

# 建立專業團隊

## Building a Professional Team



### 人和及嘉許

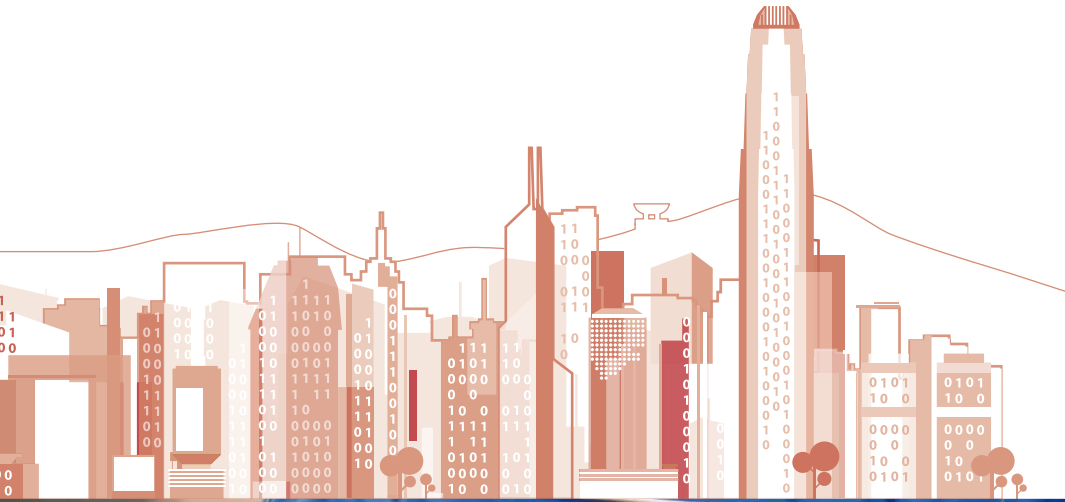
#### **Our People and Commendations**

行政部致力精簡工序，採取措施提升士氣和效率，對員工的努力，作出嘉許。並建立及保持團隊最高的忠誠。

The Administration Division makes continuous efforts to streamline work procedures; and to put in place measures to enhance staff morale, productivity and recognition. We aim to build and maintain the highest standards of loyalty and integrity.



**行政部及財務部**  
**Administration and Finance Division**



## 職員晉升及培訓

公署透過晉升及培訓，致力為員工提供事業發展機會。在 2013 至 14 年度，共有六名員工獲得晉升。

公署繼續提供不同類型的內部培訓課程，裝備不同職級的人員應付新挑戰及轉變所需的專業技能。培訓課程包括：

- 入職培訓
- 資訊科技與私隱講座
- 強積金講座
- 初級急救課程
- 《使用從公共領域取得的個人資料指引》簡介會
- 防止賄賂及收受利益簡介會
- 跨境資料流動簡介會
- 與平等機會委員會分享調解經驗的分享會
- 調解工作坊
- 存檔技巧工作坊
- 英語工作坊
- 激勵下屬的培訓
- 撰寫工作評核報告的培訓
- 處理難纏的投訴人的培訓

在 2014 年 3 月 8 日 60 名員工於沙田突破青年村參加主題為「我們上下一心」的一日團隊建立課程，以互動的活動體現眾志成城的精神。

## STAFF PROMOTION AND TRAINING

The PCPD strives to offer career development through promotion and training for all serving staff. In 2013-14, six staff members were promoted.

To ensure that staff at different levels are equipped with the necessary knowledge and skills to meet new challenges and changing needs, the PCPD continued to provide a wide range of in-house training programmes in the year under review. The training courses included the following:

- Induction programmes for new recruits
- IT and privacy seminars
- MPF seminar
- Elementary first aid course
- Briefing session on *Guidance on Use of Personal Data Obtained from the Public Domain*
- Briefing session on anti-bribery and the acceptance of advantages
- Briefing session on trans-border data flows
- Sharing session on the Equal Opportunity Commission's experience in mediation
- Workshop on conducting mediation
- Workshop on filing skills
- Workshop on English language
- Training on positive reinforcement to motivate subordinates
- Training on writing performance-appraisal reports
- Training on handling difficult complainants

On 8 March 2014, 60 staff participated in a one-day team-building programme on the theme "We are one team" at Breakthrough Youth Village in Shatin. Through the interactive activities in the programme, staff members demonstrated that a team works best when all members contribute their efforts in a coordinated manner.



員工參與互動的課程，體現眾志成城的精神。

The team building programme provided a good opportunity for all staff members to demonstrate the spirit "We Are One Team".

## 招聘

公署在 2013 至 14 年度增聘了人手，為不同職系進行了八次公開招聘，以應付不斷增加的工作量。年內共有 15 名新職員加入各部門包括法律、執行、審查及政策、機構傳訊及行政部。

## RECRUITMENT

To cope with the continued increase in the PCPD caseload, we increased our workforce and conducted eight open-recruitment exercises for various grades during the year. As a result, 15 new staff were brought in to work in the Legal, Operations, Compliance & Policy, Corporate Communications and Administration Divisions.

## 內部循規查察

公署致力改善以提高企業管治水平，在 2013 年進行內部循規查察以：

- (a) 確定會計、財務、採購及行政方面的既定管控程序是否獲得適當遵從；
- (b) 識別不正常及沒有遵從規定的情況；及
- (c) 就改善內部的管控作出建議。

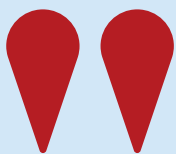
來自不同部門的四名員工獲委任為查核人員，對 2012 至 13 年度的相關紀錄進行循規審查，然後直接向私隱專員匯報結果。審查發現些微的不正常情況，公署已作出或將會作出適當的改善或跟進行動，以提高內部管理及企業管治。

## INTERNAL COMPLIANCE CHECK

As part of a package of improvement measures to enhance corporate governance, the PCPD conducted an Internal Compliance Check in 2013:

- (a) to confirm whether established control procedures for the accounting, finance, procurement and administrative functions were being properly followed;
- (b) to identify irregularities or cases of non-compliance; and
- (c) to make recommendations on the improvement of internal controls.

Four officers from different divisions were appointed to conduct the compliance checks of the 2012-13 records and report their findings directly to the Commissioner. Some minor irregularities were spotted and appropriate remedial or follow-up action was taken or planned to enhance the PCPD's internal management and corporate governance.



“社會大眾對公共機構的管治水平要求不斷提升，為與時並進，公署近年推行的內部循規查察正好回應此訴求。內部循規查察所得出的結論和建議，對財務部及其他相關部門人員在工作上避免遺漏、加強內部監控，以至改良工作流程都有幫助。我們在檢討有關財務規則時，亦有參考以往內部循規查察所得出的結論和建議，希望能完善整套管治系統。”



"With the public's rising expectation on the corporate governance of public bodies, the PCPD has conducted Internal Compliance Check ("ICC") in this regard in recent years. The findings and recommendations of ICC enable colleagues of the Finance Division and other relevant divisions to avoid omission, enhance internal controls and improve work flow. In reviewing the financial regulations, we have also made reference to the findings and recommendations of past ICCs in order to perfect the overall governance."

許健聰 會計師  
Kenny HUI Accountant

## 長期服務員工獎

我們每年舉辦長期服務員工嘉許禮，以示對同事多年來付出的服務、熱誠和努力的肯定。

## LONG SERVICE AWARDS FOR STAFF MEMBERS

The Long Service Award presentation is held annually to recognise staff members for their loyal service, commitment and diligence.

### 2013-14

#### 服務年期 Years of Service: 15

陳美儀女士 Ms Amy CHAN

#### 服務年期 Years of Service: 10

胡美麗女士 Ms Vanessa WU

#### 服務年期 Years of Service: 7

黎智敏女士 Ms Joyce LAI

羅美琪女士 Ms Maggie LO

陳培玲女士 Ms Carol CHAN

郭正熙先生 Mr Brad KWOK

盧迪凡先生 Mr DF LO

石家兒女士 Ms Kathy SHEK

張蘭詩女士 Ms Nancy CHEUNG

李雪婷女士 Ms Hilda LEE



陳美儀女士接受獎狀時表示，多年來與公署一同成長，感到自豪。  
Ms Amy Chan feels proud as she grows with the PCPD. She received the award from the Commissioner for her long service with the PCPD.



儘管公署的歷史相對尚淺，但已經有 17 位在职同事服務公署七年以上。公署每年嘉許長期服務的職員，以肯定和表揚他們對機構的盡責及忠誠的服務。今年十位同事獲頒長期服務獎。

Although the PCPD is a relatively young organisation, there are 17 existing staff who have served the PCPD over seven years. The PCPD honors long-service staff at an annual ceremony in recognition of their dedicated and loyal services. This year 10 of our staff members were presented the award.

## 員工活動

公署在 2013 至 14 年度舉辦了不同的活動鼓勵同事間建立和諧的工作關係，包括迎新聚會、鄰舍輔導會義工服務、晚餐聚會、中秋燒烤及聖誕聯歡會。

## STAFF ACTIVITIES

The PCPD encourages the building of harmonious working relationships among its staff. In 2013-14, a wide variety of activities were organised, including a welcome reception for new staff, volunteer services in the Neighbourhood Advice-Action Council, a dinner gathering, a barbeque party for the Mid-autumn Festival and a Christmas Party.



員工活動讓同事輕鬆地交流，也建立了友誼。  
Staff members enjoyed informal exchanges and developed stronger bonds with each other at these activities.



**回響** (來自查詢者、投訴人及持份者)

**Feedback** (from enquirers, complainants and stakeholders)

「我希望向貴署的熱線人員表達謝意。他們專業、細心、非常樂意協助來電者了解相關條例。

他們有耐性、知識豐富，非常樂意協助我這位來電者。

此外，貴署的網站亦非常有用及方便使用。」

**“I am writing to express my appreciation to your hotline staff. I found that they are professional, detailed-oriented and very willing to help the callers to understand the respective Ordinance(s).**

**They are patient, equipped with thorough knowledge and very helpful to a caller like me.**

**Furthermore, your organisation website is also very useful and user-friendly.”**

黃先生 Mr WONG  
查詢者 Enquirer

「我感謝貴機構以專業及真誠的態度處理我的投訴……我亦衷心感謝貴署職員盧迪凡先生非常盡心及專業地處理我的投訴……」

**“I appreciated your organisation in taking a professional and genuine interest in my complaint... I would also like to express my sincere thanks to the officer concerned (Mr LO Dik-fan) who was extremely diligent and professional in dealing with complaint...”**

Mr BURDETT  
投訴人 Complainant

「我執筆是為向貴署協助我母親的職員致謝。

熱線查詢小組負責人及其職員處事專業、盡責有禮，是值得表揚的。」

**“I am writing to express my gratitude to your staff who provided assistance to my mother.**

**I believe that the officer concerned and her fellows (hotline enquiry team) deserve recognition for their professionalism, dedication and courtesy.”**

譚小姐及卓女士 Miss TAM and Ms CHEUK  
投訴人 Complainants

「我和家人再次多謝私隱專員公署及調查主任……你們是這個大都會市民之福……」

**“My family and I thank the PCPD and investigation officers once again... you are a blessing for the citizens in this metropolis...”**

陳先生及家人 Mr CHAN and family  
投訴人 Complainant

「……你（私隱專員）和你的團隊成功保障香港市民的個人資料私隱權，備受讚譽，謹此恭賀……」

**“...congratulations to you (the Commissioner) and your team for the acclaimed success in protecting the privacy rights of the people in Hong Kong in relation to their personal data...”**

香港法律改革委員會前秘書長黃繼兒先生  
Mr Stephen WONG, former Secretary of The Law Reform Commission of Hong Kong

「……感謝你（私隱專員）的團隊在保障個人資料私隱政策方面的有效工作，願你在未來的挑戰中取得更佳成績……」

**“...thank your team for the effective work for the protection for personal data policy, and wish you (the Commissioner) greater achievements in facing all future challenges...”**

香港各界婦女聯合協進會主席林貝聿嘉教授，GBS, OBE, JP  
Professor Peggy LAM, GBS, OBE, JP, Chairperson, Hong Kong Federation of Women