人力資源
Human Resources



因時制宜 吸納人才

修訂人事管理規例

隨著 2024 年 3 月《維護國家安全條例》生效，本院參考政府新修訂的《公務員守則》，相應更新《人事管理規例》及《員工手冊》，讓員工更了解維護國家安全的重要性及提醒他們在執行職務時必須嚴格遵守相關法律的規定。

擴大「性罪行定罪紀錄查核」機制的安排

為配合性罪行定罪紀錄查核計劃於 2024 年 12 月中旬擴大至涵蓋「準自僱人士」，東華三院已就實施加強措施進行檢討，所有科及辦公室均須將性罪行定罪紀錄查核的要求擴展至涵蓋提供有關外判服務的準自僱人士；而在職員工獲調職、晉升或調任新職位或其工作職責/服務範圍有變動時，而其職責需經常接觸兒童或精神上無行為能力人士，亦須重新進行性罪行定罪紀錄查核。

簡化招聘程序，加快招聘人才

為加快招聘程序以應對人力市場的激烈競爭，本院經檢討後實施多項簡化招聘程序措施，包括就聘任社會服務單位前線員工下放遴選批核權、職前驗身及簽約安排，以及下放資助學校直接處理新聘任非本地教職員申請工作簽證的行政程序。

參加「補充勞工優化計劃」以紓緩人手壓力

因應勞工處推行「補充勞工優化計劃」，本院於屬下安老及復康服務單位增設臨時職位招聘內地補充勞工，包括服務助理員和初級廚師，以穩定人力支援，提供高質素的服務。

Responding to External Environment, We Compete for Talents

Review of the Establishment Regulations

Following the implementation of the *Safeguarding National Security Ordinance* in March 2024, and drawing reference to the Government's updated *Civil Service Code*, TWGHs correspondingly updated its *Establishment Regulations* and *Staff Handbook*. These updates aim to enhance staff members' awareness of safeguarding national security and to ensure strict compliance with relevant laws in the performance of their duties.

Expansion of the Sexual Conviction Record Check (SCRC) Scheme

In line with the expansion of the SCRC Scheme to cover "prospective self-employed persons" in mid-December 2024, a review of the implementation of enhanced measures was undertaken. All Divisions and Offices are required to extend the SCRC requirement to cover prospective self-employed persons for the relevant contracted-out services and serving staff, whose duties are related to frequent contact with children or mentally incapacitated persons, on in-service appointment, promotion or transfer to a new post or changes of job duties/service scope.

Streamlining Recruitment Procedures for Talent Acquisition

With a view to expediting the recruitment process amidst intense labour market competition, TWGHs reviewed its staff recruitment procedures. Several streamlined measures were implemented, including delegation of approving authority for staff selection, decentralisation of arrangement for pre-appointment medical examination and contract signing for frontline posts at selected community services centres, and grant of authority to TWGHs aided schools for directly handling employment visa applications of non-local new recruits filling teaching posts.

Participation in the "Enhanced Supplementary Labour Scheme" to Alleviate Manpower Strains

In response to the "Enhanced Supplementary Labour Scheme" launched by the Labour Department, additional temporary posts were established to recruit supplementary labour from the mainland of China. These posts, including Service Assistants and Junior Cooks at elderly and rehabilitation service centres, aim to stabilise manpower support and ensure the provision of quality services.

吸引及挽留人才優化措施

為配合服務發展需要，加強招聘及挽留人才的競爭力，本院推出多項優化措施，包括放寬強積金政策，容許屬下資助學校按教育局的規定，認可新聘任常額非教學職位員工的強積金服務年資、就社會服務單位的保安職級員工增設辛勞津貼、提升初級中醫師職位的薪酬、修訂牙科診所的員工獎勵計劃，及於小欖峻庭推行特別薪酬安排，聘任離職/退休員工填補臨時社工職位空缺。

推廣關愛僱主形象以積極吸納人才

本院一直透過不同途徑聯繫伙伴機構，全面外展招聘人才及推廣僱主品牌形象。為擴闊招聘網絡和吸納人才，本院積極參與大型招聘會及大學招聘活動，主動接觸年青新一代，包括參與 2024 年 4 月 13 日的香港大學社會工作及社會行政學系網上講座、2024 年 10 月 14 日的「香港科技大學第三十三屆就業博覽」及由《明報 JUMP》於 2024 年 10 月 26 日主辦的招聘日。此外，本院於今年參與成為「創新香港 – 國際人才嘉年華 2024」的支持機構。

提升員工國家安全意識 貫徹兩會精神

第十四屆全國人民代表大會（全國人大）第二次會議和中國人民政治協商會議（全國政協）第十四屆全國委員會第二次會議（全國兩會）於 2024 年 3 月圓滿閉幕。本院為了讓團隊能更深入了解兩會的重要內容及國家發展方向，於 2024 年 4 月 25 日舉辦了「全國兩會精神分享會 2024」，邀請了全國人大代表本院顧問暨庚子年主席文穎怡 BBS 太平紳士、全國政協委員、本院顧問暨己亥年主席蔡榮星博士 BBS 及全國政協委員、香港重慶總會主席馬浩文博士 BBS 出席分享，並獲新界社團聯會理事長、北區區議員暨辛丑年主席譚鎮國先生 BBS 擔任嘉賓主持。

此外，本院於 2021 年起舉辦一系列與《香港國安法》、《基本法》相關的研習課程，累計超過 1,600 名員工參與。在《基本法》第二十三條《維護國家安全條例》於 2024 年 3 月 23 日刊憲生效後，本院率先與香港公共行政學院於 5 月 10 日合辦首個課程，由香港基本法委員會委員暨立法會議員李浩然博士 MH 太平紳士擔任主講嘉賓，深入講解相關法例；又於年內舉辦了兩場以國家安全法律為題的實務工作坊，分別由執業大律師范凱傑教授 MH 和全國人大代表陳曉峰律師 BBS, MH 太平紳士擔任主講嘉賓，加強同事對在香港實施的國家安全相關法律的認識。三場研習課程合共超過 1,300 位員工參與。

Enhanced Measures for Talent Acquisition and Retention

To address service development needs and strengthen competitiveness in talent acquisition and retention, TWGHs implemented various enhanced measures. These include: relaxation of the MPF policy to recognise the contributory years of service under the MPF scheme for new appointments of regular non-teaching posts in its aided schools, in line with the requirements of the Education Bureau, addition of a hardship allowance for security staff at community service centres, enhancement of pay for Junior Chinese Medicine Practitioners, revision of the staff incentive scheme for dental clinics, and implementation of a special pay measure to recruit resigned/retired staff members to fill temporary social worker posts at the Siu Lam OLIVE-Courtyard.

Outreaching Recruitment to Proactively Boost Employer Image

TWGHs has explored various channels through partnered organisations to broaden its recruitment network, proactively acquire talent, and boost its brand image as an employer. To support these efforts in expanding recruitment networks and attracting talent, TWGHs participated in large-scale job fairs and university recruitment events to engage with younger generations. Key initiatives included conducting an online career talk organised by the Department of Social Work and Social Administration of the University of Hong Kong on 13 April 2024, as well as career exhibitions at the "HKUST 33rd Career Mosaic" on 14 October 2024, and the *Ming Pao JUMP* job fair on 26 October 2024. In addition, TWGHs participated as a supporting organisation in the "Innovating Hong Kong - Global Talent Carnival 2024".

Enhancing Staff Awareness of National Security and Implementing the Spirit of the Two Sessions'

With the successful completion of the second sessions of the 14th National People's Congress (NPC) and the 14th National Committee of the Chinese People's Political Consultative Conference (CPPCC) (the "Two Sessions") in March 2024, TWGHs held a sharing session on 25 April 2024 to deepen its staff members' understanding of the key outcomes of the Two Sessions and the direction of China's development. The sharing session was honoured by the presence of Ms. Ginny MAN, BBS, JP, Deputy to the NPC cum Chairman 2020/2021, Dr. TSOI Wing Sing, Ken, BBS, Member of the CPPCC, Advisory Board cum Chairman 2019/2020, and Dr. MA Ho Man, Hoffman, BBS, Member of the CPPCC cum Chairman of the Hong Kong Chongqing Friendship Federation, who shared their insights, while Mr. TAM Chun Kwok, Kazaf, BBS, Chairman of the New Territories Association of Societies, North District Council member cum Chairman 2021/2022, served as the guest host.

Meanwhile, TWGHs has organised a series of training sessions on the *National Security Law* and the *Basic Law* since 2021, with total attendance exceeding 1,600 staff members. After gazettal of the *Safeguarding National Security Ordinance* (the Ordinance) of Basic Law Article 23 Legislation on 23 March 2024, TWGHs initiated training to enhance staff understanding of the Ordinance. The first workshop, jointly organised with Hong Kong Institute for Public Administration, was launched on 10 May 2024, featuring Dr. Simon Hoey LEE, MH, JP, member of the Hong Kong Basic Law Committee cum member of the Legislative Council, as the guest speaker who delivered an in-depth explanation of the relevant laws. Two training programmes on the Ordinance and its practical application, with Professor FAN Hoi Kit, Alex, MH, barrister-at-law, and Mr. Nick CHAN Hiu Fung, Nicholas, BBS, MH, JP, lawyer and Deputy to the NPC, serving as respective guest speakers, were organised to enhance staff understanding of the national security-related laws implemented in Hong Kong. Collectively, these three workshops engaged over 1,300 staff members.



東華三院董事局成員及職員合共約 700 人出席分享會。
The sharing session was attended by approximately 700 participants, including Board Members and staff of TWGHs.

東華三院湖南長沙國情研修班 2024

本院於 2024 年 10 月 16 日至 18 日與湖南省中華文化學院合辦為期 3 日的國情研修班。人力資源科及資訊科技科共 21 位行政人員前往長沙市參與課程，並由東華三院副主席李曠怡先生和行政總監蘇祐安先生主持開班儀式及結業禮。學員透過專題講座和實地考察當地的歷史文化及科技發展項目，加深對國情和國家最新經濟狀況的認識，更體驗到湖南省的歷史與特色，擴闊視野。

National Studies Programme 2024 at Hunan Institute of Chinese Culture in Changsha

TWGHs co-organised a 3-day National Studies Programme with the Hunan Institute of Chinese Culture in Changsha from 16 to 18 October 2024. A total of 21 executives from the HRD and ITD enrolled, with Mr. LEE Kwong Yee, Jason Joseph, Vice-Chairman of TWGHs, and Mr. SU Yau On, Albert, Chief Executive of TWGHs, officiating at the Opening and Closing Ceremonies. The Programme not only strengthened participants' knowledge of national affairs and the latest developments in China's economy, but also broadened their perspectives on the history and unique characteristics of Hunan Province through thematic lectures and visits to various historical, cultural and technology development sites in Changsha.



本院副主席李曠怡先生 (第二排左五)、行政總監蘇祐安先生 (第二排右四)、湖南省中華文化學院副院長洪真健先生 (第二排左六)、中華文化學院文化交流部主任賀蕾蕾女士 (第二排左四)、文化交流部副主任熊萍女士 (第二排右一)、湖南師範大學博士生導師朱翔教授 (第二排右五) 及東華三院國情班學員合照。
Mr. LEE Kwong Yee, Jason Joseph (second row, left 5), Vice-Chairman, Mr. SU Yau On, Albert (second row, right 4), Chief Executive of TWGHs, Mr. HONG Zhenjian (second row, left 6), Deputy Dean of Hunan Institute of Chinese Culture, Ms. HE Fanfan (second row, left 4) and Ms. XIONG Ping (second row, right 1), Director and Deputy Director of the Cultural Exchange Department of Hunan Institute of Chinese Culture, Professor ZHU Xiang (second row, right 5), Doctoral Advisor of Hunan Normal University, and participating TWGHs staff took a group photo.

邁步向前 提升專業

積極推動社會共融及可持續發展

東華三院於促進平等機會、消除性別、殘疾、婚姻及種族歧視，以及建構共融和諧社會和可持續未來作出的努力獲得認同，並連續第二年成為由平等機會委員會舉辦的《種族多元共融僱主約章》及香港中華廠商聯合會主辦的《ESG 約章》行動 2024 的簽署機構、懲教署「更生伙伴」嘉許計劃的更生協作夥伴，及國際青年商會香港總會「十大傑出青年選舉 2024」的支持機構。

Moving Forward, We Champion Human Resources Professionalism

Promotion of Social Inclusion and Sustainable Development

In recognition of its delicated efforts in promoting equal opportunities, eliminating discrimination based on sex, disability, marital status, or race, as well as creating a more inclusive, harmonious society alongside sustainable environment going forward, TWGHs was accredited as a signatory organisation to *The Racial Diversity & Inclusion Charter for Employers*, established by the Equal Opportunities Commission, and the *ESG Pledge Scheme* 2024, organised by the Chinese Manufacturers' Association of Hong Kong (CMA), both for the second consecutive year. TWGHs was also accredited as a "Rehabilitation Partner" of the "Rehabilitation Partners" Award Scheme under the Correctional Services Department, and a supporting organisation for the "TOYP Selection 2024" by the Junior Chamber International Hong Kong.

「防貪及誠信管理講座」

人力資源科於 2024 年 11 月 11 日舉辦「防貪及誠信管理講座」，由香港廉政公署代表分享防貪條例及處理利益衝突和誠信管理的技巧。現場及網上共有超過 200 位行政人員、校長及單位主任參與。

更新求變 強化系統

預備加入積金易平台

積金易平台自 2024 年 6 月起正式分階段運作。為準備加入積金易平台，東華三院正全面檢視系統支援及行政程序。財務及採購科、人力資源科及資訊科技科的代表出席由積金易外展團隊及本院強積金服務公司舉辦的簡介會，並就員工註冊、系統支援及運作程序給予意見，人力資源科其後將整理後的意見送交積金局跟進。

人力資源管理數據化

為提升人力資源管理數據化，人力資源科與資訊科技科共同合作，完成開發及推出首階段適用於行政總部員工的「電子考績報告管理系統」。此外，亦持續擴展人力資源電子表格系統，並推出新開發的「退休申請及正規聘任以外 / 借調工作」電子申請表格。

卓越人力資源管理屢獲肯定

東華三院自 2014 年起連續第五屆共 10 年獲僱員再培訓局於「人才企業嘉許計劃」嘉許為「人才企業」，充分肯定本院於人才培訓及發展工作的卓越表現。

培養卓越人才 讓企業可持續發展

本院除了培訓員工的專業知識及技能外，亦鼓勵員工追求個人發展，批出多個獎學金予社會服務科員工，包括兩項碩士學位、3 項學士學位、兩個名額予登記護士修讀註冊護士課程，及 3 個名額予社會服務前線員工修讀登記護士課程，藉以促進員工的專業發展，回應社會需求。為協助新入職員工盡快融入東華三院文化，員工訓練組每年均舉辦多場迎新活動，介紹本院組織架構、人事政策、員工訓練及福利事宜，本年度共有超過 600 名員工參與。人力資源科亦積極提升員工士氣，加強員工對本院的認同感和歸屬感，詳情請參閱「員工關係及發展」章節。

Conducting the "Corruption Prevention and Integrity Management Seminar"

The Human Resources Division organised the "Corruption Prevention and Integrity Management Seminar" on 11 November 2024, where a representative from the Hong Kong Independent Commission Against Corruption was invited to share insights regarding the anti-corruption law/regulations and management skills in handling conflict of interests and integrity issues. The Seminar was attended by over 200 executives, school heads, and centre supervisors, both in person and online.

Leading Through Changes, We Build a Modern Human Resources System

Preparation for Onboarding the eMPF Platform

In June 2024, the eMPF Platform officially commenced operation in phases. In preparation for onboarding the eMPF platform, TWGHs' has been in full swing to review its system support and administration procedures. Representatives from the Finance and Supplies Division, the HRD, and the Information Technology Division had attended a briefing session arranged by the eMPF outreaching team and TWGHs MPF service provider, giving feedback on key issues, including employee enrolment, system support, and operational procedures. The HRD subsequently submitted the consolidated feedback to the Mandatory Provident Fund Authority for clarification.

Digitalisation of Human Resources Management

To advance the Digitalisation of human resources management, the HRD, in collaboration with the ITD, developed and launched the first phase of the "e-Appraisal Management System" (e-AMS) for headquarters staff. In addition, the electronic form system was further developed, with the launch of a new electronic application form for "Early Retirement and Outside Work/Secondment".

Recognition for Outstanding Human Resources Management

In recognition of its outstanding achievements in manpower training and development, TWGHs has been accredited as a "Manpower Developer" for the fifth consecutive time in 10 years under the "Manpower Developer Award Scheme" organised by the Employees Retraining Board since 2014.

Building People Advantage for Business Sustainability

In addition to equipping staff members with the knowledge and skills needed to tackle daily challenges, TWGHs also encourages staff members to pursue personal development. Various scholarships have been granted to staff from the Community Services Division in support of their professional development and in response to community needs, including 2 scholarships for master's degree programmes, 3 scholarships for bachelor's degree programmes, 2 sponsorships for enrolled nurses to pursue registered nurse qualification, and 3 sponsorships for frontline staff to pursue enrolled nurse qualifications. To assist new recruits in integrating into the TWGHs culture, several induction programmes are organised by the Staff Training Unit. The induction programmes cover topics on the Group's organisational structure, personnel policies, staff training, and welfare benefits, with over 600 new recruits attending this year. The HRD plays a proactive role in boosting staff morale and fostering a greater sense of recognition and belonging. For details, please refer to the Chapter of "Employee Relations and Development".