

機構管治

Corporate Governance

平機會作為公帑資助的法定機構，不單恪守嚴格的機構指引和規定，亦持續致力改善管治，確保管理方式具備透明度。

問責與透明度

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。

平機會主席陳章明教授於2016年6月20日，向立法會政制事務委員會介紹平機會的年度工作計劃。陳教授不但詳細說明了平機會未來的策略性優先工作方向，亦報告了平機會的最新工作進度，包括歧視條例檢討和有關立法禁止性傾向、性別認同及雙性人身份歧視的研究。

除了向立法會作出簡報，平機會亦向公眾發放資訊，包括平機會管治委員會的會議紀錄，又主動披露管治委員會和專責小組的會議出席紀錄，並將有關資訊上載到平機會網站。此外，平機會一直透過不同的途徑及媒介，包括新聞發布會、平機會網站、社交媒體專頁及《平機會半年刊》和電子通訊等刊物，讓持份者及公眾知悉平機會的最新工作。這一切舉措旨在令市民大眾認識平機會的工作，促進平機會與持份者和公眾的溝通。

財政監控

平機會一直沿用嚴格的內部管控制度和適當的申報機制及程序，致力保持審慎的財政管理。這些制衡措施確保平機會以具效率和符合成本效益的方式運用資源。

As a statutory body using public funds, the EOC not only complies with stringent corporate guidelines and regulations, but also continuously strives to improve its governance and manage with transparency.

Accountability and Transparency

The EOC is committed to pursuing high standards of corporate governance by adhering to the principles of accountability and transparency.

On 20 June 2016, EOC Chairperson Professor Alfred CHAN Cheung-ming presented the EOC's annual work plan to the Legislative Council Panel on Constitutional Affairs. In his presentation, Professor Chan not only detailed the upcoming strategic priorities of the EOC, but also provided progress updates on the EOC's work, including the Discrimination Law Review and the Study on Legislation against Discrimination on the Grounds of Sexual Orientation, Gender Identity and Intersex Status.

Also open to public information include minutes of the EOC Board meetings, as well as the attendance records of EOC Board and Committee meetings, which are voluntarily disclosed and available on the EOC website. Furthermore, the EOC constantly keeps its stakeholders and the public updated on its latest work through different channels and mediums, including media briefings, its website and social media pages, and publications such as the *EOC Journal* and e-news. All these undertakings are intended to promote understanding of the EOC's work and effective communication with stakeholders and the public at large.

Financial Control

The EOC has all along exercised great care and diligence in managing its finances, with a stringent internal control system, appropriate reporting mechanism and procedures and processes in place. These checks and balances ensure that the EOC expends its resources in an efficient and value-for-money manner.

辦事處搬遷

儘管平機會秉承審慎的理財態度，但其財政狀況仍因辦事處租金而受到影響。在過去多年平機會辦事處的租金不斷上升，而政府給予的租金補助卻維持不變，導致平機會近年須動用儲備來支付租金。考慮到辦公室租約於2017年12月屆滿時，租金有可能進一步上調，將令平機會出現結構性赤字，故委員會決定搬遷，另覓辦公室地點。

年內平機會物色和評估了超過20個可行選址。在比較過租金、地點、乘搭公共交通工具所需時間、對殘疾人士的暢通易達程度和各處的空間使用率後，平機會認為黃竹坑香葉道41號是可負擔及切實可行的選擇。該地點除了鄰近黃竹坑港鐵站，租金亦相對較低。經行政及財務專責小組通過後，平機會遂於2017年3月向管治委員會提交建議。

Office Relocation

Notwithstanding the prudent approach maintained by the EOC, the financial position of the Commission has been affected by its office rental. Despite the rise in rent through the years, the subvention from the Government for covering rental costs has remained static. As a result, the EOC has been using its reserves in recent years for covering the rental. With the office lease due to expire in December 2017 and the likelihood of further increase in rental, which would inevitably lead to structural deficit of the EOC, the Commission decided to move to a new location.

During the year in review, the EOC explored over 20 possible sites for office relocation. After comparing the rental costs, locations, travelling time by public transport, accessibility and friendliness to people with disabilities, and the space efficiency rates of the sites, it was considered that 41 Heung Yip Road, Wong Chuk Hang would be the most financially affordable and viable option, given its proximity to the Wong Chuk Hang MTR station and its relatively low rent. In March 2017, the EOC presented its recommendation to the Board, after seeking the endorsement of the Administration and Finance Committee.



平機會辦事處將於2017年11月搬往黃竹坑香葉道41號。
The EOC office will be relocated to 41 Heung Yip Road, Wong Chuk Hang in November 2017.

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為收集意見以進一步改善新辦事處的暢達程度和無障礙設施，平機會聯同香港復康力量代表、一名平機會前委員及一眾平機會員工進行了一系列的無障礙巡查。平機會已將他們的意見交大廈管理公司以採取跟進行動。

平機會亦聯同南區區議會主席及部分議員，以及南區民政事務專員，到訪平機會新辦事處大樓，進行無障礙巡查。南區區議會主席樂見平機會搬往黃竹坑，並同意平機會建議，跟進改善辦事處附近的行人過路設施，以提升到訪者（尤其是乘搭巴士或小巴人士）的暢達度。

搬遷辦事處的準備工作已經展開。平機會根據採購程序委託了專業設計顧問及項目管理服務公司，進行設立新辦事處的工作。新辦事處將按照《設計手冊：暢通無阻的通道2008》的規定進行設計，針對不同持份者（包括我們的員工及服務使用者）的特定需要，提供無障礙及共融設施。一旦落實辦事處設計，平機會將公開招標，挑選承判商進行新辦事處的裝修工程，以確保能於2017年12月中現時太古城辦事處租約期滿前完成搬遷。

由於新辦事處租金相對較低，平機會相信長遠能夠扭轉赤字，回復穩健的財政狀況。

A series of check-walks were conducted with our staff members, representatives from Hong Kong Rehabilitation Power and an ex-EOC Member, some of whom were wheelchair users, to collect their views for the purpose of further improving the accessibility and barrier-free facilities of the new office. Their feedback had been related to the Building Management of the new office premise for follow-up actions.

The EOC also conducted a check-walk with the Chairman and some Members of the Southern District Council (SDC), as well as the District Officer of Southern District, to the new office building. The Chairman of SDC was pleased to see the EOC move to Wong Chuk Hang and concurred with the EOC's suggestion of following up on improving the road-crossing facilities near the office premise, with a view to enhancing visitors' accessibility, particularly those travelling on buses and mini-buses.

The relocation exercise was kicked off with the procurement of professional design consultancy and project management services for setting up the new office. The design of the new office will comply with the "Design Manual: Barrier Free Access 2008" to provide barrier-free and inclusive facilities catering to the specific needs of our stakeholders, including our staff members and service users. Upon the confirmation of the office design, the EOC would proceed to select a contractor by open tender to carry out the fitting out works of the new office with a view to relocating the EOC office before the leases of the existing office premises in Taikoo Shing expire in mid-December 2017.

With lower rental, it is believed that the EOC will be able to turn around its deficit situation and restored to a healthy financial position in the long run.

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服務承諾

平機會制定了一套以回應時間計算的服務標準，以評估及量化服務水平。平機會於2016/17年度在所有主要的服務承諾中均達標，部分項目更有出色表現，詳情載於下表。

Performance Pledge

The EOC has in place a set of standards, which are expressed generally in terms of responding times, to measure and quantify its performance. In 2016/17, the EOC achieved all the major standards in its performance pledge, excelling in some of the targets. The details are shown in the following table.

平機會於2016/17年間的服務承諾

EOC's Performance Pledge in 2016/17

服務標準 Service Standard	服務表現目標 Performance Target (達標的百分比) (% Meeting Standard)		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: 9,583 達成： Met: 9,583 未達成： Not met: —
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: 269 達成： Met: 269 未達成： Not met: —
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: 1,465 達成： Met: 1,465 未達成： Not met: —

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	服務標準 Service Standard	服務表現目標 Performance Target	實際表現 Actual Performance	
		(達標的百分比) (% Meeting Standard)	(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： 634 Total: 達成： 634 Met: 未達成： — Not met:
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%	不適用 N/A	總數： 0 Total: 達成： 0 Met: 未達成： — Not met:
完成處理投訴個案 Conclude a complaint case	6個月內 Within 6 months	75%	78%	總數： 663 Total: 達成： 518 Met: 未達成： 145 Not met:
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%	95%	總數： 43 Total: 達成： 41 Met: 未達成： 2 Not met:

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	服務標準 Service Standard	服務表現目標	實際表現	
		Performance Target (達標的百分比) (% Meeting Standard)	(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： 390 Total: 達成： 390 Met: 未達成： — Not met:
處理市民以郵寄或傳真方式索取平等機會刊物 Meet requests by mail or fax for EOC publications	3工作天內 Within 3 working days	95%	100%	總數： 131 Total: 達成： 131 Met: 未達成： — Not met:
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： 13 Total: 達成： 13 Met: 未達成： — Not met:
舉辦主要宣傳活動 Convene major promotional events	12個月內 Within 12 months	80項活動 80 activities	100% (註) 100% (Note)	總數： 101 Total: 達成： 101 Met: 未達成： 0 Not met:
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%	99.6%	總數： 8,825 Total: 達成： 8,793 Met: 未達成： 32 Not met:

註： 2016年4月1日至2017年3月31日舉辦的實際活動數目為101項。

Note: The actual number of activities convened from 1 April 2016 to 31 March 2017 is 101.

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與持份者接觸

平機會於年內持續與社區組織、學者及非政府組織保持聯繫，建立夥伴關係。主席自2016年4月上任以來至2017年3月31日，與至少150個社區組織及非政府組織會面超過120次，席間交流意見及聽取他們對平等機會議題的建議，還出席了超過240項社區活動。平機會亦繼續與各國駐港外交人員、內地及海外機構和官員進行對話及交流。

Stakeholder Engagement

The EOC continued to engage and build rapport with community groups, the academia and NGOs during the year. Since the Chairperson came on board in April 2016 and until 31 March 2017, he already had over 120 meetings with at least 150 community groups and NGOs to exchange views and hear their suggestions on equal opportunities issues, and attended more than 240 community events and functions. Dialogue and exchange were also maintained with the consular communities, and Mainland and international organisations and officials.



平機會主席及員工於2016年7月與印度協會代表會面。
EOC Chairperson and staff meet representatives of the Indian Association in July 2016.



汕頭大學師生於2016年7月到訪平機會。
The EOC hosts a visit by staff and students of Shantou University in July 2016.