



我們的僱員 Our People



平機會致力為員工提供具關懷、公平和平等的工作環境，同時給予員工發展潛能的機會，務求成為僱員心目中的好僱主。為了提高員工的參與度，並感到受重視和賞識，平機會竭力保持具透明度的管理；為管理層與員工之間建立開放和定期的溝通；提供持續進修與培訓機會；並為員工提供支援。

人才企業

平機會於2013年獲僱員再培訓局所舉辦的「ERB人才企業嘉許計劃」選為「人才企業」。此獎項表揚平機會在人才培訓及發展方面的成就，以及致力推廣人才培訓的機構文化。2015年，平機會再度通過僱員再培訓局的評審，獲嘉許為「人才企業」，為期兩年，由2015年4月1日至2017年3月31日為止。續期評審期間，僱員再培訓局從五項重要因素評核平機會和其他參與機構，包括「倡導學習文化」、「資源規劃」、「培訓及發展系統」、「績效管理」及「人力發展層面的企業社會責任」。

The EOC strives to be an employer of choice, by providing staff with a caring, fair and equitable working environment, and the opportunities to develop their potential. To engage staff and ensure that they feel valued and appreciated, the EOC is committed to managing with transparency; establishing open and regular communication between management and staff; providing continuing education and training opportunities; and offering staff support.

Manpower Developer

The EOC was 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. In 2015, upon the renewal assessment by the ERB, the EOC's MD status has been extended for two years from 1 April 2015 to 31 March 2017. The five important aspects of the renewal assessment are: "Leading a Learning Culture", "Resources Planning", "Training and Development System", "Performance Management", and "Corporate Social Responsibility in Manpower Development" of the EOC.

平機會架構檢討

平機會於2014年進行了組織架構檢討，目的是提升平機會的運作效率與管治。有見公眾對平機會有更高的期望和更大的服務需求，平機會進行檢討，並就如何調整組織架構作出了建議，以便平機會更有效地履行使命和責任，同時加強各部門之間的合作和協同效應。

考慮到第52號審計報告中關於設立平機會營運總裁的建議，平機會在管治委員會的通過下，決定重設營運總裁（前稱行政總裁）一職。事實上，平機會於1996年9月開始營運時，便曾設立行政總裁一職，但該職位於2000年遭刪除。

營運總裁會向主席負責，並擔任其副手，協助執行平機會的整體行政及管理事務。至於分工，營運總裁將會專注於內部管理，而主席則會專注於對外與持份者的溝通合作，並繼續帶領平機會及管治委員會，以及就制定平機會整體策略方向提出建議。

另外，平機會提出重新調整各科職責，並重訂某些總監級職位的職級。有關調動包括將機構傳訊組的培訓職能歸入政策及研究組，並將之重組為政策、研究及培訓科。結合職能可帶出更大的協同效應，因為新部門可根據研究結果，制定更多針對性的培訓，提供予不同的企業和機構，並透過顧問服務協助機構制定和改進他們的平等機會政策、計劃及良好常規。

平機會於2014/15年度開始為上述架構重整作出準備，並計劃在新財政年度前執行，有關重整不牽涉額外開支。平機會亦已計劃在新架構全面執行後兩年檢討成效。



Structural Review of the EOC

The EOC initiated a review of its organisational structure in 2014. The review was intended to enhance the operational efficiency and governance of the EOC, by recommending an organisational structure that would allow the Commission to fulfil its mission and obligations even more effectively, in the light of the public's rising expectations and service demand of the EOC. It also served to create better synergy and collaboration between divisions.

With due regard to the recommendation in the Audit Report No. 52 on having a Chief Operations Officer (COO) for the EOC, the Commission, with endorsement of the EOC Board, decided to reinstate the COO post (formerly titled Chief Executive) which existed when the EOC first came into operation in September 1996 but was later deleted in 2000.

The COO would report to the Chairperson, support and deputise him in the overall administration and management of the Commission office. In terms of division of work, the COO would focus on internal management, while the Chairperson would focus externally on stakeholder engagement and communications, besides continuing to lead the Commission together with the EOC Board, and steer the mapping of the EOC's overall strategic directions.

In addition, the EOC undertook to re-align the duties between divisions and re-rank certain directorate posts, namely moving the training functions from the Corporate Communications Unit to the Policy and Research Unit and turn the latter into a Policy, Research and Training Division. There is much synergy in combining these functions, as more targeted training can be developed and offered to corporations and organisations based on the research findings, while consultancy services can help organisations formulate and enhance their equal opportunity policies, programmes and best practices.

During 2014/15, preparation was made to implement the above structural changes, which are cost-neutral, by the new financial year. The EOC has also made plans to conduct a review of the effectiveness of the new structure two years after its full implementation.



具透明度的管理

在推行組織架構檢討及重整時，平機會向員工作了詳細諮詢，並安排不同會議及簡布會，以收集員工的意見及回應。事實上，平機會積極推動部門之間有效兼具透明度的溝通合作，包括定期舉行高層管理人員會議，並透過電郵及內聯網，還有主席召開的季度員工會議，向所有員工公開會議的討論要點。其他溝通渠道包括定期的部門會議，確保員工掌握平機會的最新工作和政策發展。

為了進一步促進員工在日常工作以外的溝通，平機會於2014年11月舉行了員工周年旅行，並於同年12月舉行周年晚宴。

Management with Transparency

In implementing the structural review, the EOC conducted thorough consultation with staff, with meetings and briefing sessions arranged to gather staff feedback and opinions. Indeed, the EOC is committed to driving effective and transparent communication and collaboration between divisions. Throughout the year, regular meetings were held among senior management staff, with important points of discussions shared with all staff via email and the intranet, as well as the Quarterly Staff Meeting initiated by the EOC Chairperson. Together with regular divisional and unit meetings, these multiple avenues and channels of communications ensured that staff members were well versed with the latest developments of the Commission's initiatives and policies.

To further enhance staff communications outside the daily work routines, an annual staff outing and an annual staff dinner were held in November and December 2014 respectively.



員工諮詢組

員工諮詢組乃由平機會主席委任的管理層代表，以及由各個部門選出的員工代表組成。為了讓員工在諮詢組有更多參與機會，並強化運作機制，平機會在2014/15年度檢討員工諮詢組的結構及員工代表選舉程序，檢討結果已獲行政及財務專責小組通過，並於其後落實執行，而2015年的員工代表亦已按全新提名及投票程序選出。

藉著定期會議及討論，員工諮詢組旨在提供直接開放的溝通和諮詢渠道，讓平機會員工一起討論與他們利益相關的事宜。諮詢組同時希望推廣合作精神，提高平機會的服務效率。

員工培訓及發展

為了回應社會不斷演變的訴求，平機會必須確保員工有良好的培訓，而且能在提供服務時表現稱職。持續進修是平機會人力資源策略的重要一環，不同職級職責的員工全年均可參與內部和外間舉辦的培訓、發展計劃和活動。

Staff Consultative Group (SCG)

The SCG consists of management representatives appointed by the Chairperson, and staff representatives elected by staff of respective divisions and units. To enhance greater staff participation in the SCG and strengthen its operating mechanism, the EOC conducted a review of the SCG constitution and the staff representative election procedures in 2014/15. The review findings were endorsed by the Administration and Finance Committee and implemented subsequently, with election of the SCG staff representatives conducted in 2015 through the newly introduced nomination and voting procedures.

Through periodic meetings and discussion, the SCG aims to provide a recognised and direct channel of communication and consultation on issues that affect the interests of EOC staff. It also aims to promote a spirit of co-operation in securing and improving the EOC's efficiency in delivering services to clients.

Staff Training and Development

To serve the evolving needs of the community, the Commission must ensure that staff members are well trained and competent in their service delivery. Continuous learning forms a key part of the EOC's human resource strategy, with both in-house and external training and development programmes arranged throughout the year for staff members of different ranks and responsibilities.





平機會於2014/15年度舉辦了多場講座及簡報會，主題均圍繞本港不同條例和相關議題，例如《僱傭條例》及《消除性傾向歧視僱傭實務守則》，藉此令員工增進與工作相關的知識及獲取新的資訊。

平機會亦鼓勵員工參與特別技能培訓和專業進修，例如高級主任及以上職位的同事可獲資助參加香港科技大學舉辦的領導發展課程。另外，平機會亦為非華語員工提供內部粵語培訓。按照員工培訓及發展政策，平機會會向員工提供半數或全數資助，以鼓勵同事主動參加與工作相關的培訓課程，提升專業技能。

In 2014/15, the EOC organised a number of talks and briefing sessions on ordinances and related topics, such as the Employment Ordinance and the Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation, so that staff members were able to enhance their work-related knowledge and acquire new information.

Staff members were encouraged to pursue skill-specific training and professional development as well. For example, staff members ranked at senior officer and above were sponsored to attend the leadership development programme run by The Hong Kong University of Science and Technology. Separately, in-house training on spoken Cantonese was arranged for several non-Cantonese speaking staff. In line with the EOC's staff training and development policy, staff members were sponsored on a full or a partial reimbursement basis to attend self-initiated, job-related training courses for enhancing their professional skills.

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除了以上培訓外，平機會亦繼續安排平機會委員進行經驗分享會，讓同事可從不同角度對平等概念有更深見解，在事業發展上得到啟發。而為了推動工作與生活平衡，平機會舉行了關於職業健康的研討會，讓員工加深對這課題的認識。

以上培訓及發展活動，都是為了幫助員工發展技能和能力，裝備他們應付工作的新挑戰，進一步拓展事業。

In addition to the above, the EOC continued to line up experience-sharing sessions by the EOC Members, which allowed staff to gain greater insights into different equality perspectives and inspirations on career development. Furthermore, a seminar on occupational health was organised to increase staff members' awareness of the subject.

All these training and development activities served to develop the skills and competencies of staff, and prepare them for greater work challenges and career development.



員工支援計劃

平機會今年繼續外聘顧問為員工提供支援計劃。計劃的目的是協助員工應付工作與個人生活的各樣需求，實踐工作與生活平衡。支援計劃設有24小時熱線服務，能為員工提供專業輔導和各樣資源及資訊。另外，平機會在2014/15年度為同事舉辦了一系列健康講座，主題包羅萬有，當中包括辦公室瑜伽、綠色生活指南、香薰油體驗及健脾方法。

Employee Assistance Programme

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, and achieve good work-life balance. It includes a 24-hour hotline which provides professional counselling services and various resources and information to staff. In 2014/15, a number of wellness seminars on different topics were organised and attended by colleagues, such as yoga in office, go green, the power of aroma oil and healthy spleen.

企業社會責任

員工義工活動

平機會一向十分支持員工參與義工服務，更組織起義工隊。當中少數族裔員工及其親友的角色非常重要，他們聯同其他義工親身服務本地社會，實踐平機會的抱負和使命——「建設崇尚多元、包容共濟的社會」。



Corporate Social Responsibility

Staff Volunteer Programme

The EOC strongly supports employees to participate in volunteering. Among those who offered their services were the ethnic minority staff members who, along with their friends and families, formed an integral part of the EOC's cadre of volunteers. Through their first-hand participation in serving the society alongside with other volunteers, they put the Commission's value and mission of "creating a pluralistic and inclusive society" into practice.

平機會義工隊在2014/15年度保持傑出表現，義工聯同親友於2014年提供了接近2,000小時的社會服務。平機會憑此獲得社會福利署頒發的金獎嘉許狀。此外，有7位義工的整年服務時數也分別超過200小時、100小時及50小時，因此分別獲發金、銀、銅嘉許狀。

平機會所參與的義工活動有：定期探訪嚴重智障學生，並帶他們外出；擔任少數族裔學生的導師；參與非政府機構舉辦的籌款及賣旗活動。

The EOC volunteers enjoyed another remarkable year in 2014/15. Joined by their families and friends, the volunteers performed almost 2,000 hours of service to the community in 2014. As a result, the EOC was awarded a Gold Award for Volunteer Service by the Social Welfare Department. In addition, 7 volunteers were individually awarded Gold, Silver and Bronze Certificates for having done over 200, 100 and 50 hours of community service respectively during the whole calendar year.

The EOC's volunteering activities included 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

平機會一直支持各類籌款項目，於2014/15年度參與了九項籌款活動，包括賣旗、耆樂餅義賣、「世界視覺日」及「公益行善『折』食日」。

環境保護措施

平機會致力維持以保護環境為原則的運作常規和標準，因此推行了多項措施減少浪費和推廣循環再用，務求成為「環境友善」的機構。

除了持續使用再造紙和回收廢紙外，平機會於2015年亦繼續響應政府推出的「室內溫度節能約章」，將辦公室溫度維持在24至26度，以節約能源和幫助應對氣候變化。

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。



Fundraising Activities

The EOC has been supporting fundraising activities for different causes. In 2014/15, the EOC participated in nine fundraising events, including flag-selling for various NGOs, cookies-selling, World Sight Day and Skip Lunch Day.

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 continuous use of environmentally-friendly paper and recycling of waste paper, the EOC remains committed to the Energy Saving Charter on Indoor Temperature launched by the Government in 2015. The indoor temperature of the EOC's office was maintained within the range of 24-26 degrees with a view to saving energy and helping to combat climate change.

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

嘉許與投訴

2014/15年度，平機會共接獲21份書面讚許及13宗對平機會員工的投訴。平機會已完成11宗投訴的調查，當中7宗是市民經香港申訴專員公署提出的。

投訴人不滿平機會處理歧視查詢/投訴的手法和程序。平機會調查後發現11宗投訴的證據不足。然而，為了力求進步，平機會修定了「查詢表格」及「投訴表格」，覆蓋內容更全面。另外，平機會訂立了回覆公眾查詢的時限，各部門需要在指定時間內回應提問。

Compliments and Complaints

During 2014/15, the Commission received 21 written compliments and 13 complaints against EOC staff members. The Commission concluded the investigation of 11 complaints, seven of which were lodged via the Ombudsman.

The complainants expressed dissatisfaction with the handling of discrimination enquiries/complaints and the procedures of the Commission. After investigating into the complaints, all the 11 complaints were found to be unsubstantiated. Nevertheless, as part of the EOC's effort to pursue continuous improvement, the Commission revised the "Enquiry Form" and the "Complaint Form" to make them more comprehensive. In addition, the Commission standardised the time-frame of responding to public enquiry by different divisions in the Commission.

持份者的鼓勵與嘉許

Stakeholders' Encouraging Feedback/Compliments

「貴處代表熟悉交流主題，準備充分，講解清晰，內容豐富，並詳盡地回答提問，參訪人員均表示獲益良多，也對香港平機會人員的專業素質和敬業精神留下深刻印象。」

"I write to express my heartfelt thanks to you for conducting such an informative and interesting seminar for our members... We appreciate your kindness in taking your busy time to share with our insurance fellows your valuable knowledge and expertise on this important subject. The audience found the information and advice you offered very useful."

"I would like to express our heartfelt thanks to you for organising an enjoyable and fruitful visit for our students...! Thank you so much for all the dedicated effort and passionate sharing! ... We can't do this without your great effort and hard work!"

"I would like to express my appreciation for your professional management of the case. Your expertise did have positive impact and contribution to the conciliation made between the company and me. Without the fair platform provided by EOC and your expertise support, I would be stuck in a desperate situation and suffering unfair treatment."

"I would like to take this opportunity to express my heartfelt gratitude to you for rendering me so much help during this difficult process of dealing with them."

「本人幸好最後找到平機會，更感恩能夠遇到...主任這麼高質素，事理並重，專業知識，公平公正公義，不偏不倚地對事件調查，更重要是明確和本人溝通，使本人清楚平機會的功能和角色，如何可以為受屈的人取回公平的權益，分解糾紛，為香港締造人人平等沒有歧視的和諧社會。」

