

員工關係及發展



Employee Relations and Development

2019冠狀病毒病疫情下的人力資源應變措施 Human Resources Initiatives in Response to COVID-19 Pandemic



因應2019冠狀病毒病疫情持續，本院積極採取多項人力資源應變措施，為非醫院員工實施靈活工作安排，包括制定及緊隨疫情更新指引，在不影響緊急及日常服務運作的情況下安排員工輪流在家工作、縮短辦公時間及實行彈性安排上班、下班和午飯時間以減低繁忙時間的社交接觸，以及於員工接受家居隔離或強制檢疫隔離期間批核和給予「不計算作休假的缺勤」。此外，因疫情導致工作量增加而未能清放本年度剩餘休假的員工，本院亦採取彈性措施容許員工將餘下假期累積至下一份合約或假期年度。

為減少面對面接觸，本院亦增設網上筆試、面試、會議及講座。若有需要進行現場活動，則一律加強預防感染措施，如記錄與會者的姓名及聯絡方法、測量體溫、為員工及訪客提供消毒搓手液等防疫用品，並設有透明擋板分隔出席者，以減低病毒傳播的風險。此外，本院主動與保險公司釐清工作期間感染2019冠狀病毒病的工傷申報安排，並制訂指引供各級主管參考。本院亦已經與強積金服務提供者商討，獲額外在全港多區增設服務分行，辦理本院新員工登記強積金開戶事宜。

In response to the ongoing COVID-19 pandemic, TWGHs has taken various proactive human resources initiatives by providing flexible work arrangements to non-hospital staff, including guidelines for working from home on a rotational basis, shortening office hours and arranging flexible working and lunch hours to reduce social contact during peak hours, provided that emergency and essential services could be maintained for the benefit of the public. Staff members were also granted “absence not counting as leave” to accommodate home isolation or compulsory quarantine cases. For staff members who were unable to clear their untaken vacation leaves owing to heavy workload arising from the COVID-19 pandemic, flexibility was allowed for the staff members to carry forward the untaken leaves to the next contract or leave year.

To reduce face-to-face contacts, online written tests, interviews, meetings and talks were arranged. All on-site events, if necessary, were conducted with enhanced infection control measures including registration of the attendees' names and contact details, body temperature checks, provision of hand sanitiser gel for staff members and visitors, and installation of transparent dividers in physical setting to minimise the risk of disease spreading. In consultation with the insurance company, administrative guidelines for handling work injury cases related to COVID-19 infection were issued to all supervisory staff for reference. The Mandatory Provident Fund (MPF) service providers were also engaged to increase their service outlets in various districts for handling MPF enrolments for new recruits.



為支持政府就抗疫而籌劃的社區項目，本院制定特別外間工作安排，推動員工參與義務工作，協助支援政府推行的2019冠狀病毒病社區檢測及派發食物包計劃。為鼓勵非醫院員工參加於2020年9月1日至9月14日舉辦的普及社區檢測計劃，有關員工可申請不多於半天假期而不必扣減積存休假，於辦公時間內參與檢測。

為表達本院對員工的關顧、感謝員工於抗疫期間緊守崗位及激勵員工士氣，本院為超過18,000名員工送上「齊心抗疫心意包」及「共賀東華百五載禮物包」，內含酒精搓手液、消毒噴霧、外科口罩和特別版口罩套，與員工齊心抗疫，並一同慶祝本院成立150周年。此外，本院亦適時為行政總部同事派發「愛心打氣包」、「經典麵包」、意式甜點及天然手工香皂和防疫清潔物品。

In support of the Government's community programmes to fight the pandemic, a special outside work arrangement was set up to facilitate staff members' participation in the voluntary work for the community screening and food packs delivery programmes launched by the Government. As an incentive measure for non-hospital staff members to participate in the Universal Community Testing Programme (UCTP) initiated by the Government between 1 and 14 September 2020, staff members were granted up to a half-day release for taking the UCTP without deducting leave balance.

In order to show our care for staff members, appreciate their unwavering dedication to serving the community during the pandemic and boost their morale, an "Anti-epidemic Pack" and a "TWGHs 150th Anniversary Birthday Gift Pack" containing hand sanitiser gel, sanitiser spray, surgical masks and specially-designed mask holders were distributed to over 18,000 staff members, so as to fight against the epidemic and celebrate the Group's 150th Anniversary together. In addition, "Cheer Baskets", "Classic Breads", Gelato frozen desserts, natural handmade soaps and anti-epidemic cleaning products were timely distributed among staff members at the Administration Headquarters.



本院董事局成員、高級職員與同事合力製作防疫包。
TWGHs Board Members, senior staff and staff members made anti-epidemic packs together.



文穎怡主席(前排右二)及行政總監蘇祐安先生(前排右五)與同事協力包裝禮物包。
Ms. Ginny MAN (front row, right 2), the Chairman, and Mr. Albert Y.O. SU (front row, right 5), Chief Executive, and staff members packed the gift packs together.

為保持與員工的聯繫，人力資源科透過YouTube直播形式，於2020年7月、9月和12月為員工舉辦福利活動，由主席、董事局成員和高級職員於活動中主持抽獎及多個以WhatsApp或電話進行的互動有獎遊戲，為同事打打氣。同時，本科亦錄製簡易舒展動作及農曆新年賀年短片，上載至「東華·家」員工Facebook專頁與員工分享，及給同事送上祝福。此外，本院特意增設「齊心抗疫嘉許計劃」，藉以表揚於抗疫期間表現傑出、堅守崗位和發揚東華三院慈善精神及使命的員工與團隊。

To maintain the engagement with staff members, the Human Resources Division launched live broadcast activities via YouTube for staff members in July, September and December 2020. The Chairman, together with Board Members and senior staff, conducted lucky draws and various interactive games through WhatsApp or phone-in, in order to cheer staff members on. Meanwhile, videos with simple stretching exercises and Lunar New Year Greetings were produced and uploaded to "Tung Wah +" Staff Facebook Page to share and send blessings to all staff members. In addition, a "Staff Commendation Scheme" was launched in recognition of individual staff members and teams for their outstanding performance, unwavering contribution and dedication to advocating TWGHs philanthropic spirit throughout the challenging period amid the pandemic.



文穎怡主席(左三)、譚鎮國副主席(左四)、馬清揚副主席(左二)、韋浩文副主席(左一)、何猷啟副主席(右二)及行政總監蘇祐安先生(右一)為行政總部同事主持直播抽獎活動。

Ms. Ginny MAN (left 3), the Chairman, and Vice-Chairmen including Mr. TAM Chun Kwok, Kazaf (left 4), Mr. MA Ching Yeung, Philip (left 2), Mr. WAI Ho Man, Herman (left 1) and Mr. HO Yau Kai, Orlando (right 2), as well as Mr. Albert Y.O. SU (right 1), Chief Executive, hosted the livestreaming lucky draw for staff members at the Administration Headquarters.



文穎怡主席(右七)連同董事局成員及高級職員為行政總部聖誕聯歡會網上直播揭開序幕。

Ms. Ginny MAN, the Chairman (right 7), officiated at the livestreaming Kick-off Ceremony of the Administration Headquarters Christmas Party together with Board Members and senior staff.

文穎怡主席於「東華三院150周年齊心抗疫嘉許禮」中致謝辭，感謝和勉勵員工於抗疫期間所付出的努力及貢獻。

Ms. Ginny MAN, the Chairman, delivered an acknowledgement speech at the "TWGHs 150th Anniversary Staff Commendation Presentation Ceremony" in appreciation of the efforts and contributions made by staff members amid the pandemic.



人力資源科的員工訓練及福利部為員工提供多項更具彈性的安排。本年度的「員工流感疫苗注射計劃」較往常提前1個月推出，讓合資格員工提早注射，為同事的健康多加一重保障。受限於全球疫情及旅遊管制，2019/2020及2020/2021年度「長期服務旅遊評選獎勵計劃」獲獎員工的外遊期限順延1年，讓獲獎員工有更充裕時間計劃旅程。此外，「榮休獎2019」及「員工榮休旅遊獎2019」領取獎項期限，亦由過往1個月分別延長至3個月和兩個月。

The Staff Training and Welfare Section of the Human Resources Division has provided various flexible arrangements for staff members. The annual "Staff Influenza Vaccination Scheme" was launched 1 month earlier than usual to provide additional health protection for staff members. Restricted by world-wide pandemic and corresponding travel sanctions, the Group extended the travel period by 1 year for the awardees of the "Long Service Travel Panel Awards Scheme" for 2019/2020 and 2020/2021, thus enabling them to have more time to plan their journeys. Meanwhile, the redemption period for the "Retirement Awards 2019" and "Travel Award for Staff on Retirement 2019" were also extended from 1 month to 3 months and 2 months respectively.

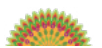
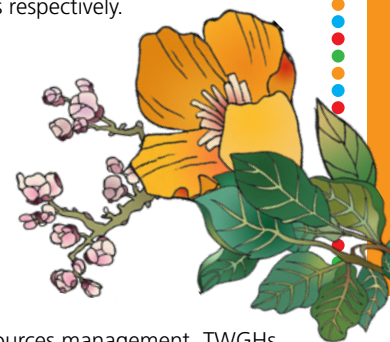
人力資源管理策略 Strategies of Human Resources Management

培養關愛的機構文化

東華三院的人力資源管理策略以員工為本，致力培養關顧員工及其家屬的機構文化。作為一家廣受大眾認同的慈善機構，東華三院所得的非凡成就及卓越聲譽，實為員工團結一致的成果。本院竭力滿足員工的個別發展需求，以關愛連繫著員工與機構。在董事局及高級管理層的

Nurturing a Caring Corporate Culture

By adopting a staff-oriented strategy in human resources management, TWGHs is committed to nurturing a caring and loving corporate culture which cares for its employees and their family members. As a well-recognised charitable organisation in Hong Kong, the Group owes its success and reputation to the solidarity of staff members. TWGHs strives to be more agile and adept at addressing individual staff development needs and engaging them to work with



積極參與及關懷下，員工將這份關愛推而廣之，用心服務受眾。東華三院致力為員工帶來「家」的感覺，提高他們的工作快樂水平，全年舉辦各類型的員工福利活動，例如員工聖誕聯歡會、主題樂園兩天遊、興趣班、員工周年聯歡會等，以加強員工對機構的歸屬感和工作熱誠，並推動跨部門合作與共融。

營造良好的溝通環境

東華三院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，鼓勵員工向管理層積極表達意見及提出建議，務求優化各項現行措施。除諮詢機制外，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，並在他們所屬的專業領域上提出寶貴建議。

社交媒體的發展瞬息萬變，本院積極開拓及善用多元化的溝通渠道，透過不同的社交平台發放東華三院的最新資訊，包括設立「東華·家」員工Facebook專頁，與同事分享最新的員工關係及福利活動、生活小貼士及員工活動花絮等資訊。另外，亦設立「東華·家」YouTube頻道，上載與人力資源相關的短片，增加員工之間的凝聚力。為加強員工的歸屬感，東華三院自2011年起定期發布員工電子通訊《東華·家》，讓員工回顧活動的精彩時刻和掌握人力資源資訊，內容涵蓋機構成就、人事管理、培訓及發展計劃、員工關係及福利活動。

為慶祝本院成立150周年，本院把本年度的「長期服務旅遊評選獎勵計劃」獲獎名額由118個增至150個，以資助更多得獎員工與親友同遊，連同一系列的長期服務獎、榮譽退休獎及員工榮休旅遊獎，本院合共頒發超過1,700個獎項，以表揚長期服務及表現良好的員工。



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

passion and a profound connection with the organisation. With the care and proactive involvement of the Board and senior management, staff members will spread the caring spirit and serve their service users wholeheartedly. TWGHs strives to create a sense of being at "home" and enhances the level of happiness-at-work for its staff members. A wide variety of staff welfare activities were organised throughout the year, such as a Staff Christmas Party, a 2-day theme park tour, interest classes and a Staff Annual Party to strengthen their sense of belonging to the Group and enthusiasm at work, and to promote cross-departmental cooperation.

Providing an Enabling Environment for Communication

TWGHs has developed a well-established staff consultative mechanism, including the Staff Consultative Committee, the Staff Welfare Committee and the Staff Retirement Schemes Management Committee, to encourage staff members to express opinions and make suggestions actively to optimise the current measures. Apart from these Committees, staff members can exchange their views and express their concerns in their field of expertise through opinion boxes and other formal or casual sharing sessions.

With the rapid development of social media, TWGHs is making good use of diversified communication channels, including social media platforms, to disseminate the updated information of TWGHs. For instance, the Staff Facebook Page "Tung Wah +" was set up to share the latest information about staff relations and welfare activities, useful tips for healthy lifestyle and well-being as well as a recap of staff activities. In addition, the "Tung Wah +" YouTube Channel was also created to share TWGHs' human resources related videos in order to enhance the bonding amongst staff members. With an aim of enhancing

staff members' sense of belonging, a staff e-Newsletter titled *Tung Wah +* has been published for staff members on a regular basis since 2011. The e-Newsletter shares activity highlights and keeps them posted on the latest human resources information such as corporate achievements, personnel management, training and development programmes, staff relations and welfare activities.

In celebration of the Group's 150th Anniversary, the award quota of "Long Service Travel Panel Award Scheme" was increased from 118 to 150 to sponsor more staff members to travel with family members or friends. Together with a series of Long Service Awards, Retirement Awards and Travel Award for Staff on Retirement, over 1,700 awards were granted in appreciation of the loyalty and commendable service of a pool of outstanding staff members at TWGHs.

員工培訓及發展計劃

Staff Training and Development Plans

員工心繫東華三院，在工作中找到熱誠和意義，自能成為關愛文化的倡導者，與機構同步成長，邁向共同目標。作為關愛僱主，東華三院致力成為員工的第二個家，照顧員工在不同人生階段的需要。同時，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，提供優質貼心的服務。

To create a strong bond with each staff member, TWGHs is dedicated to helping them to discover the meaning and passion at work, as this will transform their mindset into one that advocates the caring culture and shares the same goal with the Group. TWGHs is a caring and loving employer that creates a second home for its employees, and takes care of employees' unique development needs in their different stages of life. Staff members are nurtured with "Tung Wah Spirit" which encourages them to provide quality services by treating service users like their next of kin – effectively putting themselves into others' shoes.





承先啟後 繼往開來

為鞏固員工的「東華精神」，人力資源科的員工訓練組分別於2020年11月12日及2021年3月4日舉辦參觀「百載築蹟——東華三院文物館與文物保育」及「善道同行——東華三院籌募文化與社會發展」展覽，由檔案及歷史文化辦公室代表帶領導賞，讓員工了解香港歷史與東華三院歷史的關係，從而推廣機構文化及增加員工對工作的投入感和使命感。

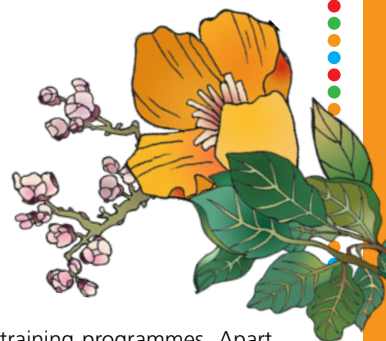


Inheriting the Past and Creating the Future

In a bid to reinforce "Tung Wah Spirit" among the staff members, visits to "Heritage Over a Century: Tung Wah Museum and Heritage Conservation" Exhibition and "Hand-in-Hand for Benevolence - Tung Wah's Fundraising Culture and Social Development" Exhibition were organised on 12 November 2020 and 4 March 2021 respectively by the Staff Training Unit of the Human Resources Division in the form of guided tours led by representatives of the Records and Heritage Office. The guided tours enhanced staff members' understanding of the connection between the history of TWGHs and that of Hong Kong, which in turn promoted the corporate culture and strengthened their sense of engagement and purpose towards the Group.

透過參觀「百載築蹟——東華三院文物館與文物保育」展覽，讓員工得以深入了解「東華精神」的真諦。

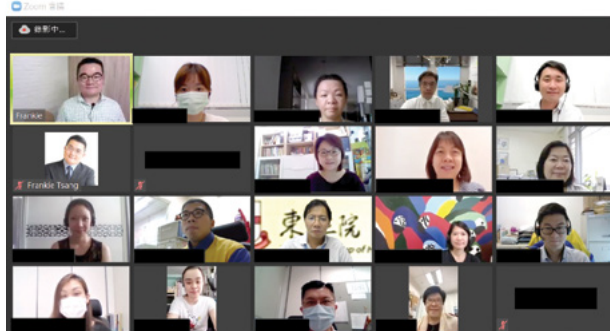
A cultural tour to "Heritage Over a Century: Tung Wah Museum and Heritage Conservation" Exhibition was organised to deepen staff members' understanding of "Tung Wah Spirit".



推動網上培訓工作坊

東華三院致力推動多元化的員工培訓，除了傳統的面授課程，亦與時並進推出網上培訓工作坊，讓員工於疫情下繼續自我增值。年內，人力資源科員工訓練組為行政人員、校長及服務單位主管舉辦了多個網上培訓工作坊，例如「正向領導力」、「有效的情緒管理與身心語言程式學」及「成為出色的領航教練」，讓參加者透過提升領導能力和學習改善員工情緒的管理技巧，營造正向的工作環境。

同時，員工訓練組為文職人員、秘書及前線員工舉辦「時間管理」網上培訓工作坊，講解如何掌握有效管理時間及工作規劃的竅門，進而提升工作表現。此外，亦舉辦兩場「處理棘手人際關係的技巧」網上工作坊，透過分析職場上不同性格的人，及其對事情的不同反應，掌握處理人際關係的有效溝通技巧。



Promoting Online Training Workshops

TWGHs is dedicated to promoting diversified staff training programmes. Apart from conventional face-to-face training workshops, online training workshops were organised by the Staff Training Unit of the Human Resources Division to facilitate staff learning under the restriction of the pandemic. During the year, online workshops such as "Uplifting Performance by Positive Leadership", "Effective Emotional Quotient (EQ) Management with Neuro-linguistic Programming (NLP)" and "Becoming an Effective Coach" were conducted for executives, principals and supervisors of service centres/units to enhance their leadership skills and abilities in strengthening staff EQ by applying management techniques with NLP, thus creating a positive working environment.

Meanwhile, an online workshop on "Time Management" was organised for clerical, secretarial and frontline staff to enhance their work efficiency by equipping them with techniques in effective time management and prioritising of different tasks in the workplace. In addition, 2 online workshops titled "Dealing with Difficult People" were held for staff members to master the skills in communicating with people effectively through analysing different types of people and their responses in the workplace.

培訓導師以網上形式與本院員工舉行培訓工作坊。
A trainer was delivering a training workshop to staff members online.

本院時刻因應機遇和挑戰，謀求自我改進，藉以保持競爭力，各科、辦公室及部亦經常攜手協作制定培訓需求，檢討員工培訓及發展政策，致力成為一個學習型機構。東華三院全年舉行各項多元化的課程及活動，發展員工的專業和管理能力、強化員工的服務技巧，提升個人及團隊的工作效益、促進員工的心理健康和工作生活平衡，以及提高員工的環保意識。

The Group continuously transforms itself in anticipation of opportunities and challenges to remain its competitiveness. Divisions, Office and Section make concerted efforts to identify staff training needs and review staff training and development policies, making TWGHs a learning organisation. Throughout the year, various training programmes and activities were organised for staff members to develop their professional and managerial competencies, strengthen service skills, enhance personal and team effectiveness, improve their psychological well-being and work-life balance, as well as enhance their awareness of the importance of environmental protection.



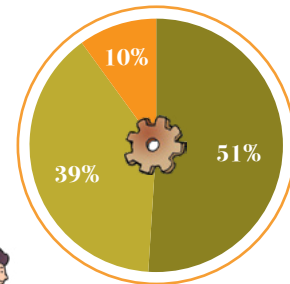


非醫院員工學習及發展機會

Learning and Development Opportunities for Non-hospital Staff

● 管理/專業人員培訓 Managerial/professional level training	10,976
● 適用於各職級人員培訓 Suitable for all levels training	8,231
● 一般/前線人員培訓 General/frontline level training	2,135

出席人次 Staff Attendance 21,342

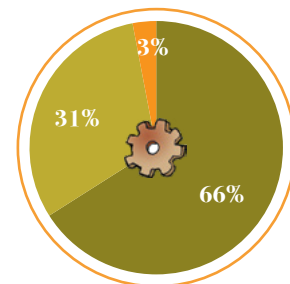


非醫院員工培訓及發展支出

Training and Development Expenditure for Non-hospital Staff

● 內部培訓 Internal training	\$9,314,400
● 外部培訓 External training	\$4,343,300
● 正規課程/專業團體會員考試 Formal courses/membership examination of professional bodies	\$386,900

合共 Total \$14,044,600



於2020/2021年度完成的員工培訓及發展計劃

Staff Training and Development Programmes Completed in 2020/2021

- 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 TWGHs Board of Directors): 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 of the Community Services Division: Appendix ER4

建立健康及安全工作間

Building a Healthy and Safe Workplace

東華三院致力改善及提高工作環境的安全管理水平，從而保障寶貴的人力資源。因此，人力資源科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、《職業安全健康條例》、壓力管理、預防肌肉勞損方法等。針對個別科/辦公室在不同崗位上的特定需要，東華三院亦撥款資助各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。

優化工傷個案管理

東華三院就處理社會服務單位的工傷個案設立工作小組，以優化工傷個案的管理。工作小組定期舉行會議，檢視工傷個案的進度。另外，本院亦聘請了一家復康管理公司，為受傷員工提供適切及優質的復康服務。

TWGHs treasures its valuable workforce and strives to ensure a safe and healthy work environment for all staff members. Individual staff members were nominated to attend workshops organised by the Occupational Safety and Health (OSH) Council in order to enhance their awareness of the relevant OSH issues such as first-aid skills, *OSH Ordinance*, stress management and preventive measures for muscle strain. Based on the needs of individual Divisions/Office, staff training sponsorships were also granted for organising in-house training programmes to equip staff members with relevant knowledge and skills to address issues that might arise in daily operation.

Enhancing Work Injury Management

TWGHs has set up a task force on work injury management for community service centres/units to enhance the management of work injury cases. The Task Force convenes regular meetings to review the progress of work injury cases. Meanwhile, a rehabilitation management company has been appointed to provide proper and quality rehabilitation services for the injured staff members.

關懷員工 Caring about Employees

東華三院深信，充滿活力及敬業樂業的員工會全心全意投入工作，並能從中體會到服務社會的意義和樂趣。在「以員工為本」的原則下，管理層秉承營造愉快工作間的理念，提升員工的快樂指數和歸屬感，不但利於提高機構生產力，而且有助機構實踐社會責任。

與東華三院共建快樂大家庭

東華三院關顧員工的身心健康，已連續8年為員工提供「精明人生促進計劃」24小時個人諮詢及輔導支援服務。同時，連續11年響應社商賢匯，並第六年把「生活與工作平衡周」延伸至「生活與工作平衡月」(「平衡月」)。今年，文穎怡主席、人力資源委員會主任委員馬清揚副主席聯同行政總監蘇祐安先生為本年度的「平衡月」開展儀式進行拍攝，親手製作寓意喜樂的迷你傳統花牌，向員工送上衷心的祝福。



It is a firm conviction at TWGHs that an energetic and engaged workforce will devote themselves to and take pleasure in the meaningful mission of serving the community. By adopting the “staff-oriented” approach, the management is committed to maintaining a happy working environment that creates happiness and a sense of belonging, thus enhancing the organisation’s productivity and exemplifying its commitment to corporate social responsibility.

Cultivating a Happy Family at TWGHs

Committed to taking good care of our staff members’ mental and physical health, TWGHs continued to provide “The Love Life, Live Smart” employee assistance programme comprising a round-the-clock personnel consultation and counselling services for the 8th consecutive year. Meanwhile, the Group had supported the Community Business for the 11th consecutive year, by extending the “Work-life Balance Week” to “Work-life Balance Month” for the 6th year. Our theme in 2020/2021, “Embrace your Life, Rejoice in Tung Wah”, advocated a balance of work and life. Ms. Ginny MAN, the Chairman, Mr. MA Ching Yeung, Philip, Vice-Chairman cum Chairman of the Human Resources Committee, and Mr. Albert Y.O. SU, Chief Executive, filmed an in-house video for the Kick-off Ceremony, where they expressed their blessings to all staff members through the making of mini traditional flower plaques symbolising joy and good fortune.

文穎怡主席(左)及人力資源委員會主任委員馬清揚副主席(右)於「生活與工作平衡月」開展儀式上，以迷你傳統花牌向員工送上祝福，並呼籲各位同事一同「擁抱生活，樂在東華」。
Ms. Ginny MAN (left), the Chairman, and Mr. MA Ching Yeung, Philip (right), Vice-Chairman cum Chairman of the Human Resources Committee, conveyed their blessings to staff members through Mini Traditional Flower Plaques, as they called on all fellow colleagues to “Embrace your Life, Rejoice in Tung Wah” at the Kick-off Ceremony of “Work-life Balance Month”.

另外，人力資源委員會主任委員馬清揚副主席及鄧明慧副主席亦聯同專業健身教練宣傳「平衡月」訊息，拍攝有關舒展動作短片。「平衡月」以「擁抱生活，樂在東華」為主題，除了舉辦與主題相關的工作坊外，亦透過不同渠道發放健康生活小貼士、鼓勵同事準時下班、舉行便服月及派發東華三院150周年特別版旅行插頭、名信片和貼紙予全院同事，鼓勵大家積極實踐生活與工作平衡。另外，本年度的「員工同樂雪糕大放送2020」，獲得乙未年主席何超蓮小姐BBS的全力支持，引介 Icy Matters Company Limited 及全數贊助活動派發意式甜點，讓一眾行政總部的同事在炎炎夏日消暑降溫，注入正能量。



In addition, Mr. MA Ching Yeung, Philip, Vice-Chairman cum Chairman of the Human Resources Committee, and Ms. TANG Ming Wai, Mandy, Vice-Chairman, participated in a video production with a professional fitness trainer demonstrating some simple stretching exercises. Apart from organising workshops featuring our theme, e-tips on healthy lifestyle were disseminated, the “Lights-off on Time” campaign, and a Casual Wear Month were held and a set of souvenirs containing TWGHs 150th Anniversary special edition travel adapters, postcards and stickers were distributed among all staff members as an encouragement for them to attain work-life balance. In addition, under the auspices of Ms. Maisy HO, BBS, Chairman 2015/2016, the “Staff Ice-cream Day 2020” was sponsored by Icy Matters Company Limited, as it generously distributed Gelato frozen desserts among staff members of the Administration Headquarters as energy boosters on hot summer days.

人力資源委員會主任委員馬清揚副主席(右)及鄧明慧副主席(左)鼓勵員工多做運動。
Mr. MA Ching Yeung, Philip (right), Vice-Chairman cum Chairman of the Human Resources Committee, and Ms. TANG Ming Wai, Mandy (left), Vice-Chairman, encouraged staff members to do more exercises.

「員工同樂雪糕大放送2020」向員工派發意式甜點。
Gelato frozen desserts were distributed to staff members on “Staff Ice-cream Day 2020”.



員工福利 Staff Welfare and Benefits

東華三院關心員工的生活，致力優化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、購物優惠及文娛康樂活動。

鼓勵團隊運動 促進健康人生

為鼓勵員工積極參與本院舉辦的球賽和其他公開隊際賽事，本年度繼續舉辦不同的球類比賽及「員工自行參與隊際運動比賽資助計劃」，讓同事從中建立團隊精神，鍛鍊強健體魄。

鼓勵員工與家人共享愉快時光

為鼓勵員工在工餘時間與家人享受天倫之樂及舒緩工作壓力，本院繼續舉辦本地兩天遊活動，讓員工與親友暢遊主題樂園，達到生活與工作平衡。

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，讓員工可於本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、電器科技及理財保險。員工可透過通告和優惠快訊掌握最新情報。

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朝氣的機構，為帶領員工走進生活與工作平衡的健康模式，本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、消閒活動等。東華三院員工足球隊參加了由中國銀行(香港)有限公司及香港中國企業協會青年委員會合辦的「中銀香港盃中企青委第三屆足球賽」，並與豐盛服務集團有限公司進行友誼賽，透過切磋球技擴闊社交圈子，彰顯團隊精神。



文穎怡主席(左)於「東華三院150周年龍舟隊及足球隊周年聚會」中，頒贈150周年特別版龍舟槳予加入龍舟隊逾10年的隊員代表，藉以感謝他們的支持和付出。

Ms. Ginny MAN (left), the Chairman, presented the TWGHs 150th Anniversary special edition dragon boat paddles to the representative of team members who joined the team over 10 years at the "TWGHs 150th Anniversary Staff Dragon Boat and Football Team Annual Gathering" to thank members for their supports and efforts.

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

Promoting Healthy Lifestyle and Team Spirit

TWGHs continued to launch different sport tournaments and "Sponsorship for Self-arranged Sports Programme" in 2020/2021 to encourage staff members to actively participate in sport activities organised by the Group and external team events. The wide variety of sport activities aim to build team spirit and strengthen staff members' physical fitness.

Encouraging Quality Time with Family Members

TWGHs continued to organise a 2-day local tour to a theme park so as to encourage staff members to spend quality time with their families and relieve work stress in spare time, and achieve work-life balance.

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

TWGHs actively explores opportunities for diversified preferential staff discounts. Staff members can enjoy various offers provided by TWGHs as well as external department stores and companies, covering healthcare and medical products, dining, travelling and leisure activities, fashion and lifestyle, electronic technology, and financial and insurance services. Staff members are regularly informed of updates on preferential discounts via circulars and newsletters.

Creating Joyful and Memorable Experiences at 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 sport competitions, social gatherings, parties, and leisure activities. TWGHs Staff Football Team participated in "The 3rd 11-a-side Soccer Competition" co-organised by the Bank of China (Hong Kong) Limited and the Youth Committee of The Hong Kong Chinese Enterprise Association, as well as a friendly match with FSE Services Group Limited to exchange football-playing skills and broaden team members' social network, as well as demonstrating team spirit through the matches.

東華三院員工足球隊與多家機構進行友誼賽，擴闊隊員的社交圈子。Friendly matches with other organisations were held to broaden the social network of members of TWGHs Staff Football Team.



員工一同享受打保齡球的樂趣。Staff members enjoyed the fun of bowling.

「東華三院150周年員工乒乓球賽」參賽者全情投入，為觀眾帶來精彩刺激的賽事。Participants of the "TWGHs 150th Anniversary Staff Table Tennis Tournament" went all out in the matches, thrilling audiences with numerous exciting games.



員工康樂及福利活動 Staff Recreation and Welfare Activities

活動 Activities	舉辦 Date
員工足球隊比賽與相關活動 Staff Football Team Competitions and Related Activities	4/2020-3/2021
員工龍舟隊訓練與相關活動 Staff Dragon Boat Team Practice Sessions and Related Activities	5-12/2020
感謝日 Thankful Day	17/6/2020
元氣日之行政總部員工抽獎活動 Cheer Day – Lucky Draw for Staff of the Administration Headquarters	23/7/2020
員工同樂雪糕大放送 Staff Ice-cream Day	25/8/2020
東華三院150周年員工終極大抽獎 Grand Lucky Draw for Staff in Celebration of TWGHs 150th Anniversary	18/9/2020
元氣日・中秋篇 Cheer Day in Autumn	28/9/2020
生活與工作平衡月2020 Work-life Balance Month 2020	1-31/10/2020
東華三院150周年員工乒乓球賽 TWGHs 150th Anniversary Staff Table Tennis Tournament	31/10/2020
東華三院150周年員工保齡球賽 TWGHs 150th Anniversary Staff Bowling Tournament	14/11/2020
東華三院150周年足球隊集訓開展儀式2020/2021暨友誼賽 TWGHs 150th Anniversary Staff Football Team Kick-off Ceremony of Practice Sessions cum Friendly Match	21/11/2020
東華三院150周年行政總部聖誕聯歡會 TWGHs 150th Anniversary Christmas Party of Administration Headquarters	18/12/2020
東華三院150周年龍舟隊及足球隊周年聚會 TWGHs 150th Anniversary Staff Dragon Boat and Football Team Annual Gathering	27/2/2021
香港迪士尼兩天團 Hong Kong Disneyland 2-day Tour	6-7/3/2021
東華三院150周年員工大抽獎 TWGHs 150th Anniversary Staff Lucky Draw	22/3/2021

舉辦員工康樂及福利活動：18項

Staff recreational and welfare activities organised: 18 items

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6,800個

Staff welfare schemes and grants applications processed: About 6,800 applications

員工福利費用：約16,924,800元

Provision for staff welfare: About \$16,924,800

個人諮詢及輔導服務用量：約370次

Usage of professional personal consultation and counselling services: About 370 times

員工福利支出 Staff Welfare Expenses

康樂活動 Recreational activities	\$8,769,300
服務獎勵/福利津貼 Awards/Grants	\$7,326,100
牙科保健 Dental benefits	\$829,400

員工福利費用 Provision for staff welfare \$16,924,800

