

機構管治：提供卓越服務

Corporate Governance: Delivering Service Excellence

平機會致力維持卓越的機構管治。平機會備有全面的管控及報告機制，詳細的文件記錄制度，以及完備的行政及財務政策和程序，以確保平機會所有層面皆符合內部及外部規定，而且以高效和符合成本效益的方式運用資源。

平機會透過不同途徑及媒介令公眾知悉其工作，例如於平機會網站內發布平機會管治委員會的會議時間表及會議記錄，並且在年報內披露管治委員會及專責小組會議的出席記錄。此外，平機會於2024年2月向立法會政制事務委員會介紹平機會的周年工作計劃。

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2023-24年度的服務承諾全部達標，詳情載於下表。

The EOC is committed to maintaining high standards of corporate governance. Comprehensive control and reporting mechanisms, detailed documentation, and extensive administrative and financial policies and procedures are in place to ensure compliance with internal and external requirements at all levels, and that the EOC expends its resources in an efficient, effective and value-for-money manner.

The EOC utilises different channels and mediums to keep the public informed about its work. For example, meeting schedules and minutes of the EOC Board are posted on the EOC website, and attendance records of the EOC Board and Committee meetings are provided in the Annual Report. In addition, a presentation on the Commission's annual work plan was made to the Legislative Council Panel on Constitutional Affairs in February 2024.

Performance Pledge

The EOC has put in place a set of service standards, which are expressed generally in terms of the response time, to measure and quantify its performance. In 2023-24, the EOC achieved all of the service standards in its performance pledge. The details are shown in the following table.



平機會於2023-24年度的服務承諾全部達標。

In 2023-24, the EOC achieved all of the service standards in its performance pledge.

平機會於2023-24年度的服務
承諾

EOC's Performance Pledge in 2023-24

	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)	實際表現 (數目) (Number)
查詢 Enquiry				
在辦公時間內回覆電話查詢 Answer telephone enquiries during office hours	即時回覆 Immediately	95%	100%	總數 Total: 6 233 達標 Met: 6 233 不達標 Not met: 0
接見親臨辦事處查詢的人士 Interview a walk-in enquirer at EOC office	30分鐘內 Within 30 minutes	95%	100%	總數 Total: 147 達標 Met: 147 不達標 Not met: 0
回覆繁複的書面查詢 Reply to written enquiries on complex issues	14個工作天內 Within 14 working days	95%	100%	總數 Total: 1 137 達標 Met: 1 137 不達標 Not met: 0
投訴 Complaint				
對書面投訴開始採取行動 Initiate action on a written complaint	3個工作天內 Within 3 working days	100%	100%	總數 Total: 1 136 達標 Met: 1 136 不達標 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個工作天內 Within 5 working days	95%	100%	總數 Total: 2 達標 Met: 2 不達標 Not met: 0
已完成處理的投訴個案中在6個月內完成處理的個案 Concluded cases completed within six months	6個月內 Within 6 months	75%	90%	總數 Total: 1 074 達標 Met: 967 不達標 Not met: 107

機構管治 Corporate Governance

	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)	實際表現 (數目) (Number)
法律協助 Legal assistance				
審批法律協助的申請並回覆申請者	3個月內	85%	100%	Total: 17
Make a decision and inform an applicant of the outcome of application for legal assistance	Within 3 months			Met: 17 Not met: 0
公眾教育及宣傳 Public education and promotion				
安排有關平等機會課題及法例的講座	6個星期內	95%	100%	總數 Total: 384
Meet requests for talks on equal opportunity issues and legislation	Within 6 weeks			達標 Met: 384 不達標 Not met: 0
處理市民以郵寄或傳真方式索取平機會刊物	3個工作天內	95%	100%	總數 Total: 18
Meet requests by mail or fax for EOC publications	Within 3 working days			達標 Met: 18 不達標 Not met: 0
回覆安排團體到訪的要求	5個工作天內	95%	100%	總數 Total: 2
Meet requests for guided group visits	Within 5 working days			達標 Met: 2 不達標 Not met: 0
舉辦主要推廣活動的次數	12個月內	60項	100%	總數 Total: 64
Convene major promotional events	Within 12 months	60 activities		達標 Met: 64 不達標 Not met: 0
對平機會培訓服務表示滿意的參加者	滿意	80%	99.9%	總數 Total: 5 744
Participants satisfied with the training services provided by the EOC	Satisfactory			達標 Met: 5 736 不達標 Not met: 8

平機會集思會及策略性工作規劃2024-26

2023年10月6日，平機會舉辦為期一天的集思會，平機會委員、管理小組及資深職員一同制定新的策略性工作規劃。集思會與會者透過小組討論，深入探討平機會在未來三年的策略性工作方向及須優先處理的工作。平機會把會上分享的見解及從持份者收集的意見，整合成為《策略性工作規劃2024-26》，並於2023年12月提交平機會管治委員會通過。

Strategic Retreat and Strategic Plan 2024-26

On 6 October 2023, the EOC held a one-day Strategic Retreat, which brought together Board Members, the management team and senior staff members to map out a new strategic plan. Through small group discussions, the retreat enabled in-depth exploration of the EOC's strategic directions and work priorities for the next three years. The comments shared during the retreat, along with views collected from stakeholders, were subsequently consolidated as the *Strategic Plan 2024-26* (the Strategic Plan), which was submitted to and endorsed by the EOC Board in December 2023.

機構管治 Corporate Governance

經考慮香港社會、經濟及政治趨勢，以及有關趨勢帶來的挑戰及機遇，平機會於策略性工作規劃內確立了六項策略目標，並定下19項優先工作項目，歸類為五個焦點範疇。有關策略目標及優先工作項目的詳情，可參閱「平機會簡介」部分。工作規劃的完整文件載於平機會網頁：<https://www.eoc.org.hk/zh-hk/about-the-eoc/what-is-eoc/our-strategic-plan-2024-2026>

Taking into account the anticipated social, economic and political trends in Hong Kong, along with the challenges and opportunities they present, the EOC outlined in the Strategic Plan six strategic goals and detailed 19 work priorities under five thematic areas. Details of the strategic goals and work priorities are outlined in the 'About Us' section. The full version of the document is available on the EOC website: <https://www.eoc.org.hk/en/about-the-eoc/what-is-eoc/our-strategic-plan-2024-2026>

與持份者聯繫

平機會於整個報告期內持續與社區組織、學界及非政府組織保持聯繫，建立夥伴關係。平機會前主席及職員除了與不同持份者機構會面，還出席了多項社區活動。平機會亦繼續與各領事館、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, academia and NGOs throughout the year in review. The former Chairperson and staff members met different stakeholder groups and attended a number of community events and functions. Dialogue and exchanges were also held with various consulates, as well as Mainland and international organisations and officials.

例如，平機會於2023年4月19日接待了由全國人民代表大會法制工作委員會和社會建設委員會及中國殘疾人聯合會代表組成的訪問團。這次訪問加強了保障及推廣殘疾人士的權利和福祉的跨境合作。

For example, on 19 April 2023, the EOC welcomed a delegation consisting of representatives from the Legislative Affairs Commission and the Social Development Affairs Committee of the National People's Congress and the China Disabled Persons' Federation. The visit strengthened cross-border collaboration to protect and promote the rights and wellbeing of persons with disabilities.

為了善用香港與大灣區融合的機會，平機會於2023年11月17日至19日參加了在深圳大學舉行的第二屆大灣區殘障事業協同發展論壇。平機會代表團與粵港澳從事殘疾人士事務的機構及專家進行交流，介紹了平機會打擊殘疾歧視的工作，並分享了在香港推廣通用設計的經驗。

Capitalising on Hong Kong's integration with the Greater Bay Area, the EOC participated in the Second Greater Bay Area Forum on Synergistic Development of Disability Rights and Welfare at Shenzhen University from 17 to 19 November 2023. The EOC delegation exchanged views with organisations and experts specialising in disability affairs from Hong Kong, Macau and the Guangdong area. The EOC also delivered a presentation on its work in tackling disability discrimination, as well as shared its experience in promoting universal design in Hong Kong.

機構管治 Corporate Governance

在報告期內，平機會繼續與全球相關機構保持聯繫，分享專業知識。例如，平機會在2023年10月與新加坡的勞資政糾紛調解聯盟會面，分享了處理投訴和進行調停的經驗和程序。

《維護國家安全條例》

2024年3月，立法會通過《維護國家安全條例草案》。《基本法》第23條立法意味香港更有效地維護國家安全，為本港社會、民生及經濟發展提供穩定安全的環境。平機會歡迎條例草案獲得通過，並將全力支持和配合特區政府落實執行《維護國家安全條例》，以維護國家安全和保護香港市民的利益。

其中，該條例第8(3)條規定，凡香港特區的法律授予某人任何職能，該職能須被理解為包括維護國家安全的責任。據此，任何人在作出執行該職能上的任何決定時，須將國家安全視為最重要的因素，並給予適當的考慮。第8(3)條適用於平機會執行四條反歧視條例所規定的職能。根據該條例第19條，平機會的主席或成員，或由平機會根據《性別歧視條例》僱用或聘用的人，屬於「公職人員」。為履行擁護法律的職責，平機會在採購及服務合約、僱員操守守則、平等機會社會參與資助計劃的申請指引以及其他有關平機會職能的文件中，加入了遵守《維護國家安全條例》的規定。

During the period in review, the EOC continued to engage and share its expertise with relevant organisations from the global community. For example, in October 2023, the EOC met Singapore's Tripartite Alliance for Dispute Management to share its experience and procedures in handling complaints and facilitating conciliation.

Safeguarding National Security Ordinance

In March 2024, the Safeguarding National Security Bill was passed by the Legislative Council. The enactment of the Ordinance under Article 23 of the Basic Law means that Hong Kong can more effectively safeguard national security, and provide a stable and safe environment for the social and economic developments of the city and the livelihoods of the residents. The EOC welcomed the passage of the Bill, and undertook to do its utmost to support and facilitate the effective implementation of the Safeguarding National Security Ordinance by the Hong Kong SAR Government, so as to safeguard national security and protect the interests of Hong Kong residents.

Amongst others, section 8(3) of the Ordinance stipulates that if the law of the HKSAR confers any function on a person, the function is to be read as including a duty to safeguard national security; and accordingly, any person, in making any decision in the performance of the function, must regard national security as the most important factor, and give appropriate consideration to it accordingly. Section 8(3) applies to the EOC in its discharge of the functions stipulated in the four anti-discrimination ordinances. Under Section 19 of the Ordinance, the Chairperson or a member of the EOC, or a person employed or engaged by the EOC under the SDO is considered as a "public officer". In order to exercise its duty to uphold the law, the EOC included the requirement to comply with the Safeguarding National Security Ordinance in its procurement and service contracts, employees' code of conduct, the Guidelines on Funding under the Community Participation Funding Programme and other documents relevant to the performance of the functions of the EOC.