

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2025年3月31日，平機會的全職員工數目為112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。

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2024-25年度，參加員工培訓與發展課程及經驗分享會的員工共有674人次。

平機會在2024年7月31日為員工安排了一場資訊保安培訓課程。培訓課程概述資訊保安威脅及闡述保護網路安全的良好措施。在報告期內，員工須完成由香港互聯網註冊管理有限公司提供的網路安全自學課程。

平機會於2024年7月舉行了兩場「從心理學角度理解同理心」工作坊，藉此提升負責處理公眾查詢及投訴的前線員工的溝通技巧及敏感度。

平機會在2024年10月8日舉辦了一場「認識性／別小眾培訓工作坊」，藉此提升員工在與性／別小眾溝通時的敏感度。工作坊包括性／別小眾的經驗分享和如何與性／別小眾互動的重要技巧。

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 2025, there were 112 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.

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 2024-25, 674 attendances were recorded in staff training and development programmes and experience-sharing sessions.

On 31 July 2024, the EOC organised a training session on information security for staff members. The session provided an overview of information security threats and highlighted the best practices to safeguard cybersecurity. During the year under review, staff members were also required to complete a self-learning cybersecurity course offered by the Hong Kong Internet Registration Corporation Limited.

In July 2024, the EOC organised two training workshops on 'Understanding Empathy from a Psychological Aspect' to enhance the communication skills and sensitivity of front-line staff members responsible for handling enquiries and complaints from the public.

On 8 October 2024, a workshop titled 'Understanding the LGBT+ Community' was held to enhance staff members' sensitivity in engaging with the LGBT+ communities. The workshop included experience sharing by LGBT+ individuals and valuable tips on how to interact with them.

員工溝通及發展 Staff Communications and Development

平機會安排員工於2024年12月9日參觀香港導盲犬協會，讓參加者更深入認識導盲犬及輔助治療犬在協助不同需要人士時所擔當的重要角色。透過是次參觀，員工認識到香港導盲犬協會的工作、訓練導盲犬及輔助治療犬的過程，以及殘疾人士所面對的挑戰。

On 9 December 2024, the EOC organised a visit to the Hong Kong Guide Dogs Association (HKGDA) for staff members. The visit allowed participants to gain a deeper understanding of the vital roles that guide dogs and Animal Assisted Interventions (AAI) dogs play in assisting individuals with diverse needs. During the visit, staff members learnt about the work of the HKGDA, the training process for guide dogs and AAI dogs and the challenges faced by people with disabilities.

在2025年3月21日，平機會安排了一場有關肢體殘障的體驗式學習活動，讓員工了解殘疾人士在日常生活中所面對的肢體和情緒障礙，以及探索讓殘疾人士使用的輔助科技和工具的最新發展。

On 21 March 2025, the EOC organised an experiential learning event on physical disabilities to allow staff members to experience the physical and emotional barriers encountered by people with disabilities in their daily lives and to explore the latest developments in assistive technologies and tools for people with disabilities.

除了以上由平機會舉辦的培訓課程，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和個人發展培訓課程、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／管理才能發展課程，以及其他法律研討會、調解技巧訓練和人力資源發展課程。

Besides the above training programmes organised by the EOC, staff members were also sponsored on a full or partial reimbursement basis to attend EOC-initiated or self-initiated job-related professional and 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, mediation skills training and human resources development courses.

參觀國家安全展覽廳

平機會一直致力維護國家安全和堅守法治精神。平機會主席於2024年8月30日率領包括管理團隊在內的員工代表團，參觀位於尖沙咀的國家安全展覽廳，該展覽廳於2024年8月6日正式開幕。透過專業導賞員的講解，代表團深入認識維護國家安全的重要性。

National Security Exhibition Gallery Visit

The EOC is committed to safeguarding national security and upholding the rule of law. On 30 August 2024, the EOC Chairperson led a delegation of staff members, including the management team, to visit the National Security Exhibition Gallery in Tsim Sha Tsui, following the official opening of the Gallery on 6 August 2024. Guided by professional docents, the delegation gained valuable insights into the importance of safeguarding national security.

參加北京國情研習課程

平機會委員蔡懿德女士連同九名平機會員工於2024年9月9日至13日在北京參加國家行政學院的國情研習課程。是次課程由中央人民政府駐香港特別行政區聯絡辦公室統籌，專為香港法定機構而設，旨在加深參加者對內地體制和發展的認識，了解內地社會和經濟的最新情況，並掌握國家的發展策略及與香港的關係。申訴專員公署及個人資料私隱專員公署亦參與了是次課程。

National Studies Course in Beijing

From 9 to 13 September 2024, EOC Member Ms Rosanna CHOI Yi-tak, along with nine EOC staff members, participated in a national studies course at the National Academy of Governance in Beijing. Organised by the Liaison Office of the Central People's Government in the HKSAR and specifically designed for statutory bodies in Hong Kong, the course aimed to enhance the participants' understanding of the Mainland's system and development, the latest social and economic situation, as well as Hong Kong's role in the country's development strategy. The Office of the Ombudsman and the Office of the Privacy Commissioner for Personal Data also participated in the course.

是次課程除了涵蓋習近平法治思想、國家安全與國防、國家的科技發展以及外交政策等課題外，還深入講解了全面準確貫徹『一國兩制』的重要性，以及國家進一步全面深化改革，推進中國式現代化的方針。

The course covered Xi Jinping Thought on the Rule of Law, national security and defence, the country's innovation development and foreign policy. Additionally, it delved into the importance of fully implementing the "One Country, Two Systems" principle, as well as the country's approach to deepen reform and further advance modernisation with Chinese characteristics.

員工溝通及發展 Staff Communications and Development

除了講學，學員還獲安排拜訪全國人民代表大會常務委員會香港特別行政區基本法委員會，以及參訪中國共產黨歷史展覽館及中關村國家自主創新示範區，深入認識國家的歷史和最新發展。

Apart from attending lectures, the participants visited the Committee of the Basic Law of the HKSAR under the Standing Committee of the National People's Congress, the Museum of the Chinese Communist Party and Zhongguancun National Independent Innovation Demonstration Zone to learn more about the country's history and latest development.

中共二十屆三中全會精神分享會

平機會於2024年9月11日舉辦了中共二十屆三中全會精神分享會。分享會旨在讓管理團隊對三中全會精神有更深入的了解，並思考如何在平機會的工作貫徹精神。分享會過後，各科主管與其他員工再分享會上討論的主要信息。

Sharing Session on the Spirit of the Third Plenary Session of the 20th Central Committee

On 11 September 2024, the EOC held a sharing session on the spirit of the Third Plenary Session of the 20th Central Committee (Third Plenary Session) of the Communist Party of China. The session enabled members of the management team to develop a thorough understanding of the spirit of the Third Plenary Session and explored how the EOC can implement the values in its work. Following the sharing session, division heads of the EOC cascaded the key messages discussed in the session to all EOC staff members.

員工活動

工作以外，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2024年11月的周年員工郊遊日以及2025年2月的員工聚會。

Staff Activities

Beyond work, the EOC organised various staff activities to foster team spirit and enhance employee wellbeing, including an annual staff outing in November 2024 and a staff gathering in February 2025.

員工支援與健康

在報告期內，平機會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。

Employee Assistance and Wellness

During the year in review, 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.

支援計劃其中一個項目是舉辦促進員工福祉的定期講座。兩個名為「識玩·醒目·上班族(桌遊篇)」及「友善說服的藝術」的身心健康講座分別於2024年9月25日和2025年3月14日舉行。

Under the programme, regular seminars were arranged to improve staff members' wellbeing. Two seminars entitled 'Fun & Growth in Board Games' and 'The Art of Friendly Persuasion' were held on 25 September 2024 and 14 March 2025 respectively.

員工溝通及發展 Staff Communications and Development

員工健康與福祉活動

平機會定期舉辦健康與福祉活動，藉此促進員工的身心健康，提升企業的效益。

例如，平機會在2024年6月21日和7月2日舉辦了柔力球體驗班。柔力球糅合了太極、羽毛球及網球的元素，有助提升柔軟度及協調能力。另外，平機會於2025年2月19日舉辦了禪繞畫工作坊。禪繞畫是一項結合藝術及冥想的活動，有助維持精神健康及激發創意。

平機會在2024年8月至11月為員工舉行了辦公室普拉提課程。此課程是凝動香港體育基金與香港賽馬會慈善信託基金合辦的項目之一。

育兒假

行政長官於2024年《施政報告》中提出由2025年4月起為育有三歲以下子女的政府僱員提供育兒假。此措施旨在加大力度支持新生家庭及締造有利的育兒環境。

作為家庭友善僱傭措施的倡議者，平機會亦由2025年4月1日起實施育兒假安排。育有三歲以下子女的員工，每年可以放取三天育兒假。

Employee Health and Wellbeing Activities

As part of its culture to foster a healthy lifestyle and improve business efficiency, the EOC regularly organises health and wellbeing activities for staff members.

For example, experience sessions in *Rouliqiu*, which means “soft strength ball”, were organised on 21 June and 2 July 2024. This emerging sport combines elements of Tai Chi, badminton and tennis, and is beneficial for flexibility and coordination. Additionally, the EOC organised a Zentangle workshop for staff members on 19 February 2025. Zentangle is a form of art meditation that has been shown to have a positive impact on mental health and creativity.

From August to November 2024, the EOC also organised office Pilates classes for staff members as part of a programme co-organised by InspiringHK Sports Foundation and the Hong Kong Jockey Club Charities Trust.

Childcare Leave

In the 2024 Policy Address, the Chief Executive announced that the Government would provide childcare leave for government employees with children under the age of three starting from April 2025. The measure aims to enhance support for families with young children and create an environment conducive to childcare.

As an advocate for family-friendly employment policies, the EOC has introduced childcare leave for EOC employees, effective from 1 April 2025. Staff members with children under the age of three are entitled to three days of childcare leave for each child per year.

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：

義工活動：

- 於2024年4月和8月探訪葵涌醫院，與有精神健康需要的院友創作圓圈畫；
- 於2024年5月探訪靈實恩光學校，與殘疾學生為幼苗移盆；
- 於2024年11月為基督教靈實協會售賣耆樂餅；以及
- 於2025年2月探訪靈實恩光學校，協助殘疾學生認識水循環。

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 non-governmental organisations, including:

Volunteer services:

- Paid two visits to patients with mental health needs in Kwai Chung Hospital in April and August 2024, during which the volunteers did circle painting with the patients;
- Visited the Haven of Hope Sunnyside School and joined students with disabilities in gardening activities in May 2024;
- Volunteered for the charity sale of Qile Cake organised by the Haven of Hope Christian Service in November 2024; and
- Visited the Haven of Hope Sunnyside School and helped students with disabilities learn about water in February 2025.

員工溝通及發展 Staff Communications and Development

2024年12月15日，平機會組織了一支隊伍參與香港復康會舉辦的城市定向籌款活動「無障行者2024」。城市定向體驗賽包括不同任務，例如坐在輪椅上乘搭公共交通工具、使用輪椅樓梯機上樓梯，以及表演手語歌。平機會的隊伍憑累計籌款額獲得「破障慈善愛心獎」季軍。

此外，平機會在CareER「潛能無限」線上慈善跑2024中獲得「最積極參與企業大獎」的銅獎。此次活動旨在為殘疾及有特殊教育需要的青年籌款。平機會的兩支隊伍由主席及八名員工組成，以每名隊員平均第三長的跑步距離贏得銅獎。

On 15 December 2024, the EOC formed a corporate team to participate in Barrier Busters 2024, a fundraising city-orienteeing challenge organised by the Hong Kong Society for Rehabilitation. The city-orienteeing competition involved tasks such as taking public transport in a wheelchair, climbing stairs using a stair lift and performing a sign language song. The EOC team was awarded second runner-up in the Barrier Busters Charity Team category based on the amount of donations raised.

In addition, the EOC was awarded the Most Engaging Corporate Award – Bronze at the CareER RunnERthon 2024, a fundraising event that aims to support youths with disabilities and special educational needs. The two running teams from the EOC, which included the EOC Chairperson and eight staff members, won the Bronze award for achieving the third-longest average distance per runner.

環保措施

平機會實行多項措施，致力減廢和響應保護環境。平機會採購以可持續方法製造的貨品，或委聘以環保方法提供貨品或服務的供應商。例如，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12年簽署由機電工程署推出的《節能約章》。

此外，平機會參加了由建造業議會及香港綠色建築議會合辦的「輕·型」上班日。員工在2024年9月5日穿上「輕·型」衣著上班，支持減少使用冷氣及推廣可持續的生活方式。

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。

Environmental Protection Measures

The EOC implements various measures to reduce waste and support environmentally-friendly initiatives. The EOC endeavours to procure sustainably produced goods or engage suppliers who produce their goods or services in an environmentally-friendly manner. Examples include printing on recycled paper and requiring printers to use environmentally-friendly ink when possible. As part of its commitment to efficient energy use, the EOC has signed the Electrical and Mechanical Services Department's Energy Saving Charter for 12 consecutive years since 2013.

In addition, the EOC supported and participated in the BizGreen Dress Day, which was co-organised by the Construction Industry Council and the Hong Kong Green Building Council. On 5 September 2024, staff members came to the office in the BizGreen dress code to showcase their commitment to reducing air conditioning consumption and promoting sustainable lifestyles.

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