

# Business Services & Support

商業服務及支援



The Chamber provides a wide range of business documentation, training, information, and event services for members.

總商會為會員提供一系列服務，包括商貿文件簽發、培訓及活動。



# 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 provide easy access and services to all prospective clients. The support services division provides advice and programmes to members relating to resource management issues.

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。支援服務部專門為會員提供與資源管理相關的建議和活動。

1. The Chamber operates seven CO offices throughout Hong Kong.  
本會設有7個簽證辦事處，遍布全港。
2. In 2008, the CO Division began work on upgrading its popular online CO application system.  
2008年，簽證部開始將廣受歡迎的網證申請系統升級。



2008年對於簽證部來說是極為反覆的一年。簽證業務於去年首兩季表現強勁，收入較2007年同期錄得溫和的增長。然而，貿易文件的需求自第三季開始已逐漸放緩，而隨著金融危機的影響於年底全面浮現，有關需求更持續下跌。

簽證部的業務正是香港外貿的縮影，而本地貿易又非常倚賴中國的國際貿易。因此，當全球貿易受到金融海嘯衝擊，香港也不能倖免。

本會推出的「預付卡結帳系統」，已成為取代現金結帳的一種實用工具。截至去年底，本會已發出1,122張預付卡。

### 業務展望

為改善服務，簽證部在2008年推出折扣優惠券，鼓勵客戶在2009年繼續使用本會的報關服務。該部門亦增設秘書服務，協助客戶填寫申請表格。此外，簽證部已開始將廣受歡迎的網證申請系統升級，以便客戶申請簽證。

2008 proved to be a very volatile year for the Certification Division. For the first two quarters of the year, business was robust, and registered a modest growth in income over the same period for 2007. However, by the third quarter, demand for trade documents began to decline gradually, and gained momentum by the end of the year as the full impact of the financial crisis began to bite.

The Certificate Division's business is a miniature model of Hong Kong's foreign trade, which in turn depends very much on China's trade with the world. Consequently, global trade was battered by the financial tsunami, and Hong Kong has not managed to avoid its aftermath.

The Chamber's smart card payment system is now firmly established as a practical and efficient substitute for cumbersome cash payments. By the end of the year, 1,122 smart cards had been issued.

### Outlook

To improve our services, the Division initiated discount coupons in 2008 to lock in trade declaration customers for 2009. It also offered additional secretary services to help customers fill in their application forms. The Division also started work on upgrading its popular online CO application system to further facilitate customers' CO applications.

HKGCC's Certificate of Origin (CO) offices completed refurbishment during the year under review, with the latest office in Kwun Tong moving into new premises on March 10. Pictured is HKGCC's Senior Director, Certification, Dr YS Cheung (6th from left) with staff of the new Kwun Tong office, and managers of the Chamber's seven CO offices.

總商會已於年內完成多個簽證辦事處的翻新工程。最近，觀塘辦事處亦於3月10日遷入新址。圖中，總商會簽證副總裁張耀成博士（左六）與觀塘新簽證辦事處的職員及全港七個簽證辦事處的經理合照。



# Human Resources

## 人力資源

The Human Resources Division is responsible for managing the manpower needs of the Chamber, in addition to serving as secretariat for the Manpower Committee, and providing skills-related training services to members.

人力資源部專責管理本會的人力資源需要，除了為人力委員會提供秘書服務外，也為會員提供各類技術培訓課程。

In addition to studying manpower issues under the Chamber's advocacy function, the Manpower Committee also organized a number of luncheons and seminars to update members on the latest human resources trends and people management strategies. A major event for the committee in 2008 was the 'Human Capital Forum,' which focused on talent recruitment, retention, compensation, and succession. It also continued to support the 'Business/School Partnership Programme' to enhance students' exposure to the business environment.

### Training

The Chamber's Human Resources Division organized around 50 training workshops for members during the year. These covered everything from administrative and customer service skills to languages skills as well as other practical soft business skills. The Chamber also organized a number of tailor-made training programmes for members to strengthen their staff's knowledge and skills. In addition to existing training programmes, the Chamber will continue to improve and expand the variety of courses to meet the needs of members.

人力委員會除了探討人力議題和倡議政策外，還籌辦了多個午餐會和研討會，讓會員了解最新的人力資源趨勢和管理策略；而2008年的重點活動是「人力資本論壇」，集中研究人才招聘、人才保留、賠償和傳承等議題。委員會亦繼續支持「商校交流計劃」，加強學生與商界的接觸和溝通。

### 培訓

本會的人力資源部年內為會員舉辦了約50個培訓工作坊，內容包括行政和客戶服務技巧、語言和其他實用商業技巧。本會亦為會員度身設計多個培訓課程，加強員工知識和技巧。除現有的培訓服務外，本會將繼續改善和擴大課程的種類，致力滿足會員所需。

1. At the Chamber's Manpower Committee Human Capital Forum on June 3, leading industry experts shared their insights in formulating strategic solutions to manage and develop talent.

在本會人力委員會於6月3日舉辦的人力資本論壇上，多位企業領袖和專家分享他們對制訂人才管理和發展策略的見解。

2. The Good Citizen Award commended 81 exemplary citizens in 2008. The Chamber has been the sole sponsor of the award since its inception in 1973.

「好市民獎勵計劃」去年表揚了81位模範市民。該計劃自1973年設立以來，一直由總商會獨力贊助。



2008年3月，本會的數碼、資訊及電訊委員會與中小企業委員會合辦了「總裁知識管理研討會2008」，討論企業如何管理及傳承專門知識和技術，從而提升競爭力。

### 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3,508位市民獲得嘉許。此外，本會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」、公益金及「工作與生活平衡日」等活動。

本會網站內的「職位招聘」和「人力專欄」所提供的實用資訊，繼續深受求職者及僱主歡迎。這項免費會員服務至今已為本地及內地逾4,000個職位空缺刊登招聘廣告，逾1,000家企業曾使用這項服務。本會來年將繼續為會員提供這項免費服務。

### 本會人力狀況

截至2008年底，本會有職員123人，人數與2007年相同。本會將繼續密切監控薪酬成本。

本會作為一個關懷員工的機構，去年舉辦了多項員工活動，務求為員工締造一個健康和諧的工作環境。人力資源部的另一重要工作範疇是員工培訓和發展。本會年內曾為員工舉辦培訓課程，提升語文、客戶服務、演說和管理等方面的技能。

In March 2008, the Chamber's DIT and SME committees jointly organized the 'CEO Knowledge Management Symposium 2008' to discuss how and why businesses should manage and transfer know-how and expertise throughout their organizations to raise their competitiveness.

### Community work

'The Good Citizen Award,' which has been sponsored solely by the Chamber since 1973, held two award presentation ceremonies during the year under review. Organized by the Police Public Relations Branch, the award commended 81 exemplary citizens. To date, 3,508 citizens have received the honour over the years. In addition, the Chamber co-organized The Hong Kong Occupational Safety & Health Award, supported the Caring Company Award, and Community Chest, and participated in Work-Life Balance Day.

The Job Vacancies & Manpower Corner on the Chamber's web site continues to attract both job seekers and employers to browse for useful information. Over 4,000 jobs, both local and on the Mainland, have been advertised through this free service offered to members. Over 1,000 companies have used this service. The Chamber will continue to provide this free service to members in the year ahead.

### Corporate Human Resources

The Chamber's headcount as of end of 2008 stood at 123, the same as in 2007. The management continues to monitor staff costs closely.

As a caring organization, the Chamber organized a number of activities to enhance staff wellbeing and to create a harmonious work environment. Staff training and development is also another important aspect that the division manages. Throughout the year, training courses were organized for staff to upgrade their language, customer service, presentation and management skills.



The CEO Knowledge Management Symposium examined how companies can use IT and design to develop their businesses. 總裁知識管理會議探討企業如何利用資訊科技及設計來發展業務。