

Business Services Group
商業服務



Certification Division

簽證部

Human Resources

人力資源





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簽證部去年共簽發547,010份貿易文件。

'B' Function of the Chamber 商業服務

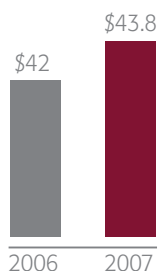
Members make good use of the Chamber's business certification services, training courses, room rental, mailing and additional services to facilitate their business.

本會為會員籌辦培訓課程及提供簽證、場地租用和郵寄等服務，以促進他們的業務運作。

Certification Division

簽證部

The Certification Division provides quality and efficient certificate of origin (CO) and electronic trade documentation services at various rates to Chamber members and non-members. It operates seven offices throughout the Hong Kong SAR to ensure easy access to its services by all prospective clients.



Trade documentation income
貿易文件收入
(revenues in million HKD
百萬港元計)

Three certification branch offices were relocated to new premises in 2007. The moves were necessary to maximize the utilization of office space, following the centralization of document storage, which freed up considerable storage space. As a result, the relocations have saved a total gross area of 1,769 square feet, and our rental costs have consequently been reduced.

As part of the relocation, and to support the Chamber's Clean Air Charter, the Certification Division installed energy efficient equipment in its office, which resulted in a total reduction in energy usage of 5%.

簽證部提供產地來源證和其他電子貿易文件的簽發服務，快捷方便，收費相宜，會員更可享受特別優惠。本會設有7個簽證辦事處，遍布全港，方便用戶。

在2007年，簽證部有3個辦事處遷往新址。透過中央文件貯存，新的辦公室主要處理營運事宜。因此，新的簽證辦事處節省面積共1,769平方呎，而租金成本亦得以大幅下降。

為支持本會發起的「清新空氣約章」，簽證部辦事處加裝了一些節能設施，作為搬遷計劃的一部分，而有關措施把能源使用量減少5%。

In April, the Division started providing a Consulate Endorsement Facilitation Service. The new service offers companies a one-stop package, including CO approval, endorsement by consulates in Hong Kong, as well as the return of documents to CO applicants.

Good Result

The year under review was a busy 12 months for the division. In 2007, the Chamber processed and issued 547,010 trade documents which included 5,850 CEPA certificates of origin, 219,935 certificates of origin, 320,664 import and export trade declarations (TDEC) and 561 production notifications (PN). The total income of \$43.8 million showed an increase of 4.2%, compared with the figure of \$42 million in 2006.

該部於去年4月增設了代辦領事認證服務，為企業提供產地來源證審核、送交駐港領事加簽，以及向申請人發還文件等一站式服務。

表現理想

簽證部去年業務繁忙，年內共簽發547,010份貿易文件，包括5,850份CEPA原產地證書、219,935份產地來源證、320,664份進出口報關和561份生產通知書，總收入達4,380萬元，較2006年的4,200萬上升4.2%。



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The Chamber's smart card payment system has been well received as a substitute for cumbersome cash payment. By the end of the year, 908 smart cards had been issued. More than 20% of all CO transactions were conducted through the smart card payment system.

Certification Coordination

Certification policy and issues are mainly dealt with by the Certification Co-ordination Committee, on which the Chamber is represented by Dr Y S Cheung, Senior Director, Certification Division. The committee called one meeting during the year to discuss revising CO fees.

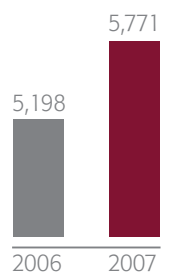
代替現金結帳的「預付卡結帳系統」一直廣受歡迎。截至去年底，本會已發出908張預付卡，而使用該系統繳付簽證費用的客戶數目則佔總數的20%以上。

簽證聯絡

簽證政策及有關事務主要由簽證聯絡委員會負責，委員會的本會代表為簽證副總裁張耀成博士。該委員會年內曾召開一次會議，檢討產地來源證的收費。

ATA Carnet

The Chamber is the sole approved body in Hong Kong for the issue of ATA carnets. These are international customs documents which permit trade samples, exhibition goods and professional equipment to be taken across national frontiers without payment of duty. In 2007, the Chamber issued a total of 5,771 carnets, an increase of 11% over the figure for 2006.



ATA Carnet issued by the Chamber
本會簽發的臨時入口免稅特許證數目

臨時入口免稅特許證

本會是全港唯一認可簽發臨時入口免稅特許證的機構。持證人可攜帶貿易樣本、展覽品和專業器材進出多個國家而無需繳付關稅。在2007年，簽證部共發出5,771份特許證，較2006年增加11%。

Human Resources

人力資源

The Human Resources Division is responsible for managing the Chamber's corporate human resources, providing skills-related training services to members, and serving as secretariat for the Manpower Committee.

Manpower Committee

The highlight of the committee's work in 2007 was the Chamber's second CEO Manpower Conference, which took place on May 30 under the theme: "Hong Kong's Human Capital: Strategic Challenges – Practical Solutions." Over 100 CEOs and senior corporate executives discussed their concerns on the future of manpower development in Hong Kong, and suggested possible solutions. A report detailing the discussions from the conference was distributed to senior government officials and academic institutions to help them formulate future manpower policies and strategies.

In addition to the Manpower Conference, the committee exchanged views and provided input to the government on a number of manpower issues throughout the year. It also

continued to support the Business/School Partnership Programme to enhance students' exposure to and understanding of the business environment.

Training

The Chamber's HR team organized around 50 training courses during the year. These covered general administrative and customer service skills, HR, strategic management, finance, languages and other soft skills useful for business, in addition to requests for tailor-made training programmes. Roundtable luncheons and seminars on manpower-related issues organized during the year were also useful to keep members abreast of changes and trends taking place in the HR field, both in Hong Kong and the Mainland. In addition to the current training services, the Chamber will continue to expand the variety of topics and courses to meet the needs of members.

人力資源部專責管理本會的人力資源，除了為會員提供各項技術培訓課程外，亦為人力委員會提供秘書服務。

人力委員會

在2007年，人力委員會的工作重點是5月30日舉辦的第二屆「總裁人力會議」，主題為「香港人力資源：策略挑戰與實際對策」，吸引逾100位行政總裁和企業高級行政人員出席，共同探討香港未來面對的人力發展挑戰，並提供可行的解決方案。會後，本會亦已向多位政府高官和學術組織呈交一份報告，詳述歸納所得的討論結果和建議，以協助制訂未來的人力資源政策和發展策略。

除了上述會議外，人力委員會年內曾就多項人力議題與政府交流意見和提出建議。委員會亦繼續支持「商校交流計

劃」，以加強學生與商界的接觸和認識。

培訓

本會的人力資源部年內籌辦了約50項培訓課程，內容包括一般行政和客戶服務技巧、人力資源、策略管理、財務、語言和其他商業實務技能等。此外，本會更會因應會員的需要，度身設計一些專業培訓課程。本會去年亦舉辦多個小型午餐會和研討會，探討與人力相關的議題，讓會員了解香港及內地人力資源領域的最新轉變和趨勢。除現有培訓服務外，本會將繼續發掘更多議題和新增不同種類的課程，以滿足會員所需。



The Chamber participated in the MTR Hong Kong Race Walking and Outward Bound Corporate Challenge in 2007. 總商會於2007年分別參與了「地鐵競步賽」及「衝勁樂」運動。

The Chamber continues to be the sole sponsor of the Good Citizen Award. 本會繼續獨力贊助「好市民獎勵計劃」。



Community work

The Good Citizen Award, which has been sponsored solely by the Chamber since 1973, held two award presentation ceremonies during the year. Organized by the Police Public Relations Branch, the award commended 81 exemplary citizens, and over 3,400 citizens have received the honour over the years. During the year under review, the Chamber co-organized The Hong Kong Occupational Safety & Health Award, supported the Caring Company Award, and the Community Chest, among others.

To encourage Corporate Social Responsibility, and to raise money for a good cause, the Chamber participated for the first time in the MTR Hong Kong Race Walking on April 15, and the Outward Bound Corporate Challenge on December 2.

The Job Vacancies & Manpower Corner on the Chamber's Website continues to attract both job seekers and employers.

社會工作

「好市民獎勵計劃」自1973年設立以來，一直由本會獨力贊助，並於年內舉行了兩次頒獎典禮。該計劃由警察公共關係科主辦，去年表揚了81名模範市民，至今已有3,400多名市民獲得嘉許。此外，本會亦於年內協辦和支持其他社會項目，包括「香港職業安全健康大獎」、「商界展關懷」和公益金等活動。

為提倡企業社會責任並為公益事項籌款，本會去年首次參加於4月15日舉辦的「地鐵競步賽」，以及於12月2日舉行的「衝勁樂」活動。

本會網站內的「職位招聘」和「人力專欄」服務繼續深受求職者及僱主歡迎。這項免費會員服務至今已為香港及內

Over 3,500 jobs in Hong Kong and the Mainland have been advertised through this free member service.

Corporate Human Resources

The Chamber's headcount as of the end of 2007 stood at 123, up slightly from 120 in 2006, and the management continues to watch payroll costs closely.

As a caring organization, the Chamber organized various activities to enhance the well-being of staff and to encourage a harmonious work environment. Staff training and development programmes were also arranged to upgrade their skills, including language, customer service, presentation and management skills.

A number of interns from local and overseas universities worked in different divisions of the Chamber for short periods during the year to enhance their understanding of businesses in Hong Kong, and to provide them with practical work experience.

地逾3,500個職位空缺刊登招聘廣告。

本會人力狀況

截至2007年底，本會有職員123人，人數略高於2006年的120人。本會將密切留意薪酬成本。

本會作為一個關懷員工的機構，去年舉辦了多項員工活動，務求為員工提供一個健康和諧的工作環境。本會年內也為員工提供培訓和發展計劃，協助他們提升語文、客戶服務、演說和管理等方面的技能。

此外，本會亦為多位本地和海外大學生提供實習機會，安排他們於本會的不同部門進行短期實習，以助加深對香港商界的了解，並吸取實際的工作經驗。