

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

為推廣平機會的機構形象、改善使用者體驗和提升網站的可用性，平機會於2020年開始翻新網站。翻新工作涵蓋範圍廣泛，包括改善網站結構、設計及功能、增設簡體中文版網頁，以及採用對應手機及適應性的網頁設計。

Revamp of the EOC Website

The EOC started to revamp its official website in 2020. The objectives were to promote the EOC's corporate branding, enhance user experience and improve usability of the website. The scope of the revamp included: enhancing the architecture and design of the website, improving its functionalities, introducing simplified Chinese webpages, as well as adding mobile and responsive web designs, among other works.

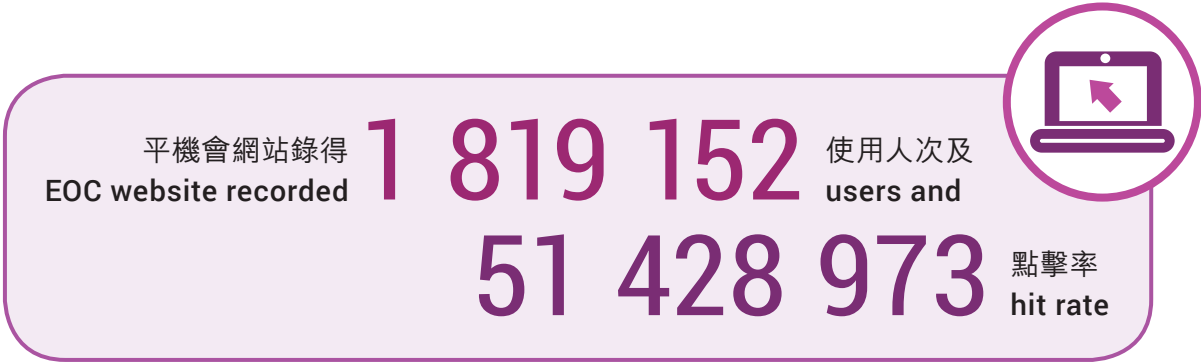
機構管治 Corporate Governance



2021年10月25日，平機會正式啟用革新網站。新網站設計簡潔現代，採用了全面的篩選搜尋設計，使用者可易於找到切合其需要的資訊，瀏覽時更加簡便快捷。其他新增功能包括能因應不同流動裝置的屏幕大小而自動調整版面的適應性網頁介面、列印友善功能，以及新增了簡體中文版，讓更多華語人士能夠瀏覽平機會的網站。

On 25 October 2021, the EOC formally launched the revamped website. Featuring a clean and modern design, the website has a comprehensive degree filter to streamline searches by website visitors according to their needs, making it easier to navigate and more user-friendly. Other enhanced functionalities included: a responsive web design which enables the screen size to adjust automatically according to different mobile devices, printer-friendly, and a simplified Chinese character version which aims at enhancing the accessibility of the Commission's website to Chinese communities.





2022年1月，平機會檢視了革新網站的表現。整體而言，無論是新的使用者、互動工作階段和事件的數目都錄得大幅增長。瀏覽平機會網站的人有所增加，尤以使用手機或平板電腦瀏覽的人為甚，並且更積極與網頁內容互動。另外，新網站更有效運用搜尋引擎最佳化功能，使網站頁面能夠在Google搜尋引擎中更頻繁地出現。

The EOC conducted a review in January 2022 to assess the performance of the revamped site. Overall the number of new users, engaged sessions and event counts all went up significantly. There were more people visiting the EOC website, especially those making use of mobile devices and tablets, and they interacted with the content more actively. Furthermore, the EOC website enjoyed better search engine optimisation, with the pages appearing more frequently in Google search results.

截至2022年3月底，平機會網站共錄得1 819 152使用人次及51 428 973點擊率。

As at end-March 2022, the EOC website recorded 1 819 152 users and 51 428 973 hit rate.

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2021-22年度的服務承諾均全部達標，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 2021-22, the EOC achieved all of the service standards in its performance pledge. The details are shown in the following table.



服務承諾全部達標

**Achieved all service standards
in performance pledge**

平機會於2021-22年度的服務承諾

EOC's Performance Pledge in 2021-22

	服務標準	服務表現目標		實際表現
	Service standard	Performance target	(百分比)	Actual performance
		(達標的百分比)	(%)	(數目)
		(% Meeting standard)	(Percentage)	(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 : 6 863 達標 Met : 6 863 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 : 100 達標 Met : 100 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 : 866 達標 Met : 866 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 : 1 004 達標 Met : 1 004 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%	87%	總數 Total : 989 達標 Met : 863 不達標 Not met : 126
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 : 17 達標 Met : 17 不達標 Not met : 0

	服務標準 Service standard	服務表現目標 Performance target (達標的百分比) (% Meeting standard)	服務表現目標 Performance target (百分比) (Percentage)	實際表現 Actual performance (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 : 391 達標 Met : 391 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 Meet requests by mail or fax for EOC publications	3個工作天內 Within 3 working days	95%	100%	總數 Total : 46 達標 Met : 46 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 N/A	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	60項 60 activities	100%	總數 Total : 60 達標 Met : 60 不達標 Not met : 0
對平機會培訓服務表示 滿意的參加者 Participants satisfied with the training services provided by the EOC	滿意 Satisfactory	80%	99.7%	總數 Total : 7 155 達標 Met : 7 136 不達標 Not met : 19

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。平機會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 staff members 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.