



接納

Acceptance



員工發展及留才政策

員工的重要性是絕不能低估。為建立一支投入、有幹勁的團隊服務社群，平機會非常重視員工的發展和身心健康，為員工提供具關懷、公平的工作環境。

Staff Development and Retention

The importance of human resources to the EOC cannot be overstated. In striving to build a committed and dynamic team to serve the community, the EOC attaches great importance to the development and well-being of staff members by providing a caring and equitable working environment for them.

平機會自2011/12年度起，獲香港社會服務聯會選為「同心展關懷」機構，以表揚平機會在關懷社會、僱員和環境三方面的承擔。

Since 2011/12, the EOC has been named a Caring Organisation by the Hong Kong Council of Social Service for its commitment to caring for the community, employees and the environment.



在2013/14年度，平機會榮獲家庭議會選為「傑出家庭友善僱主」。評審團根據參選機構所推行的家庭友善僱傭政策及措施、對機構及僱員所帶來的好處，以及該等政策背後的理念和管理層的承諾等作出評審。

In 2013/14, the EOC was bestowed with the Distinguished Family-Friendly Employer Award by the Family Council, based on its family-friendly employment policies and practices, the benefits brought to the organisation and employees, as well as the rationale behind these policies and the management commitment.



平機會亦獲僱員再培訓局嘉許為2013-15年度其中一間「人才企業」，以表彰平機會在人才培訓及發展方面的成就和致力推廣重視人才培訓的機構文化。事實上，為重申承諾，平機會透過不同溝通渠道協助推廣「ERB人才企業嘉許計劃」，並繼續支持僱員再培訓局及此嘉許計劃所舉辦的活動，例如安排員工參與一些專題研討會並加入一個共享人才培訓及發展資源的平台：「人才企業資料庫」。而為表揚平機會的努力，僱員再培訓局於2013/14年度向平機會頒發嘉許狀。



The EOC was also accredited as a Manpower Developer (MD) in 2013-15 by the Employees Retraining Board (ERB), in recognition of its dedication to cultivating a corporate culture focusing on manpower training and development. Indeed, to reaffirm its commitment, the EOC assisted in promoting the MD scheme via its various communication channels, and continuously supported the activities organised by the ERB and the Scheme, such as co-ordinating colleagues to participate in several thematic seminars and signing up for the MD Resources Hub, a platform to share the manpower training and development resources. As a token of recognition for the EOC's effort, a Certificate of Appreciation was issued to the EOC by the ERB in 2013/14.

員工培訓

隨著社會大眾對平機會等法定機構的責任承擔和透明度有愈來愈高的期望，平機會必須確保員工能勝任工作、回應社會不時出現的訴求，同時充分發揮自己的潛能。平機會的人力資源策略之一，是致力為所有員工提供持續進修、培訓及發展機會，包括但不限於內部或外間舉辦的培訓及發展計劃。

平機會於2013/14年度舉辦了不同類型的講座，邀請同事及／或客席講者分享關於《個人資料(私隱)條例》、歧視條例檢討、健康講座等議題，藉以增進員工的知識，擴闊他們的視野。此外，平機會管治委員會委員亦應邀與員工分享他們的成功經歷和他們對平等的看法。



在特別技能培訓方面，平機會安排了澳洲人權聯委會，為投訴事務科新入職員工和其他部門感興趣的同事提供為期五天的「調查及調停培訓課程」。另外，數位高級主任和主任員工參加了分別由公務員培訓處和香港科技大學舉辦的領導才能培訓／管理發展課程。其他培訓活動包括普通話、心理健康和急救課程。

Staff Training

With rising public expectation on the accountability and transparency of statutory organisations such as the EOC, the Commission needs to ensure that staff can deliver their duties competently and respond to the community's evolving needs, while having their potential fully maximised. To this end, the EOC is committed to providing continuing education, training and development opportunities to all EOC staff members as part of its human resources strategy, including but not limited to in-house or external training and development programmes.

During the year, various briefing sessions, such as on The Personal Data (Privacy) Ordinance and the Discrimination Law Review, as well as wellness and health seminars by internal and/or external speakers were organised to enhance staff members' work-related knowledge and widen their exposure to new information. Furthermore, EOC Board Members were invited to act as speakers for sharing sessions, allowing staff members to gain new insights into their roadmap for success and their perspectives on equality.

In terms of skill-specific training, a five-day investigation and conciliation training course by the Australian Human Rights Commission was arranged for newly employed staff members of the Operations Division, as well as interested staff members from other functions. In addition, several staff members at the Senior Officer or Officer level attended leadership development programmes organised by the Civil Service Training and Development Institute and The Hong Kong University of Science and Technology. Other training activities included classes on Putonghua, mental health and first aid.



另一項培訓課程為危機處理。社會愈趨複雜，平機會對持份者所承擔的責任更大。員工能識別、處理及管理潛在風險和危機很重要，若果能轉危為機就更好。有鑑於此，平機會為26位前線職員舉辦半日研討會，為他們介紹風險管理、識別潛在風險及轉危為機的技巧。另外，平機會又計劃在2014年5月為主任／高級主任或以上級別員工提供為期三天的風險管理工作坊，內容包括對持份者的分析、客戶關係管理、團隊訓練、領導及傳媒策略等。

Another aspect of training was on risk management. As the society becomes increasingly complex and the EOC holds greater responsibility to stakeholders, it is important that staff members are well prepared to identify, handle and manage possible risks and threats, or even better, to turn crises into opportunities. In view of this, a half-day seminar was organised for 26 frontline staff members, giving them a general understanding of risk management and introducing them to the techniques of identifying potential risks and turning them into opportunities. Separately, a three-day risk management workshop covering stakeholder analysis, relationship management, team-building exercises, leadership and public communication strategy was lined up for staff members at officer/senior officer level and above in May 2014.



除了內部安排的培訓外，平機會也鼓勵員工主動參加與平機會工作相關的培訓課程，完成課程後可獲發還學費。這些培訓活動都是為了提升員工的專業技能、培養潛能，裝備他們應付未來挑戰，做出成績。

Other than training arranged by the Commission, staff members were also encouraged to attend self-initiated and reimbursable training programmes related to the work of the EOC. All these training activities served to sharpen staff's professional skills, nurture their potential and prepare them for greater challenges and achievements ahead.

具透明度的管理

平機會亦致力保持和加強員工之間有效溝通。平機會管理人員定期舉行會議，並把會上討論的事項和有關決定通知全體同事；各部門亦會定期舉行會議，以確保透明度，讓員工更瞭解其他部門的工作。平機會每年皆舉辦員工旅行、周年晚宴等非正式聚會，促進員工在日常工作以外的溝通。

Management with Transparency

The EOC is also dedicated to maintaining and enhancing effective staff communications through regular meetings among senior management staff, with the discussions and decisions made known to all EOC employees to ensure transparency and understanding of the work of different divisions, and through regular divisional and unit meetings. Informal gatherings, such as staff outing and annual dinner, are organised each year as well to facilitate staff communication outside the daily work routines.



員工諮詢組

另一個員工溝通渠道是員工諮詢組，乃由平機會主席委任的管理層代表及經員工選舉產生的代表組成。諮詢組提供定期、直接的溝通及諮詢渠道，讓平機會員工一起商討對大家有影響的事務，並藉此推動員工的合作精神，提升平機會服務社群的效率。

諮詢組又加深員工對平機會的政策及各項工作程序的認識。本年度曾討論的內容包括：為員工提供設備和設施、保持辦公室清潔以及檢討平機會政策（例如：閉路電視監控政策和緊急事故處理政策）。

內聯網

內聯網向平機會員工提供各部門的最新資訊及更新資料，例如：「平機會活動日程」列出平機會各項重要活動，包括專責小組會議、資助項目活動、內部培訓時間表及到訪活動等。內聯網亦備有參考資料和常用表格，方便員工下載使用。

員工支援計劃

平機會在2013/14年度繼續聘請外間顧問為員工提供支援計劃。計劃旨在協助員工處理工作與個人生活的不同需要，從而取得工作與生活的平衡。支援計劃設有24小時熱線，向員工提供專業顧問服務及各種資源和資訊。同時又舉辦身心健康講座，主題包括有愛笑瑜伽、建立一個幸福家庭及健腦操等。

Staff Consultative Group (SCG)

Another staff communication channel is the SCG, which consists of management representatives appointed by the Chairperson and staff representatives elected by the staff. The Committee aims to provide a recognised and direct channel of communication and consultation on issues that affect the interests of EOC staff. It also serves to promote a spirit of co-operation in securing and improving the EOC's efficiency in delivering services to clients.

The SCG enables employees to have a better understanding of the EOC's policies and procedures. Initiatives discussed in the SCG during the year under review included the provision of staff equipment and facilities, maintenance of office cleanliness, as well as review of policy issues, such as the CCTV Surveillance Policy and the Handling of Emergency Cases Policy.

Intranet

The Intranet is a platform to provide information and updates from various divisions and units of the EOC. Some examples include the EOC Activities Calendar, which lists the major functions and activities held and attended by the EOC, such as committee meetings, EOC-funded activities, the in-house training schedule, and visits to the EOC. Reference materials and commonly used or administrative forms are also available on the Intranet for staff to download and use.

Employee Assistance Programme

During 2013/14, the EOC continued to engage an external consultant to provide an Employee Assistance Programme for staff. The programme aims to help staff manage the diverse needs of their work and personal life in order to achieve work-life balance. Services under the Programme include a 24-hour hotline that provides professional counselling services and various resources and information, as well as wellness seminars on topics such as laughter yoga, building a happy family, and brain gym.

企業社會責任

員工義工活動

平機會支持員工參與義工服務，以行動實踐平機會的價值觀，即「建設崇尚多元、包容共濟的社會」。

平機會義工隊在2013/14年度保持傑出表現，義工聯同他們的親友於2013年服務社會2,200小時，時數較2012年倍增，並憑此獲社會福利署頒發金獎嘉許狀。此外，有14位義工整年服務時數分別超過200小時、100小時及50小時，因而分別獲頒金、銀及銅嘉許狀。



Corporate Social Responsibility

Staff Volunteer Programme

The EOC also supports employees in volunteering. Through the EOC Volunteer Team, the Commission's values and mission of "creating a pluralistic and inclusive society" were put into action.

The EOC volunteers enjoyed another remarkable year in 2013/14. Joined by their families and friends, they performed 2,200 hours of service to the community in 2013, almost double that of the previous year. As a result, the EOC was awarded a Gold Award for Volunteer Service by the Social Welfare Department. In addition, 14 volunteers were individually awarded Gold, Silver and Bronze Certificates for having done over 200, 100 and 50 hours of community service respectively during the calendar year.



平機會所參與的義工項目包括定期探訪和帶嚴重智障學生外出；擔任少數族裔學生的導師；以及參與其他非政府組織舉辦的籌款或賣旗活動。

The EOC's volunteering activities included: conducting regular visits and outing with students with severe mental disabilities; acting as mentors of ethnic minority school children and participating in various fundraising and flag-selling activities of non-governmental organisations.



籌款活動

平機會一直支持不同的籌款活動。2013/14年度平機會參與了八項籌款活動，包括賣旗、耆樂餅義賣、「世界視覺日」和「公益行善『折』食日」等籌款活動。

Fundraising Activities

The EOC has been supporting fund-raising activities for different causes. In 2013/14, EOC participated in 8 fundraising events, including flag-selling and cookies-selling for NGOs, the World Sight Day and Skip Lunch Day.



環境保護措施

平機會致力在日常運作及維持常規標準方面，以保護環境為原則。平機會採取了多項措施減少浪費及推廣循環再用，務求成為「環境友善」的機構。

除了繼續使用再造紙及回收廢紙外，平機會參加了政府於2014年推出的「室內溫度節能約章」，承諾辦公室全年平均室溫將維持在24至26度，以有利節約能源和應對氣候變化。



平機會將繼續推行其他環保措施，為建造綠色世界出一分力。

持份者心聲

嘉許與投訴

平機會本年度共收到28份書面嘉許及14宗投訴，當中5宗是市民向香港申訴專員公署提出投訴再交平機會處理的，平機會已處理及完成調查所有投訴。此外，平機會收到八名市民對平機會服務和工作程序的反饋／意見。

上述14宗投訴，投訴人不滿平機會處理歧視投訴的手法和程序。經調查後發現全部證據不足，平機會決定不再跟進個案。然而，為了力求進步，平機會會加強員工的溝通技巧、適當地向相關人士及機構反映公眾意見，並且提醒所有員工，接聽電話和出席會議時需保持警覺和敏感度。

Environmental Protection Measures

The EOC strives to maintain operational standards and practices which respect the protection of the environment. The Commission has been exercising a number of measures to reduce waste and promote recycling, and to operate as a more environmentally-friendly organisation.

Apart from the continued use of environmentally-friendly paper and recycling of waste paper, the EOC joined the Energy Saving Charter on Indoor Temperature launched by the Government in 2014. By participating in the Charter, the EOC pledged to maintain the average indoor temperature of the office within the range of 24-26 degrees throughout the year, which will help save energy and combat climate change.

The EOC will continue to pursue other environmentally-friendly measures to ensure that the Commission is doing its part towards a greener world.

Stakeholders' Feedback

Compliments and Complaints

During the period under review, the EOC garnered 28 written compliments. The Commission also received and concluded the investigation of 14 complaints, five of which were lodged via the Ombudsman. In addition, feedback/views were received from eight members of the public on the EOC's services and procedures.

All the above-mentioned 14 complaints – in which the complainants expressed dissatisfaction on the handling of discrimination complaints and the procedures of the EOC – were found to be unsubstantiated after investigation, with no follow-up action required. Nevertheless, for the purpose of continuous improvement, the EOC has undertaken and will further enhance the communication skills of the EOC staff, reflect the public's views to relevant parties/organisations where appropriate, and remind all EOC staff to be mindful and sensitive to the response of different parties in handling phone calls or attending meetings.

持份者的鼓勵／嘉許 Stakeholders' Encouraging Feedback/Compliments

- 謝謝您對本人的諒解，著實深受感動！您，及貴會實在非常善解人意！！願您們工作順利，愉快！

- Thank you for your understanding. I am really touched. You and the EOC are really good at understanding the needs of others. Wish you work smoothly and happily.

- 我很感激平機會提供既豐富又有趣的平等機會法例／投訴處理／調停講座。講座資訊和參考材料都很有趣和適時。

- I am writing to express my gratitude for the informative and interesting talk on Equal Opportunities Legislation/Complaints Handling/Conciliation. The information in the said talk and the reference material provided were both fascinating and timely.

- 從我們收到的意見來看，講座很成功。參加者覺得內容很有用和有見地，可實際應用於日常生活。.....感謝你抽出寶貴時間和與參加者分享你的專業知識。

- From the feedback we've received, the workshop was a great success. Participants found it very useful and highly insightful as it had very practical applications for their lives...We thank you for your time and for sharing your knowledge and expertise with our attendees.

- 本人在此再一次感謝平機會之詳細調查和專業分析，本人心裡面不為人知的痛苦亦因為平機會的幫助而舒緩了，香港有平機會，是我們香港人之福。

- Once again I thank the EOC for the thorough investigation and professional analysis. My heartfelt pain which was not known by others was relieved under the assistance of the EOC. We are lucky to have the EOC in Hong Kong.

- 我感到他們非常專業，我透過他們有技巧和客觀的分析，令我明白到我的申訴權利、原則之外，還能令我感受到他們的工作熱誠、人與人之間的人情味及體諒別人的心！這是難能可貴的！

- I feel that they are very professional. Through their skilful and objective analysis, I understand my rights and principles. In addition, I feel their passion for their work, their kindness and understanding, which are praiseworthy.

- 請接受我的衷心謝意，並感謝你耐心和有效率地處理我的投訴個案。你公正和專業的建議，使我的個案得以圓滿解決，節省雙方精力。感謝你在整個過程中保持公正的判斷和態度。

- Please accept my sincere thanks and gratitude for your patience and efficiency in handling my complaint. Your unbiased and professional advice has helped tremendously in concluding this case satisfactorily in an effective manner thus saving a lot of effort for both parties. Your impartial judgement and attitude throughout the entire process are greatly appreciated.