

# 环境、社会及管治报告

## Environmental, Social And Governance Reporting



### 大树好遮阴 THE COMFORT OF TREE SHADE

📍 赤柱新街 Stanley New Street

大树为劳工们带来清新的气息。  
The big tree brings a refreshing breath to workers.

## 企业社会责任

土地注册处非常重视并努力维护社会责任。我们的承诺可见于以下五个主要范畴：

### 支持慈善及义工活动

我们的员工积极参与慈善及义工活动，致力建立关爱共融的社区。

员工除了参加由香港公益金举办的各项慈善活动，包括「绿色低碳日」、「公益金便服日」、「公益爱牙日」及公益行善「折」食日外，土地注册处义工队自2022年7月成立以来亦积极投入各种义工活动，为不同地区有需要的家庭及人士提供协助。

有关活动包括为需要食物援助的人士制作膳食餐盒，以及清洁、修复和整理二手玩具，以便转赠给低收入家庭的小朋友。义工队亦参加了2024年「书出爱心 十元义卖」活动，协助分类和检查市民捐赠的二手书籍状况。此外，员工参与了由健康快车香港基金举办的慈善跑步行，为「健康快车」眼科火车医院及在内地的治盲工作筹募经费。

## CORPORATE SOCIAL RESPONSIBILITY

The Land Registry (LR) places significant value on and endeavours to uphold social responsibility. Our commitment is demonstrated through our efforts in the following five main areas.

### Supporting Charity and Voluntary Activities

Our staff are dedicated to fostering a caring and inclusive community by actively engaging in charity and voluntary activities.

In addition to staff taking part in various charity events organised by the Community Chest, including the Green Low Carbon Day, Dress Casual Day, Love Teeth Day and Skip Lunch Day, our volunteer team has actively participated in a diverse range of voluntary services since its establishment in July 2022, providing assistance to families and individuals in need.

These activities included preparing meal boxes for persons requiring food assistance, as well as cleaning, repairing, and sorting second-hand toys to be donated to children from low-income families. Our volunteers also joined the 2024 "Books for Love @\$10" campaign, assisted in classifying and checking the condition of donated second-hand books. Besides, our staff took part in a charity walk organised by the Lifeline Express Hong Kong Foundation, which raised funds for the Lifeline Express hospital eye train and its work in preventing blindness in the Mainland.



2023年6月的惜食堂食物回收活动。  
Food rescue activity with Food Angel in June 2023.



2023年10月的香港基督教青年会「再生玩具工程师」活动。  
"Toy Reborn Engineer" programme by YMCA of Hong Kong in October 2023.



2023年11月的健康快车香港基金慈善跑步行。  
Charity walk by the Lifeline Express Hong Kong Foundation in November 2023.



2024年3月的「书出爱心 十元义卖」活动。  
Charity sale of second hand books at the "Books for Love @\$10" in March 2024.

土地注册处义工队亦探访长者家庭及派发免费饭盒。在不同的喜庆节日，义工队参与了连串活动，包括探访长者和低收入家庭，赠送福袋及协助他们进行家居清洁；为劏房住户写挥春贺新岁；在元宵佳节探访独居长者，为他们送上福袋。

Our volunteer team extended their outreach by visiting elderly households and distributed complimentary meal boxes. On various festive occasions, our staff accompanied the elderly and low-income families, distributed gifts and assisted with house cleaning. Our team also wrote traditional red banners ("Fai Chun") for residents of subdivided flats to mark the Chinese Lunar New Year. Furthermore, our team visited singleton elderly individuals, distributing gifts during the Lantern Festival.



2024年1月参与「青青连心乐融融计划」，探访在葵涌区居住的长者。  
Elderly home visit in the Kwai Chung district under the "Generations Connect" Project in January 2024.



2024年2月的代间发展基金会「齐写挥春贺新岁」活动。  
"Fai Chun" writing activity with Intergeneration Foundation Limited in February 2024.

为宣传区议会选举及鼓励市民在投票日投票，土地注册处处长及土地注册处经理分别于2023年11月26日及30日率领部门义工队到九龙湾及观塘区派发选举单张。

To promote the District Council Election and encourage public participation on the polling day, our volunteer team, led by the Land Registrar and the Registry Manager, distributed leaflets in the Kowloon Bay and Kwun Tong districts on 26 and 30 November 2023 respectively.

我们会继续努力参与建立关爱共融的社区。

We will continue to dedicate ourselves to building a cohesive and compassionate community.





## 促进平等机会及无障碍环境

我们秉持强烈的社会责任感，致力消除基于性别、残疾、家庭岗位及种族的就业歧视，并促进所有员工的平等机会。

在2023/24年度，我们共有24名残疾员工，占本处员工总人数的5%。我们会为有需要的残疾员工提供辅助器材，以助他们履行职务。

我们也致力为市民提供无障碍设施，并委任无障碍主任和助理无障碍主任为有需要的人士提供协助。我们为无障碍主任、助理无障碍主任和驻场地的员工提供相关讲座和所需培训，并会定期作出检讨，以确保无障碍设施畅通易达。

为表扬我们的持续努力，香港社会服务联会已将我们位于金钟道政府合署19楼的客户服务中心列入「无障碍友善企业／机构名单」。这个认可突显了我们致力为员工和市民创造一个包容和友好的环境。

在2023年，我们继续参与公务员事务局的「残疾学生实习计划」，为有需要人士提供培训实习的机会。我们共安排三位实习生在查册及部门服务部和常务部工作，为部门提供一般的行政及文书支援，并为实习生安排资深导师以提供适时的工作协助和指导。

我们积极邀请社会企业参与竞投本处办公室的清洁服务合约，为弱势社群提供更多就业机会。

## 关注雇员的职业健康

我们十分重视雇员的职业安全与健康。我们成立部门安全管理委员会，负责为部门制定及推行职业安全与健康的政策。我们已颁布周全的职业安全指引和程序，并为员工提供符合人体工程学的办公室家具和设施，以促进员工的职业健康。此外，我们定期进行巡查，以确保工作间的安全。

## Promoting Equal Opportunities and Accessibility

We uphold a strong sense of social responsibility in eradicating discrimination in employment on the grounds of sex, disability, family status and race, and promote equal opportunities for all staff members.

In 2023/24, we had 24 staff members with disabilities, representing 5% of the total strength of the LR. We provided technical aids, where necessary, to support staff members with disabilities in carrying out their duties.

We are also committed to providing barrier-free facilities to members of the public. Designated Access Officers and Assistant Access Officers are available to offer assistance to people in need. Relevant seminars and necessary training were arranged for our Access Officers, Assistant Access Officers and venue-based staff members while regular reviews were conducted to ensure the accessibility of our facilities.

Given our continuous efforts, the Hong Kong Council of Social Service has included our Customer Centre on 19/F of the Queensway Government Offices (QGO) in the List of Barrier-free Companies/Organisations. This acknowledgment underscores our ongoing dedication to creating an inclusive and accommodating environment for our staff and members of the public.

We continued to provide placement opportunities for people in need through participating in the Civil Service Bureau's Internship Scheme for Students with Disabilities in 2023. Three interns were recruited to help in the Search and Departmental Services Division and General Support Services Division to provide general administrative and clerical support to the offices. Experienced mentors were designated to provide the interns with prompt assistance and guidance to help them carry out their tasks.

To provide more job opportunities for the socially disadvantaged groups, we took a proactive step by inviting social enterprises to participate in bidding our office cleansing service contracts.

## Upholding Occupational Health Care for Employees

We attach great importance to the occupational safety and health of our employees. We set up a departmental Safety Management Committee to formulate and implement departmental policy on occupational safety and health. We have promulgated comprehensive guidelines and procedures on occupational safety and provided our staff with ergonomic office furniture and equipment to promote occupational health. Besides, regular inspections are conducted to ensure that the workplace is free from safety hazards.

在2023/24年度，我们为员工举办35个讲座／工作坊，相关课题包括急救训练、预防上下肢劳损、预防滑倒、绊倒和跌倒的意外、工作压力，以及压力管理等。我们亦透过外界的专业人士为员工提供辅导服务，协助他们处理与工作相关或其个人的问题，展示我们对员工整体福祉的承诺。

为提高员工对工作安全与身心健康的认知，我们定期透过电子《员工通讯》提供实用的资讯和贴士。员工康乐会除了资助同事参与各类体育活动，例如由建造业议会举办的「建造业开心跑2024」及「2024年渣打香港马拉松」，以推广身心健康外，亦为员工及其家属安排兴趣班及户外活动。

In 2023/24, a total of 35 seminars/workshops on subjects such as first aid, prevention of upper and lower limb disorders, prevention of slip, trip and fall accidents, occupational stress and stress management were provided to our staff. We also provided counseling services through external specialists to support staff in dealing with their work-related or personal concerns, demonstrating our commitment to the holistic welfare of our employees.

To enhance staff's awareness of work safety, mental well-being and physical fitness, we regularly disseminate useful information and tips through our e-Staff Magazine. Apart from subsidising our staff to participate in various sports activities such as the Construction Industry Happy Run 2024 organised by the Construction Industry Council and the Standard Chartered Hong Kong Marathon 2024 to promote physical fitness and well-being, the Staff Recreation Club also arranges interest classes and outings for our staff and their family members.



我们致力为员工提供舒适及安全的工作环境。在2023/24年度，我们继续努力透过增加绿化元素和进行必要的装修工作，营造一个愉快舒适的工作环境。

此外，我们自2003年起参与由环境保护署举办的「室内空气质素检定计划」。在2023年，我们位于九龙湾「一号九龙」的办事处获得「卓越级」证书，而其他所有办事处亦获得「良好级」证书。为营造方便喂哺母乳的环境，我们提供哺乳设施，供产假后返回工作岗位并希望继续授乳的女性员工使用。

In line with our commitment to providing a comfortable and safe working environment for our staff, we continued our efforts in 2023/24 to maintain a pleasant office environment by adding greenery and conducting necessary fitting out work.

In addition, since 2003, we have participated in the Indoor Air Quality Certification Scheme organised by the Environmental Protection Department. In 2023, our office at One Kowloon, Kowloon Bay obtained the "Excellent" Class, while all other offices attained the "Good" Class. To create a breastfeeding friendly environment, lactation facilities are provided for female staff members who wish to continue breastfeeding upon returning to work from maternity leave.



## 凝聚团队力量

员工资源是我们的宝贵资产。为促进管理层与员工之间的有效沟通及合作，「部门协商委员会」约每季度举行会议，作为公开讨论各种影响员工福祉事宜的平台。此外，「土地注册处员工建议书审核委员会」为全体员工提供有效的途径，以提出精简部门运作及改善工作效率的建议。团队的共同努力有助于提高生产力。

另外，土地注册处设有一个全面且易于使用的「知识管理系统」，供我们的员工在日常运作中使用，从而提升他们的工作效率，及促进部门有系统地管理和分享知识。

我们的「工作表现奖励计划」促进和培育员工的客户服务文化，并提高他们的生产力。本处也设立「最佳前线员工奖励计划」，以表扬前线员工的优秀表现。

## 持守环保意识

为持续推动环保管理并确保部门各项业务和日常运作符合环保原则，我们已采取以下措施：

- \* 制定清晰的环保政策，订明须采取行动的主要范畴；
- \* 公布环保管理指引；
- \* 定期到各个办公室进行环保审核和突击巡查；
- \* 继续实行「减少使用」、「废物利用」、「循环再造」及「替代使用」的环保政策，并有效使用能源和资源；
- \* 使用环保采购，以及要求负责办公室清洁的营办商采取环保做法；
- \* 透过定期的内部通讯，向员工推广环保意识；
- \* 在切实可行范围内减少用纸及重用纸张；
- \* 于办公室安装自动感应照明设备；
- \* 把绿化概念融入办公室的设计；以及

## Thriving for Team Work

Staff resources are a valuable asset to us. To promote effective communication and collaboration between management and staff, Departmental Consultative Committee meetings are conducted about once every quarter. This serves as a platform for open discussions on various matters affecting the well-being of our staff. Besides, the LR Staff Suggestions Committee provides an effective avenue for all staff to submit suggestions which aimed at streamlining operations and enhancing work efficiency within the department. The concerted team efforts contribute to enhancement in productivity.

In addition, the LR maintains a Knowledge Management System to facilitate systematic management and sharing of knowledge across the department. The system serves as a comprehensive and easily accessible tool for our staff to use in enhancing their work effectiveness in daily operation.

Our Performance Incentive Scheme is designed to motivate employees, inculcate a customer service culture and boost productivity. A Best Frontline Staff Award is also established to commend the exemplary performance of our frontline staff.

## Sustaining Environmental Awareness

To continuously promote green management and to ensure that our business and daily operations are conducted in an environmentally responsible manner, we have implemented the following measures:

- \* set out a clear environmental policy with key areas for actions;
- \* promulgated green housekeeping guidelines;
- \* conducted regular environmental audit and surprise inspections at our offices;
- \* continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
- \* adopted green procurement and required the adoption of environment conservation practices by office cleaning contractor;
- \* promoted environmental awareness among staff through regular internal communication;
- \* reduced and recycled the use of paper as far as practicable;
- \* installed lighting motion sensors in office premises;
- \* incorporated the greening concept in office design; and

- \* 筹备推行政府的电子档案保管系统，引入以电子档案取代纸本档案的存档方式。

涵盖本处详尽环保表现的《2023年管制人员环保报告》可在[土地注册处的网站](#)浏览。

## 企业管治

### 管治架构

本处以问责、诚信及透明度为基石，透过制定的服务标准，力求达致最佳的企业管治水平。

### 问责

本处须分别向发展局和财经事务及库务局负责及汇报部门的业绩和财务表现。我们每年会向两个决策局呈交中期企业计划暨年度业务计划，以供批核。企业计划订定本处未来五年的发展纲领，而业务计划则作为评核本处每年业绩的基准。

### 诚信

根据《营运基金条例》(第430章)，本处可自主进行资本投资及运用资源，以灵活回应服务需求及提高营运效率。在灵活自主的基础下，我们执行职务时须履行恪守诚信的责任。土地注册处全体人员均须遵守部门指引及相关的政府规则和规章，以妥善履行日常职责。土地注册处经理是本处的诚信事务主任，负责监督部门的诚信管理事宜。本处除为员工举办有关的培训课程及工作坊外，亦会定期公布及传阅有关诚信管理的指引和通告，以提升员工对诚信管理的认知，并促进道德行为。

### 透明度

本处奉行以高透明度运作的原则。根据《营运基金条例》，我们每年须呈交营运基金的年报连同经审计署署长审核的财务报表予立法会省览。为让公众知悉部门业务和物业市场的情况，我们每月会发表土地注册和查册的统计数据。

### 服务承诺

本处自1993年成立营运基金后，每年均会检讨「服务承诺」，以贯彻我们持续提升服务质素和效率的承诺。

- \* prepared to implement the Government's Electronic Record Keeping System to introduce filing of electronic records, instead of paper-based records.

The Controlling Officer's Environmental Report 2023 with detailed environmental performance is available on the [LR's website](#).

## CORPORATE GOVERNANCE

### Governance Framework

The LR strives to achieve the best in corporate governance. We have established performance standards on accountability, integrity and transparency.

### Accountability

The LR is accountable to the Development Bureau and the Financial Services and the Treasury Bureau for its business and financial performance respectively. A medium range corporate-cum-annual business plan is submitted to the two Bureaux for approval every year. The corporate plan sets out the blueprint for the department's development in the next five years, while the business plan serves as the basis for evaluating our annual performance.

### Integrity

Under the Trading Funds Ordinance (Cap. 430) (TFO), we have the flexibility to respond to service needs and enhance operational efficiency through autonomy in capital investment and the use of resources. Underpinning this flexibility is the duty to uphold integrity in discharging our responsibilities. LR staff conduct daily business in a proper manner in compliance with departmental guidelines and the relevant Government rules and regulations. The Registry Manager acts as the Ethics Officer of the LR, overseeing integrity management work in the department. Apart from organising training courses and workshops, relevant guidelines and circulars on integrity management are promulgated and re-circulated to staff regularly to raise awareness and promote ethical behaviour.

### Transparency

The LR's operation is guided by the principle of transparency. As provided under the TFO, the Trading Fund's annual report together with the financial statements audited by the Director of Audit is required to be tabled in the Legislative Council each year. To help keep the public apprised of our work and the situation in the property market, we publish statistics on land registration and search on a monthly basis.

### Performance Pledges

As part of our continuing commitment to improving the quality and efficiency of services, we have reviewed our performance pledges annually since the establishment of the Trading Fund in 1993.

在2023/24年度，我们超越了在服务承诺中订下的所有指标，特别是提升了「办理土地文件注册」的服务标准(由15个工作日缩短至14个工作日)，以及「为再交付注册的中止注册文书办理注册」的服务标准(由16个工作日缩短至15个工作日)。附件I (a)列出本处于年内的服务承诺和实际表现。

本处将于来年提升「办理业主立案法团注册」的服务标准和服务指标。2024/25年度新的服务承诺载于附件I (b)。

## 客户沟通

### 高效的客户支援服务

我们致力提供卓越和专业的客户服务。为促进以客为本的服务文化，我们透过不同渠道提供互动的客户支援服务，例如与效率促进办公室辖下的1823电话中心合作，以提供24小时的客户服务热线，并于金钟道政府合署的客户服务中心和位于大埔、元朗和荃湾的新界查册中心特设一站式的客户服务柜位。

### 特设的客户联络平台

我们亦会透过特设的客户联络平台与业务伙伴(包括香港律师会及其他私营和公营机构客户)保持紧密联系，以收集他们对本处服务的意见。

土地注册处联合常务委员会成立已久，成员包括土地注册处处长、其下的高级管理团队及香港律师会的代表。委员会定期举行会议，就土地注册事宜及本处向法律界人士所提供的服务进行商讨和交流意见。

In 2023/24, we exceeded all the targets set in our performance pledges. In particular, we improved the service standards for registration of land documents (from 15 to 14 working days) and registration of withheld instruments redelivered for registration (from 16 to 15 working days). Annex I (a) sets out the pledges and our actual performance for the year.

In the coming year, we will enhance the service standard and performance target on registration of owners' corporations. The new set of performance pledges for 2024/25 is at Annex I (b).

## Customer Engagement

### Efficient Customer Support Services

We strive for excellence and professionalism in customer service delivery. To foster a customer-oriented culture in service delivery, we provide interactive customer support services through various channels such as a round-the-clock customer service hotline in collaboration with the Efficiency Office's 1823 call centre, as well as a dedicated one-stop customer service counter at our Customer Centre at the QGO, along with service points at the New Territories Search Offices in Tai Po, Yuen Long and Tsuen Wan.

### Dedicated Customer Liaison Platforms

We also maintain close liaison with our business partners, including the Law Society of Hong Kong, as well as other private and public sector customers, to collect their views on our services through dedicated customer liaison platforms.

The long-established LR Joint Standing Committee (LRJSC), comprising the Land Registrar, the senior management team and representatives of the Law Society of Hong Kong, meets regularly to discuss and exchange views on land registration matters and our services provided to legal practitioners.



土地注册处联合常务委员会  
LR Joint Standing Committee



本处也透过设立两个客户联络小组(私营机构和公营机构),让客户了解本处的最新计划、服务和工作程序,在业务运作和服务提供事宜上促进意见交流,以及就客户的意见作出回应。私营机构客户联络小组的成员来自法律界、专业机构及工商团体;公营机构客户联络小组的成员则来自政府部门及公营机构。

The LR also maintains two Customer Liaison Groups (CLGs) for private and public sectors to update customers on the department's latest initiatives, services and procedures, to facilitate exchange of views on operational and service delivery issues, and to respond to customers' feedback. The private sector group comprises representatives from the legal community, professional bodies and trade associations while the public sector group comprises representatives from the Government departments and public bodies.



客户联络小组(私营机构)  
*Customer Liaison Group (Private Sector)*



客户联络小组(公营机构)  
*Customer Liaison Group (Public Sector)*

土地注册处联合常务委员会和客户联络小组的成员名单分别见附件II (a)、(b)及(c)。

The membership lists of the LRJSC and CLGs are at Annexes II (a), (b) and (c) respectively.

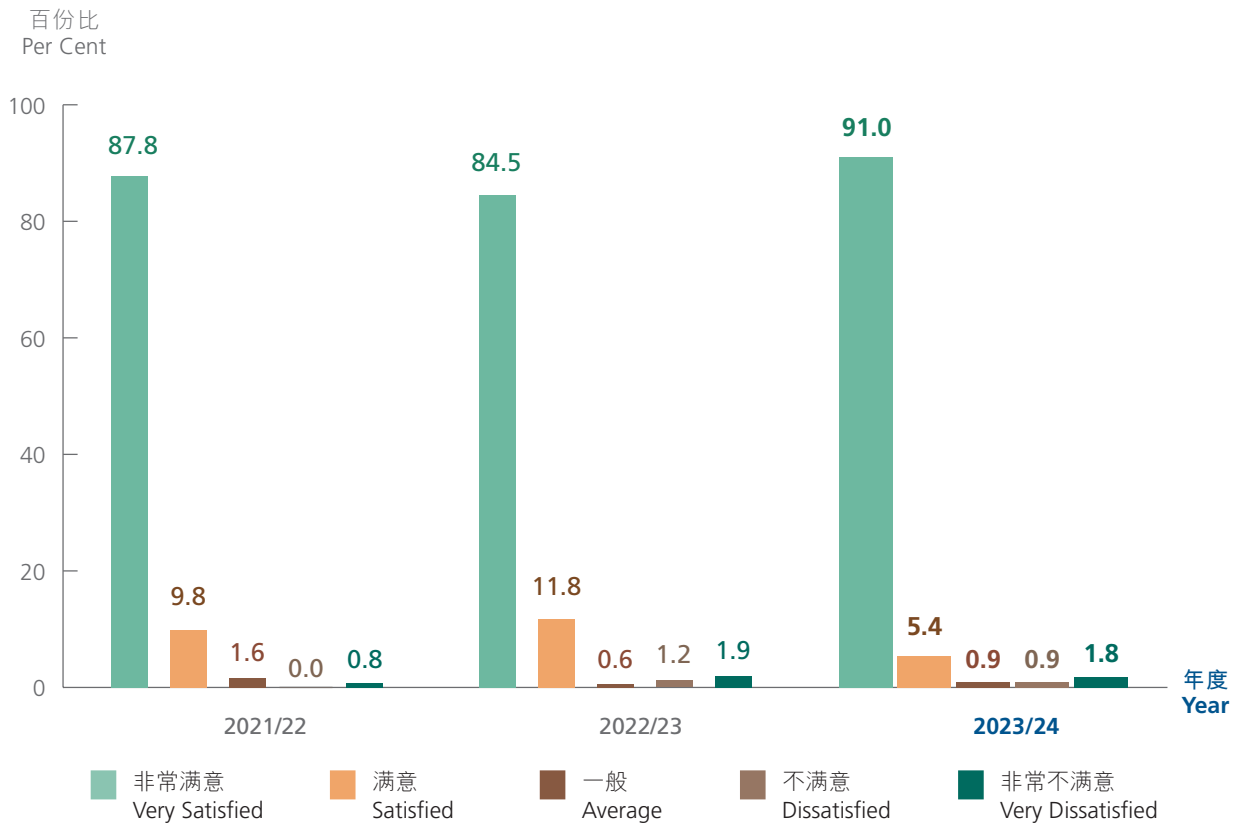
### 迅速回应客户的意见

我们重视客户回馈，并透过各种渠道积极与客户互动，以不断改进服务。在2023/24年度，我们从意见卡收到客户对本处服务的满意度维持高水平（「非常满意」和「满意」程度达96.4%），并透过客户服务热线、部门网站、意见卡、来信和电邮渠道接获70个客户表扬（较去年增加75%），反映我们提供高质素的服务。

### Response to Customer Feedback

We value customer feedback and actively engage with customers through various channels to improve services continually. In 2023/24, we maintained a high customer satisfaction rate, with “Very Satisfied” and “Satisfied” ratings on comment cards totalling 96.4%. We received 70 commendations, representing a significant increase of 75% compared to the previous year, through our customer service hotline, the LR’s website, comment cards, letters and emails, reflecting the exceptional quality of our services.

## 客户满意程度 CUSTOMER SATISFACTION RATE



注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。  
Note: Figures in percentage for individual items may not add up to 100% due to rounding.

### 以客为本的投诉管理制度

本处拥有完善的投诉管理制度以供公众监督和处理投诉。由本处接获或是经由其他政府部门转介的投诉共有17项，所有个案均已获迅速回应及圆满处理。

### Customer-oriented Complaint Management System

We operate a well-established complaint management system for public scrutiny and addressing complaints. 17 complaints were received by us directly or through referrals from other Government offices. All relevant complaints were promptly addressed and fully responded to.