

# BUILDING A HIGH QUALITY PROFESSIONAL TEAM

## 建立高質素專業團隊

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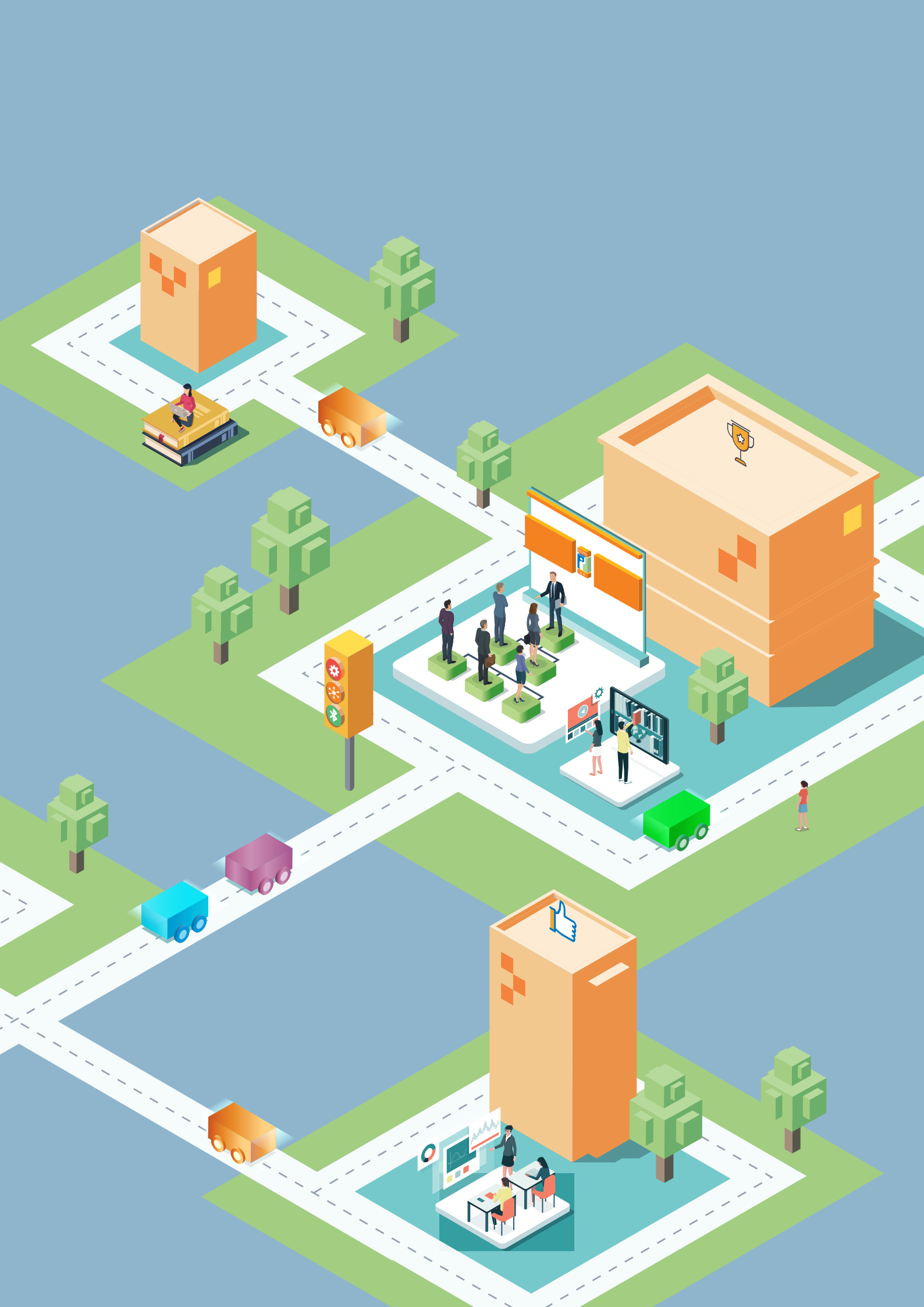
### 忠誠、效率及成本效益

公署一直透過不同措施提升士氣和效率，提供相關培訓，對員工的努力作出嘉許，同時致力精簡程序，以建立團隊最高水平的忠誠和歸屬感，並加強工作成本效益。

### LOYALTY, EFFICIENCY AND COST-EFFECTIVENESS

The PCPD makes continuous efforts to enhance staff morale and productivity, provide relevant training, promote staff recognition, and at the same time streamline work procedures. We aim to build the highest standards of honesty, integrity and sense of belonging, and meanwhile enhance cost-effectiveness.





## 建立高質素專業團隊

維持高水平的機構管治一直是公署其中一項首要工作。我們深信，以公開和負責任的態度管理公署以及奉行良好的機構管治，能給予公眾對公署的信心。

## 問責、公開、透明

公署作為受公帑資助的機構，時刻恪守審慎理財的原則。公署透過既定的採購政策和程序對所有開支進行嚴格的財務管控，合規情況由政制及內地事務局、外間獨立核數師及審計署查核。財務部每月對公署的財政狀況作分析和預測，並將報告呈交管理層審閱，以便對公署未來發展作出規劃。

除發表年報外，私隱專員亦透過每年向立法會政制事務委員會會議及每年分別三至四次舉行的個人資料(私隱)諮詢委員會和科技發展常務委員會匯報公署的工作，以提高公署工作的透明度。

## 內部管控

公署一直沿用嚴格的內部管控制度、適當的申報機制及程序，確保公署的資源得到最恰當和具成本效益的運用。每年公署均對財務、人事和管理有關的事宜進行內部循規審查。2017/18年度的審查於2018年10月至12月期間進行。是次審查發現兩個些微不符規情況，公署已作出改善及跟進行動，並將結果呈交個人資料(私隱)諮詢委員會。

## 辦公地方

公署現有辦事處的租務協議於2018年2月屆滿。面對租金不斷上升的壓力，公署曾物色數個適合搬遷的辦公室選址，並進行仔細的成本效益分析。公署最終選擇留在原有地方，但會放棄租用部分空間。這個方案能令公署每年節省50萬的租金和差餉開支，亦對員工不便、公署運作、效率、士氣的影響減至最低。

## BUILDING A HIGH-QUALITY PROFESSIONAL TEAM

Maintaining high standards of corporate governance has always been one of the PCPD's prime tasks. We believe that managing the office in an open and responsible manner, and following good corporate governance practices can gain public confidence.

## ACCOUNTABILITY, OPENNESS AND TRANSPARENCY

As a statutory body funded by the public purse, the PCPD is always conscious of the need to exercise great care and diligence in managing its finances. All expenditure items are subject to rigorous financial control through established procurement policies and procedures. Compliance with these guidelines is subject to the oversight of the Constitutional and Mainland Affairs Bureau, the housekeeping bureau of the PCPD, our external auditor and the Audit Commission. Financial reports and projections detailing the PCPD's financial position are submitted to Senior Management for scrutiny on a monthly basis to facilitate strategic planning.

To uphold transparency, in addition to the PCPD Annual Report, the Privacy Commissioner reports the work of the PCPD to the Legislative Council Panel on Constitutional Affairs annually; the Personal Data (Privacy) Advisory Committee and the Standing Committee on Technological Development three to four times a year respectively.

## INTERNAL CONTROL

Stringent internal control systems, appropriate reporting mechanism and procedures and processes are in place to ensure that the PCPD utilises its resources in the most proper and cost-effective manner. Annual Internal Compliance Check (ICC) is conducted on areas related to finance, personnel and administration. 2017-18 ICC was conducted between October and December 2018. Two minor irregularities were identified and appropriate remedial or follow-up actions were taken. The findings were presented to the Personal Data (Privacy) Advisory Committee.

## OFFICE ACCOMMODATION

The tenancy agreement of the PCPD's office premises was due for renewal in February 2018. In face of frequent rental increases, the PCPD had explored a number of office premises that were suitable for removal. Detailed cost-and-benefit analysis was conducted. At last, the PCPD stayed on its existing premises but surrendered part of its office. This option had achieved an annual saving of \$0.5 million in office rental, accommodation charges and rates, and at the same time had caused the least interference to the PCPD's work, efficiency, colleagues' convenience and morale.



由於辦公室面積減少，公署需要重新設計其辦公室格局，以容納所有員工和充分利用減少了的面積。為作出最經濟和可行的選擇，公署仔細考慮不同方案。在重新設計辦公室時，公署嚴格遵從2009年審計署署長報告書的建議，盡量採用開放式設計，以增加同一空間內所能容納的員工數目。

### 公開資料守則

公署自願採納了《公開資料守則》，讓公眾人士廣泛查閱公署所持有的資料，充分體現公開開放和負責任的管治方針。

### 提升服務質素

為優化查詢熱線服務，公署於年內更新其電話系統。新功能包括來電者預約服務和輪候位置通知。新系統亦具更高的穩定性、擴展性和靈活度，同時可有效地監察對查詢部的人手需求，以作出適當的人手調配。

資訊科技部為公署提供穩定和安全的電腦支援，確保公署日常能暢順和高效運作。面對網絡攻擊日益嚴重的威脅，公署於年內聘請獨立資訊科技保安顧問公司檢視和評估公署資訊科技基礎設施的安全性。為確保公署的資訊科技系統持續可靠，公署自2018年4月起開展更新資訊科技基礎設施的計劃，逐步提升電腦系統能力，以提高運作效率，應對新興技術所帶來的挑戰。

With less office space, the office layout had to be re-designed to accommodate all staff and to maximise the use of the reduced space. Careful consideration of different options had been made to choose the most economical and practical solution. In particular, the recommendations in the Director of Audit's Report of 2009 had been strictly followed. Open floor plan with no partition was adopted as far as possible to accommodate a larger number of employees in the same area.

### CODE ON ACCESS TO INFORMATION

To give full play to the spirit of openness and accountability, the PCPD had taken the initiative to be bound by the Code on Access to Information. The public could access an extensive range of information held by the PCPD.

### SERVICE ENHANCEMENT

With a view to enhancing our enquiry service, the PCPD upgraded its telephone system during the reporting year. The new system features queue position announcement and caller appointment service. It also brought greater stability, scalability and flexibility, and could serve as an effective management tool for monitoring the demand for enquiry service and deployment of corresponding manpower to meet the demand.

The Information Technology (IT) Section rendered reliable and secure IT support for the smooth and efficient routine operation of the PCPD. In view of the growing risk of cyber attacks in the digital age, the PCPD commissioned an independent IT security audit consultancy firm to review and assess the security of the PCPD's IT infrastructure during the year under review. To ensure continued reliability of the PCPD's IT network, the PCPD kick-started an IT infrastructure overhaul project progressively from April 2018 onwards to update the system capabilities and enhance operational efficiency amid a challenging operational environment posed by emerging technologies.



## 員工培訓及發展

人力資源是公署的瑰寶。公署明白充足的培訓機會能令員工不斷學習，盡展所長。公署為各級員工安排內部和外間培訓，當中包括：

- 《通用數據保障條例》研討會
- 調解課程
- 金融科技及其對個人資料的風險研習班
- 法院及行政上訴委員會近期的案例分享會
- 《公開資料守則》分享會
- 入職培訓

為使員工可更有效地履行其職責，凡獲公署推薦或自發參與由外間機構舉辦、與工作有關的培訓課程之員工，均可獲全額或部分學費資助。公署透過崗位輪調擴闊員工眼界，亦安排員工參與海外會議，與其他監管機構互相分享經驗和知識。

公署於2018年5月在僱員再培訓局舉辦的「人才企業嘉許計劃」中榮獲「政府部門、公營機構及非政府組織」類別的「人才企業」，以肯定公署在人才培訓及發展工作方面的卓越表現。



## STAFF TRAINING AND DEVELOPMENT

Human capital is the greatest asset of the PCPD. We are fully aware of the importance of providing our staff with ample opportunities to learn, grow and thrive. Both in-house and external trainings were arranged for staff of different ranks. These included:

- GDPR seminars
- Mediation courses
- Workshops on Fintech and risks for personal data
- Sharing sessions on recent AAB and court cases
- Sharing sessions on Code on Access to Information
- New staff orientation

Staff members attending PCPD-initiated or self-initiated job-related training are sponsored on a full or partial reimbursement basis for honing their skills for more effective discharge of their duties. Job rotations are available to broaden exposure, and opportunities to participate in overseas conferences are arranged so that our staff could benefit from the experience and expertise of the PCPD's regulatory counterparts.

In recognition of our relentless efforts in manpower training and development, the PCPD was bestowed with the Manpower Developer Award under the "Government Department, Public Body and NGO" category in the Employees Retraining Board's Manpower Developer Award Scheme in May 2018.





## 專業精神 再獲肯定

公署職員連續第二年榮獲「申訴專員嘉許獎」公職人員獎，以嘉許他們於處理查詢和投訴時的專業及正面態度。

## 嘉許

年內，公署接獲 33 封來自公眾人士及不同機構的感謝信和讚賞，我們會繼續堅定地以專業態度服務市民。

## 建立和諧共融的機構文化

公署明白家庭對員工的重要性，實施家庭友善措施。自 2019 年 1 月起，公署將產假延長至 14 週，讓在職母親有更多時間陪伴和照顧初生嬰兒。

## PUBLIC MISSION WELL RECEIVED

The PCPD staff members had, for the second year in a row, been awarded the Individual Awards for Officers of Public Organisations in The Ombudsman's Awards for their professional and positive attitude in handling enquires and complaints.

## STAFF COMMENDATION

33 appreciation letters were received from individuals and organisations during the reporting year to recognise our staff's dedication. We would remain steadfast in our commitment to serving the public with professionalism.

## CREATING A COHESIVE ORGANISATIONAL CULTURE

Appreciating the importance of families among our staff, family-friendly initiatives were implemented. For example, we had extended maternity leave to 14 weeks since January 2019 to allow working mothers to spend more time with and take care of their new born babies.



## 招聘

聘用合適的人才對公署業務發展舉足輕重。為配合公眾對我們的服務需求，公署在本年度增聘人手，為不同職級進行了公開招聘。公署亦到本地大學舉辦就業資訊講座，提高畢業生對公署工作的認識。公署會繼續本著廣納賢能的理念招聘人才。

## 支持員工事業發展

公署透過正式的工作表現評核鼓勵有出色表現的員工。我們深信內部晉陞能讓公署留住員工的經驗和專業知識，鞏固公署作為監管者的角色。公署去年舉行升職遴選，以示公署對有發展潛能的員工的認同。年內共有五名員工獲得晉陞。

私隱專員每年頒發長期服務獎，以表揚同事多年來的忠誠服務，年內共有四名員工獲得十年長期服務獎。

## 促進溝通

公署定期透過電郵、內聯網和其他渠道讓員工掌握公署的最新動向。其中內聯網更是一站式平台，提供實用資訊，例如：公署手冊、常規指引、假期申請表格以及團體醫療保險索償表格等。私隱專員定期與全體員工會面，保持緊密溝通，讓他們得以了解公署的主要工作的進度。

公署亦設有職員協商委員會，管理層與職員代表透過共商與員工福利有關的事宜，達致更有效的溝通和合作，提高公署運作效率。

## RECRUITMENT

Recruiting the right talent is the key to success of the PCPD's operations. To cope with the rising demand for our services, we augmented our manpower and conducted open recruitment exercises for various ranks during the year. This year also saw the PCPD making its presence felt among university students as we conducted career talks at local universities to enhance graduates' understanding of our work. We would continue to cast our net wide in scouting for talent.

## SUPPORTING PERSONAL DEVELOPMENT

We recognise outstanding work performance using formal performance appraisal reviews. We believe that promoting from within enables experience and expertise to reside within the PCPD, and buttresses the quality of our regulatory role. A promotion exercise was conducted during the reporting year to recognise officers with potential for career development. Five officers were promoted during the reporting year.

Long Service Awards are presented annually by the Privacy Commissioner to honour staff members for their loyalty and commitment. During the reporting year, four staff members received the 10-year service awards.

## FOSTERING COMMUNICATION

Staff members are updated regularly via email, Intranet and other means on the work of the PCPD. The Intranet is a one-stop portal for accessing a wide range of useful information such as the PCPD's manuals, standing instructions, and leave application forms and Group medical insurance claim forms. The Privacy Commissioner maintains close dialogue with all staff through regular meetings to keep them abreast of the office's major work initiatives.

The Staff Consultative Group serves as a platform for achieving better understanding and cooperation between Management and staff through regular discussions on matters that affect the well-being of staff. Such discussions also help promote better efficiency in the PCPD.



## 慈善活動

公署支持各類公益慈善活動。2018/19年度，公署員工曾參與的慈善活動包括「公益綠識日」、「公益月餅」、「公益金便服日」。

## 環保管理

我們致力確保公署的運作合乎環保原則。公署實行多項減廢的措施，當中包括購買有一級能源效益標籤的電器產品、於茶水間擺放回收箱鼓勵回收、添置視像會議器材減少碳排放、定期提醒員工減少打印和節約能源，均令公署節省用電和耗紙量。

## CHARITY EVENTS

The PCPD supports charity events for worthy causes. In 2018/19, the PCPD staff participated in various charity activities, including the Community Chest Green Day, Mooncake for Charity and Dress Casual Day.

## GREEN MANAGEMENT

The PCPD endeavours to ensure that environmental protection is integrated into our daily operations. The PCPD had implemented a number of measures to reduce waste. These include purchasing electronic appliances with Grade 1 energy labels, placing a recycling bin at the pantry to promote recycling, setting up a video conferencing suite in the conference room to reduce carbon footprint, and sending regular reminders to staff to print less and save electricity. The measures had enabled the PCPD to cut down on its electricity and paper consumption.