

我們的承諾 Our Pledge

問責與透明度

保持高透明度

平機會致力維持良好的機構管治，包括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。另外，平機會亦會向立法會提交工作計劃。為了進一步促進開放的機構文化，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。

平機會又透過不同渠道如網站、出版半年刊和電子通訊等，定期報告工作進度。半年刊的公眾發行人數達52,000份，而透過電郵接收平機會電子通訊的用戶約7,000個，包括行政及立法會議員、區議員、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、學校及其他相關持份團體的代表等。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 Transparency

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 are implemented. These include: making available the minutes of the EOC Board meetings, uploading press statements, media releases, and other publications such as the annual report on the EOC website, and presenting its work plan to the Legislative Council. 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, 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 about 7,000 subscribers. All these measures serve to promote understanding of the EOC's work and effective communication with stakeholders and the public at large.



與持份者接觸

與持份者接觸和合作是平機會促進平等的重要策略，有助外界認識及支援平機會工作、加強公開溝通、推動與社區人士的合作。過去一年，平機會廣泛接觸社會各界。在制訂工作計劃的過程中，平機會與很多組織、關注團體、領事館、非政府組織，以及學術和專業機構會面。

持份者就他們所服務的社區的需要，和平機會的工作成效提供了重要觀點，平機會十分重視他們的意見。2014/15年度，平機會主席便與超過150個社會團體進行了會議，並參與多項社區活動。年內平機會委員與員工合共參與了逾410項與持份者相關的活動。

Engagement with Stakeholders

Stakeholder outreach and co-operation remains an important strategy of the EOC to promote understanding and support of the work of the Commission, to enhance open communication, and to mobilise collaboration. During the year under review, the EOC reached out extensively to different sectors of the community. In the course of developing the EOC's work plan, the Commission conducted meetings with numerous associations, concern groups, consulates, NGOs, as well as academic and professional institutions.

The EOC values the feedback from stakeholders, which provides important perspectives on the needs of the communities they serve and the effectiveness of the EOC's work. Throughout the year, the EOC Chairperson had meetings with over 150 community and concern groups, and took part in a wide array of community events and activities. Altogether Members and staff of the EOC were involved in over 410 activities with stakeholders in 2014/15.



平機會論壇 2014

平機會於2014年11月13日在香港浸會大學石門校園舉行2014年公眾論壇，與持份者一起討論重要的平等機會議題和平機會的工作。平機會已是第三度舉辦論壇，除了可藉此向公眾講解平機會的工作，以提高透明度和問責性外，更可瞭解公眾的關注，從而制訂策略，有效打擊歧視問題。

論壇吸引了近四百位來自不同界別和機構的參加者，他們分別代表非政府組織、關注團體、商業機構、政府部門、僱主組織、工會、學校和教育機構。除了聆聽平機會各專責小組的召集人報告工作情況外，參加者又就少數族裔學生學習中文所面對的困難，以及現行融合教育制度的障礙與不足交換意見；教育局代表亦就政府在不同方面的最新措施作出報告。

因應持份者對僱傭範疇年齡歧視的關注，平機會亦邀請了平機會前任委員兼香港浸會大學人力資源策略及發展研究中心主任趙其瓊教授在論壇上分享他進行的「管理睿智精英」研究的結果，其真知灼見讓持份者在這方面取得更深認識。

EOC Forum 2014

On 13 November 2014, the EOC held a Public Forum at the Shek Mun Campus of Hong Kong Baptist University to engage stakeholders in discussions on important equal opportunity issues and the work of the EOC. Organised for the third year, the Forum offered a valuable platform for the EOC to learn about the community's concerns and develop ways of tackling discrimination issues effectively, besides sharing its work in a bid to enhance the Commission's transparency and accountability.

The Forum attracted almost 400 representatives from different sectors and organisations, including NGOs, concern groups, business organisations, Government departments, employers' organisations, unions, schools and educational institutes. As well as hearing the work reports from the Convenors of the EOC Committees, participants exchanged views on the problems that ethnic minority students faced in learning Chinese, and the barriers and inadequacies of the existing Integrated Education System. In addition, they were briefed on the Government's initiatives in the respective areas by representatives of the Education Bureau.

Another subject examined at the Forum was age discrimination. Responding to the stakeholders' concern about age discrimination in employment, the EOC invited Professor Randy CHIU, Director of the Centre for Human Resources Strategy and Development, Hong Kong Baptist University and former EOC Member, to share his research on "Managing Age Smart Employees" at the Forum. The insights and perspectives enabled stakeholders to gain deeper understanding of this area.



與內地及海外機構的交流

平機會與持份者的聯繫還包括會見和接待到訪的內地及海外機構，藉此與它們討論有關平等機會的政策和交流意見，分享良好常規，研究合作的可能性。以下為平機會於2014/15年度舉行的一些會議。

Exchange with the Mainland and Overseas Organisations

As part of its stakeholder engagement efforts, the EOC maintains liaison with relevant Mainland and overseas organisations through meetings and visits. These activities provide a platform to discuss and exchange views on policies relating to equal opportunities, to share best practices and explore collaboration. Below listed some of the meetings held by the EOC in 2014/15.



月份 Month	機構／代表團 Organisation/Delegation
2014年5月 May 2014	與澳洲人權事務委員會舉行會議 Meeting with the Australian Human Rights Commission
2014年5月 May 2014	與澳門特別行政區康復服務十年規劃跨部門研究小組舉行會議 Meeting with the Interdepartmental Working Group on the Planning of Rehabilitation Services for the Next Decade (translation name) of the Macao Special Administrative Region
2014年6月 June 2014	與澳洲人權事務委員會反歧視專員 Tim Soutphommasane 博士舉行會議 Meeting with Dr Tim Soutphommasane, Discrimination Commissioner of the Australian Human Rights Commission
2014年9月 September 2014	印尼共和國下議院立法機構代表團到訪 Visit by Delegation from the Legislative Body of the House of Representatives of the Republic of Indonesia
2014年11月 November 2014	與國際勞工組織代表舉行會議 Meeting with representatives of the International Labour Organization
2014年12月 December 2014	緬甸代表團到訪 Visit by Delegation from Myanmar
2014年12月 December 2014	與殘疾人士無障礙南南合作計劃代表團舉行會議（由聯合國、香港政府勞工及福利局、康復諮詢委員會和香港復康聯會合辦） Meeting with Delegates of the South-South Cooperation Programme on Accessibility for Persons with Disabilities (co-organised by the United Nations ESCAP, the Labour and Welfare Bureau, the Rehabilitation Advisory Committee and the Hong Kong Joint Council for People with Disabilities)
2015年1月 January 2015	香港印度總領事禮節性拜訪 Courtesy Call by Consul-General of India in Hong Kong
2015年2月 February 2015	與柬埔寨司法部 Mrs Sotheavy Chan 舉行會議 Meeting with Mrs Sotheavy Chan, Secretary of State, Ministry of Justice, Cambodia
2015年3月 March 2015	中華人民共和國信訪局代表到訪 Visit by the State Bureau of Letters and Calls of the People's Republic of China



符規與管控

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，並可隨時透過平機會的內聯網重溫內容。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發。

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）。

內部管控

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機制既充足亦具透明度。

Compliance and Control

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.

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 are value-for-money by focusing on three main aspects of performance – economy (minimising cost), efficiency (improving productivity), and effectiveness (achieving objectives).

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.

在內部管控框架下，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，2014/15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。

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。

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 2014/15. 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 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

顧客服務滿意度調查 2014

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年起聘請外間顧問進行滿意度調查。

2014年的滿意度調查分兩輪進行，共訪問了809位個案於2013年8月1日至2014年7月31日期間已完結或已處理的服務使用者，整體回應率為51.3%。

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；除卻投訴人因投訴結果而影響到滿意度的評分外，對平均滿意分數影響最大的因素是「員工明白顧客需要」；而答辯人認為最重要的是「員工積極主動地提供協助」。

服務表現

為了向市民提供高效率和高質素的服務，平機會制定了一套以回應時間衡量的服務標準。透過這些服務承諾，市民得知平機會的服務水平。平機會過去一年（截至2015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，詳情列於下文。

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12,185宗查詢的85%。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。平機會在親臨查詢或書面查詢方面均100%達標。至於電話查詢方面，由於平機會於2014年10月6日和7日期間，即歧視條例檢討公眾諮詢原定於10月7日結束前，突然接獲近2,000個公眾電話查詢，大幅超越往常平均每天30至40個查詢，致令平機會未能在辦公時間內即時回覆所有電話查詢。亦由於這一宗事故，令處理電話查詢的全年實際表現評分輕微下跌至91%，稍為低於服務承諾（95%）。

Continuous Review and Improvement

Customer Satisfaction Survey 2014

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.

For the CSS in 2014, a total of 809 customers with cases concluded/attended to between 1 August 2013 and 31 July 2014 were surveyed in two rounds of fieldwork, and an overall response rate of 51.3% was achieved.

The findings showed that over 60% of the parties involved in complaints (i.e. the complainants and the respondents) and enquiries were satisfied with the services provided by the EOC, particularly on the aspect of “staff friendliness”, which received the highest rating among all survey respondents. While “staff’s understanding of customers’ needs” was the most influential factor affecting the overall mean satisfaction ratings of the complainants and enquirers, aside from the satisfaction with the case outcome (for parties involved in complaints only), “staff’s proactive attitude and willingness to help” was considered the most crucial to the respondents.

Performance Pledge Results

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 2015, the EOC achieved the targets in most of the performance pledges, and excelled in some of the targets, as shown in the following paragraphs.

Enquiries

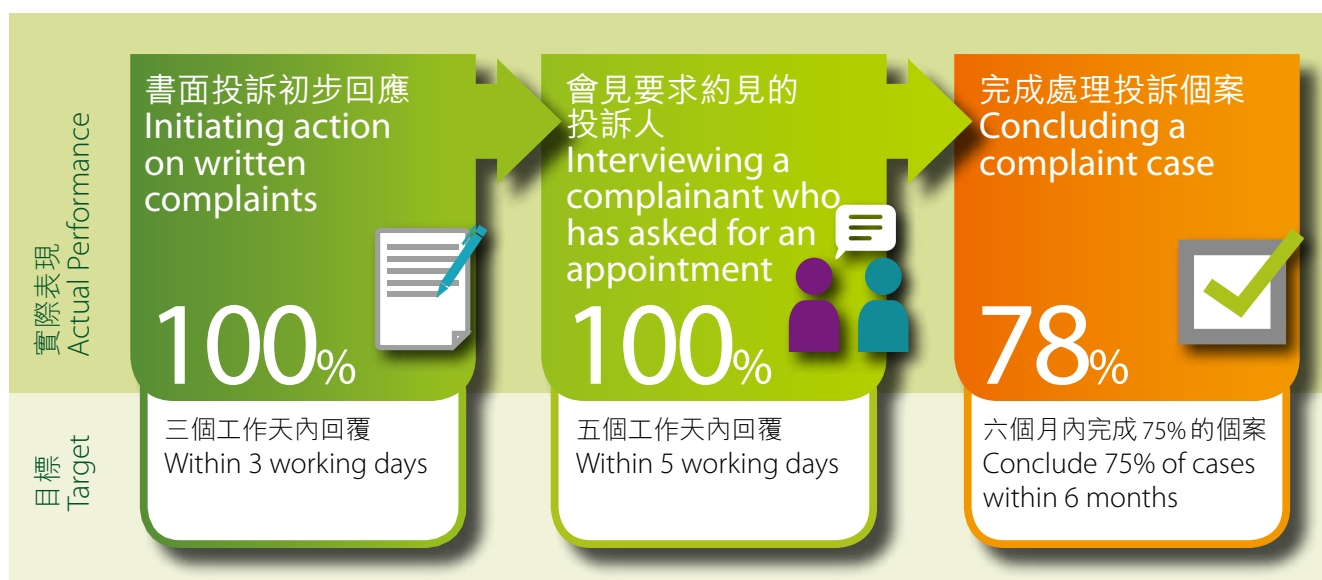
This figure covered enquiries related to the EOC’s work by telephone, in person and in writing. The largest category by a wide margin was telephone enquiries – almost 85% of the total (12,185 enquiries). In all categories, the performance target of responding to the enquiries within specified time was set at 95%. For enquiries in person and in writing, the pledge was fulfilled 100%. As for enquiries via telephone, due to a single episode on 6-7 October 2014, right before the Discrimination Law Review Public Consultation was originally set to conclude on 7 October 2014, when the EOC received almost 2,000 telephone enquiries, far exceeding the normal daily average of 30-40 telephone enquiries, the EOC could not answer all the enquiries immediately during office hours. As a result, the actual performance rating for this category (91%) slightly fell below the pledge of 95%.

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85%的法律協助申請作出決定，並把結果通知申請人。平機會於2014/15年達到這項表現目標。

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：(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。

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2015年3月31日）平機會共舉辦了99項活動，達到目標（第一季：25項、第二季：31項、第三季：16項、第四季：27項）。

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 of 85% was met.

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.

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 2015 (Q1: 25, Q2: 31, Q3: 16, Q4: 27).

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



平機會服務承諾 2014 年 4 月 1 日至 2015 年 3 月 31 日 EOC's Performance Pledge from 1 April 2014 to 31 March 2015

	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%	91% ¹	總數： Total: 10,325
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: 275
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: 1,585
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: 598
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: 4
完成處理投訴個案 Conclude a complaint case	6個月內 within 6 months	75%	78%	總數： Total: 576
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%	85%	總數： Total: 27
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%	99%	總數： Total: 343
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: 669
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: 21
舉辦主要宣傳活動 Convene major promotional events	12個月內 within 12 months	60項活動 ² 60 activities ²	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: 9,176

¹ 平機會於2014年10月6日及7日接獲近2,000個有關歧視條例檢討公眾諮詢的電話查詢，較往常平均每天30至40個電話查詢大幅增加，導致平機會未能即時回答945宗查詢。

¹ The EOC received almost 2,000 telephone enquiries related to the Discrimination Law Review Public Consultation on 6 and 7 October, as compared to an average daily of 30-40 enquiries. As a result, 945 telephone enquiries could not be answered immediately during office hours.

² 有關目標由2015年1月1日起提升為每年舉辦80項活動。

² The target has been lifted to 80 activities per year with effect from 1 January 2015.