5 企業社會責任
CORPORATE SOCIAL RESPONSIBILITY
Advocacy

Staying true to its service spirit of ‘Your Need is the Lead, Walk Together with Love’, the Society aims to engage with persons with disabilities and their caregivers in building an inclusive society while championing their rights.

The Society endeavoured to promote advocacy through different channels. Tin Shui Wai District Support Centre actively shared information about social resources and community updates with our members with disabilities and their caregivers at the members’ assembly. The centre also encouraged the service users to concern and support different groups in need. They actively participated in efforts to build an inclusive community. During the pandemic, the members’ assembly served as a valuable platform to establish a mutual support network for the service users and caregivers to relieve the stress they faced from financial difficulties, as well as daily life and caregiving duties. The mutual support groups also provided breathing space for the families.

The Society collected views and data from our service users and caregivers through direct conversations and questionnaires on various communication platforms. With the exchange of views, we were able to understand the needs and expectations of persons with disabilities and their caregivers, which helped us optimize the quality of our services and convey the matters concerned to the Government for the purpose of helping them live happily in the community.

As the epidemic gradually eased, the Fu Hong Parents’ Association (FHPA) has launched a series of member activities, including courses, health seminars and social gatherings, aiming to strengthen trust and cohesion among members while enhancing care for caregivers. Additionally, FHPA actively participates in social service seminars to deepen caregivers’ understanding of the latest rehabilitation services.
Staff Relations and Development

持續改善
Continuous Improvement

為處理疫情困難及勉強員工，董事局成立專責小組，以三位董事局成員為領袖，與副總幹事（務實發展）、服務總監及人力資源經理，共同研究並制定策略。

現時，行政總裁表示疫情防控已徹底普及，但經商務部重新考慮後，在沒有增加額外資源，並在服務單位透過輪流升降等工作，已於七月下旬將疫情時間，大大改善了員工的工作情況。

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To address hiring challenges and improve talent retention, the Council set up a working group to study and discuss the relevant strategies to be rolled out. The working group was led by three Council Members and supported by the Deputy Chief Executive Officer (Capacity Development), Service Director and Human Resources Manager.

Although the discussion on mealtimes for frontline staff was not an easy one, continual discussions with the managers yielded positive outcomes: Without having to pump in additional resources, the Society was able to provide its frontliners working 45 hours a week with meals, simply by optimising workflows at the service units.

The Society also increased the quantum of the incentive under the ‘New Staff Referral Scheme’ to encourage its staff to refer more potential candidates to join the Fu Hong family. Meanwhile, the Society also expanded its recruitment channels so that hiring updates can be shared more broadly.

The Society participated in the recruitment event organised by the Hong Kong Council of Social Services in September 2022. Senior managerial staff of the Society conducted on-the-spot interviews. They also took the opportunity to share information about the Society’s services with the public so that there would be more awareness of what we do.

The Society is a signatory to the ’Good Employer Charter’, ’Mental Health Workplace Charter’ and ’Healthy Workplace’. It is committed to a people-oriented approach, and advocates a pro-family work culture through robust human resources management policies and measures, including providing breastfeeding time and childcare vaccination leave for staff that require them. At the same time, the Society prioritises the mental health of its staff at the workplace, and put in place the “Employee Assistance Program” for staff and their kin who require counselling or referrals. The Society also shares mental health-related information and learnings from relevant seminars.

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補充勞工計劃
Supplementary Labour Scheme

充裕的人手對服務的穩定性非常重要。本會參加社會福利署首次委託協助服務的「補充勞工計劃」，第一批勞工已於2022年下半年到職。未來，本會將繼續參加有關計劃，以解決照顧人手不足的情況。

The availability of sufficient manpower is critical to the stability of services. The Society applied for the ‘Supplementary Labour Scheme’ of the Social Welfare Department. This is the first time subvented services are eligible for the scheme. The first batch of staff under the scheme onboarded in the second half of 2022. In the future, the Society will continue to participate in this exercise to ensure adequate manpower for caregiving.

關懷尊重
Care and Respect

本會深信只有愉快的工作團隊才能帶來優質服務。秉持以人為本地原則，本會致力培養關懷尊重的工作文化，建立健康工作環境。

The Society believes that only a happy workforce can provide services of high quality. With a people-oriented approach, the Society is committed to cultivating a compassionate and respectful work culture, as well as a healthy work environment.

長期服務獎
Long Service Award

本會每年均頒發長期服務獎，向他們的盡心服務表達感謝和敬意。在疫情下，本年度共有一百三十八位員工獲長期服務獎。

The Society presents the Long Service Award to eligible staff every year in appreciation of their dedication. During the year, in the midst of the pandemic, a total of 138 staff members received the award.

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本會連續五年榮獲為「倍積金好雇主」，疫情期間，本會為員工安排線上強積金講座，讓員工了解市場動態，為自己的投資和退休生活作好準備。

Fu Hong Society won the ‘Good MPF Employer Award’ for the fifth consecutive year. During the pandemic, the Society organised online seminars to help its staff understand market dynamics so that they could prepare for their investment decisions and retirement.
Two-Way Communication and Careful Listening

The Society believes that having open and candid conversations are critical to building a harmonious and inclusive relationship with its staff. Through multiple communication channels, the Society maintains mutual trust and strengthens communication between its staff and Management. In the past year, the Society organised a total of four ‘Fu Hong Focus Group’ Meetings. At the meetings, staff of different levels engaged directly with the Chief Executive Officer in conversation, and shared their views on work and the Society’s services. In addition, eight All-Staff Meetings were also held. These were attended by a total of more than 300 staff members. The Chief Executive Officer, Deputy Chief Executive Officers, Service Directors and managers of the various departments shared their highlights and future developmental plans at these meetings so that the staff could reinforce their understanding of the Society’s service philosophy and developments.

The Staff Consultative and Development Meetings are made up of staff representatives from service units and of various job levels, as well as management representatives. Meetings are held every quarter and are chaired by the Chief Executive Officer. The agenda includes topics for discussion that are close to the heart of the staff or related to our services. The Society also has a staff consultation system in place so that diverse views can be heard when key policies are due for review.

Appreciation for Our Staff

The Society is grateful to all its staff for their hard work and contributions. During holidays such as Lunar New Year, the Society would present its staff with some tokens of appreciation. During the pandemic in 2022, the staff lucky draw was moved online and the staff could take part by watching the livestream. More than 300 prizes were given out in this lucky draw in appreciation of our staff’s unwavering dedication.

The winners of the lucky draw received their prizes from the Chief Executive Officer who visited the Service Centre personally.
多元化培訓課程，回應會方策略發展項目

培訓部每年舉辦多元化的培訓課程，以回應會方策略發展項目。有關障礙服務使用者客需設培訓項目，本會舉辦一系列與高年齡人士的照顧和健康相關的訓練，提升員工的知識和工作技巧，當中包括傷口護理、吞嚥飲食及生活教育等課程，除對外化作，亦會有部分服務使用者是自閉症人士。考慮到服務使用者需要，本會為員工提供相應的培訓，包括溝通及訓練技巧，此外，本會亦積極推行「國際功能、殘疾和健康分類」，並提供相關訓練予專業及前線員工，讓他們能夠全面了解服務使用者的需要。策劃周到的介入計劃，並透過實證為本的成效檢討，持續提升服務的成效。

Diversified Training Programme Aligned with Strategic Development

In the past year, a series of diversified staff training programmes was organised in view of the strategic development of the Society. Our staff members were equipped with the relevant knowledge and skills in response to the emerging needs of our ageing service users through training programmes such as wound management, feeding and end-of-life education. Given the rise in the number of service users with comorbidities in intellectual disabilities and autism spectrum disorders, staff members were equipped with specific techniques such as the Intensive Interaction and Picture Exchange Communication System to enable them to communicate effectively with service users and help them achieve their training outcomes. Workshops were also held to increase our staff members’ capacity to conduct holistic assessments and support the implementation of the ‘International Classification of Functioning, Disability and Health’ (ICF) framework in our services. The Society strives to raise our service users’ quality of life as it prioritises their needs, people-oriented intervention plans and evidence-based service evaluation.
扶康傳承：人才儲備及培訓計劃經理進階課程
扶康傳承計劃為系統的管理和領導能力培訓，培育優秀的員工成為機構未來的管理人才。以傳承機構的信念、使命、價值和企業的發展，於2018年及2018年分別推行第一及第二屆「扶康傳承：人才儲備及培訓計劃」，超過四十名專業及管理員工參加一系列為期十八個月的培訓課程。為慶祝過去兩屆傳承計劃的成功，本會於2022年9月推行第三期的「扶康傳承：人才儲備及培訓計劃」經理進階課程，十六位來自不同管理職級的員工參加一系列的培訓，細分包括專業管理培訓工作坊、由專才領航的職業發展、及團隊分享工作經驗和心得等。

Management Staff Development Programme: Advanced Training Programme for Middle Management
To groom outstanding managerial staff in a systematic manner, and to realise the vision and mission of the Society while exercising effective corporate governance for its healthy and continued development, the Management Staff Development Programme was held twice in 2018 and 2018 respectively. More than 40 high-performing professional and managerial staff members were equipped with management competencies on a well-structured 18-month training programme. With the success of the two runs, the Advanced Training Programme for Middle Management was also launched in September 2022. Altogether, 16 staff members of various management levels participated in the programme which comprised a series of professional management courses and coaching. In addition, members of senior management were assigned to each participant as mentors for sharing work experience and giving guidance.
Our Environmental Working Group is dedicated to promoting sustainable development and it has put in place environmental policies to proactively promote conservation efforts among all staff.

The group published two issues of the Environmental Protection Newsletter during the year, featuring interviews with colleagues and units on their eco-friendly practices, as well as recommendations for eco-friendly activities and tips for green living. These efforts aimed to strengthen environmental education, enhance awareness and pique our colleagues’ interest in environmental conservation.

Last year, our Environmental Working Group collaborated with the Department of Physics of Hong Kong Baptist University to provide energy-saving assessments for Lok Wah Adult Training Centre, and the outcome revealed that electricity consumption was mainly due to air conditioning and laundry systems (Note 1). Our overall electricity consumption decreased significantly from 318,330 kWh in 2019/20 to 291,550 kWh in 2021/22. Based on this data, the Energy Use Intensity of the center decreased by approximately 8%, indicating significant progress in improving energy efficiency.

Furthermore, to cultivate environmental awareness and habits among our colleagues in their daily work, our Environmental Working Group launched the “We Care about Environmental Protection” Award Programme. The programme comprises nine indicators, including encouraging colleagues to save energy, reducing paper use, purchasing energy-labeled electrical products, making use of recycling bins and others. Regular reviews were conducted on the implementation of the programme. Altogether, 14 service units participated in the programme and initiated various effective environmental measures. Along the way, valuable experience was gained as our service users and staff joined hands to promote environmental protection work.

(Note 1) In the three-year data from 2019-2022, it was found that the laundry room’s electricity consumption accounted for nearly 50% of the overall consumption, followed by air conditioning at 30%, with lighting and other facilities accounting for the remaining 20%.
At the same time, our Environmental Working Group actively promotes environmental education by organizing classes that cater for different interests every year, including eco-gardening workshops, plant cultivation and natural skincare product classes. These activities promoted ecological concepts and their application in daily life and at workplaces.

Apart from the effort of the Environmental Working Group, the Jockey Club Shek Wai Kok Workshop also contributes to environmental protection by upcycling products. By utilizing materials that would otherwise end up in landfills, the workshop collects abandoned and broken red wine boxes from shops and wine cellars, transforming them into beautifully designed handicraft products. This not only provides employment opportunities for persons with disabilities but also fosters empowerment and social inclusion. By supporting upcycled products from sheltered workshops, consumers are participating in environmental protection and encouraging the development of a circular economy.

Catering is one of the businesses of our social enterprise Hang Yung Services Limited which is tackling plastic waste by replacing the use of eco-friendly packaging and materials like biodegradable corn starch takeout food containers to minimise the impact on the environment.

The Society hopes all stakeholders can enjoy the opportunities to participate in environmental protection so as to jointly fulfil environmental responsibilities, and work together to build a sustainable and green future.