



員工關係及發展 Employee Relations and Development

✧ 人力資源管理策略

Strategies for Human Resources Management

培養關愛的機構文化

東華三院致力培養關顧員工及其家庭的機構文化。作為全港其中一間最大的慈善機構，東華三院所得的非凡成就及卓越聲譽，實為員工團結一致和努力不懈的成果。本院竭力滿足員工的發展需求，以關愛將員工與機構緊緊相連。在董事局及高級管理層的參與及關懷下，員工將這份關愛推而廣之，為服務受眾護航。

營造良好的溝通環境

東華三院明白有效溝通的重要性，故設有一套完善的員工諮詢機制，包括員工諮詢委員會、員工福利委員會及員工退休計劃管理委員會，鼓勵員工向管理層表達意見及提出建議，從而促進東華三院與員工之間的相互交流。此外，員工亦可透過意見收集箱及其他正式或非正式的分享會交流意見，並就他們的工作知識或經驗提出寶貴建議。

隨著社交媒體的發展日新月異，東華三院致力開拓更多元化的溝通渠道，於多個社交平台發放東華三院的最新資訊，如設有「東華·家」員工Facebook專頁，與員工分享最新的員工關係及福利活動、東華三院的有趣數據及生活小貼士；又設有同名YouTube頻道，上載活動短片及花絮，並定期發放員工電子通訊《東華·家》，讓員工掌握最新及最貼心的人力資

Nurturing a Caring and Loving Corporate Culture

TWGHs nurtures a caring and loving corporate culture, which cares for the employees and their families. As one of the largest charitable organisations in Hong Kong, the Group owes its success and reputation to the solidarity and endeavour of the staff members. TWGHs strives to be more agile and adept in addressing individual staff development needs and engaging them to work with passion and feel a profound connection to the organisation. With the care and involvement of the Board and senior management, staff members will spread the caring spirit and embrace the community.

Providing an Enabling Environment for Communication

TWGHs understands the importance of effective communication and has developed a well-established staff consultative mechanism to maintain an interactive bonding with staff members. They are encouraged to express their opinions and give suggestions to management in areas where they have valuable knowledge or working experience through discussions with the Staff Consultative Committee, the Staff Welfare Committee and the Staff Retirement Schemes Management Committee, as well as opinion boxes and other formal or casual sharing sessions.

Given the rapid development of social media, TWGHs is devoted to exploring emerging diversified communication channels, especially social media platforms. For instance, the Staff Facebook Page "Tung Wah+" provides the latest information on staff relations and welfare activities as well as interesting figures about TWGHs and useful life tips. In addition, the *Tung Wah +* YouTube Channel provides various videos showing happy moments during staff activities, while the staff e-newsletter of the same title is disseminated to staff members on a regular

源資訊，內容涵蓋機構成就、最新人事資訊、培訓及發展計劃、員工關係及福利活動，從而加強員工的凝聚力和歸屬感。

東華三院致力為員工帶來「家」的感覺。為增強員工對機構的歸屬感和熱誠，本院全年舉辦各類型的員工訓練及福利活動，例如員工聖誕聯歡會、短線旅行團、興趣班、員工周年聯歡晚會、行政人員聚餐等，以推動跨部門的合作與共融。透過進行「員工生活與工作平衡」意見調查，收集員工對生活與工作平衡、員工關係及福利活動／計劃等的意見，以便制訂適切的員工福利及服務。今年，本院因應員工編制增長，檢討長期服務旅遊評選獎勵計劃，資助更多得獎員工與親友同遊；連同一系列的長期服務獎及榮譽退休獎，合共頒發超過1,400個獎項，以表揚長期服務及工作表現良好的員工。



「東華·家」員工Facebook專頁
Staff Facebook Page "Tung Wah +"



「員工生活與工作平衡」意見調查
Survey on Staff Work-life Balance

員工心繫東華三院，便能推動他們與機構一同邁步向前。當員工在工作中找到意義並感到自豪，就能培育他們成為熱愛東華三院關愛文化的倡導者。作為一個關懷員工的僱主，東華三院致力成為員工的第二個家，希望能於員工不同的階段給予照顧，滿足他們的發展需要。另一方面，本院以東華精神鼓勵員工推己及人，對待服務受眾猶如至親，提供優質服務。

basis to keep them posted on the latest human resources information such as corporate achievements, personnel issues, training and development programmes, staff relations and welfare activities. The wide spectrum of communication channels has enhanced staff commitment and promoted their sense of belonging.

The Group takes a proactive stance to creating a sense of "home" for staff members. A wide variety of staff training and welfare activities were organised throughout the year, such as Staff Christmas Party, outings, interest classes, Staff Annual Dinner, and Executive Lunch-and-Learn Gatherings, to strengthen their sense of belonging and enthusiasm, and to promote cross-departmental cooperation and integration. A Staff Survey on Work-life Balance was also conducted to gauge the level of staff satisfaction with their work-life balance and capture feedback on staff relations and welfare programmes or schemes, so that management can develop appropriate benefits and services based on the findings. An increase in staff number resulted in the Long Service Travel Panel Award Scheme being reviewed this year to sponsor more staff members travel with family members or friends. Together with a series of Long Service Awards and Retirement Awards, over 1,400 awards were granted in appreciation of the loyalty and commendable service of outstanding TWGHs staff members.



香港中文大學歷史系客席教授新豹博士於行政人員午餐聚會上與行政人員分享香港街道歷史及名稱由來。
Dr. Joseph TING, Adjunct Professor in the Department of History, the Chinese University of Hong Kong, shared the history and origin of the names of streets in Hong Kong at the Executive Lunch-and-Learn Gathering.

員工培訓及發展計劃 Staff Training and Development Plans

Employee engagement is essential in encouraging further development and improvement of employees with the organisation. By developing a sense of pride in TWGHs and helping them see the meaning in serving the community, they can become passionate advocates of TWGHs' caring culture. TWGHs is a caring and loving employer that acts as a second home, taking care of employees in their different stages of life and unique development needs. Staff members are nurtured with the Tung Wah Spirit, which encourages them to provide quality service by treating service users like their next of kin – effectively putting themselves into other people's shoes.

《凝聚·東華·新力量》

為了向公眾推廣東華三院不斷為新一代提供機會及發展潛能的形象，本院推出了《凝聚·東華·新力量》系列的第一篇，由兩位來自資訊科技處的「八十後」員工在短片中分享他們於本院工作的體會，並感謝東華三院給予他們一個發展事業的平台。

資訊科技處兩位「八十後」的員工分享在東華三院工作的點滴。

Two post-80s staff members from the Information Technology Branch shared their unique working experience at TWGHs.

承先啟後 繼往開來

為了深化「東華精神」，員工訓練組於2017年1月18日舉辦參觀東華三院何超瓊檔案及文物中心活動，以提高員工對東華三院歷史、檔案和文物的認識，從而推廣企業文化及強化員工對機構的歸屬感。

創造跨部門團隊協作體驗

東華三院不僅致力推動員工在個人服務崗位上盡展所長，精益求精，同時亦盡心提升他們的人際及溝通技巧。年內員工訓練組共舉辦了兩個分別以LEGO®積木為導引活動的團隊訓練工作坊，包括為總部行政人員、校長及服務單位主管而設的「創建和諧工作間」以及為文職人員和秘書而設的「建立有效溝通技巧」團隊訓練，加強團隊凝聚力及建立效率更高的團隊。



透過於訓練課程內完成不同的任務，深化管理人員對衝突的辨識力和應對能力，創建更和諧的工作間。

Executives found the training session effective in enhancing their abilities to identify and effectively handle conflicts and create a more harmonic workplace.

文職人員和秘書透過創新的團隊訓練活動，運用LEGO®積木建立有效的溝通技巧。

Through innovative team building activities with the use of LEGO®, clerical and secretarial staff built effective communication skills.

YouTh PoWer

The first video of the new *YouTh PoWer* series was launched this year to show TWGHs' commitment to nurturing young talent and giving them the opportunity to fulfil their potential. Two post-80s staff members from the Information Technology Branch shared their unique work experiences and thanked the Group for providing a platform for their career development.



Inheriting the Past and Creating the Future

In a bid to deepen the Tung Wah Spirit, a visit to TWGHs Maisy Ho Archives and Relics Centre was organised by Staff Training Unit on 18 January 2017. The visit enhanced staff members' understanding of the Group's history, archive and relics, which in turn promoted the corporate culture and strengthened their sense of belonging.



參觀東華三院何超瓊檔案及文物中心
Visit to TWGHs Maisy Ho Archives and Relics Centre

Creating Cross-departmental Teambuilding Experience

TWGHs is dedicated to nurturing staff members to excel, not only in their work, but also by developing good interpersonal and communication skills. The Staff Training Unit organised 2 team building training workshops with LEGO® SERIOUS PLAY® during the year to strengthen team commitment and communication effectiveness. "Creating Harmonic Workplace" was designed for headquarters executives, school heads and centre supervisors, while the other themed "Building Effective Communication" was targeted at clerical and secretarial staff.



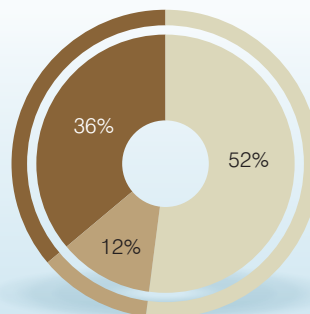
團隊成員不斷因應機遇和挑戰而提升自己以保持競爭力，各科／處亦經常一起共同協作制定培訓需求，檢討員工培訓及發展政策，以邁向成為一個有利於團隊學習和跨部門協作的學習型機構。東華三院全年舉行多項多元化的課程及活動，以發展員工的專業和管理能力、強化員工的服務技巧和個人及團隊的工作效益、促進員工的心理健康和在工作生活平衡，以及提高員工的環境保護意識。

As a learning organisation that facilitates team learning and cross-departmental synergy, the Group continuously transforms itself in anticipation of opportunities and challenges to remain competitive in the business environment. Divisions/Branches have made concerted efforts to identify staff training needs and review staff training and development policies. Throughout the year, various training programmes were organised for staff members to develop their professional and managerial competencies, strengthen service skills, build personal and team effectiveness, improve their psychological wellness and work-life balance, and enhance their awareness of the importance of environmental protection.

非醫院員工學習及發展機會*

Learning and Development Opportunities for Non-hospital Staff

管理／專業人員培訓 Managerial / professional level training	10,939
一般／前線人員培訓 General / frontline level training	2,514
適用於各職級人員培訓 Suitable for all levels training	7,465

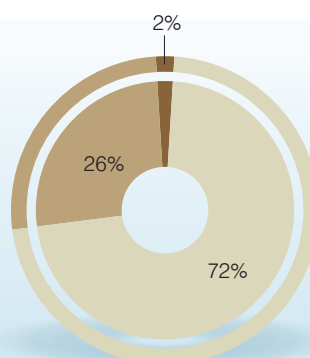


出席人次 Staff Attendance 20,918

非醫院員工培訓及發展支出*

Training and Development Expenditure for Non-hospital Staff

內部培訓 Internal training	\$7,696,300
外部培訓 External training	\$2,774,600
正規課程／專業團體會員考試 Formal courses / membership examination of professional bodies	\$208,000



合共 Total \$10,678,900

2016/2017年度完成的員工培訓及發展項目*

Staff Training and Development Programmes Completed in 2016/2017

- ▶ 非醫院員工培訓及發展項目概要：附錄ER1
Highlights of Non-hospital Staff Training and Development Programmes: Appendix ER1
- ▶ 醫院員工發展及研究 (由東華三院董事局資助)：附錄ER2
Hospital Staff Development and Research Programmes (Sponsored by the Board of TWGHs): Appendix ER2
- ▶ 教師培訓及發展項目概要：附錄ER3
Highlights of Teaching Staff Training and Development Programmes: Appendix ER3
- ▶ 社會服務科員工培訓及發展項目概要：附錄ER4
Highlights of Staff Training and Development Programmes in Community Services Division: Appendix ER4

建立健康及安全工作間 Building a Healthy and Safe Workplace

東華三院致力改善工作環境，提高企業安全管理水平，從而保障寶貴的人力資源。為此，該處提名員工參加由職業安全健康局舉辦的工作坊，提高他們對職業安全及健康的認識，如基本急救知識、《職業安全及健康局條例》、辦公室僱員職業安全與健康、壓力管理、預防肌肉勞損方法等。針對個別科／處在不同崗位上的特定需要，東華三院亦撥款資助部門舉辦內部培訓活動，務求裝備員工以應付日常工作所需。

東華三院就處理社會服務單位的工傷個案設立工作小組，以優化工傷個案管理。工作小組定期舉行會議，檢視工傷個案的進度。另外，本院亦已聘請一間復康管理公司，為受傷員工提供適切及優質的復康服務。

提升及鞏固員工職業安全知識

東華三院為員工裝備急救知識及技巧，以便一旦在活動舉行期間或在辦公室中發生意外時，提供即時協助。有見及此，本院員工訓練組與香港聖約翰救護機構合辦急救訓練及急救訓練重溫課程，以提高員工的危機意識和應對技能。

理論與實踐並重的急救培訓課程。

First-aid training course complements theory and practice.



Enhancing Work Safety Knowledge

TWGHs offered first-aid knowledge and skills to staff members to enable them to help in job-related and office settings accidents. The Staff Training Unit regularly hosted in-house first-aid training courses and refresher courses in collaboration with Hong Kong St. John Ambulance to strengthen staff members' emergency awareness and coping skills.

東華三院深信充滿活力及敬業樂業的員工可全心全意投入工作，並能從中體會服務社會的意義。在「以員工為本」的原則下，本院致力培養關愛的機構文化及推動生活與工作平衡。管理層抱著營造愉快工作間的理念，提升員工的快樂指數和歸屬感，不但有助提高機構的生產力，亦有助機構實踐社會責任。為此，東華三院竭力發展成為員工的第二個家，令員工樂意長期為東華三院服務。

為合資格員工增設生日假

為推動機構的關愛文化及建立一支快樂的工作團隊，以提供更優質的服務予社會大眾，東華三院由2016年9月1日起為合資格員工增設半天生日假。本院管理層亦會繼續積極探討各項可行措施，努力營造關懷及支持員工的工作環境，貫徹機構提倡關愛文化的宗旨。

共建快樂大家庭

東華三院積極建設「開心工作間」，致力向員工推廣生活與工作平衡的重要性。東華三院今年繼續響應社商賢匯，舉辦「生活與工作平衡

關懷員工 Caring about Employees

TWGHs believes that an energetic and engaged workforce will devote themselves to, and take pleasure in, the meaningful job of serving the community. The Group's staff-oriental approach aspires to cultivate a caring corporate culture and promote work-life balance in the workplace. Management is committed to creating a pleasant working environment that stimulates happiness and a sense of belonging, thus enhancing the organisation's productivity and corporate social responsibility. To this end, TWGHs endeavours to grow into a second home where employees serve with ceaseless dedication.

Introducing Birthday Leave to Eligible Staff Members

TWGHs introduced half-day birthday leave to eligible staff members with effect from 1 September 2016 to promote the corporate caring culture and build a happy workforce to better serve the community. Management will continue to proactively explore practical measures to foster a work environment of sustaining care and support for staff members and reinforce the caring organisation culture.

Building a Happy Family Together

Committed to creating a happy workplace and promoting the importance of work-life balance to its staff members, TWGHs continued to support the Community Business in organising a "Work-life Balance Month" from 1 to 31 October 2016. "Embrace your Life, Rejoice in Tung Wah" advocated a balance of work and life. The series of initiatives included a "Street Workout" Workshop, distribution of

月」。活動於2016年10月1至31日舉行，以「擁抱生活·樂在東華」為主題，內容包括舉辦「東華·躍動」工作坊、派發「東華·家」旅行收納袋及健康茶換領券、發放健康生活小貼士、鼓勵員工準時下班及舉行便服月。此外，東華三院亦安排了3個工作坊，包括「慢活隨筆」工作坊、「織·線·點」工作坊及「茶多酚」茶藝工作坊，員工反應踴躍。另外，東華三院今年更將「員工同樂雪糕大放送」擴展至東華三院賽馬會復康中心，馬陳家歡主席、陳祖恒副主席、馬清揚總理及高級職員親自分發雪糕予行政總部及賽馬會復康中心的員工，在炎夏中享用消暑雪糕，與眾同樂。

員工是東華三院的重要資產，本院推出多個計劃以保障他們的身心健康，包括免費流感疫苗注射計劃，以減少員工感染流感及降低流感傳播的機會。此外，本院委託富達盟信顧問有限公司提供名為「精明人生促進計劃」的員工支援服務，提供包括面談、24小時個人諮詢及輔導服務熱線，以及工作生活平衡教練服務等，由資深社工、輔導員及臨床心理學家為非醫院員工提供情緒支援。東華三院又透過關懷咭，為住院員工送上慰問和祝福，並以電郵定期向員工發放生活與工作平衡資訊，以及面對人生轉變和突發事件的小貼士，陪伴員工走過人生的不同階段，提升他們的抗逆力。身為家庭友善僱主，東華三院積極響應衛生署的「母乳餵哺政策」及加入聯合國兒童基金會的「母乳育嬰齊和應」運動，並推行有利母乳餵哺的措施，為正在餵哺母乳的員工提供一個合適及友善的環境，藉以表達對上班媽媽的關心及支持她們於產後返回工作崗位時繼續授乳。

生活與工作平衡月2016
Work-life Balance Month
2016



“Tung Wah+” travel packing organisers and HealthWorks healthy drinks coupons to all staff members, dissemination of e-tips, the “Lights off on Time” campaign and a casual wear month. Three work-life balance workshops on Zentangle, string art and tea culture received positive feedback. This year, the “Ice-cream Day” was extended to TWGHs Jockey Club Rehabilitation Complex. Mrs. Katherine MA, the Chairman, Mr. Sunny TAN, Vice-Chairman, Mr. MA Ching Yeung, Philip, Director, and senior staff served ice-cream to staff members of both the Administration Headquarters and the Jockey Club Rehabilitation Complex, allowing them to enjoy refreshing desserts together in the sizzling summer sun.

Staff members are valuable assets and various programmes were launched to take care of their physical and mental well-being, including an Influenza Vaccination Programme to protect staff from seasonal influenza and reduce the risk of workplace influenza transmission. Four Dimensions Consulting Limited was commissioned to organise “The Love Life, Live Smart” employee assistance programme that provided emotional support to all non-hospital staff members. The Programme included professional face-to-face counselling sessions, a round-the-clock telephone hotline service and Work-life Balance coaching service by experienced social workers, counsellors and clinical psychologists. Caring cards were sent to hospitalised staff members to express the Group’s sympathy and blessings, while e-tips on work-life balance, advices on life events and self-care measures during emergencies and traumatic incidents were regularly disseminated to staff members to help them ride out the storms of life. As a family-friendly employer, TWGHs proactively applies the Breastfeeding Policy published by the Department of Health and joined the “Say Yes to Breastfeeding” Campaign organised by UNICEF. To show our care and support to our breastfeeding staff members, various measures were developed to provide a breastfeeding-friendly workplace, so that staff can continue breastfeeding their babies after returning to work.

員工福利 Staff Welfare and Benefits

東華三院關心員工的生活，致力優化下列5個範疇的員工福利，包括醫療與牙科服務、服務獎勵、福利津貼與借貸、購物優惠及文娛樂活動。

鼓勵團隊運動 促進健康人生

為鼓勵員工積極參與多元化活動以及本院舉辦的球賽和其他公開隊際賽事，本年度繼續舉辦多種球類比賽，「員工自行參與隊際運動比賽資助計劃」及「員工自行組織創意活動資助計劃」，讓員工從中建立團隊精神，鍛鍊強健體魄。

TWGHs cares about staff members and strives to optimise their fringe benefits in 5 major areas, including medical and dental benefits, performance awards, grants and loans, preferential discounts and social and recreational activities.

Promoting a Healthy Lifestyle and Team Spirit

TWGHs continued to launch a series of sports tournaments, the “Sponsorship for Self-arranged Sports Programme” as well as “Sponsorship for Self-arranged Creative Activities” this year to encourage staff members to actively participate in diversified activities and sports organised by the Group as well as other external team events. The wide variety of ball games aims to build team spirit and strengthen staff members’ physical fitness.

鼓勵員工與家人共享愉快時光

為鼓勵員工與家人享受天倫之樂及舒緩工作壓力，本年度繼續舉辦一天遊及兩天遊活動，為員工締造機會，與親友暢遊不同的主題樂園及景點，享受親子時光，同時達致生活與工作平衡。

搜羅多元化優惠 讓員工盡享生活樂趣

東華三院為員工搜羅不同折扣優惠，讓員工可於東華三院及外間商號享有多元化折扣，優惠種類涵蓋保健醫療、餐飲禮遇、旅遊消閒、時尚生活、電器科技產品及理財保險。員工可透過通告和優惠快訊掌握最新情報，盡享生活樂趣。

與東華三院共創愉快難忘經歷

東華三院是一個充滿活力與動感的機構，為帶領員工走進生活與工作平衡的健康模式，東華三院全年舉辦多項不同類型的文娛康樂活動，例如體育競賽、聚餐、聯歡會、消閒活動、興趣班等。

由董事局成員、員工及親友、學生、院友及會員組成的東華三院馬拉松隊，一起參與在2017年2月12日舉行的「渣打馬拉松2017」賽事，東華三院更連續第10年獲得此項國際賽事的「最鼎力支持大獎」，充分展現東華三院的堅持與毅力。而東華三院龍舟隊則於沙田龍舟競賽及長洲全港龍舟邀請大賽中，先後勇奪1項冠軍、2項季軍及4項殿軍的殊榮。東華三院員工足球隊今年參加了「工商機構運動會2016 – 十一人足球比賽」，並創出歷年來最佳成績，成功晉身最後八強。此外，足球隊亦與民眾安全服務隊進行友誼賽，透過切磋球技以擴闊隊員的社交圈子。



▲ 員工享受打保齡球的樂趣。
Staff members enjoyed the fun of bowling.

Encouraging Quality Time with Family Members

TWGHs continued to organise one- and two-day tours to different local theme parks and scenic spots, creating opportunities for staff members to relieve work stress by spending with family members, enjoying parent-child moments, and generally achieving work-life balance.

Exploring a Wide Variety of Preferential Discounts for Staff Members' Diverse Needs

TWGHs has actively explored opportunities to obtain diversified preferential staff discounts. Staff members can enjoy various offers provided by TWGHs as well as external department stores and companies, including health care and medical products, dining, travelling and leisure activities, fashion and lifestyle, electronic technology, and financial and insurance services. Staff members are regularly kept informed of updates on preferential discounts via circulars and newsletters.

Creating Joyful and Memorable Experiences with TWGHs

As a vibrant and energetic organisation, TWGHs endeavours to help staff members maintain a healthy work-life balance by organising various social and recreational activities such as sports competitions, social gatherings, parties, leisure activities and special interest classes.

The TWGHs Marathon team that comprised of Board Members, staff members with their families and friends, students and service centres residents and members took part in the "Standard Chartered Hong Kong Marathon 2017" held on 12 February 2017. TWGHs won the "Most Supportive Group Award" for the 10th consecutive year, further demonstrating the Group's team spirit and perseverance. The TWGHs Dragon Boat Team also won 1 champion, 2 second runner-up and 4 third runner-up medals in the Shatin Dragon Boat Race and Hong Kong Dragon Boat Race at Cheung Chau. Elsewhere, the TWGHs Staff Football Team gained invaluable experience by participating in the Corporate Games 2016 11-a-side Soccer Competition and surpassed their best performance by reaching the quarter-finals. A friendly match with the Civil Aid Service was also held to broaden the team members' social network.

東華三院龍舟隊於本年度勇奪7項大獎。
TWGHs Dragon Boat Team won 7 awards this year.



員工康樂及福利活動 *

Staff Recreational and Welfare Activities

活動 Activity	日期 Date
員工足球隊與相關活動 Staff Football Team Competitions and Related Activities	4/2016-3/2017
母親節親子烹飪班 Mother's Day Cooking Class	23 & 30/4/2016
龍舟競賽與相關活動 Dragon Boat Race and Related Activities	5-9/2016
員工懷舊菜式聯歡聚餐 Staff Traditional Chinese Cuisine Gathering	24/6/2016
香港迪士尼本地兩天團 Hong Kong Disneyland Local Two-day Tour	25-26/6/2016
員工同樂雪糕大放送 Staff Ice-cream Day	19 & 26/8/2016
員工籃球比賽 Staff Basketball Tournament	20/8/2016
員工保齡球比賽 Staff Bowling Tournament	27/8/2016
中秋燈籠製作班 Mid-Autumn Lantern Making Class	10-11/9/2016
員工歌唱比賽 Staff Singing Competition	17/9/2016
生活與工作平衡月 Work-life Balance Month	1-31/10/2016
員工小型足球比賽 Staff Mini-football Tournament	29/10 & 5/11/2016
暢遊挪亞方舟一天遊 Noah's Ark One-day Tour	27/11/2016
聖誕聯歡會 Christmas Parties	12-19/12/2016
渣打馬拉松2017 Standard Chartered Marathon 2017	12/2/2017
新春單車遊 Chinese New Year Cycling	25/2/2017
員工聯歡聚餐 Staff Cuisine Gathering	3/3/2017
員工周年聯歡晚會 Staff Annual Dinner	24/3/2017

舉辦員工康樂及福利活動：25項

Staff recreational and welfare activities organised: 25 activities

參與員工及家屬人次：超過20,000人次

Staff member and family attendances: Over 20,000 attendances

批核員工福利計劃及津貼申請：約5,800個

Staff welfare schemes/grants applications processed: About 5,800 applications

員工福利費用：約7,664,500元

Provision for staff welfare: About \$7,664,500

個人諮詢及輔導服務使用量：約700次

Usage of professional personal consultation and counselling services: About 700 times

員工福利支出 *

Staff Welfare Expenses

康樂活動 Recreational activities	\$4,195,500
服務獎勵／福利津貼 Awards / grants	\$2,769,000
牙科保健 Dental benefits	\$700,000

合共 Total \$7,664,500

