



問責與透明度

提供資訊

平機會致力維持良好的機構管治，恪守問責及高透明度的原則。平機會透過不同的途徑及媒介，包括傳媒簡介會、平機會網誌、年報及其他刊物，例如：《平機會半年刊》及電子通訊，向公眾及持份者發放有關平機會工作及運作的資訊。平機會亦會把管治委員會的會議紀錄上載到平機會網站，供公眾檢閱；並主動披露平機會管治委員會和專責小組的會議出席紀錄。

一如以往，平機會向立法會政制事務委員會介紹年度工作計劃及重點工作項目，有關會議於2015年7月20日舉行。另外，平機會也在年內向事務委員會呈交其他主要工作的意見書，例如：「歧視條例檢討」及「立法禁止性傾向、性別認同及雙性人身份歧視的研究」。這一切舉措旨在令市民大眾認識平機會的工作，促進平機會與公眾和持份者的溝通。

與持份者接觸

與持份者接觸仍然是平機會促進平等的重要策略，有助推動與外界的溝通及讓不同界別認識平機會的工作、爭取大眾的支持，並促進與社區人士的協作。過去一年，平機會廣泛地接觸社會各界。2015/16年度，平機會主席出席近140項社區活動，並與至少70個團體會面，包括人權組織、駐港領事館、關注團體、非政府組織、學術及專業機構、商會及工會等。

Accountability and Transparency

Provision of Information

The EOC is committed to pursuing high standards of corporate governance, by adhering to the principles of accountability and transparency. Making use of different channels and mediums, including media briefings, the EOC website, annual report and other publications, such as *EOC Journal* and e-news, the EOC provides information on its work and operation to the public and stakeholders. For example, minutes of the EOC Board meetings are uploaded onto the EOC website for the public's review, and the attendance records of EOC Board and Committee meetings are voluntarily disclosed.

Similar to past years, the EOC presented its annual work plan and key initiatives to the Legislative Council Panel on Constitutional Affairs on 20 July 2015. Submissions were also made to the Panel on other major work areas, such as the Discrimination Law Review and the Study on Legislation against Discrimination on the Grounds of Sexual Orientation, Gender Identity and Intersex Status during the year. All these undertakings served to promote understanding of the EOC's work and effective communication with stakeholders and the public at large.

Engagement with Stakeholders

Stakeholder outreach remains an important strategy of the EOC to promote communication and understanding of the Commission's work, solicit support and foster collaboration. During the year under review, the EOC reached out extensively to different sectors of the community. In 2015/16, the EOC Chairperson attended almost 140 community events, and had meetings with at least 70 groups, including human rights organisations, consulates, concern groups, NGOs, academic and professional institutions, trade associations and labour unions.

我們的承諾 Our Pledge



平機會公眾論壇 2015

平機會於2015年11月24日在北角香港青年協會舉行2015年公眾論壇。是次活動吸引239名來自不同界別及機構的參加者，包括隸屬少數族裔團體、政府及公營機構、立法會議員、駐港總領事館、非政府組織、教育機構及私人企業的代表。

論壇題為「少數族裔人士在教育及就業上面對的挑戰」。平機會邀請了來自教育局、公務員事務局、勞工處及醫院管理局的官員，在論壇上講述他們為支援少數族裔的工作及措施。來自太平洋咖啡有限公司的代表亦分享了其公司推廣多元文化工作間的經驗。

根據活動後的調查，88名完成問卷的參加者中，90%認同是次論壇能加強平機會與持份者和市民大眾的溝通。一般來說，大部分受訪者均認同論壇有助提升他們對平機會工作及論壇主題的認識。

EOC Public Forum 2015

On 24 November 2015, the EOC organised a public forum at the Hong Kong Federation of Youth Groups Building in North Point. The event was attended by 239 participants from different sectors and organisations, such as those representing EM, Government and public bodies, Legislative Councillors, representatives of consulates, NGOs, educational institutions, and enterprises in the private sector.

The forum adopted the theme “Education and Employment Challenges of the Ethnic Minorities”. The EOC invited officials from the Education Bureau, Civil Service Bureau, Labour Department and Hospital Authority to introduce their work and support measures for EM. A representative from Pacific Coffee Company also shared the company’s experiences of promoting a culturally diverse workplace.

According to the post-event survey, 90% of the 88 participants who completed the questionnaire agreed that the forum enhanced the EOC’s communication with stakeholders and members of the public. In general, most of the respondents agreed that the forum helped enhance their understanding of the EOC’s work and the thematic topics of the forum.

我們的承諾 Our Pledge

與內地及海外機構的交流

平機會與持份者的聯繫包括會見和接待到訪的內地及海外機構，藉此與他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。平機會於2015/16年度曾與不同組織及團體舉行會議，包括來自印尼東爪哇省的教育及培訓學院，和美國國務院屬下的民主、人權及勞工事務局。

Exchange with Mainland and Overseas Organisations

As part of its stakeholder engagement efforts, the EOC maintains regular liaison with related Mainland and international 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. During 2015/16, the EOC held meetings with various organisations and parties, such as the Education and Training Institute from East Java, Indonesia and the Bureau of Democracy, Human Rights and Labor at the US Department of State in Washington DC, USA.



我們的承諾 Our Pledge

在深圳舉行的機構管治研討會

平等機會主席於2015年5月23及24日率領由香港法定機構組成的代表團，出席於深圳舉行的研討會。研討會由清華大學主辦，中央人民政府駐香港特別行政區聯絡辦公室協辦，旨在透過介紹香港法定機構運作的情況及管治模式，促進香港和中國代表之間的切磋。兩名內地著名學者亦應清華大學邀請，在會上講述有關中國管治系統現代化及依法治國的議題。

Seminar on Corporate Governance in Shenzhen

On 23 and 24 May 2015, the Chairperson of the EOC led a delegation of staff from Hong Kong's statutory bodies to attend a seminar in Shenzhen. The seminar was hosted by Tsinghua University and co-hosted by the Liaison Office of the Central People's Government in Hong Kong. It aimed to facilitate exchange between representatives from Hong Kong and the Mainland, through presentations and exchange on the operation and corporate governance of statutory bodies in Hong Kong. Two renowned scholars from the Mainland were also invited by Tsinghua University to deliberate on the topics of modernisation of the national governance system of China, and ruling the country according to the rule of law.



我們的承諾 Our Pledge

第二十屆國家人權機構亞太論壇 周年大會及第三屆雙年研討會

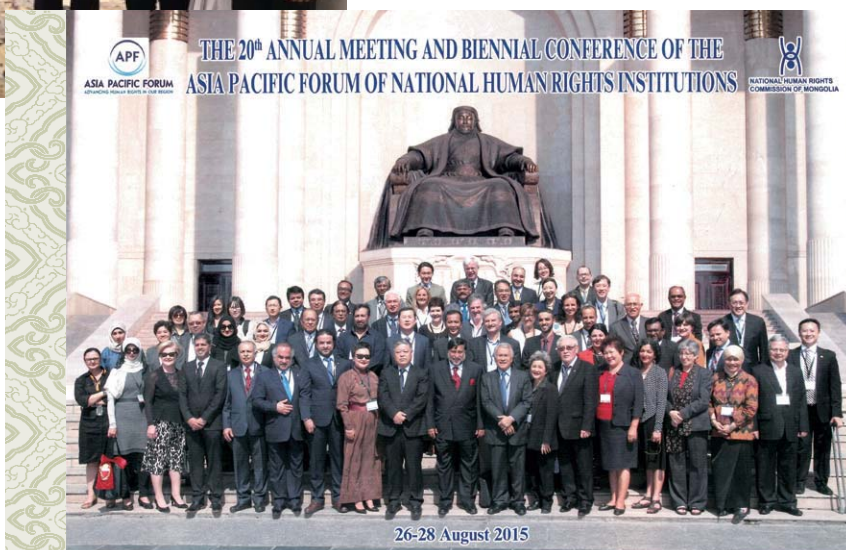
平機會於8月26至28日出席了在蒙古烏蘭巴托舉行的第二十屆國家人權機構亞太論壇周年大會及第三屆雙年研討會。會議主題為「防止酷刑及保障受羈留人士的權利和尊嚴」。平機會主席聯同兩名管治委員會成員趙麗娟女士及葉少康先生以及管理小組代表，一同出席會議。

平機會主席於會上介紹了平機會的工作，以及策略性優先工作領域的最新進展。會議亦討論了防止酷刑及保障受羈留人士的權利和尊嚴等議題。

20th Annual Meeting and Third Biennial Conference of the Asia Pacific Forum of National Human Rights Institutions

Another event attended by the EOC was the 20th Annual Meeting and Third Biennial Conference of the Asia Pacific Forum of National Human Rights Institutions (APF) held in Ulaanbaatar, Mongolia from 26–28 August. The EOC Chairperson, along with senior management and EOC Members Ms Susanna CHIU and Mr Nelson YIP, participated in the Conference which carried the theme “Preventing torture and protecting the rights and dignity of people held in places of detention”.

The EOC Chairperson gave a presentation on the Commission’s work and provided the meeting participants with an update on the Commission’s strategic priority work areas. Discussion was also made on the prevention of torture and the protection of the rights and dignity of people held in detention.



符規與管控

操守準則

作為協助市民就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及道德標準的重要性。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、以及處理機密資料和投訴等問題的指引。所有平機會員工甫上任便獲告知有關守則，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。

財政監控

作為獨立的法定機構，平機會按照「適度和保守」及「物有所值」兩項原則理財。平機會內的採購程序以《採購物品及服務手冊》為指引，再經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，並符合三個原則：經濟（價錢最低）、具效率（改善生產力）及效益（達到預期目的）。

平機會管治委員會的行政及財務專責小組負責審閱平機會的財務資料和運作表現。該專責小組審查平機會的年度預算草案後，再提交予平機會管治委員會。同時，專責小組會向管治委員會提交季度工作進度報告、季度財務報告，並在財政年度結束時提交固定資產狀況報告。而平機會管治委員會則負責審閱平機會的全年預算草案、半年財政報告和通過已審核的財務報表。

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 the EOC 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 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" and "value for money" principles when spending public money. The procurement process within the EOC is guided by the Procurement of Stores and Services Manual (PSSM) and endorsed by the EOC Board.

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 purchases must ensure that the purchases are value-for-money, and follow the principles of economy (minimising cost), efficiency (improving productivity), and effectiveness (achieving objectives).

The Administration and Finance Committee (A&FC) of the EOC Board is in charge of reviewing the Commission'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, while the EOC Board reviews the EOC's draft annual budget and the half-yearly financial reports, and endorses the audited financial statements.

我們的承諾 Our Pledge

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。

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，2015/16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及行使權力時，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。

持續檢討 力求進步

服務使用者滿意度調查 2015

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，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。2015年，顧客服務滿意度調查更易名為服務使用者滿意度調查，以更貼切地反映調查的性質。

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.

External Checks and Balances

KPMG is the EOC's external auditor for the financial year 2015/16. 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, in respect of any financial year, may 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.

Continuous Review and Improvement

User Satisfaction Survey 2015

The EOC values feedback from the public. Since 2009, the EOC has been conducting the Customer Satisfaction Survey 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 survey. In 2015, the survey was renamed User Satisfaction Survey (USS) to better reflect the nature of the survey.

我們的承諾 Our Pledge

調查分兩輪進行，共訪問了756位於2014年8月1日至2015年7月31日期間向平機會作出查詢或投訴的服務使用者，整體回應率為52%。

調查發現，曾牽涉投訴的當事人(即投訴人和答辯人)中，有59%滿意平機會服務，當中「員工態度友善」得到的評價最高。

為更加了解服務使用者對平機會提供的查詢及投訴服務之意見，以持續改善服務，調查進一步向服務使用者進行深入訪談。訪談結果連同若干項改善建議，已於2016年3月平機會管治委員會會議上報告。平機會將適當地跟進建議。

Under the USS, a total of 756 users of the EOC's enquiry and complaint-handling services between 1 August 2014 and 31 July 2015 were surveyed in two rounds of fieldwork, with an overall response rate of 52% achieved.

The findings showed that 59% of the parties involved in complaints (i.e. the complainants and the respondents) 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.

In order to have a deeper understanding of the service users' views on the provision of complaint-handling and enquiry services by the EOC, with a view to achieving continuous service enhancement, in-depth interviews were further conducted with the service users. The findings, along with a number of recommendations for future enhancement, were presented to the EOC Board at its regular meeting in March 2016. The EOC would follow up on these recommendations as appropriate.

服務表現

為了向市民提供高效率和高質的服務，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準。平機會過去一年(截至2016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，詳情列於第95-97頁之表內。

Performance Pledge Results

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 2016, the EOC achieved the targets in most of the performance pledges, and excelled in some of the targets, as shown in the tables on pages 95-97.



我們的承諾 Our Pledge

平機會於2015年4月1日至2016年3月31日的服務承諾 EOC's Performance Pledge from 1 April 2015 to 31 March 2016

| | | 服務表現目標 Performance Target (實現服務承諾的百分比) (% fulfilling service pledge) | 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: | 9,109 |
| | | | | 達成： Met: | 9,109 |
| | | | | 未達成： Not Met: | 0 |
| 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: | 224 |
| | | | | 達成： Met: | 224 |
| | | | | 未達成： Not Met: | 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: | 1,397 |
| | | | | 達成： Met: | 1,397 |
| | | | | 未達成： Not Met: | 0 |

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| | | 服務表現目標 Performance Target (實現服務承諾的百分比) (% fulfilling service pledge) | 實際表現 Actual Performance (百分比) (Percentage) | | (數字) (Number) |
|---|--------------------------------|---|---|------------------|------------------|
| 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: | 428 |
| | | | | 達成： Met: | 428 |
| | | | | 未達成： Not Met: | 0 |
| 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 |
| | | | | 達成： Met: | 1 |
| | | | | 未達成： Not Met: | 0 |
| 完成處理投訴個案 Conclude a complaint case | 6個月內 within 6 months | 75% | 71% ¹ | 總數： Total: | 463 |
| | | | | 達成： Met: | 329 |
| | | | | 未達成： Not Met: | 134 |
| 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: | 33 |
| | | | | 達成： Met: | 32 |
| | | | | 未達成： Not Met: | 1 |

¹ 實際回覆時間超出服務承諾的原因包括：個案的複雜程度、有關方面就查詢或調停條款作出回應需時，或在調查過程中案件有新發展。

¹ In instances where the actual response time exceeded the service pledge, the reasons might include the complexity of the case, the length of time required by parties to respond to enquiries or conciliation terms, or new developments which were unveiled in the course of investigation.

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| | | 服務表現目標 Performance Target (實現服務承諾的百分比) (% fulfilling service pledge) | 實際表現 Actual Performance (百分比) (Percentage) | | (數字) (Number) |
|---|--------------------------------|---|---|------------------|------------------|
| 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個月內 within 6 months | 95% | 100% | 總數： Total: | 313 |
| | | | | 達成： Met: | 313 |
| | | | | 未達成： Not Met: | 0 |
| 處理市民以郵寄或傳真方式索取平機會刊物 Meet fax and mail requests for EOC publications | 3工作天內 within 3 working days | 95% | 100% | 總數： Total: | 131 |
| | | | | 達成： Met: | 131 |
| | | | | 未達成： Not Met: | 0 |
| 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: | 15 |
| | | | | 達成： Met: | 15 |
| | | | | 未達成： Not Met: | 0 |
| 舉辦主要宣傳活動 Convene major promotional events | 12個月內 within 12 months | 80 項活動 ² 80 activities ² | 100% | 總數： Total: | 120 |
| | | | | 達成： Met: | 120 |
| | | | | 未達成： Not Met: | 0 |
| 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% | 99.7% | 總數： Total: | 7,246 |
| | | | | 達成： Met: | 7,224 |
| | | | | 未達成： Not Met: | 22 |

² 12個月內開展80項主要活動為全年目標。
2015/16年度已舉辦120項活動。

² This is an annual target (to convene 80 major activities within 12 months). For 2015/16, 120 activities were convened.