簡化購買總額\$50,000以下物品的採購程序；亦會根據員工意見來改善工作效率。

Continuous Review and Improvement

The EOC is committed to continuously improving our performance. The EOC has invited the Efficiency Unit of the Hong Kong Government to review its complaint handling procedures with a view to improving efficiency and effectiveness as well as enhancing customer satisfaction. The review was completed in June 2011 and a number of recommendations were made including (a) using fast-track conciliation, i.e. the use of early conciliation as a tool for settling discrimination disputes before embarking on full investigations. This method is more informal and flexible, and it can be conducted at any stage before or during the process of investigation provided the parties involved agree; (b) ensuring the cost-effectiveness of investigations, i.e. to confine the purpose of investigation to decide on whether the case should proceed to conciliation or be discontinued, as well as to seek early legal advice for complicated complaint cases in order to map out the direction of the investigation; (c) conducting customer satisfaction survey. The EOC has implemented these recommendations to further strengthen its services.

Internally, the EOC conducts continuous reviews of its guidelines and manuals, such as the Internal Operating Procedures on Handling Complaints and Enquiries, the Human Resources and Administration Manual (HRAM), and the Procurement of Stores and Services Manual (PSSM). The PSSM has incorporated suggestions from the Independent Commission Against Corruption. In addition, the PSSM also adopted the recommendation of an external consultant, PricewaterhouseCoopers (PwC) in the Management and Compliance Study Report commissioned by the EOC to streamline its procurement procedures for purchases below the value of \$50,000 balancing the risks involved and operational efficiency. The EOC also endeavours to enhance its performance continuously through initiatives based on suggestions from staff.

平機會管治委員會集思會 於2012年1月舉行

於2012年1月7日，平機會管治委員會在平機會辦公室舉行集思會，檢視及評估平機會的服務表現，並為未來方向及策略作出規劃。集思會識別出平機會當前的主要挑戰及首要處理的範疇。大家一致認同，平機會在倡議人權問題上扮演更積極的角色，也會關注一些不屬平機會司法權限的課題。平機會繼續爭取政府及其他持份者的支持，這是我們重要的工作。平機會的相關專責小組負責制擬行動方案，以落實集思會的建議。

服務表現

查詢

與平機會工作有關的查詢可以電話、親臨或書面方式進行。數字顯示，最多人透過電話作出查詢一佔全部的86%。各類查詢方法的服務表現指標為95%；並且全部都已達標（總數：9,376），實際表現率達100%。經進一步檢視指標後，我們於2012年1月1日起取消「回覆簡單書面查詢」的服務承諾，因為過去幾年涉及簡單問題查詢的個案數字不多，大多數查詢都屬複雜的書面查詢。

The EOC Board's Brainstorming Session held in January 2012

On 7 January 2012, the EOC Board's brainstorming session was held at the EOC Office to take stock of the Commission's current performance and to map out future directions and strategies. During the session, major challenges faced by the EOC and areas requiring its priority attention were identified. There was a consensus that the EOC would play a more active role in advancing human rights including those currently outside the EOC's remits and that the Commission would continue to solicit support from the Government and other stakeholders, which are of importance to the EOC's work. Relevant EOC Committees were also tasked to draw up action plans to take forward the initiatives identified.

Performance Pledge Results

Enquiries

This figure covers enquiries related to the EOC's work by telephone, in person and in writing. The largest category by a wide margin is telephone enquiries – 86% of the total. In all categories, the performance target was set at 95% which was met in all cases (total: 9,376), with an actual performance rating of 100%. Further to a review on the targets, the pledge of "reply to written enquiries on simple issues" was removed with effect on 1 January 2012 due to the fact that only a very small number of cases involving simple issues were received in the past few years, and that most of the written enquiries received were complex in nature.



對歧視投訴個案採取的行動

行動包括對書面投訴作出初步回應、會見要求約見的投訴人、和完成處理投訴個案。前兩類的目標回應時間(即三至五個工作天內)回覆均100%達標；而第三類(即六個月內)回覆則82%達標，超越了預定的表現目標(75%)。至於平機會未能在目標回應時間內完成的個案，原因可能是個案性質複雜、有關人士要求較長時間回應提問或考慮調解條款，或個案有其他新發展等。

法律協助

法律協助的目標包括就法律協助申請作出決定，並把結果通知申請人。這項服務的標準為三個月，服務表現目標定為85%。服務已達標，而實際表現率為97%。

公眾教育及宣傳

這類別再分為三類。第一分類包括回應市民要求的時間：舉辦講座(6星期)、索取刊物(3日)和團體探訪(5日)。服務表現目標為95%。全部服務都已超過目標，全都是100%達到時間目標。

第二分類為舉辦主要宣傳活動，目標為一年內舉辦60項活動。這年度已舉辦了共99項活動，目標達到。

第三分類關乎參加了平機會培訓課程人士的評估，服務的滿意率為80%；而實際滿意率接近100%。

Action on Discrimination Complaint Cases

This includes initiating action on written complaints, interviewing a complainant who has asked for an appointment, and concluding a complaint case. In the first two categories, the target response time (within 3 or 5 working days respectively) was met 100% of the time, and in the third, within 6 months 82% of the time, surpassing the performance target of 75%. In instances where the target response time was exceeded, the reasons may be due to the complexity of the case, the length of time required by parties to respond to enquiries or consider conciliation terms, or other new developments which were unveiled in the course of investigation.

Legal Assistance

This involves making a decision and informing an applicant of the outcome of an application for legal assistance. The service standard was set at three months, and the performance target of 85% was well met with actual performance at 97%.

Public Education and Promotion

This category has three sub-categories. The first involves time goals for meeting requests for talks (six weeks), publications (three days), and guided group visits (five days). The performance target of 95% was exceeded in each case, with all time targets being met 100% of the time.

The second category involves convening major promotional events. The 12-month goal of organising a total of 60 activities was met, as 99 activities were carried out.

The third category deals with feedback from participants in EOC training programmes. The performance target was set at 80%. The actual performance was almost 100%.

平機會服務承諾2011年4月1日至2012年3月31日
EOC's Performance Pledge from 1 April 2011 to 31 March 2012

	服務標準 Service standard	服務表現目標 Performance Target	實際表現 Actual Performance	
			(百分比) (Percentage)	(數字) (Number)
查詢 Enquiry				
在辦公時間內回覆電話查詢 Answer telephone enquiries during office hours	即時 Immediately	95%	100%	總數： Total: 8,076
接見到辦事處查詢的人士 Interview a walk-in enquirer at EOC office	30分鐘內 within 30 minutes	95%	100%	總數： Total: 271
回覆簡單的書面查詢 Reply to written enquiries on simple issues (由於過去幾年的個案數字不多，這項服務承諾已從2012年1月1日取消。 This pledged target was removed effective from 1.1.2012 due to the small number of cases involving simple issues received in the past years.)	5工作天內 within 5 working days	95%	不適用 N/A	總數： Total: 0
回覆複雜的書面查詢 Reply to written enquiries on complex issues	14工作天內 within 14 working days	95%	100%	總數： Total: 1,029
投訴 Complaint				
對書面投訴作出初步回應 Initiate action on a written complaint	3工作天內 within 3 working days	100%	100%	總數： Total: 852
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工作天內 within 5 working days	95%	不適用 N/A	總數： Total: 0
完成處理投訴個案 Conclude a complaint case	6個月內 within 6 months	75%	82%	總數： Total: 927
法律協助 Legal Assistance				
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%	97%	總數： Total: 66
公眾教育及宣傳 Public Education and Promotion				
安排有關平等機會課程及法例的講座 Meet requests for talks on equal opportunity issues and legislation	6星期內 within 6 weeks	95%	100%	總數： Total: 364
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工作天內 within 3 working days	95%	100%	總數： Total: 1,745
回應團體探訪要求 Meet requests for guided group visits	5工作天內 within 5 working days	95%	100%	總數： Total: 28
舉辦主要宣傳活動 Convene major promotional events	12個月內 within 12 months	60項活動 60 activities	100%	總數： Total: 99
參加者對平機會舉辦的培訓服務感到滿意 Participants satisfied with the training services provided by the EOC	滿意 satisfactory	80%	接近100% almost 100%	總數： Total: 5,346