

環境、社會及管治報告

Environmental, Social And Governance Reporting



大樹好遮陰

THE COMFORT OF TREE SHADE

📍 赤柱新街 Stanley New Street

大樹為勞工們帶來清新的氣息。

The big tree brings a refreshing breath to workers.

企業社會責任

土地註冊處非常重視並努力維護社會責任。我們的承諾可見於以下五個主要範疇：

支持慈善及義工活動

我們的員工積極參與慈善及義工活動，致力建立關愛共融的社區。

員工除了參加由香港公益金舉辦的各項慈善活動，包括「綠色低碳日」、「公益金便服日」、「公益愛牙日」及公益行善「折」食日外，土地註冊處義工隊自2022年7月成立以來亦積極投入各種義工活動，為不同地區有需要的家庭及人士提供協助。

有關活動包括為需要食物援助的人士製作膳食餐盒，以及清潔、修復和整理二手玩具，以便轉贈給低收入家庭的小朋友。義工隊亦參加了2024年「書出愛心 十元義賣」活動，協助分類和檢查市民捐贈的二手書籍狀況。此外，員工參與了由健康快車香港基金舉辦的慈善跑步行，為「健康快車」眼科火車醫院及在內地的治盲工作籌募經費。

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動。
Food rescue activity with Food Angel in June 2023.



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



2023年11月的健康快車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「書出愛心 十元義賣」活動。
Charity sale of second hand books at the "Books for Love @\$10" in March 2024.

土地註冊處義工隊亦探訪長者家庭及派發免費飯盒。在不同的喜慶節日，義工隊參與了連串活動，包括探訪長者和低收入家庭，贈送福袋及協助他們進行家居清潔；為劏房住戶寫揮春賀新歲；在元宵佳節探訪獨居長者，為他們送上福袋。

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月參與「耆青連心樂融融計劃」，探訪在葵涌區居住的長者。
Elderly home visit in the Kwai Chung district under the “Generations Connect” Project in January 2024.



2024年2月的代間發展基金會「齊寫揮春賀新歲」活動。
“Fai Chun” writing activity with Intergeneration Foundation Limited in February 2024.

為宣傳區議會選舉及鼓勵市民在投票日投票，土地註冊處處長及土地註冊處經理分別於2023年11月26日及30日率領部門義工隊到九龍灣及觀塘區派發選舉單張。

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.

我們會繼續努力參與建立關愛共融的社區。

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



促進平等機會及無障礙環境

我們秉持強烈的社會責任感，致力消除基於性別、殘疾、家庭崗位及種族的就業歧視，並促進所有員工的平等機會。

在2023/24年度，我們共有24名殘疾員工，佔本處員工總人數的5%。我們會為有需要的殘疾員工提供輔助器材，以助他們履行職務。

我們也致力為市民提供無障礙設施，並委任無障礙主任和助理無障礙主任為有需要的人士提供協助。我們為無障礙主任、助理無障礙主任和駐場地的員工提供相關講座和所需培訓，並會定期作出檢討，以確保無障礙設施暢通易達。

為表揚我們的持續努力，香港社會服務聯會已將我們位於金鐘道政府合署19樓的客戶服務中心列入「無障礙友善企業／機構名單」。這個認可突顯了我們致力為員工和市民創造一個包容和友好的環境。

在2023年，我們繼續參與公務員事務局「殘疾學生實習計劃」，為有需要人士提供培訓實習的機會。我們共安排三位實習生在查冊及部門服務部和常務部工作，為部門提供一般的行政及文書支援，並為實習生安排資深導師以提供適時的工作協助和指導。

我們積極邀請社會企業參與競投本處辦公室的清潔服務合約，為弱勢社群提供更多就業機會。

關注僱員的職業健康

我們十分重視僱員的職業安全與健康。我們成立部門安全管理委員會，負責為部門制定及推行職業安全與健康的政策。我們已頒布周全的職業安全指引和程序，並為員工提供符合人體工程學的辦公室家具和設施，以促進員工的職業健康。此外，我們定期進行巡查，以確保工作間的安全。

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.

環境、社會及管治報告 Environmental, Social and Governance Reporting

在2023/24年度，我們為員工舉辦35個講座／工作坊，相關課題包括急救訓練、預防上下肢勞損、預防滑倒、絆倒和跌倒的意外、工作壓力，以及壓力管理等。我們亦透過外界的專業人士為員工提供輔導服務，協助他們處理與工作相關或其個人的問題，展示我們對員工整體福祉的承諾。

為提高員工對工作安全與身心健康的認知，我們定期透過電子《員工通訊》提供實用的資訊和貼士。員工康樂會除了資助同事參與各類體育活動，例如由建造業議會舉辦的「建造業開心跑2024」及「2024年渣打香港馬拉松」，以推廣身心健康外，亦為員工及其家屬安排興趣班及戶外活動。

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.



我們致力為員工提供舒適及安全的工作環境。在2023/24年度，我們繼續努力透過增加綠化元素和進行必要的裝修工作，營造一個愉快舒適的工作環境。

此外，我們自2003年起參與由環境保護署舉辦的「室內空氣質素檢定計劃」。在2023年，我們位於九龍灣「一號九龍」的辦事處獲得「卓越級」證書，而其他所有辦事處亦獲得「良好級」證書。為營造方便餵哺母乳的環境，我們提供哺乳設施，供產假後返回工作崗位並希望繼續授乳的女性員工使用。

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.

凝聚團隊力量

員工資源是我們的寶貴資產。為促進管理層與員工之間的有效溝通及合作，「部門協商委員會」約每季度舉行會議，作為公開討論各種影響員工福祉事宜的平台。此外，「土地註冊處員工建議書審核委員會」為全體員工提供有效的途徑，以提出精簡部門運作及改善工作效率的建議。團隊的共同努力有助於提高生產力。

另外，土地註冊處設有一個全面且易於使用的「知識管理系統」，供我們的員工在日常運作中使用，從而提升他們的工作效率，及促進部門有系統地管理和分享知識。

我們的「工作表現獎勵計劃」促進和培育員工的客戶服務文化，並提高他們的生產力。本處也設立「最佳前線員工獎勵計劃」，以表揚前線員工的優秀表現。

持守環保意識

為持續推動環保管理並確保部門各項業務和日常運作符合環保原則，我們已採取以下措施：

- * 制定清晰的環保政策，訂明須採取行動的主要範疇；
- * 公布環保管理指引；
- * 定期到各個辦公室進行環保審核和突擊巡查；
- * 繼續實行「減少使用」、「廢物利用」、「循環再造」及「替代使用」的環保政策，並有效使用能源和資源；
- * 使用環保採購，以及要求負責辦公室清潔的營辦商採取環保做法；
- * 透過定期的內部通訊，向員工推廣環保意識；
- * 在切實可行範圍內減少用紙及重用紙張；
- * 於辦公室安裝自動感應照明設備；
- * 把綠化概念融入辦公室的設計；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

- * 籌備推行政府的電子檔案保管系統，引入以電子檔案取代紙本檔案的存檔方式。

涵蓋本處詳盡環保表現的《2023年管制人員環保報告》可在[土地註冊處的網站](#)瀏覽。

- * 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](#).

企業管治

管治架構

本處以問責、誠信及透明度為基石，透過制定的服務標準，力求達致最佳的企業管治水平。

問責

本處須分別向發展局和財經事務及庫務局負責及匯報部門的業績和財務表現。我們每年會向兩個決策局呈交中期企業計劃暨年度業務計劃，以供批核。企業計劃訂定本處未來五年的發展綱領，而業務計劃則作為評核本處每年業績的基準。

誠信

根據《營運基金條例》(第430章)，本處可自主進行資本投資及運用資源，以靈活回應服務需求及提高營運效率。在靈活自主的基礎下，我們執行職務時須履行恪守誠信的責任。土地註冊處全體人員均須遵守部門指引及相關的政府規則和規章，以妥善履行日常職責。土地註冊處經理是本處的誠信事務主任，負責監督部門的誠信管理事宜。本處除為員工舉辦有關的培訓課程及工作坊外，亦會定期公布及傳閱有關誠信管理的指引和通告，以提升員工對誠信管理的認知，並促進道德行為。

透明度

本處奉行以高透明度運作的原則。根據《營運基金條例》，我們每年須呈交營運基金的年報連同經審計署署長審核的財務報表予立法會省覽。為讓公眾知悉部門業務和物業市場的情況，我們每月會發表土地註冊和查冊的統計數據。

服務承諾

本處自1993年成立營運基金後，每年均會檢討「服務承諾」，以貫徹我們持續提升服務質素和效率的承諾。

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，我們超越了在服務承諾中訂下的所有指標，特別是提升了「辦理土地文件註冊」的服務標準（由15個工作天縮短至14個工作天），以及「為再交付註冊的中止註冊文書辦理註冊」的服務標準（由16個工作天縮短至15個工作天）。附件I (a)列出本處於年內的服務承諾和實際表現。

本處將於來年提升「辦理業主立案法團註冊」的服務標準和服務指標。2024/25年度新的服務承諾載於附件I (b)。

客戶溝通

高效的客戶支援服務

我們致力提供卓越和專業的客戶服務。為促進以客為本的服務文化，我們透過不同渠道提供互動的客戶支援服務，例如與效率促進辦公室轄下的1823電話中心合作，以提供24小時的客戶服務熱線，並於金鐘道政府合署的客戶服務中心和位於大埔、元朗和荃灣的新界查冊中心特設一站式的客戶服務櫃位。

特設的客戶聯絡平台

我們亦會透過特設的客戶聯絡平台與業務夥伴（包括香港律師會及其他私營和公營機構客戶）保持緊密聯繫，以收集他們對本處服務的意見。

土地註冊處聯合常務委員會成立已久，成員包括土地註冊處處長、其下的高級管理團隊及香港律師會的代表。委員會定期舉行會議，就土地註冊事宜及本處向法律界人士所提供的服務進行商討和交流意見。

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.



土地註冊處聯合常務委員會
LR Joint Standing Committee

本處也透過設立兩個客戶聯絡小組(私營機構和公營機構)，讓客戶了解本處的最新計劃、服務和工作程序，在業務運作和服務提供事宜上促進意見交流，以及就客戶的意見作出回應。私營機構客戶聯絡小組的成員來自法律界、專業機構及工商團體；公營機構客戶聯絡小組的成員則來自政府部門及公營機構。

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.



客戶聯絡小組(私營機構)
Customer Liaison Group (Private Sector)



客戶聯絡小組(公營機構)
Customer Liaison Group (Public Sector)

土地註冊處聯合常務委員會和客戶聯絡小組的成員名單分別見附件II (a)、(b)及(c)。

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

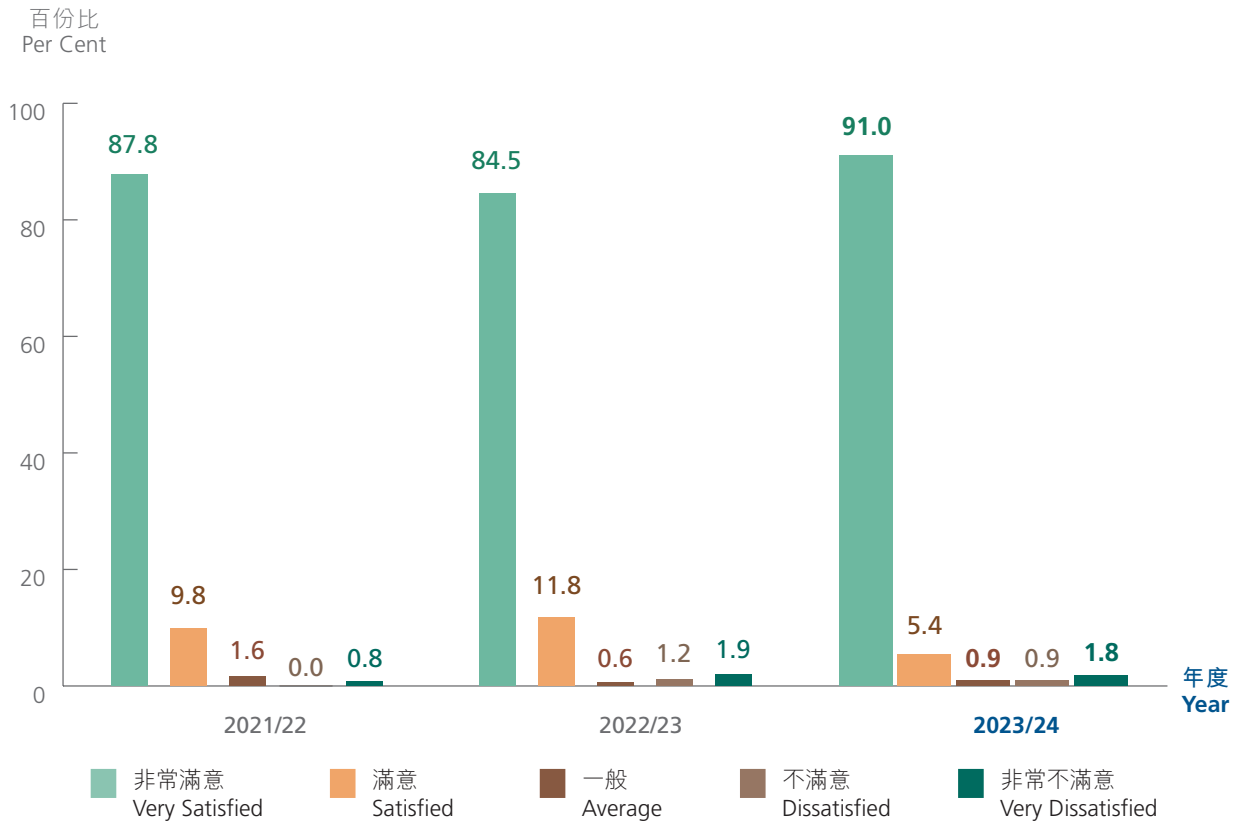
迅速回應客戶的意見

我們重視客戶回饋，並透過各種渠道積極與客戶互動，以不斷改進服務。在2023/24年度，我們從意見卡收到客戶對本處服務的滿意度維持高水平（「非常滿意」和「滿意」程度達96.4%），並透過客戶服務熱線、部門網站、意見卡、來信和電郵渠道接獲70個客戶表揚（較去年增加75%），反映我們提供高質素的服務。

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.

客戶滿意程度 CUSTOMER SATISFACTION RATE



註：由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。
Note: Figures in percentage for individual items may not add up to 100% due to rounding.

以客為本的投訴管理制度

本處擁有完善的投訴管理制度以供公眾監督和處理投訴。由本處接獲或是經由其他政府部門轉介的投訴共有17項，所有個案均已獲迅速回應及圓滿處理。

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.