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# 關愛

## Care



# 我們的承諾

## Our Pledge

### 責任承擔與符規

#### 保持高透明度

平機會致力維持良好的機構管治，這有賴高透明度的運作及穩健的財政管理。在保持透明度方面，平機會一直以開放的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。除定期召開新聞發布會外，平機會亦在網站公開平機會管治委員會的會議紀錄，上載新聞稿、聲明和其他刊物例如年報，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管治委員會和專責小組的會議出席紀錄。

平機會又透過網站、出版半年刊(前稱為平機會通訊)和電子通訊，定期報告工作進度。半年刊的公眾發行量共達52,000份，而透過電郵接收平機會電子通訊的用戶約6,500個，包括行政及立法會議員、區議員，以及領事館、政府及非政府組織、關注團體、傳媒機構、少數族裔組織、學校和其他相關持份者機構的代表等。以上措施有助促進市民認識平機會的工作，加強平機會與公眾和持份者的溝通。

### Accountability and Compliance

#### Transparency to the Community

The EOC is committed to maintaining high standards of corporate governance, as underpinned by its transparent operation and prudent financial management. In terms of transparency, the EOC strives to provide information related to the Commission's performance and operations in an open manner to the public and stakeholders. In addition to holding regular press briefings on its work, a range of other initiatives, including making available the minutes of the EOC Board meetings and uploading press statements, media releases, and other publications such as the annual report on the EOC website, are implemented. Furthermore, to advance a corporate culture of openness, the EOC voluntarily discloses the attendance records of EOC Board and Committee meetings.

The Commission also makes regular update reports on its operations through such channels as the EOC website, the printed *EOC Journal* (previously named as *EOC News*), and the electronic news. Altogether 52,000 copies of the printed *EOC Journal* are widely distributed to the public, while the EOC e-News is sent by email to around 6,500 subscribers, including Members of the Executive Council and Legislative Council, District Councillors, as well as representatives of Consulates General, Government and non-governmental organisations, concern groups, media organisations, ethnic minority groups, schools, and other relevant stakeholder groups. All these measures serve to promote understanding of the EOC's work and effective communication with stakeholders and the public at large.



## 操守標準

作為協助市民對違法歧視行為討回公道的法定機構，平機會深明維持高質素服務和道德標準的重要性。為此，平機會全體員工必須遵守機構的「行為守則」。守則列出可接受的道德及專業行為標準、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獲告知守則內容，並可隨時透過平機會的內聯網重溫。此外，平機會採納「雙層」利益申報機制，避免出現潛在利益衝突。

## Standard of Conduct

As a statutory body tasked with providing redress to the public for unlawful discrimination, the EOC recognises the importance of maintaining the highest possible level of quality service and ethical standards. To this end, all EOC staff members are required to comply with a Code of Conduct, which sets out the standards of acceptable, ethical and professional behaviour, relevant legal obligations, and guidelines on issues such as maintaining 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 easily at any time through the EOC's intranet. In addition, the EOC has adopted a two-tier reporting system on declaration of interest as a safeguard against potential conflicts of interests.



## 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。此《手冊》乃經過由平機會管治委員會委員組成的工作小組審議，然後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透明度和問責，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物有所值，並符合下述三方面的原則：經濟（價錢最低）、具效率（改善生產力）及效益（達到預期目的）。

## Financial Control

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), which was endorsed by the EOC Board after consideration by the Working Group comprising 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 must 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).

## 內部管控制

平機會有一套內部管控制度，目的在於提高工作效率、確保工作符合既有政策和評估其效益。平機會特地編製相關的工作程序手冊，保持審慎的財政管理，並在可行的情況下執行節約措施。平機會認為目前的內部管控制機既充足亦具透明度。

在內部管控制框架下，管理層職員舉行定期會議，跟進平機會內的最新情況，以便各科／組能通力合作處理，及商討主要工作進度和策略。平機會各科／組的員工也經常舉行部門會議，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。另外，平機會各專責小組每季會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。

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。該專責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，平機會須委任外聘核數師，2013/14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，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。

## Internal Control

The EOC has put in place an internal control system, with the goals of promoting operational efficiency, ensuring adherence to the policies in place, and assessing their effectiveness. Specifically, the EOC has created procedural manuals for activities related to the performance of the Commission's 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.

Under the internal control framework, regular meetings are conducted by the management team to follow up on any rising concern across the Commission. These meetings also facilitate synergy between divisions/units, as well as discussion on major work progress and strategies. The EOC staff members also 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. Furthermore, quarterly reports by respective EOC Committees are made to keep the EOC Board abreast of the latest developments.

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 end of the fiscal year. 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 2013/14. The appointment of KPMG was made in accordance with Section 18 of Schedule 6 to the SDO. Although the EOC is an independent statutory body, it is subject to regular reporting and provision of information to its Controlling Officer, the Constitutional and Mainland Affairs Bureau, as laid out by the Memorandum of Administrative Arrangements. 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.



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以履行職務或行使權力時，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。

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

## Continuous Review and Improvement

### 顧客服務滿意度調查2013

### Customer Satisfaction Survey 2013

平機會非常重視公眾的意見，自2009年起一直定期進行顧客服務滿意度調查(滿意度調查)，以監察服務表現。考慮到政府效率促進組的建議，平機會於2012年起更聘請外間顧問進行滿意度調查。

The EOC values feedback from the public. Since 2009, the EOC has been conducting a Customer Satisfaction Survey (CSS) as a regular service monitoring exercise. In light of the recommendations by the Efficiency Unit of the SAR Government, an external consultant was engaged from 2012 to conduct the CSS.

2013年的滿意度調查分兩輪進行，共訪問了881位平機會服務使用者，他們的個案於2012年8月1日至2013年7月31日期間已完結或仍在處理，整體回應率為53.3%。調查發現，曾作出查詢和投訴個案的當事人(即投訴人和答辯人)中，有60%滿意平機會服務；當中「員工態度友善」得到的評價最高，而最影響平均滿意分數的是「員工明白顧客需要」。

For the CSS in 2013, a total of 881 customers with cases concluded/attended to between 1 August 2012 and 31 July 2013 were surveyed in two rounds of fieldwork, with an overall response rate of 53.3% achieved. The survey showed that 60% of the parties involved in complaints (the complainants and the respondents) and enquiries were satisfied with the services provided by the EOC. Among all survey respondents, "staff friendliness" achieved the highest rating, while "staff's understanding of customers' needs" was the most influential factor affecting their overall mean satisfaction rating.

## 服務表現

## Performance Pledge Results

為了向市民提供高效率和高質的服務，平機會制定了一套主要以回應時間衡量的服務標準。透過這些服務承諾，市民可得知平機會的服務標準水平。平機會過去一年(截至2014年3月31日)在大多數的服務承諾中均達標，部分項目更有出色表現，詳情如下：

In order to render efficient and quality service to members of the public, the EOC maintains a set of performance standards, which are expressed generally in terms of responding times. Through these performance pledges, members of the public are informed of the standards of service which they can expect from the EOC. In the year ended 31 March 2014, the EOC achieved the targets in most of the performance pledges, and excelled in some of the targets, as shown in the following paragraphs.

## 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，佔全部的81%。因應各類查詢方法，平機會的服務目標是於指定時間內回覆95%的查詢，而平機會的實際表現為100%（總數：10,383宗），全部達標。

## Enquiries

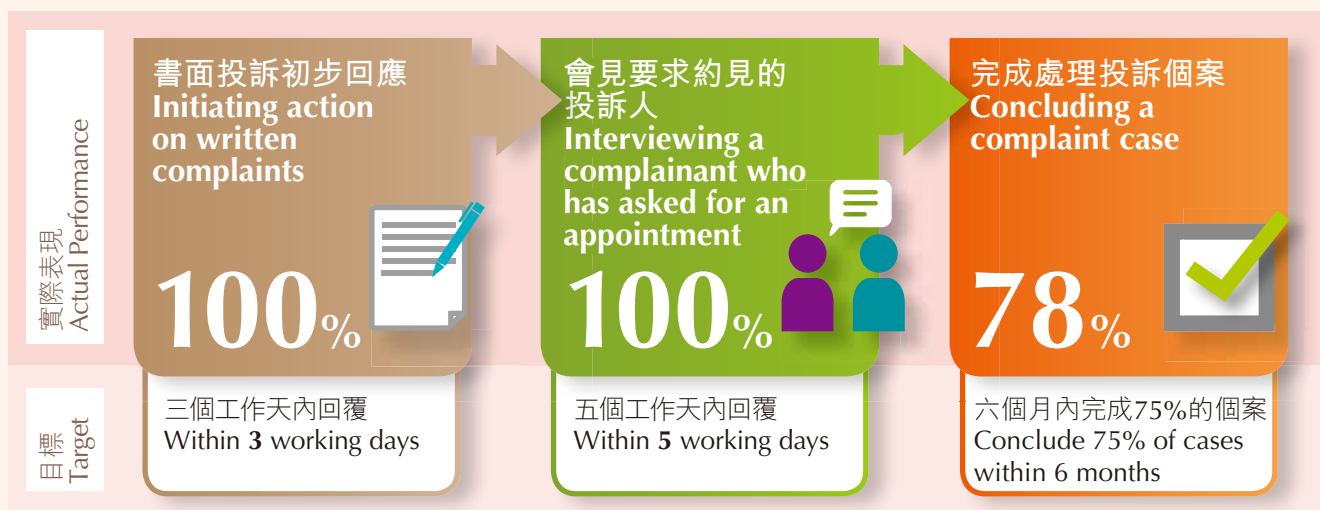
This figure covers enquiries related to the EOC's work by telephone, in person and in writing. The largest category by a wide margin is telephone enquiries – 81% of the total. In all categories, the performance target of responding to the enquiries within specified time was set at 95% which was met in all cases, with an actual performance rating of 100% (total: 10,383).

## 對歧視投訴個案採取的行動

有關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。第三類的回應時間（即六個月內完成）則78%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停條款，或個案在調查期間有其他新發展等。

## 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 service pledge of responding within 3 and 5 working days respectively was met 100%. In the third, the pledge of responding within 6 months was met 78% of the time, surpassing the performance target of 75%. In instances where the actual response time exceeded the service pledge, the reasons might include complexity of the case, the length of time required by parties to respond to enquiries or consider conciliation terms, or new developments which were unveiled in the course of investigation.



## 法律協助

法律協助的服務標準是於三個月內就法律協助申請作出決定，並把結果通知申請人。這項服務的表現目標定為85%，不過，由於部分案件比較複雜，需要更多時間仔細考慮，令平機會只能於指定時間內回應79%的案件。

## 公眾教育及宣傳

公眾教育及宣傳的第一類服務承諾是在指定時間內回應市民要求，包括：(i)舉辦講座(六個星期)(ii)索取刊物(三個工作天)和(iii)團體探訪(五個工作天)。平機會定下的表現目標為95%，而實際上全部服務都超標，100%達到指定時間。

第二類為舉辦主要宣傳活動，目標為一年內舉辦60項活動。過去一年(截至2014年3月31日)平機會舉辦共99項活動，達到目標。

第三類是關乎參加了平機會培訓課程人士的評估，平機會的目標滿意率為80%；而實際滿意率接近100%。

## Legal Assistance

This involves making a decision and informing an applicant of the outcome of an application for legal assistance within three months, and the performance target was set at 85%. Nevertheless, owing to the complexity of the cases, further time was needed for consideration and the EOC was only able to respond to 79% of the cases within the specified time.

## Public Education and Promotion

The first performance pledge for public education and promotion involves meeting requests for (i) talks within six weeks, (ii) for publications within three days, and (iii) for guided group visits within five days. The performance pledge of 95% was exceeded in each case, with all targets met 100% of the time.

The second involves convening major promotional events. In this respect, the 12-month goal of organising 60 activities was met, with 99 activities carried out in the year ending 31 March 2014.

The third performance pledge deals with achieving satisfactory rating from participants of EOC training programmes. The performance target was set at 80%, and the actual performance was almost 100%.

回應舉辦講座、索取刊物及探訪的要求  
Meet requests for talks, publications and visits

實際表現  
Actual Performance **100%**

目標  
Performance Target **95%**

舉辦主要宣傳活動  
Convene major promotional events

實際表現  
Actual Performance **99**

目標  
Performance Target **60**

對平機會的培訓服務感到滿意  
Satisfied with EOC Training

實際表現  
Actual Performance **100%** Almost 近

目標  
Performance Target **80%**

## 平機會服務承諾2013年4月1日至2014年3月31日 EOC's Performance Pledge from 1 April 2013 to 31 March 2014

	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: 8,434
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: 376
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: 1,573
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: 668
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%	100%	總數： Total: 1
完成處理投訴個案 Conclude a complaint case	6 個月內 within 6 months	75%	78%	總數： Total: 679
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%	79%	總數： Total: 47
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: 446
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: 363
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: 39
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: 6,728

\* 這是每年目標(即在12個月內舉辦60項主要活動)。2013/14年度已舉辦了99項活動(第一季：16項，第二季：27項，第三季：26項，第四季：30項)。

\* This is an annual target (to convene 60 major activities within 12 months). For 2013/14, 99 activities have been convened (Q1: 16, Q2: 27, Q3: 26, Q4: 30).