



機構管治

Corporate Governance



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、記錄完備的辦公室、行政及財務政策及程序，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平機會的工作，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，平機會每年向立法會政制事務委員會介紹平機會的周年工作計劃。

The EOC is committed to maintaining high standards of corporate governance. Comprehensive control and reporting mechanisms, as well as well-documented office, 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 the work of the Commission. For example, meeting schedules and minutes of the EOC Board were posted on the EOC website, and attendance records of the EOC Board and Committee meetings were provided in the Annual Report. In addition, presentation on the Commission's annual work plan is made to the Legislative Council Panel on Constitutional Affairs every year.



翻新平機會網站

平機會網站是與公眾溝通的重要途徑，因此平機會於2020-21年度全面翻新網站，涵蓋範圍廣泛，包括改善網站結構及設計、增設簡體版網頁，以及採用對應手機及適應性的設計。預期新網站於2021-22年度下半年準備就緒。

Revamp of the EOC Website

Given the importance of the EOC website as a channel for communicating with the public, the EOC embarked on a major revamp of the website in 2020-21. The scope of the revamp included enhancing the architecture and design of the website, introducing simplified Chinese webpages, as well as adding mobile and responsive web designs, among other works. It is expected that the revamped website will be ready by the latter half of 2021-22.



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2020-21年度的服務承諾均全部達標，而大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 service standards, which are expressed generally in terms of responding times, to measure and quantify its performance. In 2020-21, the EOC achieved all of the service standards in its performance pledge and excelled in most of the targets. The details are shown in the following table.

服務承諾全部達標
Achieved all service standards
in performance pledge

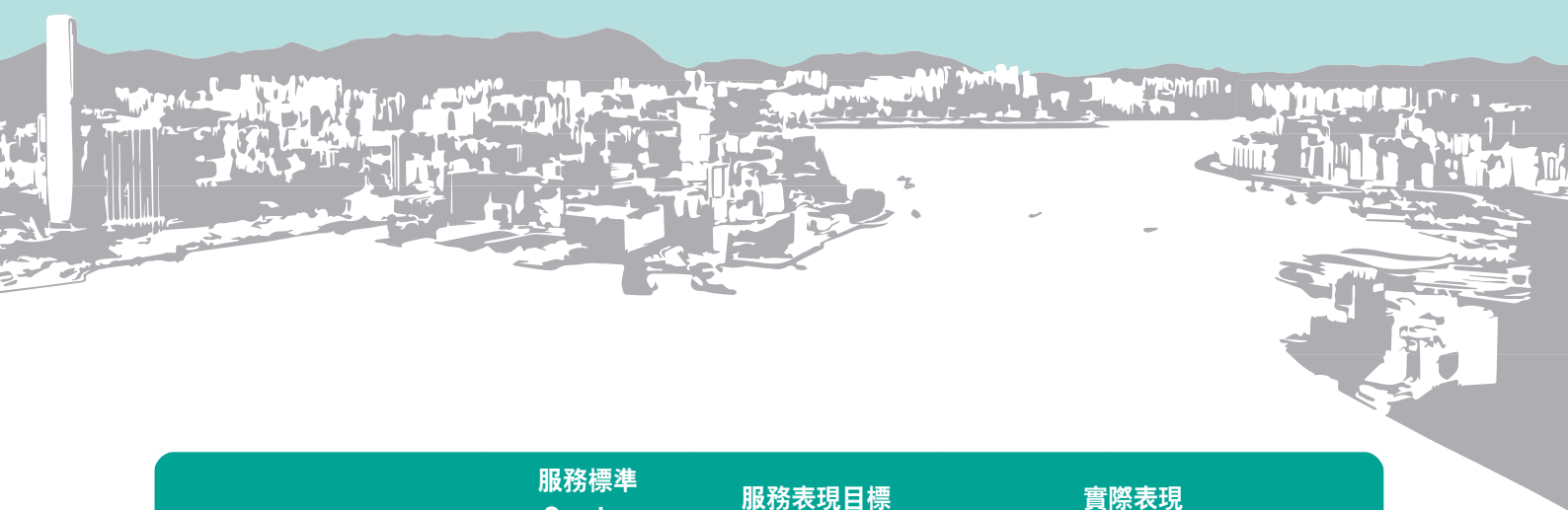
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平機會於2020-21年度的服務承諾 EOC's Performance Pledge in 2020-21

	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 : 4 839 達標 Met : 4 839 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 : 64 達標 Met : 64 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 : 2 234 達標 Met : 2 234 不達標 Not met : 0	

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	服務標準 Service standard	服務表現目標	實際表現	
		Performance target	(百分比)	(數目)
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 : 901 達標 Met : 901 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
完成處理投訴個案 Conclude a complaint case	6個月內 Within 6 months	75%	84%	總數 Total : 912 達標 Met : 769 不達標 Not met : 143
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%	100%	總數 Total : 14 達標 Met : 14 不達標 Not met : 0



	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)	(數目) (Number)	
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 Meet requests for talks on equal opportunity issues and legislation	6個星期內 Within 6 weeks	95%	100%	總數 Total : 277 達標 Met : 277 不達標 Not met : 0	
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個工作天內 Within 3 working days	95%	100%	總數 Total : 53 達標 Met : 53 不達標 Not met : 0	
回覆安排團體到訪的要求 Meet requests for guided group visits	5個工作天內 Within 5 working days	95%	不適用	總數 Total : - 達標 Met : - 不達標 Not met : -	
舉辦主要推廣活動的次數 Convene major promotional events	12個月內 Within 12 months	85項 80 activities	100%	總數 Total : 99 達標 Met : 99 不達標 Not met : 0	
對平等機會培訓服務表示滿意的參加者 Participants satisfied with the training services provided by the EOC	滿意 Satisfactory	80%	99.8%	總數 Total : 3 698 達標 Met : 3 692 不達標 Not met : 6	

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重組管理架構

於2019年12月發表的平機會《管治、管理架構及投訴處理程序檢討》報告中，建議平機會採取以受害人為本的方針，作為機構文化的重要一環。經仔細考慮該報告的結果及建議，平機會於2020年5月在獲取所需政府撥款後實行架構重組。

在新的管理架構下，兩個負責執行的科別，即投訴事務科及法律服務科，將由一名行政總監(定為首長級薪級表第2點級別)(D2級)督導，而其他與行政和營運相關的部門，即政策、研究及培訓科、機構規劃及服務科、機構傳訊科、少數族裔事務組，以及新成立的反性騷擾事務組，則由另一名同為D2級的行政總監統領。

管理架構重組有助加強兩個負責執行的科別的協同作用和緊密合作。由於新的架構取消了營運總裁職位(D3級)，平機會內相等於公務員體系中首長級職位的總數維持五個(已包括平機會主席)。

此外，平機會加設了兩個總平等機會主任職級的職位，分別監督政策、研究及培訓科以及法律服務科。這些新增職位對科別管理至為重要，並有助促進平機會的整體接任安排。加上新成立的反性騷擾事務組，新架構加強了平機會履行法定職能及職務的能力。

Restructuring of Management Structure

With due regard to the findings and recommendations in the report on the EOC's Governance, Management Structure and Complaint-handling Process (Process Review Report) released in December 2019, which recommended that the EOC should adopt a victim-centric approach as an integral part of its corporate culture, the EOC reorganised its management structure in May 2020, having secured the necessary funding from the Government.

Under the restructuring, the two enforcement divisions – Complaint Services Division and Legal Service Division – were placed under the overall command of an Executive Director (at D2 level). As for the other administrative and operational divisions i.e. the Policy, Research and Training Division, the Corporate Planning and Services Division, the Corporate Communications Division, the Ethnic Minorities Unit, as well as the newly established Anti-Sexual Harassment Unit, they were placed under another Executive Director, also at D2 level.

The organisational change is inductive to achieving greater synergy and closer collaboration between the two enforcement divisions. Since the Chief Operations Officer post at D3 level was taken out of the new management structure, the total number of directorate posts (comparable to those in the civil service) in the EOC remained at five (including the Chairperson).

In addition, the EOC created two Chief Equal Opportunities Officer posts to supervise the Policy, Research and Training Division and the Legal Service Division respectively. These newly created posts were pivotal to divisional management and conducive to the overall succession planning of the EOC. Together with the newly established ASHU, the new structure strengthened the capacity of the EOC in delivering its statutory roles and duties.



與持份者聯繫

平機會於年內持續與社區組織、學界及非政府組織保持聯繫，建立夥伴關係。主席及平機會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, academia and NGOs during the year. The Chairperson and EOC staff had meetings with different stakeholder groups and attended a number of community events and functions. Dialogue and exchange were also made with the consular communities, and Mainland and international organisations and officials.