

員工溝通及發展：建立互相協作的工作環境

Staff Communications and Development: Fostering a Collaborative Work Environment

平機會致力為員工提供安全、共融和互助的工作環境，同時讓員工有平等機會學習並發揮潛能。截至2024年3月31日，平機會的全職員工數目為108人。

多重內部溝通平台

為了促進員工溝通，平機會設立了不同平台及途徑，包括討論涉及員工福利事宜的員工諮詢小組、內聯網，以及定期向員工發出電郵和舉行簡報會。

平機會於2023年10月20日推出經翻新的內聯網「My EOC」，以加強與員工的內部溝通和簡化工作流程。經翻新的內聯網的界面更方便易用，把若干人手處理的程序數碼化，提升搜尋功能，以及新增電子圖書館系統。此外，平機會還建立了外聯網，讓員工可以遙距取覽特定資訊。

員工培訓與發展

平機會每年都會為員工安排不同議題的培訓課程及分享會，旨在提升他們的專業技巧和知識，從而為公眾提供優質服務。在2023-24年度，參加員工培訓課程及經驗分享會的員工共有682人次。

例如，平機會在2023年9月4日及7日安排了兩場由香港房屋協會長者安居資源中心帶領的體驗式學習環節，藉此提升員工協助認知障礙症患者及其照顧者的技巧及敏感度，從而照顧他們的需要。

平機會於2024年1月舉行了兩場「回應查詢及投訴文書寫作工作坊」，每場課程為期兩天，藉此提升員工以中文回應查詢及投訴的技巧。

The EOC is committed to providing staff members with a safe, inclusive and supportive work environment, while offering equal opportunities for them to learn and realise their potential. As at 31 March 2024, there were 108 full-time staff members working in the EOC.

Multiple Internal Communication Platforms

The EOC utilises various platforms and channels to facilitate staff communication, including: the Staff Consultative Group for addressing matters of interest to employees, the Intranet portal, as well as regular staff emails and briefings.

On 20 October 2023, the EOC launched the revamped Intranet portal, My EOC, to enhance internal communication with staff members and streamline workflow. The revamped Intranet features a more user-friendly interface, digitisation of manual processes, improved search function and an electronic library system. An Extranet was also created to enable staff to access specific information remotely.

Staff Training and Development

Each year, the EOC organises training and development programmes and sharing sessions on various topics for staff members, with a view to enhancing their professional skills and knowledge for delivering high quality services to the public. During 2023-24, 682 attendances were recorded in staff training and development programmes and experience-sharing sessions.

For example, the EOC organised two experiential learning sessions on interacting with people with dementia and their caregivers on 4 and 7 September 2023. Facilitated by the Housing Society Elderly Resources Centre, the sessions enhanced staff members' skills and sensitivity in meeting the needs of persons with dementia and their caregivers.

In January 2024, the EOC organised two sessions of a two-day course titled 'Chinese Correspondence Writing: Replies to Enquiries and Complaints' to improve staff members' skills in responding to enquiries and complaints in Chinese.

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員工如獲平機會推薦或自發參與由外間機構舉辦且與工作有關的專業／個人發展培訓課程、講座或會議，可獲得全額或部分學費資助。員工獲資助的外間培訓課程例子包括香港科技大學舉辦的領導／管理能力發展課程，以及其他法律研討會和人力資源發展課程。

Staff members were also sponsored on a full or partial reimbursement basis to attend EOC-initiated or self-initiated, job-related professional/personal development programmes, seminars or conferences provided by external organisations. Examples of external training programmes sponsored include leadership/management development programmes run by The Hong Kong University of Science and Technology, legal seminars and human resources development courses.

北京大學香港法定機構人員國情研修班

為了讓各科別／組別的員工了解國家的發展和政策，以及在社會、經濟、法治及外交的最新情況，並掌握國家未來發展策略及有關策略對香港的影響，平機會前主席於2023年9月率領兩名平機會委員及20名員工，參加北京大學香港法定機構人員國情研修班（「國情班」）。同行的還有香港申訴專員公署及香港個人資料私隱專員公署的代表。國情班由中央人民政府駐香港特別行政區聯絡辦公室聯同北京大學主辦，是三家香港法定機構首次一同前往北京研修。

National Studies Course in Beijing

To enable staff members from different divisions/units to understand the country's development, China's national policies, and the latest situation in society, economy, rule of law and foreign affairs, and gain insights into the country's future development strategies and their implications for the Hong Kong SAR, an EOC delegation led by the former Chairperson, two EOC Members and 20 staff members attended the National Studies Course (NSC) in Beijing in September 2023. Representatives from the Office of The Ombudsman, Hong Kong and the Office of the Privacy Commissioner for Personal Data also joined the NSC. Organised jointly by the Liaison Office of the Central People's Government in the Hong Kong SAR and Peking University, the NSC was the first of its kind to involve three statutory bodies from Hong Kong.

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國情班的課堂由北京大學不同領域的優秀學者主講，讓學員加深認識國家的成就及未來的發展方向。代表團亦有機會參訪國務院港澳事務辦公室、中國殘疾人聯合會（「殘聯」）、北京抖音信息服務有限公司及中國共產黨歷史展覽館。其中，平機會與殘聯的會面讓彼此發掘不少值得互相借鏡之處，為日後合作交流奠定基礎。

Through lectures by distinguished scholars from various disciplines at Peking University, the NSC provided in-depth insights into the country's achievements and future directions. The NSC also provided opportunities for the delegation to visit the Hong Kong and Macao Affairs Office of the State Council, the China Disabled Persons' Federation, ByteDance and the Museum of the Chinese Communist Party. The meeting with the China Disabled Persons' Federation, in particular, enabled both parties to identify strategic commonalities, establishing the foundation for future cooperation and exchanges.

第二屆大灣區殘障事業協同發展論壇

因著平機會與殘聯在國情班期間的交流，殘聯隨後邀請平機會參加2023年11月17日至19日在深圳大學舉行的第二屆大灣區殘障事業協同發展論壇，出席的有平機會前主席與14名員工。此次論壇提供一個寶貴的機會，讓平機會代表團加強與其他服務殘疾人士的機構交流，並進一步了解大灣區相關政策的發展。

Second Greater Bay Area Forum on Synergistic Development of Disability Rights and Welfare

As a result of the meaningful exchange with the China Disabled Persons' Federation in Beijing during the NSC, the Federation invited the EOC to attend the Second Greater Bay Area Forum on Synergistic Development of Disability Rights and Welfare at Shenzhen University from 17 to 19 November 2023. The former Chairperson and 14 staff members attended the forum, which provided an invaluable opportunity for the delegation to strengthen exchanges with organisations serving persons with disabilities and learn more about relevant policy developments in the Greater Bay Area.

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員工活動

平機會舉辦多項員工活動，以提升團隊精神及員工福祉。活動包括2023年11月的週年員工郊遊日、2024年3月的員工聚會，以及各科別或組別內的團隊精神發展活動。

Staff Activities

The EOC organises various staff activities to foster team spirit and enhance employee wellbeing, including an annual staff outing in November 2023, a staff gathering in March 2024 and team-building activities within each division or unit.

員工支援與健康

平機會年內繼續外聘顧問為員工提供支援計劃，以協助員工達致工作與生活平衡，並加強精神健康。支援計劃設有24小時熱線，提供專業輔導服務、諮詢服務、工作與生活平衡的資訊及學習資源。支援計劃其中一個項目是舉辦促進員工福祉的定期講座，例如在2023年8月18日、2023年11月9日和2024年1月26日，便分別舉辦了名為「精神健康解碼」、「簡單小習慣 引發大改變」及「輕輕鬆鬆管理體重」的健康講座。

Employee Assistance and Wellness

The EOC continued to engage an external consultant to operate an employee assistance programme for staff members, with a view to helping them achieve work-life balance and better mental health. The programme includes a 24-hour hotline, which provides professional counselling services, consultation sessions, work-life balance information and learning resources. Under the programme, regular seminars were arranged to improve staff members' wellbeing. For example, seminars entitled 'Increasing Our Mental Health Awareness', 'The Small Changes that Change Everything' and 'Weight Management' were held on 18 August 2023, 9 November 2023 and 26 January 2024 respectively.

「一起動」

為鼓勵和幫助員工建立健康、積極的生活方式，平機會參加了凝動香港體育基金舉辦的「機構『一』起動」計劃。此計劃旨在鼓勵香港企業及機構建立充滿健康活力的工作環境，由僱主帶動員工及其家人每天參與一小時的體能活動，從而促進員工的身心健康，提升企業的效益。

過去一年，平機會舉辦了不同活動響應「機構『一』起動」計劃，包括運動服日、頌鉢班、柔力球體驗班、八段錦體驗班，另有呼吸、跳舞及定期瑜伽興趣小組，部分活動由平機會員工於午飯時間帶領進行。

2023年10月，平機會再度獲得凝動香港體育基金「機構『一』起動」嘉許，印證平機會一直致力推廣促進員工健康的機構文化。

SportsHour

To encourage and help staff members build a healthy and active lifestyle, the EOC supports the SportsHour Company Scheme by InspiringHK Sports Foundation. The Scheme aims to encourage Hong Kong companies and organisations to motivate employees and their family members to engage in one hour of physical activities daily, thereby fostering a healthy lifestyle as part of the company culture and improving business efficiency.

During the year in review, the EOC organised various activities in support of the Scheme, including a Sportswear Day, singing bowl classes, *Rouliqiu* experience sessions, a *Ba Duan Jin* experience session, breathwork classes, dance classes and regular yoga classes. Some of the classes were conducted by EOC staff members during lunch hours.

In October 2023, the EOC was once again recognised as a SportsHour Organisation by the InspiringHK Sports Foundation, a testament to its ongoing efforts to promote a corporate culture that enhances staff wellness.

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義工及慈善活動

平機會大力支持員工參與義工及慈善活動。過去一年，平機會支持了不同非政府組織舉辦的籌款活動，包括：

- 基督教靈實協會於2023年11月舉行的耆樂餅義賣籌款活動；
- 香港復康會於2023年12月舉行的無障行者；
- 風雨蘭於2024年3月4日舉行的賣旗日2024；以及
- 香港公益金於2024年3月15日舉行的公益行善「折」食日。

義工活動：

- 於2023年6月為靈實恩光學校的殘疾學生舉辦饅頭製作活動；
- 於2023年6月參與九龍樂善堂舉辦的樂善之友「每逢端午糰有你」派福袋活動；

Volunteering and Charitable Activities

The EOC strongly supports employees to participate in volunteering and charitable events. During the year in review, EOC staff made contributions to fundraising and volunteering activities of various NGOs, including:

- Qile Cake Charity Sale organised by the Haven of Hope Christian Service in November 2023;
- Barrier Busters organised by the Hong Kong Society for Rehabilitation in December 2023;
- Flag Day 2024 organised by the RainLily on 4 March 2024; and
- Skip Lunch Day 2024 organised by The Community Chest on 15 March 2024.

Volunteer services:

- Hosted a steamed bun-making session with students with disabilities at Haven of Hope Sunnyside School in June 2023;
- Participated in Lok Sin Tong Buddy Dragon Boat Festival Elderly Visit organised by the Lok Sin Tong Benevolent Society Kowloon in June 2023;

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- 於2023年9月為明愛賽馬會梨木樹青少年綜合服務舉辦少數族裔兒童遊戲班；以及
- 於2023年11月為基督教靈實協會售賣耆樂餅。

其他：

- 支持2023年12月舉行的盲人觀星傷健營，以促進共融。平機會前主席是該活動共融典禮的主禮嘉賓。

2023年12月17日，平機會在香港復康會舉辦的城市定向籌款活動無障行者2023中獲得「最踴躍參與獎」。平機會組成了兩支隊伍，體驗殘疾人士面對的困難，例如坐在輪椅上於商場尋找暢通易達洗手間、透過唇語閱讀菜單，以及拄着柺杖爬樓梯。

- Hosted a play group session for ethnic minority children at Caritas Jockey Club Integrated Service For Young People – Lei Muk Shue in September 2023; and
- Volunteered for the open sale of Qile Cake organised by the Haven of Hope Christian Service in November 2023.

Others:

- Supported the Stargaze Camp for All and the Blind in December 2023 to promote inclusion. The former EOC Chairperson was the guest of honour for the event's Inclusion Ceremony.

On 17 December 2023, the EOC received the "Most Active Participation Award" at the Barrier Busters 2023, a fundraising city orienteering event organised by the Hong Kong Society for Rehabilitation. During the event, two corporate teams from the EOC tackled challenges faced by individuals with disabilities, such as locating accessible toilets in a shopping mall while using a wheelchair, lip-reading a menu and climbing stairs with crutches.

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此外，平機會在CareER「潛能無限」線上慈善跑2023中獲得2023年「最積極參與企業大獎」的銀獎。此次活動旨在為殘疾及有特殊教育需要學生籌款，共有來自24家企業／機構共154支隊伍參加。平機會的隊伍由前主席及三名員工組成，以每名隊員平均第二長的跑步距離贏得銀獎。

環保措施

平機會實行多項措施，致力減廢和響應保護環境。平機會採購以環保方法製造的貨品，或委聘以環保方法提供貨品或服務的供應商。例如，平機會安排以環保紙印刷，並規定打印機必須盡可能使用環保墨水。平機會積極支持節約能源，自2013年起已連續十年簽署由機電工程署推出的《節能約章》。

為了減少辦公室產生的廢物，平機會備有既定政策，把超出所需的可再用傢俱和設備捐給慈善團體。此外，平機會設置了指定回收箱，積極鼓勵員工減廢。

In addition, the EOC was awarded the “Most Engaging Corporate Award 2023 – Silver” at the CareER RunnERthon Online 2023, a fundraising event aimed to support students with disabilities and special educational needs. A total of 154 teams from 24 corporates/organisations participated in the event. The EOC team, which included the former Chairperson and three staff members, won the Silver award for achieving the second-longest average distance per runner.

Environmental Protection Measures

The EOC implements various measures to reduce waste and support environmentally-friendly initiatives. The EOC endeavours to procure goods produced in an environmentally-friendly manner or engage the services of suppliers who produce their goods or services in an environmentally-friendly manner. Examples include arranging printing on recycled paper and requiring printers to use environmentally-friendly ink when possible. Committed to efficient energy use, the EOC has signed up to the Energy Saving Charter launched by the Electrical and Mechanical Services Department for 10 consecutive years since 2013.

In an effort to reduce office waste, the EOC has an established policy to donate surplus furniture and equipment that are still reusable to charities. In addition, the EOC actively encourages staff members to participate in waste reduction by providing designated bins for recyclable waste.