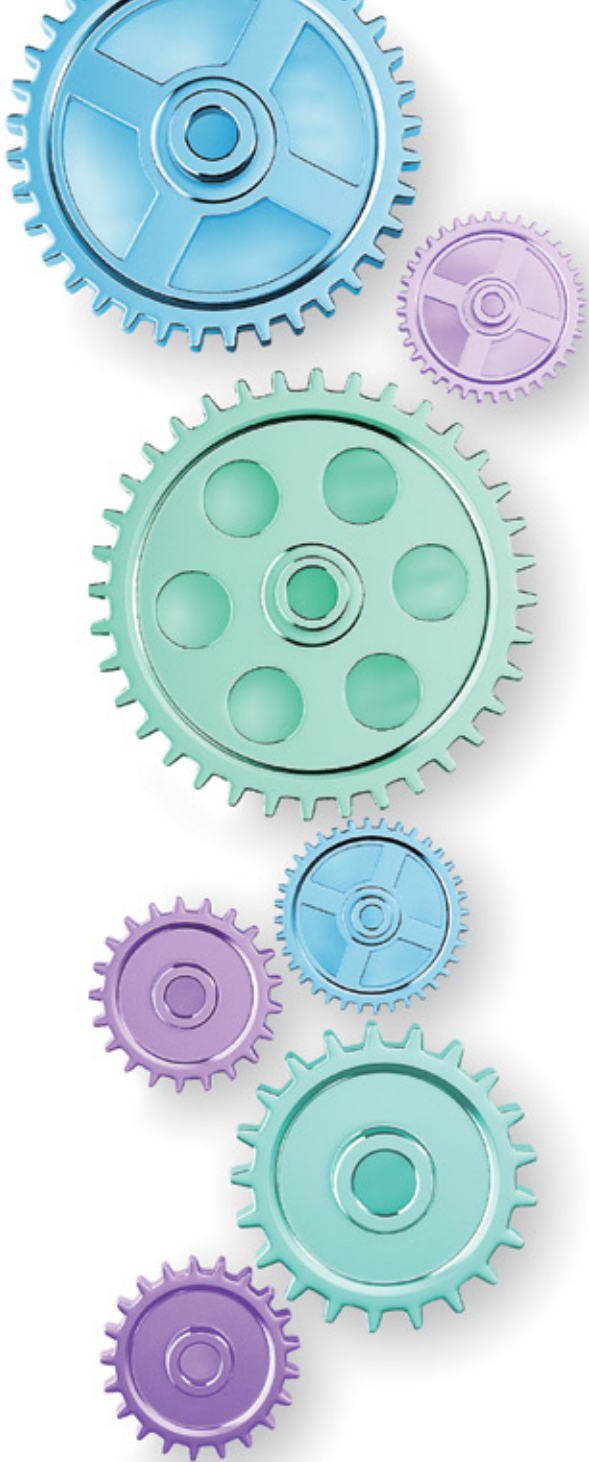


創新增值  
CREATING and 利商便民  
DELIVERING VALUE



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2014/15年度標誌着香港郵政機構發展的一個里程碑。

2014/15 marked a milestone in the history of Hongkong Post in ways more than one.



**將** 國際郵件中心和郵政總局揀信組合併和搬遷的工作歷時一年，過程複雜。在完成搬遷後，中央郵件中心在2014年10月全面啓用。2014年8月，新開發的綜合郵務系統展開安裝工程，有關工程首先在全線郵政局進行，其後推展至所有後勤運作和支援單位。此外，在2014/15年度，我們的運作盈利達1.69億元，回報率為固定資產平均淨值的4.9%。

上述發展反映部門為確保郵政署營運基金在運作和財政上可持續發展的幾個重點工作方向。中央郵件中心集中處理本地郵件，配備先進的郵件處理設施，令郵件處理流程更精簡流暢，同時有助維持部門的運作，符合成本效益。綜合郵務系統令櫃位服務煥然一新，提升顧客體驗。該系統將櫃位服務與後道工序結合，提升運作效率；並且為部門日後推出新增的櫃位服務提供支援。在2014/15年度，郵政署營運基金的財政表現大有改善，轉虧為盈，扭轉過去數年出現虧損的情況。

In October 2014, the Central Mail Centre was fully commissioned following a complicated, year-long migration process involving the consolidation of our International Mail Centre and the sorting office of the General Post Office. In August 2014, we embarked on the installation of a newly developed Integrated Postal Services System (IPSS), initially at all post offices for subsequent extension to all backend operational and support units. In addition, we achieved an operating profit of \$169 million for 2014/15, representing a rate of return on the average net fixed assets of 4.9%.

These developments reflect the underlying thrusts of our corporate effort to achieve operational and financial sustainability for the Post Office Trading Fund (POTF). As a unified facility with advanced mail processing equipment primarily for processing local mail, the Central Mail Centre allows more streamlined mail flow and thus helps us maintain cost-effective operational performance. The IPSS enhances customer experience with a modernised counter interface, improves operational efficiency through seamless integration of counter functions with backend processes, and supports delivery of new services over the counter. The turn-around in POTF's financial performance in 2014/15 was a marked improvement to previous years when we were operating at a deficit.

自我在2011年10月出任香港郵政署長以來，控制成本、發展業務以增加收入，以及提升顧客體驗一直是部門策略下的重點工作。全賴同事在這些重點環節奮力用心，令部門取得理想成績，我對此深感欣慰。更重要的是，這些令人鼓舞的成果足以證明在數碼時代，郵政渠道，包括如同香港郵政一樣的公營郵政服務機構，依然能夠發揮作用。

我經常被問到：香港郵政以營運基金模式運作，但仍屬政府部門，能否與市場上其他服務供應商競爭？經過思考這問題，我可以肯定地說：香港郵政能夠與對手競爭。我的答案反映了香港郵政在香港這個完全開放的速遞和物流市場如何定位。

香港郵政是一家綜合型的郵政服務營辦機構，履行政府須提供普郵服務的責任。我們以相宜的價格，提供優質可靠的多元化郵政和相關服務。香港郵政的服務網絡覆蓋全港，在國際派遞方面遍及全球，包括偏遠地區。我們按商業原則營運業務，與此同時，我們肩負「傳心意、遞商機」的社會使命。以現今的說法，香港郵政是一家社會企業。我們引以為榮的是藉着促進個人和商業通訊，以及高效地運送商品，香港郵政為客戶創造價值，尤其是在推動共融社會和支持本地經濟發展方面。

過去幾年，我們致力控制成本，並且按着以客為本的方針發展業務，藉此提升香港郵政的競爭力。事實上，我們正面看待競爭，因為競爭能鞭策香港郵政力求進步，從而為顧客帶來更大的價值。不但香港郵政會因此受益，我們的顧客和社會整體都能受惠。

為香港郵政未來的持續發展，我們一直努力為部門打造穩固的根基。儘管我們已取得一定進展，然而這方面的工作仍在「進行中」。財政司司長在2015年的財政預算案演辭中提到會檢視香港郵政的營運，該項工作現正進行得如火如荼。我們期望藉着開發創新服務，能更進一步切合顧客的需要。與此同時，我們致力強化企業管治，鞏固管理架構，以助我們應付不斷變化的服務需求。香港郵政正不斷自我優化，在這過程中，我們目標清晰，並且會秉持部門一貫盡心盡力服務市民的企業文化。

丁葉燕薇

丁葉燕薇  
香港郵政署長  
暨郵政署營運基金總經理

Costs management, business development for revenue generation and enhancement of customer experience have been the focuses of our corporate strategy since I took up the helm of Hongkong Post in October 2011. It is gratifying to see positive results from the dedicated effort of my team in these focal areas. More importantly, this encouraging outcome reaffirms that the postal channel remains relevant in the digital age, and no less for a government-run postal service such as Hongkong Post.

The question has often been put to me: operating as a trading fund and remaining as a government department, is Hongkong Post able to compete with other service providers in the market? This question is constantly on my mind. My unequivocal response is: yes, we are. This reflects how Hongkong Post positions itself in an entirely open courier and logistics market in Hong Kong.

Bearing Government's universal service obligation, Hongkong Post is a comprehensive postal service provider offering a broad range of postal and related solutions at affordable prices with good service quality and reliability. We cover the entire territory locally and reach even remote corners of the world. While operating on commercial principles, we have a social mission, i.e. "linking people delivering business". Hongkong Post is, in today's language, a social enterprise. We take pride in the value we create for our customers, specifically in nurturing an inclusive community and supporting local economic development through facilitating personal and business communication as well as the efficient movement of merchandise.

The effort made in recent years to manage our costs and pursue a customer-oriented approach in business development has sharpened Hongkong Post's competitiveness. Indeed, we view competition positively. It spurs us to drive for continuous improvement, which in turn brings better value to our customers. This benefits ourselves, our customers and the community at large.

While we are making headway in building a solid foundation for Hongkong Post's sustainable development into the future, we are at a "work in progress" stage still. The ongoing business review for Hongkong Post, which arose from the 2015 Budget Speech delivered by the Financial Secretary, is being pursued in earnest to better meet customer needs through service innovation. The parallel effort to enhance corporate governance will help us cope with fast-evolving service demands by reinforcing our management framework. Hongkong Post is on a transformative journey, with a sense of purpose firmly anchored in our corporate culture of serving the community wholeheartedly.

丁葉燕薇

Mrs. Jessie TING  
Postmaster General  
and General Manager of the Post Office Trading Fund



宣言、抱負、使命和信念

我們的宣言 — 傳心意、遞商機

傳心意 — 香港郵政以市民能夠負擔的劃一收費，為社會提供可靠快捷的郵遞服務，把郵件和商品送達香港和世界每一個角落，致力履行予人連繫的社會責任。

遞商機 — 香港郵政不斷開拓新的營商領域，為不同界別提供業務解決方案，保持香港郵政的競爭力，從而為本港經濟增值。

Purpose, Vision, Mission, Values

Our Purpose – Linking People, Delivering Business

In Linking People, Hongkong Post strives to fulfill our social obligation to bring people together locally and around the world by delivering correspondence and merchandise promptly and reliably at uniform, affordable prices.

In Delivering Business, Hongkong Post creates added value for the economy of Hong Kong by providing business solutions to different sectors and maintaining the viability of Hongkong Post through diversification into new business areas.

我們的抱負

- 成為香港公認出色的服務機構
- 成為全球公認卓越的郵政機關

我們的使命

- 建立一支盡心盡力、備受器重的工作隊伍
- 時刻竭盡所能，提供最佳服務令顧客稱心滿意
- 取得良好業績，儲備足夠資源以投資未來
- 高瞻遠矚，積極進取

我們的信念

- 處處為顧客及同事着想
- 奮發自強、同心同德、銳意創新、精益求精

Our Vision

- To be recognised in Hong Kong as an outstanding service organisation
- To be recognised worldwide as an outstanding postal service

Our Mission

- To be a totally committed and valued workforce
- To achieve consistently the highest levels of customer satisfaction
- To be a viable business with sufficient resources to invest in our future
- To anticipate changes and respond proactively

Our Values

- To care about our customers and our colleagues
- To excel through development, teamwork and innovation







**丁葉燕薇女士**  
**Mrs. Jessie TING**  
香港郵政署長  
Postmaster General



**魏永捷先生**  
**Mr. NGAI Wing Chit**  
香港郵政副署長  
Deputy Postmaster General



**周伊君女士**  
**Ms. Estella CHOW**  
香港郵政助理署長(業務發展)  
Assistant Postmaster General  
(Business Development)



**吳美霞女士**  
**Miss Amy NG**  
香港郵政助理署長(組織發展)  
Assistant Postmaster General  
(Corporate Development)



**區惠賢女士**  
**Ms. Teresa AU**  
香港郵政助理署長(郵務)  
Assistant Postmaster General  
(Postal)



**林兆明先生**  
**Mr. Patrick A LIN**  
總監(對外事務)  
Director (External Affairs)



**周劍華先生**  
**Mr. Lorrience CHOW**  
總監(財務)  
Director (Finance)



**劉滿橋先生**  
**Mr. Arthur LAU**  
總監(資訊系統服務)  
Director (Information System  
Services)



**忻國元先生**  
**Mr. Leo YAN**  
總監(運作)  
Director (Operations)



**歐陽婉華**  
**Ms. Kitty AU YEUNG**  
部門秘書  
Departmental Secretary

組織  
The Organisation





# 業務穩步發展

*BUSINESS GROWING STEADILY*





郵件量

在2014/15年度，香港郵政共處理12.1億件郵件（每日平均處理332萬件），較2013/14年度減少1.8%。市場競爭仍然激烈。

財務表現

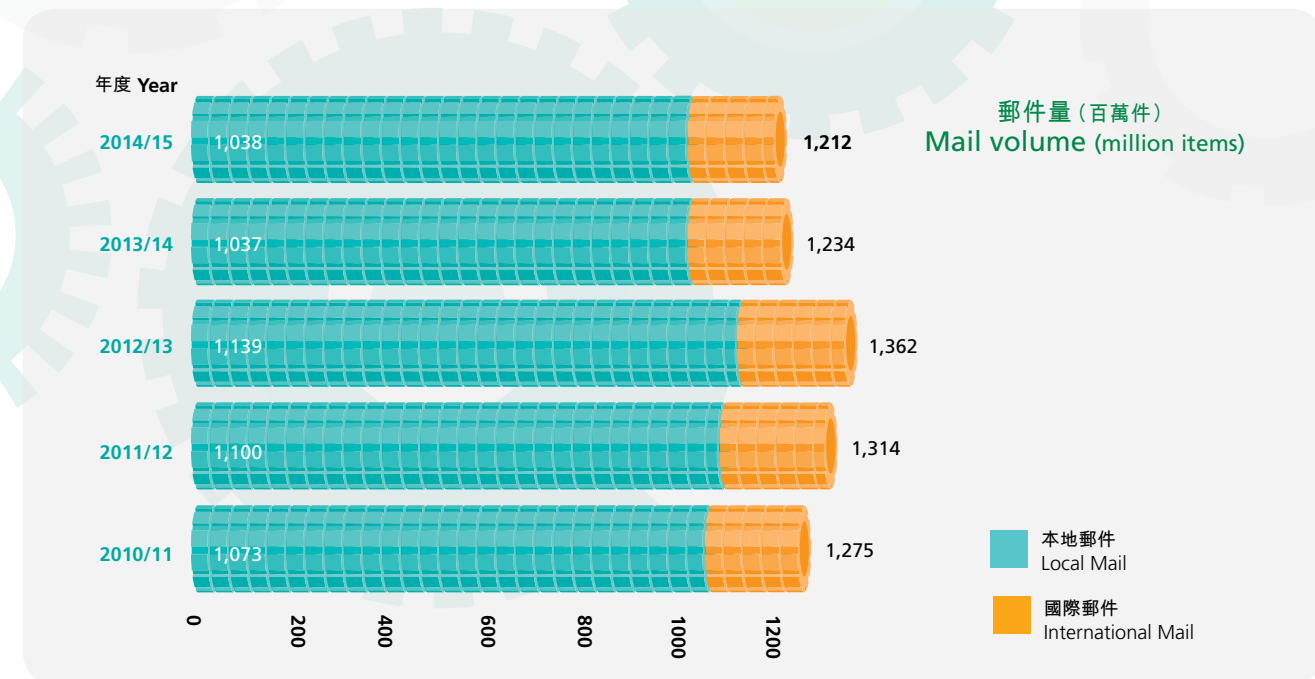
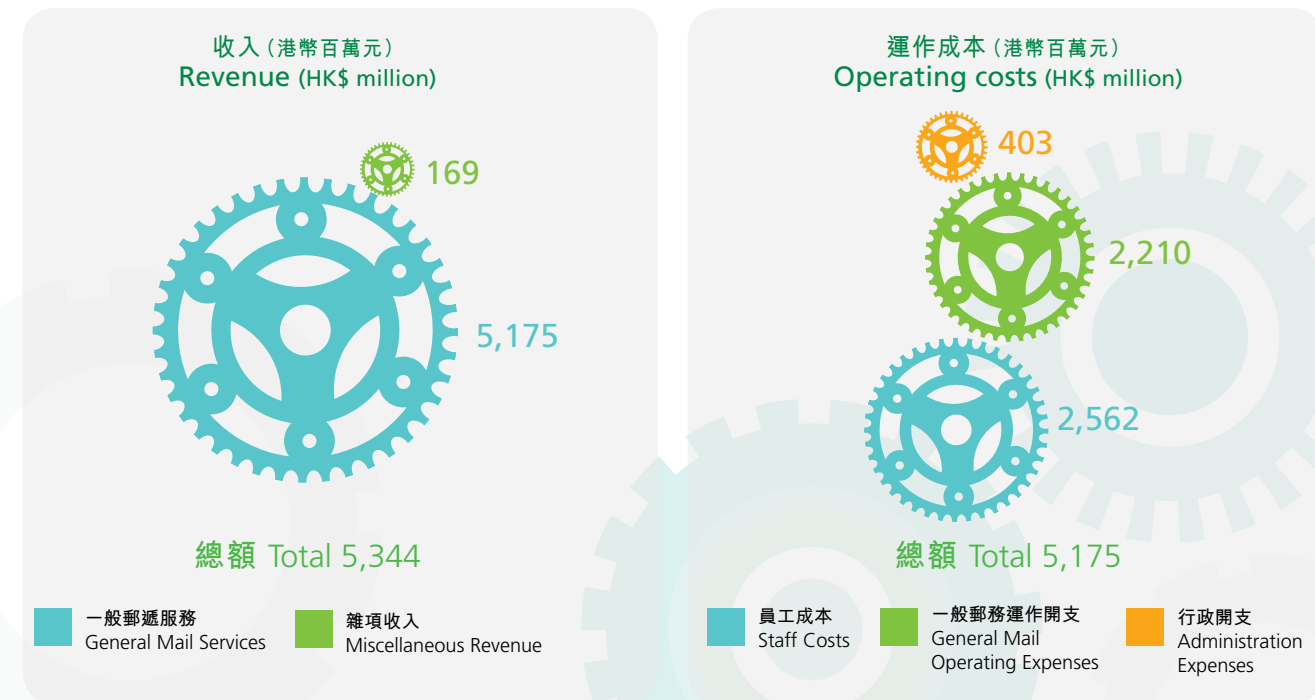
在2014/15年度，香港郵政的財政表現顯著改善。年內，香港郵政的總營運收入達53.44億港元，較2013/14年度增加1.8%；加上營運成本下降1.5%，總營運盈餘1.69億港元。在2014/15年度，回報率為固定資產平均淨值的4.9%。

Mail Traffic

In 2014/15, Hongkong Post (HKP) handled 1.21 billion mail items (or a daily average of 3.32 million items), representing a 1.8% decrease over 2013/14. Market competition remained keen.

Financial Performance

HKP registered a significant improvement in financial performance in 2014/15. Total operating revenue in the year was HK\$5,344 million, representing an increase of 1.8% over 2013/14. Coupled with a 1.5% decrease in operating costs, there was an overall operating profit of HK\$169 million for the year. The rate of return on the average net fixed assets was 4.9% in 2014/15.



本地郵件業務 Local Mail Business

本地郵件量

在2014/15年度，本地郵件量佔總郵件量85.6%，較2013/14年度微升0.1%。香港郵政通函郵寄服務能夠鎖定目標客戶進行市場推廣，因此愈來愈受歡迎，在2014/15年度，香港郵政通函郵件錄得9.2%增長。

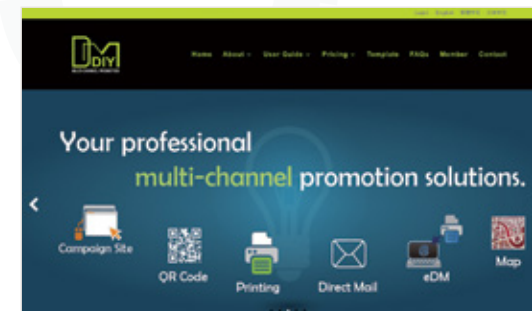
業務焦點

直銷函件

即使在全球電子化的趨勢下，新的電子媒體日趨普及，我們不具地址的直銷函件服務，即香港郵政通函郵寄服務的需求穩步增長，可見直銷函件仍然是非常有效的市場推廣工具。為配合本地中小企的市場推廣需要和鼓勵他們使用該服務，由2015年1月初起，我們推出試行計劃，把每次最低投寄量由2 000件降至1 000件，為期六個月。

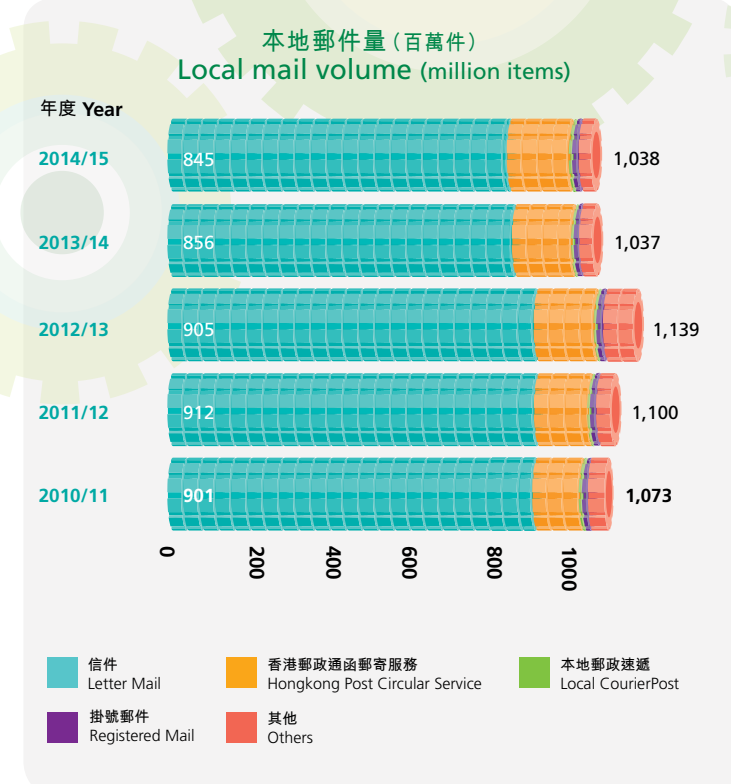
本地地址評估軟件

我們在2014年12月推出本地地址評估軟件，為大量投寄客戶改善地址資料庫的質素。評估軟件亦會為每個與香港郵政地址資料庫相符的本地地址編配一個派遞段識別碼。大量投寄客戶認為評估軟件是確保本地地址正確和派遞快捷的便捷工具。



Local Mail Traffic

Local mail, which accounted for 85.6% of the total mail traffic in 2014/15, increased slightly by 0.1% over 2013/14. With targeted marketing campaigns, the Hongkong Post Circular Service gained in popularity with a 9.2% increase in traffic in 2014/15.



Areas of Focus

Direct Mail

Despite the global trend of e-substitution and the prevalence of new digital media, direct mail continues to be a very effective channel for marketing, as evident from a steady growth of service demand for the Hongkong Post Circular Service, our unaddressed direct mail service. To cater for the marketing needs of local SMEs and encourage their patronage, we lowered the service threshold from 2 000 items to 1 000 items per posting on a trial basis for six months from early January 2015.

Local Address Cleansing Facility

We launched a local address cleansing facility in December 2014 for bulk mailers to improve the quality of their address databases. The facility also provides a Delivery Beat Identifier for each local address that matches the record in HKP's address database. Bulk mailers have found this facility a convenient tool for ensuring correct addressing and speedy mail delivery.



## 國際郵件業務 International Mail Business

### 國際郵件量

在2014/15年，國際郵件量佔總郵件量14.4%，年內減少11.6%。郵件量下跌，一方面是因為美元轉強，令互聯網外銷業務及外銷產品郵寄量受到影響，另一方面是因為市場競爭日趨劇烈所致。出口國際信件和包裹的主要目的地為中國內地、美國、英國、澳洲和加拿大。

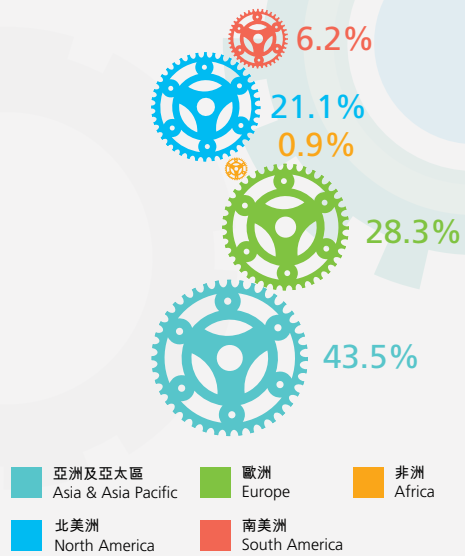


### 業務焦點

#### 綜合網上投寄平台

為方便顧客，我們把多個網上投寄平台整合為一個綜合平台，並加入不少新功能（例如預備投寄表格及報關表格、查閱郵件派遞狀況和帳戶資料等），適用於全線的大量投寄服務。新平台以電子方式記錄投寄資料，不但縮短櫃位收件時間，還有助部門適時進行後勤資源規劃，方便銜接電子報關。這個新平台讓大量投寄客戶，特別是網上商戶，更有效地管理投寄事務。

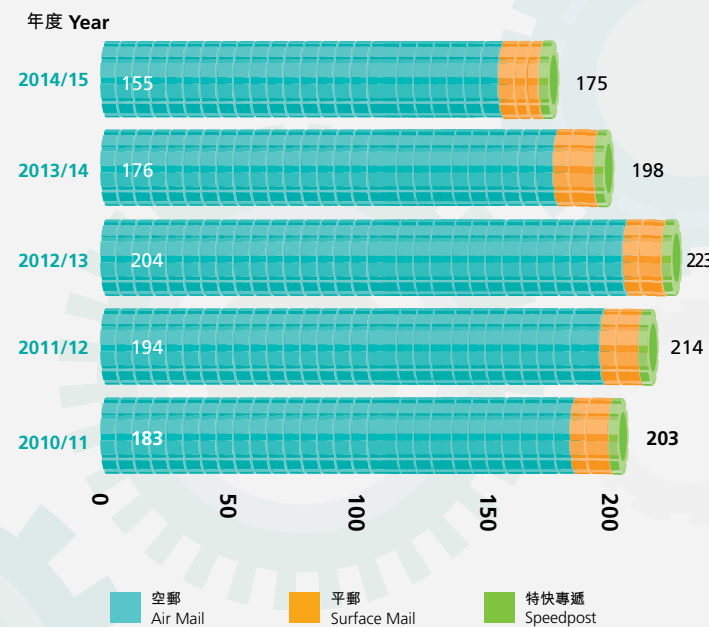
#### 主要海外目的地 Major overseas destinations



### International Mail Traffic

International mail, which accounted for 14.4% of the total mail traffic in 2014/15, decreased by 11.6% during the year. The drop in traffic was attributable to the strengthening of the US dollar, which affected outbound internet sales and in turn the mail traffic arising from these sales, as well as an increasingly competitive market. The major destinations for outgoing international letters and parcels were Mainland China, the United States, the United Kingdom, Australia and Canada.

#### 國際郵件量 (百萬件) International mail volume (million items)



### Area of Focus

#### Integrated Online Posting Platform

To enhance customer convenience, we have consolidated our online posting platforms into an integrated platform with expanded functionalities (e.g. preparation of posting and customs declaration forms, access to mail tracking information and mailing account information, etc.) for the full range of bulk posting products. The posting information captured electronically on this platform speeds up mail acceptance at the counter, facilitates timely resources planning at the backend and eases the migration to e-customs. With this new platform, bulk mailers, especially online merchants, are able to manage their postings more efficiently.

### 與全球郵政機關的合作

#### 參與多邊郵務會議

香港郵政積極參與國際郵政事務，以便緊貼行業發展，推動與其他郵政機關的合作，促進部門利益。

香港郵政作為中國代表團成員，支持萬國郵政聯盟（萬國郵聯）和亞洲及太平洋郵政聯盟（亞太郵聯）提出的措施和活動，例如出席萬國郵聯郵政經營理事會的定期會議（2014年3/4月和10月）和亞太郵聯執行理事會會議（2014年9月和2015年3月），討論國際郵政服務的運作、經濟和業務事宜，並與全球郵政伙伴就郵務的管治和規管政策交換意見。

2014年6月，我們參加了萬國郵聯與韓國郵政合辦的培訓課程，與非洲郵政機關的代表分享我們將資訊及通訊科技應用於郵政運作上的經驗。

年內，香港郵政積極參與亞洲及太平洋郵務合作組管理委員會會議，與區內郵政伙伴致力發展新的e小包(ePacket)服務。e小包服務是一項經濟實惠的郵遞方案，並附設郵件追蹤功能，支援電子商貿。



● 香港郵政署長在2014年5月出席在香港舉行的亞太國際郵政博覽會。

The Postmaster General attended the Post Expo Asia Pacific held in Hong Kong in May 2014.

#### 卡哈拉郵政組織

卡哈拉郵政組織由全球十個主要郵政機關組成，旨在提升組織內郵政機關的服務水平，增加顧客的服務選擇，以及拓展成員機關的郵政速遞和包裹服務。在2014/15年度，卡哈拉郵政組織共舉行了四次理事會會議，集中討論如何改善中國內地和美國的服務，並透過發展新產品拓展商機。2014年9月，香港郵政署長出席在中國西安舉行的卡哈拉郵政組織首腦年度會議，會上討論了多項議題，包括改善營運的措施，以及特快專遞的新服務特色等。



### Global Postal Cooperation

#### Participation in Multilateral Postal Fora

HKP participates in the international postal arena to keep abreast of developments in the industry, foster cooperation with other postal administrations and advance our interests.

As a member of the China delegation, HKP participated in the initiatives and activities organised by the Universal Postal Union, e.g. its regular Postal Operations Council Meetings (March / April and October 2014), and the Asia-Pacific Postal Union (APPU), e.g. the meetings of the APPU Executive Council (September 2014 and March 2015), to discuss the operational, economic and business aspects of international postal service and to share views with global postal partners on postal governance issues and postal regulatory policies.

We participated in a joint UPU-Korea training programme in June 2014 to share our experience in the use of information and communications technology for postal operations with representatives of postal administrations in Africa.

HKP participated actively in the meetings of the Asia Pacific Post Cooperative Management Board during the year to pursue with regional postal partners the development of a new ePacket service, an economical shipping solution with tracking to support e-Commerce.

#### Kahala Posts Group

The Kahala Posts Group (KPG) is an alliance of ten major postal administrations worldwide, with the objectives of improving service level, promoting customer choice and improving service options for postal express and package services in the network. The Board of Directors met on 4 occasions in 2014/15 with the focus on the improvement of service to Mainland China and the US and exploration of new business opportunity through new product development. The Postmaster General attended the annual KPG CEO meeting in Xi'an, China in September 2014, at which a range of issues concerning enhancement of operation and new service features for EMS were discussed.



● 2014年12月，國家郵政局副局長趙曉光先生率領代表團參觀香港郵政。

In December 2014, a delegation from the State Post Bureau led by Mr Zhao Xiaoguang, Deputy Director General visited HKP.



## 香港郵政支援 電子商貿發展 Hongkong Post Supports e-Commerce

隨着本地及跨境網購產品日趨多元化，市場對不同派遞服務的需求應運而生。香港郵政因應互聯網商戶及網購人士的需要，推出多項服務。部分主要服務載述如下：

The growth of local and cross-boundary e-Commerce for merchandise of all kinds has generated demand for different delivery solutions. HKP offers a range of services that address the specific needs of internet traders and e-shoppers. Selected services are highlighted below.

### 本地派遞服務 Local Delivery Solutions

#### 易送遞 Smart Post

設有基本郵件追蹤功能，以電郵方式通知郵件已收妥以及提供郵件派遞狀況的資訊；顧客可選擇上門派遞或櫃位領件  
with basic mail tracking and email notification of mail acceptance and delivery status as well as a choice between mail delivery and post office collection

#### 本地郵政速遞 Local CourierPost

一項提供全方位郵件追蹤和派遞證明的速遞服務，並會對郵件派遞時間作出保證  
courier service with full mail tracking and proof of delivery as well as guaranteed delivery time

#### 郵政局櫃位領件服務 Post Office Counter Collection

一項特設櫃位領件服務，為商戶提供郵政局領件的選擇  
a customised counter collection service to provide merchants a choice of collection at the post office

### 國際派遞服務 International Delivery Solutions

#### 特快專遞 Speedpost

服務範圍覆蓋全球超過210個目的地；寄往主要國際城市的郵件最快會於當晚或下一個工作天派遞；價格合理，沒有額外收費，並提供全方位的郵件追蹤

with a global reach of over 210 destinations; delivery to major international cities on the same night or the next working day after posting at the earliest; reasonable and all-inclusive pricing and full-scale mail tracking

#### e特快專遞 e-EMS

2014年7月推出的一項新服務，為海外經香港轉寄中國內地的電子商貿郵件提供派遞服務

a new service launched in July 2014 to deliver e-Commerce items from overseas through Hong Kong to Mainland China

#### 易網郵 iMail®

一項投寄大量掛號空郵的服務  
for bulk posting of Registered Air Mail items

#### 大量投寄空郵 Bulk Air Mail

經濟實惠的大量投寄普通空郵方案  
an economical solution for sending ordinary Air Mail items in bulk

#### e-Express

價錢實惠，兼備郵件追蹤功能，適用於重量不超過兩公斤的郵件；目前的服務範圍包括澳洲、加拿大、新西蘭、俄羅斯、英國及美國，派遞網絡正不斷擴大

an economical delivery solution with tracking for items not exceeding 2 kg; currently covers Australia, Canada, New Zealand, Russia, the United Kingdom and the United States and the network is expanding

#### 保冷特快專遞 Cool EMS Box

2014年7月與日本郵政合作推出的一項全新特快專遞服務，把日本冷凍食品郵寄至香港

a new EMS service launched in collaboration with Japan Post in July 2014 for delivering chilled items from Japan to Hong Kong

### 網上投寄服務 Online Posting Facilities

為方便網上商戶準備投寄和簡化櫃位收件程序，香港郵政開發了「投寄易」和「我的特快專遞」兩個網上投寄平台，並推出應用程式界面，方便顧客上載大批投寄資料。

To facilitate posting preparation by e-merchants and streamline mail acceptance at counters, HKP has developed two online posting platforms, namely EC-Ship and My Speedpost, as well as Application Program Interfaces for batch uploading of posting information.

### 香港郵政電子證書 Hongkong Post e-Cert

香港郵政電子證書支援網上身份驗證，確保數據在電子傳送過程中的完整性和保密性，以及保障在電子交易完成後雙方必須確認曾進行交易。我們在2014年5月開始為智能身份證簽發2048位元RSA密碼匙長度的電子證書。

Hongkong Post e-Cert supports online identity authentication and ensures the integrity, confidentiality and non-repudiation of the data transmitted in electronic transactions. We started issuing e-Cert on Smart ID Card with 2048-bit RSA key length in May 2014.

### 樂滿郵 ShopThruPost

樂滿郵是網上購物平台，售賣香港郵政產品（例如集郵品、紀念品和郵用文具）以及其他零售商戶提供的商品。香港郵政為樂滿郵經銷的產品提供派遞服務，包括上門派遞和櫃位領件服務。

ShopThruPost is an online shopping platform for HKP's products (e.g. philatelic products, souvenirs items and postal stationery) and merchandise offered by other retailers, supported by HKP's delivery service. Delivery options include door delivery and counter collection.

### 服務拓展 Service Development

為滿足顧客在電子商貿上的需求，我們會繼續與其他郵政機關和服務伙伴合作，共同研發不同的服務方案。

To meet customer needs arising from e-Commerce, we will continue to develop service solutions in collaboration with other postal operators and service partners.





## 門市業務 Retail Business

### 郵政局網絡

由於檢討顯示本地人口的郵務需要有所改變，加上公共交通網絡日漸完善，而提供郵政服務的渠道亦有所增加，《香港規劃標準與準則》有關郵政局的規劃準則在2014年年底作出了修訂。根據經修訂的規劃準則，在市區，郵政局應設於有大量人口密集工作或居住地區的1.2公里範圍內。在鄉郊地區，該距離應設定為3.2公里。

截至2015年3月底，香港郵政在全港設有127間郵政局（包括兩間流動郵政局），覆蓋範圍廣闊。我們會根據最新的規劃準則及當下的郵政服務需求定期檢討郵政局網絡。

### 重置郵政局設施

利安郵政局和沙角郵政局在2014年9月重置。重置後，這兩間以用家為本概念設計的郵政局為顧客提供更臻完善的服務。

### Post Office Network

Following a review of the changing postal behaviour of the local population, improvements in public transport and the availability of additional channels of service provision, the planning guidelines for post offices in the Hong Kong Planning Standards and Guidelines were revised in December 2014. Under the revised guidelines, large groups of population in urban areas should have access to a post office within 1.2 km from where they reside or work. For rural areas, a distance of 3.2 km is assumed for planning purpose.

As at end March 2015, HKP operated an extensive network of 127 post offices (including 2 mobile post offices) throughout the territory. We will keep this network under regular review in the light of the updated planning guidelines and the prevailing postal service demand.

### Reprovisioning of Post Office Facilities

Lee On Post Office and Sha Kok Post Office were reprovisioned in September 2014. Customers of these two post offices enjoy improved service provision in a user-focused environment after reprovisioning.



### Counter Collection

In June 2014, we launched a new counter collection service for online purchases made on Taobao.com. E-shoppers benefit from the convenience of collecting their purchases at a post office of their choice at an economical shipping cost. The service receives an enthusiastic market response.

### PayThruPost

The transaction volume of PayThruPost stayed stable during the year. We continued to recruit new merchants joining the service. For instance, Senior Citizen Home Safety Association, which is well-known for its Personal Emergency Link Service, joined PayThruPost in August 2014.

### PostShop Products

HKP develops new stationery items and collectible items from time to time in response to market demands. In July 2014, we expanded our popular postal stationery product range by introducing a new series of carton boxes in flat shape - the Lecture Box series. In addition, a set of three high-quality postal vehicle models, featuring a Mail Delivery Car, a Mail Delivery Van and a Mobile Post Office, were added to our collection of postal vehicle models.

### Diversifying the Use of Postal Infrastructure

HKP offers suitable space in our extensive postal infrastructure for advertising and other uses, e.g. installing ATMs in post offices, advertising on HKP's second pouch boxes and the external walls of selected post offices.

### 櫃位領件服務

2014年6月，我們推出新的淘寶網「自提點」櫃位取貨服務，網購人士可選擇在指定的郵政局領件，服務不但收費低廉，而且十分方便，因此廣受歡迎。

### 郵繳通

年內，郵繳通交易量保持平穩。我們繼續吸納新商戶，例如長者安居協會在2014年8月加入郵繳通計劃，該協會以提供平安鐘服務而廣為人熟悉。

### 郵趣廊產品

香港郵政不時因應市場需要推出新的郵用文具和收藏品。2014年7月，我們開拓受歡迎的郵用文具，推出新的郵用紙箱系列，即扁平郵用紙箱。此外，我們推出新的郵政車模型系列，內有三款精美郵政車模型，包括小郵車、郵政貨車及流動郵政局模型。

### 善用郵政基礎設施

香港郵政利用覆蓋全港的郵政基建，提供合適的空間作廣告及其他用途，例如，在郵政局安裝自動櫃員機，在香港郵政補給郵袋櫃及指定郵政局外牆刊登廣告等。





## 提高運作效率— 綜合郵務系統 Efficient Operation - Integrated Postal Services System



由2014年9月起，我們分階段為郵政局櫃位安裝綜合郵務系統，有關工作在2015年7月初完成。所有後勤辦公室的系統安裝將於2015年下半年進行。綜合郵務系統重整工作流程後，不但令櫃位運作邁向自動化，而且有助規劃和編配人手及其他資源。與此同時，我們在郵政局額外加裝了271部八達通閱卡器，方便顧客。

In September 2014, we started to install Integrated Postal Services System (IPSS) in our counter offices by phases for completion by early July 2015. In the second half of 2015, the system will be installed in all our backend offices. Apart from automating counter operations with re-engineered workflow, IPSS facilitates the planning and deployment of manpower and other resources. In parallel with the IPSS project, we installed 271 additional Octopus card readers in our post offices for the convenience of customers.



透過簡化櫃位運作，以及整合櫃位交易和後勤工序，綜合郵務系統提升了櫃位服務的運作效率及成本效益。同時，新系統亦帶來其他明顯好處，包括為顧客提供一站式櫃位服務、適時計算郵件量和收入等管理數據，以及加強現金和存貨管理。

Through streamlining counter operations and integrating counter transactions with the backend workflow, the IPSS improves the operational efficiency and cost-effectiveness in the provision of counter services. At the same time, the new system brings about other notable benefits, including provision of one-stop counter service to customers, timely generation of management information on mail traffic and revenue, as well as enhanced cash and stock control.





# 郵票及集郵 STAMPS AND PHILATELY

## 郵票題材廣泛

在2014/15年度，香港郵政發行新一套通用郵票、八套特別郵票和三款郵票小型張，題材包羅萬有，展現香港的不同面貌、中國文化藝術寶庫，以及國際主題。

### Diversified Stamp Themes

In 2014/15, HKP issued a new set of definitive stamps, eight sets of special stamps and three stamp sheetlets on a diversity of themes that reflect the different facets of Hong Kong and the richness of Chinese arts and culture as well as subjects of international interest.



香港郵政在2015年1月發行「歲次乙未（羊年）」郵票，以及全新龍、蛇、馬、羊賀歲生肖郵票系列。

The "Year of the Ram" stamps were issued in January 2015, together with a new series of Lunar New Year animals stamps in four consecutive years (Dragon, Snake, Horse and Ram).



「聖誕郵票III」展現一個充滿香港特色的聖誕節。

The "Christmas Stamps III" portrayed a Christmas with distinctive Hong Kong characteristics.



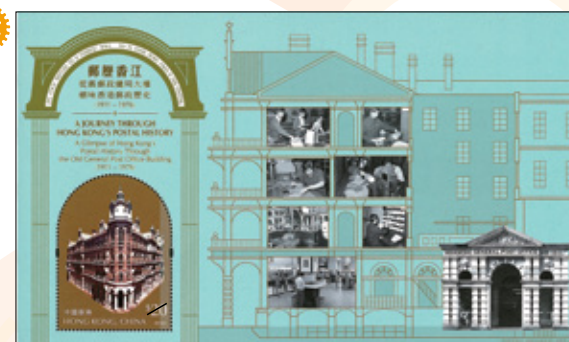
為添節日氣氛，我們在2015年情人節當天發行新一套以心形設計的「心心心意」郵票。

To complement the festive season, a new set of "Heartwarming" stamps with designs in heart shape was issued on Valentine's Day in 2015.



新一套「2014年香港通用郵票」展示中國香港世界地質公園園區的特特地貌景觀。這是香港郵政自香港特別行政區成立以來發行的第四套通用郵票。

The new "2014 Hong Kong Definitive Stamps" introduced the distinctive landforms and landscape of Hong Kong Global Geopark of China. This is the fourth set of definitive stamps issued by HKP since the establishment of the Hong Kong Special Administrative Region.



以「郵歷香江：從舊郵政總局大樓細味香港郵政歷史（1911-1976）」為題的郵票小型張嵌有香港郵政首枚圓頂郵票。

The stamp sheetlet on the theme of "A Journey through Hong Kong's Postal History – A Glimpse of Hong Kong's Postal History through the Old General Post Office Building (1911 – 1976)" bore the first round-top stamp issued by HKP.



「香港2015—第三十一屆亞洲國際郵票展覽」郵票小型張系列第一號採用商品和美食的剪影作設計，凸顯「購物與美食」的展覽主題。

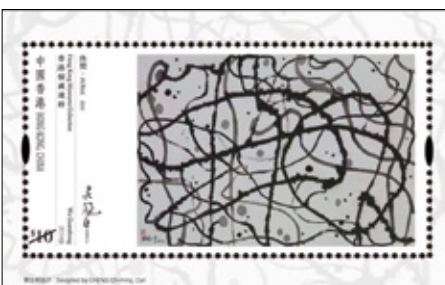
In the "HONG KONG 2015 – 31st Asian International Stamp Exhibition Stamp Sheetlet Series No. 1", silhouettes of consumer goods and gourmet food in the stamp design highlighted the theme of "Shopping and Dining" of the Exhibition.





「中國世界遺產系列第三號：中國丹霞」郵票小型張展現丹霞獨一無二的世界級地貌。

The "World Heritage in China Series No. 3: China Danxia" stamp sheetlet depicted the unique world class landforms of Danxia.



「香港館藏選粹—吳冠中畫作」郵票介紹這位畫壇大師慷慨捐贈給香港藝術博物館的七幅畫作，這批畫作充分展現藝術家敢於創新的精神。郵票小型張嵌有香港歷來發行最大枚的郵票。

The "Hong Kong Museums Collection – Paintings by Mr WU Guanzhong" stamps featured seven masterpieces from the artist's generous donations to the Hong Kong Museum of Art, which well-illustrated the innovative spirit of the artist. The stamp sheetlet bore the largest stamp ever issued in Hong Kong.



粵劇這種傳統表演藝術在香港擁有一大批支持者。「粵劇服飾」郵票介紹七款繡工精美的特色粵劇戲服。

Cantonese opera, as a traditional form of performing art, has a large following in Hong Kong. The "Cantonese Opera Costumes" stamps featured seven distinctive costume types in beautiful embroidery.



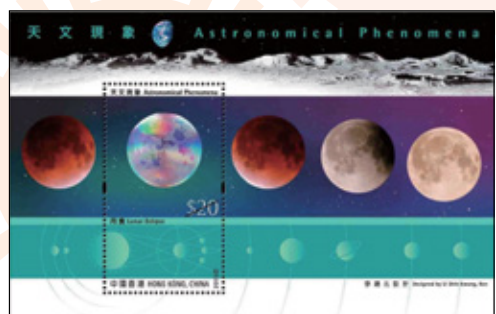
「中國香港—馬來西亞聯合發行：地道食品」郵票介紹香港和馬來西亞的特色地道美食。

The "Hong Kong, China – Malaysia Joint Issue on Local Food" stamps introduced the local culinary specialities in Hong Kong and Malaysia.



「國際家庭日」郵票推廣家庭的核心價值。

The "International Day of Families" stamps promoted the core values of the family.



「天文現象」郵票展示七種天文現象，帶領我們進入精彩的天文世界。這套郵票在2015年3月發行，正值出現月全蝕之前，因此吸引了不少天文愛好者及市民購買。

Featuring seven astronomical phenomena, the "Astronomical Phenomena" stamps took us to the fascinating world of astronomy. The stamp issue in March 2015, just ahead of the lunar eclipse, caught the attention of astronomy fans and the general public alike.



### 特別印刷效果

為了令集郵更富趣味，年內發行的郵票採用了多種特別印刷效果，包括「十二生肖金銀郵票小型張—駿馬吉羊」的22K鍍金金片和銀箔燙壓效果、「銀箔燙壓生肖郵票—龍、蛇、馬、羊」的銀箔燙壓效果、「心思心意」郵票的壓印效果，以及「中國世界遺產系列第三號：中國丹霞」郵票小型張的絲網印刷效果。「天文現象」郵票小型張是香港首枚採用3D全息箔片及縮微壓印技術印製的郵票。

### 訂製郵票禮品

香港郵政為企業及個人客戶提供方便的一站式郵票紀念品訂製服務，客戶可選用多款本港發行的郵票訂製紀念品，從設計到生產均由香港郵政負責。隨着「心思心意」郵票款式不斷增加，我們除可推出更多更具創意的紀念品外，還可帶動市場對香港郵政禮品訂製服務的需求。

### 推廣集郵

年內，我們加強向市民，尤其是年輕一代推廣集郵。2014/15年度舉辦的主要活動如下：

- 與漁農自然護理署合作推出一套以香港地質公園為題的通用郵票；
- 發行「天文現象」郵票期間，分別與康樂及文化事務署及香港小童群益會合作，為青少年舉辦天文學和集郵的工作坊及講座；
- 與教育局合辦第十四屆校際郵集設計比賽，向學生推廣集郵；以及
- 在2014年12月與香港理工大學賽馬會社會創新設計院合辦活動，邀請經驗豐富的郵票設計師和資深的集郵人士，與年青郵票設計師以及對集郵和郵票設計有興趣的學生分享經驗。

為加強推廣成效，我們在2014年11月推出一套為幼稚園和初小學生設計的郵務和集郵教材套，教材套深受師生歡迎。

### Special Printing Effect

To add interest to stamp collecting, a variety of special printing effects were employed on stamp issues released during the year. These include 22K gold-plated lace metal and silver hot foil on the "Gold and Silver Stamp Sheetlet on Lunar New Year Animals – Horse/ Ram", silver hot foil on the "Silver Hot Foil Lunar New Year Animals Stamps – Dragon/ Snake/ Horse/ Ram", embossing on the "Heartwarming" stamps and silk screen printing for the "World Heritage in China Series No. 3: China Danxia" stamp sheetlet. The "Astronomical Phenomena" stamp sheetlet applied for the first time on Hong Kong stamps holographic 3D foil with micro embossing effect.

### Stamps as Customised Gifts

HKP provides corporations and individuals with a convenient one-stop customised philatelic souvenir service from design to production, making use of the broad variety of stamps issued in Hong Kong. The expanding range of Heartwarming Stamps offers additional scope for innovative souvenir designs and has fuelled the demand for HKP's customised gift service.

### Promoting Philately

We stepped up effort to promote philately, especially among the younger generation, during the year. Key events organised in 2014/15 are highlighted below:

- collaborated with Agriculture, Fisheries and Conservation Department in launching the new definitive stamps on the theme of the geoparks in Hong Kong;
- co-organised workshops and talks on astronomy and stamp-collecting with the Leisure and Cultural Services Department and the Boys and Girls Clubs Association respectively for young people when the "Astronomical Phenomena" stamps were issued;
- co-organised the 14th Inter-School Stamp Exhibits Competition with the Education Bureau to promote philately among students; and
- co-organised an event with the Jockey Club Design Institute for Social Innovation of the Hong Kong Polytechnic University in December 2014 for experienced stamp designers and veteran stamp collectors to share their experience with young stamp designers and interested students on stamps and stamp design.

To augment this effort, we launched a teaching kit on postal service and philately in November 2014, targeting kindergarten and junior primary students. It has received an encouraging response from both teachers and students.





## 郵政服務新紀元 – 中央郵件中心 全面啟用 A New Era of Postal Service – Full Commissioning of Central Mail Centre

### 切合運作需要的郵件處理中心 Purpose-built Mail Processing Centre

國際郵件中心因配合沙田至中環線鐵路工程而須遷址，香港郵政藉此機會把國際郵件中心和郵政總局分揀中心這兩大郵件處理中心合而為一。中央郵件中心屬一座切合郵務運作需要的綜合郵件分揀大樓，藉着精簡郵件處理流程，以及優化內部設備，改善運作效率。中心如期竣工，開支在預算之內，並在2014年10月全面啟用。

The relocation of the International Mail Centre (IMC) to make way for the Shatin to Central Link presented an opportunity to consolidate the two major mail processing centres of IMC and the sorting office of the General Post Office under one roof. As a purpose-fit, integrated mail sorting facility, the Central Mail Centre (CMC) brings about enhancement in operational efficiency through streamlined mail flow and upgraded equipment. Completed on time and within budget, the CMC started full operation in October 2014.

### 環保建築 Green Building

中央郵件中心採用多項環保設計，既節省能源，又可減低對環境的影響。中心透過玻璃幕牆和中庭引入天然光，並採用分區照明及空調系統。綠化的天台不但有助降低頂樓室溫，還為逾千名員工提供休憩空間。中央郵件中心的建築設計獲商界環保協會按建築環境評估法評為金級別。

The CMC adopts various eco-friendly designs to reduce energy consumption and minimise environmental impacts. The curtain walls and the atrium bring in natural light. Lighting and air-conditioning systems are equipped with zonal controls. The green roof helps lower the indoor temperature of the top floor of the building, and provides a rest area for over 1 000 staff working there. The building design of the CMC achieved the BEAM Gold Standard for New Buildings.

### 中央郵件中心概覽 Facts about the CMC

-  樓高六層，佔地約7 700平方米；
-  設有「車輛管理系統」，自動為進入中心的車輛分配泊車位；
-  配備三台自動分信戳郵機，可查驗郵資、蓋銷郵票和將郵件作初步分揀，每台機器每小時可處理27 000件郵件；
-  設有12台綜合揀信機，每台機器每小時可分揀34 000封信件；以及
-  備有大量投寄櫃位和裝卸平台，方便投寄大量郵件。
-  six-storey high with a site area of around 7 700 sq.m.;
-  equipped with a Vehicle Management System which automatically assigns parking lots for incoming vehicles;
-  equipped with three Culler-Facer-Cancellers, each with a processing capacity of 27 000 items per hour, for postage checking, stamp cancellation and preliminary mail sorting;
-  installed with 12 Optical Video Coding Integrated Systems for sorting letters, each with a processing capacity of 34 000 items per hour; and
-  with a Bulk Acceptance Counter and loading platforms to facilitate convenient posting of mail in bulk.

### 政府高級人員參觀 Visits by Senior Government Officials



公務員事務局局長和政務司司長分別在2014年9月及11月參觀中央郵件中心。他們對中心的環保設計和工序大量機械化大表欣賞。有關舉措不但有助提升運作效率及能源效益，同時為員工締造更舒適的工作環境。

The Secretary for the Civil Service and the Chief Secretary for Administration visited the CMC in September and November 2014 respectively. They were impressed by the environmentally-friendly architectural designs and the extensive use of mechanisation in the CMC, which help enhance both operational efficiency and energy efficiency while at the same time providing an improved working environment for staff.



提升郵政體驗  
回應顧客需要

ENHANCING EXPERIENCES  
FULFILLING NEEDS



iMail<sup>R</sup>



## 我們的顧客 OUR CUSTOMERS

### 客戶回饋

在2014/15年度，我們收到市民2 744份讚賞和172個投訴，較2013/14年度分別增加5.1%和減少31.2%。

### 顧客滿意程度

我們定期進行顧客滿意程度調查。在2014/15年度，整體顧客滿意程度達98.7%，97.7%的顧客表示滿意櫃位服務，98.8%滿意派遞服務，96.8%對熱線服務感到滿意。

### 聯繫顧客的小組

香港郵政設有三個顧客聯絡小組，成員來自社會不同界別，例如區議會、本地商會、中小企協會、帳戶客戶、集郵人士和公眾人士，旨在蒐集小組成員對香港郵政服務的意見。在2014/15年度，我們與各小組合共進行12次會面，討論產品和服務等多項議題。小組成員提出不少寶貴意見和建議，有助我們優化產品，提升服務質素。

### Customer Feedback

In 2014/15, we received 2 744 commendations and 172 complaints from members of the public, representing an increase of 5.1% and a decrease of 31.2% respectively compared to 2013/14.

### Customer Satisfaction Survey

We conduct customer satisfaction surveys regularly. In 2014/15, the overall customer satisfaction level reached 98.7%, with satisfaction levels of 97.7% for counter service, 98.8% for delivery service and 96.8% for hotline service.

### Customer Liaison Groups

HKP has set up three Customer Liaison Groups, with members coming from different sectors of the community, such as District Councils, local chambers of commerce and SME associations, account customers, philatelists and the general public, to tap their views on HKP's service provision. A total of 12 meetings were held with these groups in 2014/15 to discuss a range of product and service issues. Valuable comments and suggestions were received from group members to help us improve our product offerings as well as service quality.



### 中小企業郵務協進會

中小企業郵務協進會是香港郵政和本地中小企客戶的溝通平台。我們向會員發出電子通訊，介紹香港郵政最新服務資訊和業務錦囊。此外，我們聯同多個本地中小企協會舉辦工作坊，內容切合不同行業的特定業務需要，包括電子商貿、建立品牌及廣告宣傳、物流方案等。截至2015年3月，中小企業郵務協進會有逾44 000名會員。

### 公眾嘉許

#### 特快專遞

我們的特快專遞服務表現卓越，獲萬國郵政聯盟頒授特快專遞服務合作組優質金獎。在2014年，全球只有五個郵政機關獲頒優質金獎。

特快專遞連續八年奪得《經濟一週》「中小企最佳營商夥伴2014—物流公司」獎項，另獲得新城財經台頒發「香港企業領袖品牌2014」—「卓越商業快遞服務品牌」獎項。

#### 顧客服務

派遞郵差劉俊偉先生在香港優質顧客服務協會舉辦的「優質顧客服務大獎2014」中奪得「傑出個人獎（外勤服務）」銀獎。

#### 卓越企業

在香港特別行政區效率促進組舉辦的「2014年度香港政府服務優勢指數調查研究」中，香港郵政在十個政府部門中排名第二。

香港郵政在恆生管理學院舉行的2014年度君子企業調查中再度獲選為君子企業，並同時獲頒「商道典範」、君子企業金獎、君子企業「義」獎和君子企業「信」獎。由於我們致力為顧客提供貼心周到的服務，香港郵政在香港貨品編碼協會舉辦的「貼心企業嘉許計劃」中獲嘉許為貼心企業。

### PostalPlus for SME

PostalPlus for SME serves as a communication platform between HKP and its local SME customers. Members receive e-newsletters which contain updates on postal solutions and business tips. In collaboration with local SME associations, we organise workshops with customised content such as e-Commerce, brand-building and advertising solutions, logistics solutions, etc. to cater for the specific service needs of different industries. As at end March 2015, PostalPlus for SME had over 44 000 members.

### Public Recognition

#### Speedpost

HKP was awarded the Gold Level Certification by the Universal Postal Union Express Mail Service Cooperative for the excellent performance of our Speedpost service. Only five postal administrations worldwide received the Gold Level Certification in 2014.

Speedpost won "The Best SME Partners 2014 – Logistics" award organised by Economic Digest for the eighth consecutive year. It was also named the "Excellent Brand of Business Express Service" in the "Hong Kong Leaders' Choice 2014" organised by Metro Finance.

#### Customer Service

Delivery postman Mr LAU Chun-wai won the Individual Award (Field & Special Service) – Silver Award in the Customer Service Excellence Award 2014 organised by the Hong Kong Association for Customer Service Excellence.

#### Corporate Excellence

HKP ranked second among ten major government departments in the Hong Kong Government Service Excellence Index 2014 compiled by the Efficiency Unit of the Hong Kong Special Administrative Region Government.

In the Junzi Corporation Survey 2014 organised by Hang Sang Management College, HKP was once again recognised as a Junzi Corporation and received the Exemplary Business Award, Junzi Corporation Gold Award, "Yi" Award and "Xin" Award. With our commitment to consumer care, HKP was recognised as a "Consumer Caring Company" under the Consumer Caring Scheme organised by GS1 Hong Kong.



竭誠服務市民

*OUR COMMITMENT TO SERVE*





## 我們的團隊 OUR TEAM

### 我們的團隊

截至2015年3月，香港郵政聘有5 090名公務員和1 942名非公務員合約僱員，以應付日常的郵務工作。工作量會因應市場狀況和郵件量而大幅波動。

### 人力發展

為應付香港郵政不斷轉變的業務需要，以及確保部門能有效運作，我們一直致力培訓員工，使他們具備必要的專業知識和技能。為提升員工的工作表現，我們為他們安排各類型的職業培訓，內容涉及不同的運作職能、產品知識、職業安全及健康，以及客戶服務技巧等。此外，我們舉辦專業發展課程，培訓員工的督導、員工管理和領導才能，協助員工為職業前途發展作好準備。為加強成效，我們為員工提供在職培訓、簡介會和經驗分享會。在2014/15年度，員工培訓的日數為39 432日，較上年度37 862日有所增加。

年內，我們推出多項措施，加強香港郵政的誠信管理。除了在所有新聘人員入職課程中加入誠信管理培訓外，我們亦定期為高級管理人員舉辦研討會和工作坊，讓他們就採購、合約管理和財務管理等相關範疇分享經驗和交流最佳的作業方法。我們亦邀請廉政公署的代表為員工舉行講座，以提高員工對培養公務員廉潔文化、重視履行督導責任，以及員工誠信管理方面的意識。

### Our Team

As at end March 2015, HKP had 5 090 civil servants and 1 942 non-civil service contract staff in its team to cope with the day-to-day operational workload, which could fluctuate widely depending on the market conditions and the postal volume.

### Manpower Development

To meet HKP's evolving business needs and ensure efficient operation, we devote continuous effort to equip our workforce with the necessary professional knowledge and skill set. Vocational training covering different operational functions, product knowledge, occupational safety and health as well as customer service skills is arranged for our staff for performance enhancement. In addition, professional development programmes are offered to develop the supervisory, staff management and leadership skills of our staff and to prepare them for career development. This is supplemented by on-the-job coaching, briefings and experience sharing sessions. The number of training days offered to staff in 2014/15 increased to 39 432 days, compared to 37 862 days in the previous year.

We rolled out a number of initiatives during the year to enhance integrity management in HKP. In addition to the inclusion of integrity management in the induction courses for all new recruits, seminars and workshops are organised regularly for senior officers to share experience and best practices in relevant fields such as procurement, contract management and financial management. We also invited representatives from the Independent Commission Against Corruption to conduct talks for our staff to raise their awareness about the nurturing of a clean civil service culture, the importance of supervisory accountability and the managing of staff integrity.



為推動部門的學習文化，香港郵政內聯網提供多個網上學習課程，讓員工瀏覽與工作相關的培訓資料。

### 職業安全健康

香港郵政根據部門的職業安全及健康策略和「安全管理制度」，致力為全體員工締造一個安全健康的工作環境。我們為前線人員和管理級人員舉辦職業安全及健康培訓課程，集中講解預防工傷的措施。我們亦定期為所有工作單位進行安全審核，確保符合監管要求。僱員因工受傷的個案由2010年的278宗減少至2014年的219宗。

在2014年10月新的中央郵件中心全面啓用前，部門在職業安全健康局的專業協助下，進行全面的職業安全健康風險評估，以確保中心完全符合現行的安全健康規定，並伺機就制定安全工作程序提出持續改善的方案。

### 郵政體育會

郵政體育會為香港郵政的員工及其家屬舉辦各項康樂體育活動，讓我們的工作團隊舒展身心，培養團隊精神。在2014/15年度，體育會舉辦瑜珈、網球、詠春和普拉提等興趣班、羽毛球、足球、籃球和長跑比賽，以及本地旅行團。



To foster a learning culture in the Department, e-learning programmes are available on the HKP intranet for all staff to access training materials relevant to their jobs.

### Occupational Safety and Health

HKP strives to maintain a safe and healthy environment for all staff in accordance with the Department's occupational safety and health strategy and its Safety Management System. Training on occupational safety and health, focusing on measures to prevent injury at work, is provided for frontline staff and managerial grade officers. Regular safety audits are conducted for all units to ensure compliance with the regulatory requirements. The employee's injury on duty related cases decreased from 278 cases in 2010 to 219 cases in 2014.

Before the new Central Mail Centre came into full operation in October 2014, a comprehensive risk assessment on occupational safety and health issues was conducted with the assistance of external professionals from the Occupational Safety and Health Council to ensure full compliance with all prevailing safety and health requirements and to identify opportunities for continuous improvement in the design of safe work procedures.

### Post Office Recreation Club (PORC)

The PORC organises recreational and sport activities for HKP staff and their families. These activities provide opportunities for relaxation and fostering the team spirit of our workforce. In 2014/15, interest group activities such as yoga, tennis, Wing Chun and Pilates classes, badminton, football, basketball and long run competitions as well as local tours were organised.



## 我們的社區 OUR COMMUNITY

### 公眾活動

#### 展覽

香港郵政聯同古物古蹟辦事處在2014年4月至8月期間於香港文物探知館舉辦「郵歷香江—從舊郵政總局大樓細味香港郵政歷史（1911–1976）」展覽。展覽敘述香港郵政服務的歷史，並介紹這幢宏偉的舊郵政總局大樓的建築特色。我們推出一款特別郵票小型張和珍貴郵票小冊子，以誌其事。展覽和相關紀念品深受郵政愛好者青睞。展覽其後在2014年9月至2015年年底移師至本港不同地方展出。

#### 郵遞傳情日

為響應「世界郵政日」，香港郵政把10月9日定為「郵遞傳情日」，向市民推廣書信寫作以及宣揚愛與關懷的訊息。我們邀請全港市民在這個特別日子免費投寄一封私人信件予本地收件人。2014年已是這項活動舉辦的第11年。

為支持2015年「世界郵政日」及萬國郵政聯盟第44屆國際書信寫作比賽，香港郵政與教育局在2014年11月合辦全港青少年書信寫作比賽，比賽題目為「請寫封信，告訴我們你想在個怎樣的世界中成長」。

#### 企業社會責任

##### 「同心展關懷」機構

香港郵政再度獲香港社會服務聯會選為「同心展關懷」機構，以表揚部門在關愛社群、關心員工和愛護環境方面付出的努力。

##### 無障礙設施

香港郵政在2011年4月開始於全線郵政局開展無障礙設施安裝計劃，方便我們的顧客使用郵政服務。計劃如期在2014年6月完成。

##### 為青少年就業作準備

香港郵政參與多項計劃，協助青少年從讀書過渡至就業環境。在2014年夏季，21名學生參加了專上學生暑期

### Public Engagement

#### Exhibitions

HKP and the Antiquities and Monuments Office jointly organised an exhibition entitled "A Journey through Hong Kong's Postal History – A Glimpse of Hong Kong's Postal History through the Old General Post Office Building (1911 - 1976)" at the Hong Kong Heritage Discovery Centre from April to August 2014. The exhibition chronicled the history of the local postal service and highlighted the architectural features of the magnificent historic old General Post Office Building. A special stamp sheetlet and a prestige stamp booklet were released to mark the occasion. Both the exhibition and the related commemorative souvenirs were well received by postal enthusiasts. The exhibition is subsequently taken to different locations across the territory from September 2014 to late 2015.

#### Love Post Day

In support of World Post Day, HKP has designated 9 October as Love Post Day to promote letter-writing and spread the message of love and care in the community. On this special day, we invite everyone in Hong Kong to take part by sending a personal letter to a local recipient, free of charge. We ran this programme for the 11th year in 2014.

In support of World Post Day in 2015 and the Universal Postal Union's 44th International Letter-Writing Competition, HKP and the Education Bureau co-organised a letter-writing competition for young people in Hong Kong on the theme of "Tell us about the world you want to grow up in" in November 2014.

### Corporate Social Responsibility

#### Caring Organisation

HKP continues to be a Caring Organisation under the scheme run by the Hong Kong Council of Social Service, in recognition of the effort made in caring for the community, our employees and the environment.

#### Barrier-free Access (BFA)

In April 2011, we embarked on a programme to install barrier-free access facilities in all our post offices to provide easy access to postal services for all our customers. The programme was completed in June 2014 as scheduled.

#### Preparing Young People for the Workplace

HKP participates in a number of programmes to prepare young people for the transition from an education environment to the workplace. In summer 2014, 21 students took part in HKP's Post-Secondary Student Summer Internship Programme to acquire work experience in human resource management, accounting and marketing. We also hosted a Job

實習計劃，汲取在人力資源管理、會計、市場營銷等方面的工作經驗。我們亦參與國際成就計劃香港部舉辦的「工作影子計劃」，在2015年3月為14名中五學生安排工作影子日。

香港郵政透過參加社會福利署的「陽光路上」培訓計劃，在2014/15年度為兩名殘疾青少年提供在職實習培訓機會。

#### 郵心會

年內，香港郵政員工及其家屬舉辦和參與郵心會的下列活動，關愛社會上弱勢社群：

- 在明愛中心及香港紅十字會甘迺迪中心每周為學童免費補習功課；
- 在2014年8月探訪聖公會聖匠堂長者地區中心；以及
- 在2014年11月探訪黃大仙樂善堂梁錫瑀敬老之家。

#### 支持社會企業及慈善機構

2015年2月，香港郵政為香港基督教青年會轄下由少數族裔及本地基層婦女經營的「跨種族共融藝術」社企提供郵政總局的場地，讓他們擺賣具民族特色的手製工藝品，以及提供印度彩繪服務。是次活動讓社企吸收營商經驗之餘，亦方便市民選購特色產品和服務。

為支持聖雅各福群會眾膳坊食物銀行的「賀年禮品轉贈計劃2015」，香港郵政在郵政總局及尖沙咀郵政局收集市民轉贈的禮品。中央郵件中心另設收集箱，收集員工的捐贈。所有收到的食物已轉贈本港的弱勢家庭。

#### 其他慈善活動

年內，香港郵政參與香港公益金舉辦的多項慈善活動，包括「商業及僱員募捐計劃」、「公益綠識日」、「公益愛牙日」、「公益行善『折』食日」。我們亦支持兒童心臟基金會、世界自然（香港）基金會、扶康會、義務工作發展局等其他慈善機構，向員工宣傳這些慈善機構的活動。



Shadow Day for 14 secondary students in March 2015 under the Job Shadowing Programme organised by Junior Achievement Hong Kong.

Through participating in the Sunnyway Programme organised by Social Welfare Department, HKP provided job attachment and training opportunities to two young people with disabilities in 2014/15.

#### PostCare Club

Staff of HKP and their family members organised and participated in the following activities of our PostCare Club during the year, showing their care for the less privileged in the community:

- weekly free tutorial classes for children at Caritas Centre and Hong Kong Red Cross John F. Kennedy Centre;
- visit to Holy Carpenter Church District Elderly Community Centre in August 2014; and
- visit to Lok Sin Tong Leung Kau Kui Home for the Elderly in Wong Tai Sin in November 2014.

#### Support to Social Enterprises and Charitable Organisations

HKP provided venue support for a pop up store set up by Y Multi, a local social enterprise jointly run by ethnic minorities and local grassroots women under the YMCA, to sell handmade ethnic products and henna drawing service at the General Post Office in February 2015. The event provided an opportunity for the social enterprise to gain experience in business operation and for the public to access unique products and services at a convenient location.

In support of the "Lunar New Year Gift Transfer Programme 2015" under St. James' Settlement's People's Food Bank initiative, HKP set up collection points at the General Post Office and Tsim Sha Tsui Post Office for the public to make food donations. There was also a collection point at the Central Mail Centre for staff donations. All food gifts collected were for distribution to under-privileged families in Hong Kong.

#### Other Charitable Activities

HKP participated in a variety of charitable activities organised by The Community Chest of Hong Kong, including the "Corporate and Employee Contribution Programme", "Green Day", "Love Teeth Day" and "Skip Lunch Day", during the year. We also supported other charitable organisations such as the Children's Heart Foundation, World Wide Fund for Nature Hong Kong, the Fu Hong Society and the Agency for Volunteer Service by publicising their activities to our workforce.



## 環保工作 OUR ENVIRONMENT

### 環保責任

為保護環境和支持可持續發展，香港郵政以符合環保原則的方式營運郵政業務。

### 節約能源

在2014/15年度，我們繼續實行環保措施，節約能源。為響應政府應對氣候變化的工作，我們有七間郵政局參與環境保護署舉辦的能源及二氧化碳排放綜合審計項目。空郵中心亦參加了香港國際機場的減碳計劃。2014年空郵中心的溫室氣體排放量較2013年減少約13%。此外，新建成的中央郵件中心採用環保建築設計，並裝設了多種環保節能設備，鼓勵員工培養環保意識。

### 環保採購守則

香港郵政根據環境保護署頒布的環保規格進行採購。2014年，部門在環保方面的採購佔購買環保採購清單（由環境保護署發出）產品總開支的92.7%，較2013年的84.5%有所上升。

### 循環減廢

為盡量減少廢物，我們將大量投寄客戶在投寄時留在中央郵件中心約140噸的木卡板回收，循環再造。在2014/15年度，我們的總耗紙量當中有三分之一為再造紙。年內，中央郵件中心的員工食堂回收逾1 500公斤廚餘，並轉化為有機肥料。



### Environmental Responsibility

To protect the environment and in support of sustainable development, HKP operates its postal business in an environmentally responsible manner.

### Energy Saving

In 2014/15, we continued to implement green measures and reduce our energy consumption. In support of the Government's effort in combating climate change, seven post office premises participated in the Energy-cum-Carbon Audit Programme organised by the Environmental Protection Department. In addition, the Air Mail Centre took part in the Carbon Reduction Programme of the Hong Kong International Airport. The amount of greenhouse gas emission of the Air Mail Centre in 2014 reduced by about 13% compared to 2013. Incorporating various eco-friendly and energy-efficient installations, the new Central Mail Centre adopts a green building design, which helps foster a culture of environmental conservation among staff working in the Centre.

### Green Procurement

HKP adopts the green specifications promulgated by the Environmental Protection Department (EPD) in arranging procurement. In 2014, our green purchase value accounted for 92.7% of the total expenditure on products on the green procurement list promulgated by EPD, compared to 84.5% in 2013.

### Waste Reduction and Recycling

In order to minimise waste, around 140 tons of wooden pallets received from bulk mailers along with their postings were collected from the Central Mail Centre for recycling. Recycled paper accounted for one-third of our total paper consumption in 2014/15. Over 1 500 kg food waste was collected from the staff canteen in the Central Mail Centre and was converted to organic fertilizer during the year.

### 郵政車隊

香港郵政的車隊有159部環保車輛，當中包括81部符合歐盟五期排放標準的車輛和八部電動汽車。在部分鄉郊地區，郵差會騎單車派遞郵件。

### 集郵品

香港郵政的集郵品，包括首日封和紀念封，均以環保紙張印刷。郵票用紙以森林管理委員會認證的木漿製成，並可循環再造。印刷郵票的原紙由取得ISO 14001環境管理體系認證的公司生產。

2014年發行的新一套通用郵票以中國香港世界地質公園的獨特地貌為題，鼓勵市民欣賞大自然和重視地質保育。

截至2015年3月底，超過16 500名郵品訂購服務顧客和1 750名海外郵品訂購服務顧客登記使用「網上郵」網上平台訂購郵票。此外，逾24 500名郵品訂購服務顧客選擇經電郵收取集郵通訊和已訂購郵品領取通知書。我們會繼續鼓勵顧客以電子方式進行通訊和交易，從而進一步減少用紙。

### 參與環保活動

在2014/15年度，香港郵政參與多項環保活動，並鼓勵員工響應支持，當中包括：

- 香港公益金的「公益綠識日」；
- 環保觸覺的「香港無冷氣夜」；
- 世界自然基金會的「地球一小時2015」；
- 香港地球之友的「綠野先鋒2014」；
- 「惜物減廢在我手」運動；
- 舊電腦及電器產品流動收集服務；
- 經理級人員「『輕·型』上班日」；以及
- 在公務酬酢活動中採用具保育意識的菜單。

管理層及前線員工的簡報會以及職員通訊均會定期討論環保事宜，以提高全體員工的環保意識，並鼓勵同事在日常運作中實踐環保。



### Postal Fleet

HKP maintained a postal vehicle fleet of 159 environmentally-friendly vehicles, including 81 vehicles which comply with Euro V emission standards and eight electric vehicles. Bicycles are used in some rural areas for mail delivery.

### Philatelic Products

HKP's philatelic products, including first day covers and souvenir covers, use environmentally-friendly paper. The stamp paper is made with Forest Stewardship Council (FSC) approved pulp and is recyclable. The base paper for use in stamp printing is made by an ISO 14001 certified company, which adopts an environmental management system in its operation.

The new set of definitive stamps issued in 2014, featuring the distinctive landforms of Hong Kong Global Geopark of China, promotes public appreciation of nature and raises awareness of the importance of geo-conservation.

As at end March 2015, more than 16 500 local standing order customers and 1 750 overseas mail order customers had registered to make stamp purchases via Stamp OnNet, our online ordering platform. Over 24 500 local standing order customers had chosen to receive philatelic newsletters and stamp order collection letters by email. We will continue to promote electronic communication and transaction with our customers so as to further reduce our paper consumption.

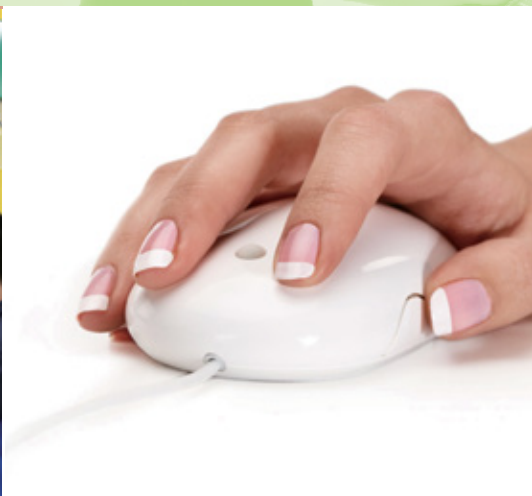
### Participation in Green Campaigns

In 2014/15, HKP participated in and encouraged our staff to support a number of campaigns to protect the environment, including:

- "Green Day" organised by The Community Chest of Hong Kong ;
- "Hong Kong No Air-Con Night" by Green Sense ;
- "Earth Hour 2015" by World Wide Fund for Nature ;
- "Tree Planting Challenge 2014" by Friends of the Earth (HK) ;
- "Use Less, Waste Less in My Hands" campaign ;
- mobile collection service for waste electrical and electronic equipment ;
- Biz-Green Dress Day for managerial staff ; and
- sustainability-conscious food consumption in official entertainment.

Environmental protection issues are regularly covered in briefings for our managerial and frontline staff as well as staff newsletters to promote green awareness in our workforce and green practices in our daily operation.







香港郵政以中國代表團成員身分出席在瑞士伯恩舉行的萬國郵政聯盟郵政經營理事會會議。

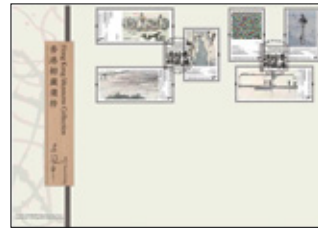
Hongkong Post, as part of the China delegation, attended the meeting of the Universal Postal Union Postal Operations Council held in Bern, Switzerland.

卡哈拉郵政組織董事會議在香港舉行。

The Kahala Posts Group Board of Directors meeting was held in Hong Kong.

發行以「香港館藏選粹—吳冠中畫作」為題的特別郵票。

A set of special stamps entitled "Hong Kong Museums Collection — Paintings by Mr WU Guanzhong" was issued.



推出保冷特快專遞服務，將日本的冷凍食品寄往香港。

The Cool EMS Box service for delivery of chilled items from Japan to Hong Kong was launched.



香港郵政出席在中國西安舉行的卡哈拉郵政組織首腦會議。

Hongkong Post attended the Kahala Posts Group CEO Meeting held in Xi'an, China.

2014



發行以「郵歷香江—從舊郵政總局大樓細味香港郵政歷史（1911-1976）」為題的郵票小型張，以慶祝該展覽在香港文物探知館揭幕，展覽期為2014年4月至8月。

A stamp sheetlet on the theme of "A Journey through Hong Kong's Postal History — A Glimpse of Hong Kong's Postal History through the Old General Post Office Building (1911 - 1976)" was issued to mark the opening of the exhibition at the Hong Kong Heritage Discovery Centre from April until August 2014.



發行以「國際家庭日」為題的特別郵票。

A set of special stamps on the theme of "International Day of Families" was issued.



香港郵政推出淘寶網櫃位領件服務。

Hongkong Post launched the Taobao Counter Collection Service.



香港郵政推出「我的特快專遞」網上平台，方便特快專遞帳戶客戶。

Hongkong Post launched the "My Speedpost" online platform for the convenience of Speedpost account customers.

全線郵政局完成安裝無障礙設施。

Installation of barrier-free access facilities in all post offices was completed.

與中國郵政聯手推出寄往中國的e特快專遞服務。

The e-EMS Service to China, a joint service with China Post, was launched.

發行新一套「2014年香港通用郵票」。

A new set of "2014 Hong Kong Definitive Stamps" was issued.



發行以「粵劇服飾」為題的特別郵票。

A set of special stamps on the theme of "Cantonese Opera Costumes" was issued.



香港郵政以中國代表團成員身分出席在斯里蘭卡科倫坡舉行的亞洲及太平洋郵政聯盟執行理事會會議。

Hongkong Post attended the meeting of the Asian-Pacific Postal Union Executive Council held in Colombo, Sri Lanka as part of the China delegation.



發行「香港2015—第三十一屆亞洲國際郵票展覽郵票小型張系列第一號」。

The "HONG KONG 2015 — 31st Asian International Stamp Exhibition Stamp Sheetlet Series No. 1" was issued.

開始在郵政局安裝綜合郵務系統。

Installation of the Integrated Postal Services System in post offices commenced.



發行以「中國香港—馬來西亞聯合發行：地道食品」為題的特別郵票。

A set of special stamps on the theme of "Hong Kong, China — Malaysia Joint Issue on Local Food" was issued.



發行「聖誕郵票III」。  
"Christmas Stamps III" were released.



發行以「中國世界遺產系列第三號：中國丹霞」為題的郵票小型張。

A stamp sheetlet on the theme of "World Heritage in China Series No. 3: China Danxia" was issued.



香港郵政通函郵寄服務推出試行計劃，把最低投寄量由2 000件降至1 000件。

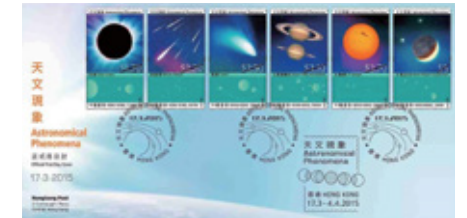
The Hongkong Post Circular Service lowered the posting threshold from 2 000 items to 1 000 items on a trial basis.

調整59間郵政局的營業時間，以便更有效運用資源，配合服務需求。

The business hours of 59 post offices were adjusted to optimise resource deployment in response to service demand.

發行以「天文現象」為題的特別郵票。

A set of special stamps on the theme of "Astronomical Phenomena" was released.



e-Express 服務拓展至俄羅斯。

e-Express service was extended to Russia.

10  
OCT

11  
NOV

12  
DEC

2015

1  
JAN

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FEB

3  
MAR

香港郵政第11年舉辦「郵遞傳情日」。  
Hongkong Post celebrated the "Love Post Day" for the eleventh year.

香港郵政以中國代表團成員身分出席在瑞士伯恩舉行的萬國郵聯郵政經營理事會會議。

Hongkong Post, as part of the China delegation, attended the meeting of the Universal Postal Union Postal Operations Council held in Bern, Switzerland.

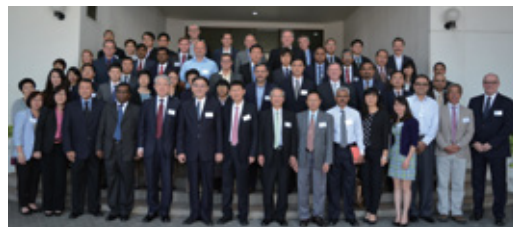
中央郵件中心全面啓用。

The Central Mail Centre was in full operation.



與教育局合辦全港青少年書信寫作比賽，以響應萬國郵政聯盟第44屆國際書信寫作比賽及2015年「世界郵政日」。

A letter-writing competition for young people in Hong Kong was co-organised with the Education Bureau in support of the Universal Postal Union's 44th International Letter-Writing Competition for the World Post Day in 2015.



香港郵政出席在泰國曼谷舉行的亞洲及太平洋郵政聯盟郵政業務論壇。

Hongkong Post participated in the Asian-Pacific Postal Union Postal Business Forum held in Bangkok, Thailand.

特快專遞成為香港貿發局「小批量採購專區」網上銷售平台的派遞方案之一。

Speedpost service was offered as one of the shipping solutions for orders made on the Small Order Zone online selling platform launched by the Hong Kong Trade Development Council.

香港郵政推出投寄易 API (Application Programming Interface) 應用程式界面。

Hongkong Post launched the EC-Ship Application Programming Interface service.

為大量投寄客戶推出本地地址評估軟件。

A local address cleansing facility for use by bulk mailers was launched.

發行「歲次乙未（羊年）」賀年郵票。

A set of special stamps to celebrate the "Year of the Ram" was issued.



香港郵政出席在日本成田舉行的亞洲及太平洋郵務合作組管理委員會會議。

Hongkong Post attended the meeting of the Asia Pacific Post Cooperative Management Board held in Narita, Japan.

發行第六輯「心心心意」郵票，郵票採用不同心形圖案設計。

The sixth issue of the Heartwarming Stamps series, featuring different heart-shaped designs, was released.



更新投寄易平台，將服務範疇拓展至包括所有大量投寄服務。

The EC-Ship platform was revamped with an extended service scope to cover all bulk mail services.

e-Express及包裹服務成為香港貿發局「小批量採購專區」的新增派遞方案。

e-Express and Parcel services were offered as additional shipping solutions on the Small Order Zone online selling platform of the Hong Kong Trade Development Council.

香港郵政以中國代表團成員身分出席在巴基斯坦伊斯蘭堡舉行的亞洲及太平洋郵政聯盟執行理事會會議。

Hongkong Post attended the meeting of the Asian-Pacific Postal Union Executive Council held in Islamabad, Pakistan as part of the China delegation.







## 本地郵件業務 Local Mail Business

- 本地信件及郵包 • Local Letter and Packet
- 本地包裹 • Local Parcel
- 本地掛號郵件 • Local Registered Mail
- 本地郵政速遞 • Local CourierPost
- 易送遞 • Smart Post
- 本地定期刊物 • Local Periodicals
- 香港郵政通函郵寄服務 • Hongkong Post Circular Service
- 郵電通 • e-Post



## 國際郵件業務 International Mail Business

- 空郵/平郵信件及郵包 • Air/Surface Letter and Packet
- 空郵/平郵包裹 • Air/Surface Parcel
- 空郵/平郵掛號郵件 • Air/Surface Registered Mail
- 特快專遞 • Speedpost
- e-Express • e-Express
- 大量投寄空郵 • Bulk Air Mail
- 易網郵 • iMail<sup>®</sup>
- 跨境直銷函件 • Cross-boundary Direct Mail
- 國際定期刊物 • International Periodicals

## 集郵業務 Philately

- 發行通用郵票、特別郵票及紀念郵票 • Issue of Definitive, Special and Commemorative Stamps
- 郵品訂購服務及海外郵品訂購服務 • Local Standing Order Service and Overseas Mail Order Service
- 「心思心意」郵票特別訂製服務 • Heartwarming Stamps Customised Service
- 訂製禮品服務 • Customised Gifts Service



## 電子業務 e-Services

- 「樂滿郵」網上購物 • ShopThruPost
- 多媒體直銷平台(DMDIY.hk) • DMDIY.hk
- 電子證書 • e-Cert
- 「我的心意卡」訂製服務 • "Make My Card" Personalised Service



## 門市業務 Retail Business

- 郵繳通 • PayThruPost
- 匯款服務 • Remittance Service
- 櫃位領件服務 • Counter Collection Service
- 報關服務 • Trade Declaration Service
- 道路貨物資料系統登記服務 • Registration Service for the Road Cargo System
- 郵趣廊產品 • PostShop Products
- 廣告服務 • Advertising Service





把握機遇

*CAPTURING OPPORTUNITIES*





## 展望將來 LOOKING FORWARD

過去一年，我們推出多項全新及優化服務，以滿足顧客不斷轉變的需要，特別是電子商貿帶來的需求。我們會繼續檢討部門的營運策略和運作，並把握每個機會，善用嶄新科技改善部門服務。

### 部門業務

#### 香港郵政的營運檢討

因應財政司司長在2015年2月發表的財政預算案演辭，我們現正檢視香港郵政的營運，令部門可以進一步配合香港物流業的發展，開拓更多切合市場需要的服務。

#### 與客戶緊密合作

我們會繼續研究推展分工安排，務求提升部門的運作效率，為大量投寄客戶提供價廉物美的郵遞服務。

#### 「正確地址」網上搜尋工具

為加快郵件派遞，我們將在2015年下半年為市民推出一項搜尋本地地址正確格式的網上工具。如本地地址與香港郵政地址資料庫的記錄吻合，搜尋工具便會即時顯示該地址的正確格式和快速回應碼(QR code)。用戶可儲存該地址的電子格式、列印地址標籤，或透過掃描快速回應碼把該地址儲存於智能手機內。

During the past year, we launched new and improved services to meet the changing customer needs, particularly demands generated by e-Commerce. We will review our business strategy and operations on an ongoing basis, and take every opportunity to leverage on the latest technology to enhance our services provision.

### Our Business

#### Hongkong Post Review

Arising from the Financial Secretary's Budget Speech in February 2015, we are conducting a review on HKP's business operation, with the objectives of further supporting the development of the logistics industry in Hong Kong and expanding its service offerings in response to market needs.

#### Closer Partnership with Customers

We will continue to explore work-sharing arrangements to improve our operational efficiency while allowing bulk posting customers to enjoy high quality postal service at attractive prices.

#### Online Tool for Correct Addressing

We will launch an online tool for the public to check the correct presentation of local addresses in the latter half of 2015 so as to assist prompt mail delivery. For each local address that matches the record in HKP's address database, the tool will show the address in the correct presentation format and a QR code. The user may save the address electronically, print an address label or capture the address on the user's smart phone by scanning the QR code.



### Our Infrastructure

#### Reprovisioning of the General Post Office (GPO) Building

To make way for the development of the New Central Harbourfront, the existing GPO Building will need to be reprovisioned. While district-tied facilities currently accommodated in the GPO Building, including the GPO Delivery Office, the GPO Speedpost Section, the GPO counters and Post Office Box Section will be reprovisioned in Central District, the HKP Headquarters will be relocated elsewhere. HKP is closely working with relevant Government departments to take forward the reprovisioning project.

#### Mail Flow Management and Tracking System

We will replace the existing Track and Trace System by a new Mail Flow Management and Tracking System. New functionalities will be added to enhance operational efficiency and improve planning, deployment and monitoring of operational resources. System development commenced in late 2014, and the new system will be fully commissioned by mid-2017.

#### Mechanised Letter Sorting System

We are in the process of installing a Chinese Character Address Recognition function in the Mechanised Letter Sorting Systems in the Central Mail Centre. The project is implemented in phases from mid-2015 to late 2016. Upon project completion, about 91 000 machinable letters with printed local addresses in Chinese can be sorted mechanically every day.

### 部門基礎設施

#### 重置郵政總局大樓

為配合中環新海濱發展，現時的郵政總局需要重置。目前郵政總局內屬於地區服務的部分，包括郵政總局派遞局、郵政總局特快專遞組、郵政總局櫃位，以及郵政信箱組將會在中環重置，而香港郵政總部則會遷往其他地方。我們現正與相關政府部門緊密合作，推展重置工作。

#### 郵件流程管理及追蹤系統

現時的郵件追查系統將會由新的郵件流程管理及追蹤系統取代。新增功能不但能提升運作效率，還可改善運作資源的規劃、調配和監管。系統的研發工作已在2014年年底展開，新系統將在2017年年中全面啟用。

#### 機械揀信系統

我們現正為中央郵件中心的機械揀信系統加裝中文地址辨識功能。有關工作由2015年年中至2016年年底分階段進行。安裝完成後，系統每天可分揀約91 000封可經機械揀信系統處理並以中文註寫本地地址的信件。



服務承諾 Performance Pledge	2014/15 目標 Target	2014/15 表現 Performance	2015/16 目標 Target
<b>本地及國際郵件 Local and International Mail</b>			
1. 本地投寄信件於投寄後下一個工作天派達收件人 Deliver locally posted letters to local addressees by the following working day	99.0%	99.8%	99.0%
2. 優惠級郵件於三個工作天內派達收件人 Deliver Bulk Economy letters to addressees within 3 working days	99.5%	99.9%	99.5%
3. 香港郵政通函郵件於四個工作天內派達收件人 Deliver Hongkong Post Circular items within 4 working days	99.5%	100%	99.5%
4. 出口空郵郵件如於截郵時間前投寄，即可於以下所列時間遞送至指定離港航班的航空公司，但須視乎有否航班 Despatch outward airmail items, posted before the advertised latest time for posting, to the designated air carrier, subject to availability of flights			
非高峰期 <sup>i</sup> 投寄當日或下一個工作天 Non-peak period <sup>i</sup> Within the same day or the following working day	99.0%	99.9%	99.0%
高峰期 <sup>ii</sup> 五個工作天內 Peak period <sup>ii</sup> Within 5 working days	90.0%	100%	90.0%
5. 入口空郵郵件抵港後兩個工作天內派達收件人 Deliver inward airmail items within 2 working days after arrival in Hong Kong	99.0%	100%	99.0%
6. 本地及入口包裹於投寄日/抵港後兩個工作天內派達港島、九龍及新界區主要工商業區的收件人，其他地區則於三個工作天內派達 Deliver local and inward parcels within 2 working days after day of posting or arrival, to Hong Kong, Kowloon and major commercial and industrial areas in the New Territories, and within 3 working days to other areas	99.5%	99.8%	99.5%
7. 出口空郵包裹如於截郵時間前投寄，即可於以下所列時間遞送至指定離港航班的航空公司，但須視乎有否航班 Despatch outward air parcels, posted before the advertised latest time for posting, to the designated air carrier, subject to availability of flights			
非高峰期 <sup>i</sup> 兩個工作天內 Non-peak period <sup>i</sup> Within 2 working days	99.0%	100%	99.0%
高峰期 <sup>ii</sup> 五個工作天內 Peak period <sup>ii</sup> Within 5 working days	90.0%	100%	90.0%
8. 出口大量投寄空郵郵件如於截郵時間前投寄，即可於以下所列時間遞送至指定離港航班的航空公司，但須視乎有否航班 Despatch outward bulk air mail items, posted before the advertised latest time for posting, to the designated air carrier, subject to availability of flights			
非高峰期 <sup>i</sup> 三個工作天內 Non-peak period <sup>i</sup> Within 3 working days	90.0%	100%	90.0%
高峰期 <sup>ii</sup> 七個工作天內 Peak period <sup>ii</sup> Within 7 working days	90.0%	100%	90.0%

服務承諾 Performance Pledge	2014/15 目標 Target	2014/15 表現 Performance	2015/16 目標 Target
<b>特快專遞及本地郵政速遞 Speedpost and Local CourierPost</b>			
9. 特快專遞上門收件服務按服務資料簡章所列標準時間內提供 Provide pick-up service for Speedpost items within the period as specified in the Service Information Sheet	99.5%	99.9%	99.5%
10. 出口特快專遞郵件如於指定截郵時間前投寄，可於投寄當日送達航空公司，但須視乎有否航班 Deliver outward Speedpost items accepted before the specified latest times for posting to air carriers on the same day, subject to availability of flights	99.5%	99.9%	99.5%
11. 入口特快專遞郵件如於上午六時前抵港，可於同一個工作天內派達收件人 Deliver inward Speedpost items on the same working day for items arriving before 6:00am	99.5%	99.7%	99.5%
12. 本地郵政速遞郵件按服務簡章所列標準派遞 Deliver Local CourierPost items according to the standards specified in the Service Leaflet	99.5%	99.9%	99.5%
<b>櫃位服務 Retail Business</b>			
13. 非繁忙時間內顧客可在10分鐘內獲提供服務 Serve customers within 10 minutes during non-peak hours	98.0%	99.8%	98.0%
14. 繁忙時間/高峰期 <sup>iii</sup> 顧客可在25分鐘內獲提供服務 Serve customers within 25 minutes during peak hours or periods <sup>iii</sup>	98.0%	100%	98.0%
15. 櫃位調校私用郵資蓋印機的工作於15分鐘內完成 Reset private franking machines at counters within 15 minutes	98.0%	100%	98.0%
16. 櫃位派發透過郵品訂購服務所訂郵品的工作於15分鐘內完成 Deliver products under the Local Standing Order Service at counters within 15 minutes	98.0%	100%	98.0%
<b>集郵及郵趣廊產品 Philately &amp; PostShop Products</b>			
17. 讓顧客於特別郵票發行首日領取透過郵品訂購服務訂購的郵品 Make products available for collection under the Local Standing Order Service on the first day of issue of the related special stamps	100%	100%	100%
18. 於收到海外郵購申請後五個工作天內寄出訂購郵品 Despatch overseas orders within 5 working days from date of receiving the order	100%	100%	100%
19. 從收到申請當日起計六個工作天內辦妥開設集郵帳戶的手續 Open new philatelic accounts within 6 working days from date of receiving the application	100%	100%	100%
20. 於收到本地郵購郵趣廊精品申請後六個工作天內把所訂精品派達收件人 Deliver local orders for PostShop products within 6 working days from date of receiving the order	99.0%	100%	99.0%



服務承諾 Performance Pledge		2014/15 目標 Target	2014/15 表現 Performance	2015/16 目標 Target	
<b>電子核證服務 Certification Authority</b>					
21. 在下列指定工作天內辦妥有關香港郵政電子核證服務的申請： Process applications for Hongkong Post e-Cert within the working days stipulated below:					
• 電子證書(個人) e-Cert (Personal)	三天 3 days	• 電子證書(機構) e-Cert (Organisational)	十天 10 days	99.0%      100%      99.0%	
• 電子證書(保密) e-Cert (Encipherment)	十天 10 days	• 電子證書(伺服器) e-Cert (Server)	十天 10 days		
<b>熱線服務 Hotlines</b>					
22. 鈴聲三響即約12秒內接聽熱線電話 Answer calls to Hongkong Post Hotlines within 3 rings, i.e. within 12 seconds					
		90.0%	98.1%	90.0%	
<b>辦理指定郵政服務的申請 Application for Postal Services</b>					
23. 在五個工作天內辦妥下列服務的申請： Process applications for the following services within 5 working days:					
• 郵政信箱 Post Office Boxes		• 開設大量投寄郵件按金帳戶 Opening of Deposit Accounts for Posting of Mail in Bulk		100%      100%      100%	
• 郵件轉遞服務 Redirection Service		• 使用私用郵資蓋印機 Use of Private Franking Machine			
在四個工作天內辦妥下列服務的申請： Process applications for the following services within 4 working days:					
• 簡便回郵服務 Freepost		• 商業回郵服務 Business Reply Service			
• 國際商業回郵服務 International Business Reply Service					
24. 一個工作天內辦妥香港郵政通函郵寄服務的申請 Process applications for Hongkong Post Circular Service by the following working day					
		100%	100%	100%	
25. 一個工作天內辦妥特許郵遞服務的申請 Process applications for Permit Mailing Service by the following working day					
		99.0%	100%	99.0%	

註：

- 非高峰期：三月至十月。
- 高峰期：十一月至二月。
- 高峰期包括集郵品發行首日、季節性繁忙日子如聖誕節和農曆新年、政府帳單繳款高峰期（即整個一月以及四月、七月和十月的最後一個星期）。各郵政局大堂已貼出高峰時段的詳情。

Notes:

- Non-peak period: March to October.
- Peak period: November to February.
- Peak periods include the first day of issue of philatelic products, seasonal pressure periods such as Christmas, Lunar New Year and the peak collection periods for government bills (i.e. the whole month of January and the last week of April, July and October). Details of peak hours for individual post offices are displayed in the public halls of the post office concerned.



**郵政署營運基金 Post Office Trading Fund**

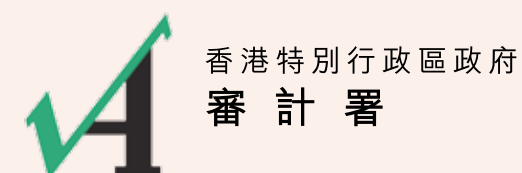
54	主要數據	Key Figures
55	審計署署長報告	Report of the Director of Audit
57	全面收益表	Statement of Comprehensive Income
58	財務狀況表	Statement of Financial Position
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## 郵政署營運基金 Post Office Trading Fund

		2015 表現 Performance	2014 表現 Performance
(a) 固定資產回報率	Rate of return on Fixed Assets	4.9%	-0.5%
(b) 收入(以百萬港元計)	Revenue (HK\$ million)	5,344	5,249
(c) 支出(以百萬港元計)	Expenditure (HK\$ million)	5,175	5,252
(d) 運作盈利/(虧損)(以百萬港元計)	Profit/(Loss) from operations (HK\$ million)	169	(3)
(e) 郵件量(以百萬件計)	Traffic (Million items)	1,212	1,234
(f) 固定資產投資(以百萬港元計)	Capital Investment (HK\$ million)	364	147
(g) 生產力(每人每小時處理的郵件)	Productivity (item per man-hour)	137	136
(h) 單位處理成本(港元)	Unit handling cost (HK\$)	1.97	1.87
(i) 職員人數	Total number of staff	7,032	7,172

## 郵政署營運基金 Post Office Trading Fund



## 獨立審計報告

## 致立法會

茲證明我已審核及審計列載於第57至83頁郵政署營運基金的財務報表，該等財務報表包括於2015年3月31日的財務狀況表與截至該日止年度的全面收益表、權益變動表和現金流量表，以及主要會計政策概要及其他附註解釋資料。

## 郵政署營運基金總經理就財務報表須承擔的責任

郵政署營運基金總經理須負責按照《營運基金條例》(第430章)第7(4)條及香港財務報告準則製備真實而中肯的財務報表，及落實其認為必要的內部控制，以使財務報表不存有由於欺詐或錯誤而導致的重大錯誤陳述。

## 審計師的責任

我的責任是根據我的審計對該等財務報表作出意見。我已按照《營運基金條例》第7(5)條及審計署的審計準則進行審計。這些準則要求我遵守道德規範，並規劃及執行審計，以合理確定財務報表是否不存有任何重大錯誤陳述。

## Audit Commission

The Government of the Hong Kong  
Special Administrative Region

## Independent Audit Report

## To the Legislative Council

I certify that I have examined and audited the financial statements of the Post Office Trading Fund set out on pages 57 to 83, which comprise the statement of financial position as at 31 March 2015, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

General Manager, Post Office Trading Fund's  
Responsibility for the Financial Statements

The General Manager, Post Office Trading Fund is responsible for the preparation of financial statements that give a true and fair view in accordance with section 7(4) of the Trading Funds Ordinance (Cap. 430) and Hong Kong Financial Reporting Standards, and for such internal control as the General Manager, Post Office Trading Fund determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

## Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.



### 郵政署營運基金 Post Office Trading Fund

審計涉及執行情序以獲取有關財務報表所載金額及披露資料的審計憑證。所選定的程序取決於審計師的判斷，包括評估由於欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險。在評估該等風險時，審計師考慮與該基金製備真實而中肯的財務報表有關的內部控制，以設計適當的審計程序，但並非為對基金的內部控制的效能發表意見。審計亦包括評價郵政署營運基金總經理所採用的會計政策的合適性及所作出的會計估計的合理性，以及評價財務報表的整體列報方式。

我相信，我所獲得的審計憑證是充足和適當地為我的審計意見提供基礎。

#### 意見

我認為，該等財務報表已按照香港財務報告準則真實而中肯地反映郵政署營運基金於2015年3月31日的狀況及截至該日止年度的運作成果及現金流量，並已按照《營運基金條例》第7(4)條所規定的方式妥為製備。

審計署署長  
(審計署助理署長劉新和代行)  
2015年10月13日

審計署  
香港灣仔  
告士打道7號  
入境事務大樓26樓

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the General Manager, Post Office Trading Fund, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

#### Opinion

In my opinion, the financial statements give a true and fair view of the state of affairs of the Post Office Trading Fund as at 31 March 2015, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance.



LAU Sun-wo  
Assistant Director of Audit  
for Director of Audit  
13 October 2015

Audit Commission  
26th Floor  
Immigration Tower  
7 Gloucester Road  
Wanchai, Hong Kong

截至2015年3月31日止年度 for the year ended 31 March 2015  
(以港幣千元位列示 Expressed in thousands of Hong Kong dollars)

### 郵政署營運基金 Post Office Trading Fund

	附註 Note	2015	2014
<b>營業額</b>	<b>Turnover</b>	<b>5,343,894</b>	5,249,224
運作成本	Operating costs	<b>(5,175,148)</b>	(5,251,850)
<b>運作盈利 / (虧損)</b>	<b>Profit / (Loss) from operations</b>	<b>168,746</b>	(2,626)
其他收入	Other income	<b>106,244</b>	139,508
<b>名義利得稅前盈利</b>	<b>Profit before notional profits tax</b>	<b>274,990</b>	136,882
名義利得稅	Notional profits tax	<b>(49,756)</b>	(19,638)
<b>年度盈利</b>	<b>Profit for the year</b>	<b>225,234</b>	117,244
其他全面收益	Other comprehensive income	-	-
<b>年度總全面收益</b>	<b>Total comprehensive income for the year</b>	<b>225,234</b>	117,244
<b>固定資產回報率</b>	<b>Rate of return on fixed assets</b>	<b>4.9%</b>	-0.5%

第61至83頁的附註為本財務報表的一部分。

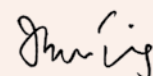
The notes on pages 61 to 83 form part of these financial statements.



於2015年3月31日 as at 31 March 2015  
(以港幣千元位列示 Expressed in thousands of Hong Kong dollars)

## 郵政署營運基金 Post Office Trading Fund

	附註 Note	2015	2014
<b>非流動資產</b>	<b>Non-current assets</b>		
物業、設備及器材	Property, plant and equipment	8 <b>2,651,754</b>	2,624,869
無形資產	Intangible assets	9 <b>42,587</b>	36,016
持至期滿的證券	Held-to-maturity securities	10 <b>467,083</b>	252,575
外匯基金存款	Placement with the Exchange Fund	11 <b>2,227,662</b>	1,377,367
		<b>5,389,086</b>	4,290,827
<b>流動資產</b>	<b>Current assets</b>		
存貨	Stocks	<b>6,302</b>	5,034
應收帳款、按金及預付款項	Debtors, deposits and prepayments	<b>245,484</b>	208,436
應收關連人士帳款	Amounts due from related parties	19 <b>17,500</b>	23,366
應收外匯基金存款利息	Interest receivable from placement with the Exchange Fund	<b>30,211</b>	12,226
持至期滿的證券	Held-to-maturity securities	10 <b>319,094</b>	208,588
銀行存款	Bank deposits	<b>702,442</b>	1,834,368
現金及銀行結餘	Cash and bank balances	<b>151,743</b>	149,557
		<b>1,472,776</b>	2,441,575
<b>流動負債</b>	<b>Current liabilities</b>		
按金及預收款項	Deposits and receipts in advance	<b>(273,903)</b>	(263,363)
應付帳款及應計費用	Creditors and accruals	<b>(826,878)</b>	(952,552)
僱員福利撥備	Provision for employee benefits	13 <b>(86,279)</b>	(90,379)
應付關連人士帳款	Amounts due to related parties	19 <b>(438,781)</b>	(462,647)
應付名義利得稅	Notional profits tax payable	<b>(54,360)</b>	(13,502)
		<b>(1,680,201)</b>	(1,782,443)
<b>流動(負債)/資產淨值</b>	<b>Net current (liabilities) / assets</b>	<b>(207,425)</b>	659,132
<b>總資產減去流動負債</b>	<b>Total assets less current liabilities</b>	<b>5,181,661</b>	4,949,959
<b>非流動負債</b>	<b>Non-current liabilities</b>		
遞延稅款	Deferred tax	12 <b>(35,718)</b>	(26,821)
僱員福利撥備	Provision for employee benefits	13 <b>(498,649)</b>	(501,078)
		<b>(534,367)</b>	(527,899)
<b>資產淨值</b>	<b>NET ASSETS</b>	<b>4,647,294</b>	4,422,060
<b>資本及儲備</b>	<b>CAPITAL AND RESERVES</b>		
營運基金資本	Trading fund capital	14 <b>2,495,059</b>	2,495,059
發展儲備	Development reserve	15 <b>243,664</b>	243,664
保留盈利	Retained earnings	16 <b>1,908,571</b>	1,683,337
		<b>4,647,294</b>	4,422,060



**Mrs. Jessie Ting**  
General Manager,  
Post Office Trading Fund  
13 October 2015

**丁葉燕薇女士**  
郵政署營運基金總經理  
2015年10月13日

第61至83頁的附註為本財務報表的一部分。

The notes on pages 61 to 83 form part of these financial statements.

截至2015年3月31日止年度 for the year ended 31 March 2015  
(以港幣千元位列示 Expressed in thousands of Hong Kong dollars)

## 郵政署營運基金 Post Office Trading Fund

		2015	2014
<b>年初結餘</b>	<b>Balance at beginning of year</b>	<b>4,422,060</b>	4,346,528
<b>年度總全面收益</b>	<b>Total comprehensive income for the year</b>	<b>225,234</b>	117,244
<b>年內已付股息</b>	<b>Dividend paid during the year</b>	-	(41,712)
<b>年終結餘</b>	<b>Balance at end of year</b>	<b>4,647,294</b>	4,422,060

第61至83頁的附註為本財務報表的一部分。

The notes on pages 61 to 83 form part of these financial statements.



截至2015年3月31日止年度 for the year ended 31 March 2015  
(以港幣千元位列示 Expressed in thousands of Hong Kong dollars)

(除特別註明外，金額以港幣千元位列示。  
Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

	附註 Note	2015	2014
<b>營運項目的現金流量</b>	<b>Cash flows from operating activities</b>		
運作盈利 / (虧損)	Profit / (Loss) from operations	<b>168,746</b>	(2,626)
物業、設備及器材折舊	Depreciation of property, plant and equipment	<b>145,468</b>	150,488
無形資產攤銷	Amortisation of intangible assets	<b>9,622</b>	9,714
出售 / 註銷物業、設備及器材虧損	Loss on disposal of property, plant and equipment	<b>2,653</b>	452
金融工具引致的未實現匯兌虧損	Unrealised foreign exchange loss on financial instruments	<b>27</b>	2,057
僱員福利撥備(減少) / 增加	(Decrease) / Increase in provision for employee benefits	<b>(6,529)</b>	11,225
應付帳款及按金減少	Decrease in creditors and deposits	<b>(119,149)</b>	(155,539)
	(Decrease) / Increase in amounts due to related parties	<b>(124,246)</b>	5,431
應付關連人士帳款(減少) / 增加	(Increase) / Decrease in debtors and stocks	<b>(43,370)</b>	24,062
應收帳款及存貨(增加) / 減少	Decrease / (Increase) in amounts due from related parties	<b>5,866</b>	(2,903)
應收關連人士帳款減少 / (增加)	Notional profits tax paid	-	(17,269)
已付名義利得稅		<b>39,088</b>	25,092
<b>來自營運項目的現金淨額</b>	<b>Net cash from operating activities</b>		
<b>投資項目的現金流量</b>	<b>Cash flows from investing activities</b>		
原有期限超過3個月的銀行存款減少 / (增加)	Decrease / (Increase) in bank deposits with original maturity over three months	<b>316,375</b>	(270,000)
購入持至期滿的證券	Purchase of held-to-maturity securities	<b>(530,908)</b>	(151,127)
贖回持至期滿的證券	Redemption of held-to-maturity securities	<b>208,498</b>	200,000
贖回結構性債券	Redemption of structured notes	-	393,442
外匯基金存款增加	Increase in placement with the Exchange Fund	<b>(850,295)</b>	(65,589)
購置物業、設備及器材和無形資產	Purchase of property, plant and equipment and intangible assets	<b>(87,279)</b>	(134,950)
出售物業、設備及器材	Sale proceeds from disposal of property, plant and equipment	<b>475</b>	11
已收利息	Interest received	<b>90,681</b>	110,119
<b>(用作) / 來自投資項目的現金淨額</b>	<b>Net cash (used in) / from investing activities</b>	<b>(852,453)</b>	81,906
<b>融資項目的現金流量</b>	<b>Cash flows from financing activities</b>		
已付股息	Dividend paid	-	(41,712)
<b>用作融資項目的現金淨額</b>	<b>Net cash used in financing activities</b>	-	(41,712)
<b>現金及等同現金(減少) / 增加淨額</b>	<b>Net (decrease) / increase in cash and cash equivalents</b>	<b>(813,365)</b>	65,286
<b>年初的現金及等同現金</b>	<b>Cash and cash equivalents at beginning of year</b>	<b>1,666,925</b>	1,601,639
<b>年終的現金及等同現金</b>	<b>Cash and cash equivalents at end of year</b>	<b>853,560</b>	1,666,925

## 郵政署營運基金 Post Office Trading Fund

### 1. 一般資料

前立法局在1995年7月19日根據《營運基金條例》(第430章)第3、4及6條通過決議，在1995年8月1日成立郵政署營運基金(營運基金)。

營運基金的主要業務是提供一般郵政及附帶服務，並在2000年1月成為認可核證機關後，提供電子認證服務。由2007年4月起，電子認證服務由營運基金監督的承辦商提供。

### 2. 主要會計政策

#### (a) 符合準則聲明

本財務報表是按照香港公認的會計原則及所有適用的香港財務報告準則(此詞是統稱，當中包括香港會計師公會頒布的所有適用的個別香港財務報告準則、香港會計準則及詮釋)編製。營運基金採納的主要會計政策摘要如下。

#### (b) 編製財務報表的基礎

除在以下會計政策所述交易用途的金融工具是以公平值列示外，本財務報表的編製基礎均以原值成本法計量。

編製符合香港財務報告準則的財務報表需要管理層作出判斷、估計及假設。該等判斷、估計及假設會影響會計政策的實施，以及資產與負債和收入與支出的呈報款額。該等估計及相關的假設，均按以往經驗及其他在有關情況下被認為合適的因素而制訂。倘若沒有其他現成數據可供參考，則會採用此等估計及假設作為判斷有關資產及負債的帳面值的基礎。估計結果或與實際價值有所不同。

### General

The Post Office Trading Fund (POTF) was established on 1 August 1995 under the Legislative Council Resolution passed on 19 July 1995 pursuant to sections 3, 4 and 6 of the Trading Funds Ordinance (Cap. 430).

The principal activities of the POTF are provision of general postal and ancillary services, and electronic authentication services after the POTF became a Recognised Certification Authority in January 2000. With effect from April 2007, electronic authentication services are provided through a contractor under the supervision of the POTF.

### Significant accounting policies

#### (a) Statement of compliance

The financial statements have been prepared in accordance with accounting principles generally accepted in Hong Kong and all applicable Hong Kong Financial Reporting Standards (HKFRSs), a collective term which includes all applicable individual HKFRSs, Hong Kong Accounting Standards (HKASs) and Interpretations issued by the Hong Kong Institute of Certified Public Accountants (HKICPA). A summary of the significant accounting policies adopted by the POTF is set out below.

#### (b) Basis of preparation of the financial statements

The measurement basis used in the preparation of the financial statements is historical cost except that trading financial instruments are stated at their fair values as explained in the accounting policies set out below.

The preparation of financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis for making judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.



(除特別註明外，金額以港幣千元位列示。

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### 2. 主要會計政策 (續)

#### (b) 編製財務報表的基礎 (續)

該等估計及相關假設會被不斷檢討修訂。如修訂只影響本會計期，會在作出修訂的期內確認，但如影響本期及未來的會計期，有關修訂便會在該期及未來期間內確認。

營運基金在實施會計政策方面並不涉及任何關鍵的會計判斷。無論對未來作出的假設，或在報告期結束日估計過程中所存在的不明朗因素，皆不足以構成重大風險，導致資產和負債的帳面金額在來年大幅修訂。

#### (c) 物業、設備及器材

於1995年8月1日撥歸營運基金的物業、設備及器材，最初的成本值是按相等於前立法局通過成立營運基金的決議中所列的估值入帳。自1995年8月1日起購置的物業、設備及器材均按其購置或裝設實際開支入帳。

以下各項物業、設備及器材以成本值扣除累計折舊及任何減值虧損列帳 (附註2(e))：

- 被列為融資租賃的土地及位於其上的自用樓宇；
- 撥歸營運基金的其他自用樓宇。樓宇所在的土地視為非折舊資產；以及
- 設備及器材，包括傢具及裝置、設備及機器、汽車及電腦系統。

### Significant accounting policies (continued)

#### (b) Basis of preparation of the financial statements (continued)

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

There are no critical accounting judgements involved in the application of the POTF's accounting policies. There are also no key assumptions concerning the future, or other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities in the next year.

#### (c) Property, plant and equipment

Property, plant and equipment appropriated to the POTF on 1 August 1995 were measured initially at deemed cost equal to the value contained in the Resolution of the Legislative Council for the setting up of the POTF. Property, plant and equipment acquired since 1 August 1995 are capitalised at the actual cost of acquisition or installation.

The following items of property, plant and equipment are stated at cost less accumulated depreciation and any impairment losses (note 2(e)):

- land classified as held under a finance lease and buildings held for own use situated thereon;
- other buildings held for own use appropriated to the POTF. The land is regarded as a non-depreciating asset; and
- plant and equipment, including furniture and fittings, plant and machinery, motor vehicles and computer systems.

(除特別註明外，金額以港幣千元位列示。

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## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策 (續)

#### (c) 物業、設備及器材 (續)

折舊是按照物業、設備及器材的估計可使用年期，在減去其估計剩餘值，再以直線法攤銷項目的成本值。有關的可使用年期如下：

– 被列為融資租賃的土地	按剩餘租賃年期計算
– 位於租賃土地的樓宇	按剩餘租賃年期及估計可使用年期兩者中的較短者計算
– 其他樓宇	20 – 40年
– 傢具及裝置	5年
– 設備及機械	7 – 15年
– 車輛	4 – 5年
– 電腦系統	5年

出售/註銷物業、設備及器材的損益以出售所得淨額與有關資產的帳面值的差額釐定，並於出售 / 註銷當日在全面收益表內確認。

#### (d) 無形資產

無形資產包括購入的電腦軟件牌照及已資本化的電腦軟件程式開發成本值。若電腦軟件程式在技術上可行，而且營運基金有足夠資源及有意完成開發工作，有關的開發費用會被資本化。資本化費用包括直接工資及材料費用。無形資產按成本值扣除累計攤銷及任何減值虧損列示 (附註2(e))。

無形資產的攤銷按估計可使用年期 (5年) 以直線法列入全面收益表。

### Significant accounting policies (continued)

#### (c) Property, plant and equipment (continued)

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, on a straight-line basis over their estimated useful lives as follows:

– Land classified as held under a finance lease	over the unexpired term of lease
– Buildings situated on leasehold land	over the shorter of the unexpired term of lease and their estimated useful lives
– Other buildings	20 to 40 years
– Furniture and fittings	5 years
– Plant and machinery	7 to 15 years
– Motor vehicles	4 to 5 years
– Computer systems	5 years

Gains or losses arising from the disposal of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the asset and are recognised in the statement of comprehensive income on the date of disposal.

#### (d) Intangible assets

Intangible assets include acquired computer software licences and capitalised development costs of computer software programs. Expenditure on development of computer software programs is capitalised if the programs are technically feasible and the POTF has sufficient resources and intention to complete development. The expenditure capitalised includes direct labour and cost of materials. Intangible assets are stated at cost less accumulated amortisation and any impairment losses (note 2(e)).

Amortisation of intangible assets is charged to the statement of comprehensive income on a straight-line basis over the assets' estimated useful lives of 5 years.



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## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策(續)

#### (e) 固定資產的減值

固定資產(包括物業、設備及器材及無形資產)的帳面值在每個報告期結束日評估，以確定有否出現減值跡象。如出現減值跡象，當某項資產的帳面值高於其可收回數額時，則有關減值虧損會在全面收益表內確認入帳。資產的可收回數額為公平值扣減出售成本與使用值兩者中的較高者。

#### (f) 金融資產及金融負債

##### (i) 初始確認

營運基金按最初取得資產或引致負債時的用途將金融資產及金融負債作下列分類：交易用途的金融工具、貸款及應收帳款、持至期滿的證券及其他金融負債。

金融資產及金融負債最初按公平值計量；公平值通常相等於成交價，而就貸款及應收帳款、持至期滿的證券及其他金融負債而言，則加上因購買金融資產或產生金融負債而直接引致的交易成本。交易用途的金融工具的交易成本會立即支銷。

營運基金在成為有關金融工具的合約其中一方之日確認有關金融資產及金融負債。至於購入及出售市場上有既定交收期的金融資產，則在交收日入帳。

### Significant accounting policies (continued)

#### (e) Impairment of fixed assets

The carrying amounts of fixed assets, including property, plant and equipment and intangible assets, are reviewed at the end of each reporting period to identify any indication of impairment. If any such indication exists, an impairment loss is recognised in the statement of comprehensive income whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its fair value less costs to sell and value in use.

#### (f) Financial assets and financial liabilities

##### (i) Initial recognition

The POTF classifies its financial assets and financial liabilities into different categories at inception, depending on the purpose for which the assets were acquired or the liabilities were incurred. The categories are: trading financial instruments, loans and receivables, held-to-maturity securities and other financial liabilities.

Financial assets and financial liabilities are measured initially at fair value, which normally equals to the transaction prices plus, for loans and receivables, held-to-maturity securities and other financial liabilities, transaction costs that are directly attributable to the acquisition of the financial assets or issue of the financial liabilities. Transaction costs on trading financial instruments are expensed immediately.

The POTF recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument. Regular way purchases and sales of financial assets are accounted for at settlement date.

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## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策(續)

#### (f) 金融資產及金融負債(續)

##### (ii) 分類

##### 貸款及應收帳款

貸款及應收帳款為有固定或可以確定支付金額，但在活躍市場沒有報價，而營運基金無意持有作交易用途的非衍生金融資產。這個分類包括應收帳款、應收關連人士帳款、應收利息、外匯基金存款、銀行存款、現金及銀行結餘。

貸款及應收帳款採用實際利率法按攤銷成本值扣除減值虧損(如有)列帳(附註2(f)(iv))。

實際利率法是計算金融資產或金融負債的攤銷成本值，以及攤分在有關期間的利息收入或支出的方法。實際利率是指可將金融工具在預計有效期(或適用的較短期間)內的預計現金收支，折現成該金融資產或金融負債的帳面淨值所適用的貼現率。營運基金在計算實際利率時，會考慮金融工具的所有合約條款以估計現金流量，但不會計及日後的信貸虧損。有關計算包括與實際利率相關的所有收取或支付予合約各方的費用、交易成本及所有其他溢價或折讓。

##### 持至期滿的證券

持至期滿的證券為有固定或可以確定支付金額及固定到期日，而營運基金有明確意向及能力持有直至到期日的非衍生金融資產，但符合貸款及應收帳款定義者除外。

持至期滿的證券是採用實際利率法按攤銷成本值扣除減值虧損(如有)列帳(附註2(f)(iv))。

### Significant accounting policies (continued)

#### (f) Financial assets and financial liabilities (continued)

##### (ii) Categorisation

##### Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and which the POTF has no intention of trading. This category includes debtors, amounts due from related parties, interest receivable, placement with the Exchange Fund, bank deposits and cash and bank balances.

Loans and receivables are carried at amortised cost using the effective interest method less impairment losses, if any (note 2(f)(iv)).

The effective interest method is a method of calculating the amortised cost of a financial asset or a financial liability and of allocating the interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts or payments through the expected life of the financial instrument or, when appropriate, a shorter period to the net carrying amount of the financial asset or financial liability. When calculating the effective interest rate, the POTF estimates cash flows considering all contractual terms of the financial instruments but does not consider future credit losses. The calculation includes all fees received or paid between parties to the contract that are an integral part of the effective interest rate, transaction costs and all other premiums or discounts.

##### Held-to-maturity securities

Held-to-maturity securities are non-derivative financial assets with fixed or determinable payments and fixed maturity which the POTF has the positive intention and ability to hold to maturity, other than those that meet the definition of loans and receivables.

Held-to-maturity securities are carried at amortised cost using the effective interest method less impairment losses, if any (note 2(f)(iv)).



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## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策(續)

#### (f) 金融資產及金融負債(續)

##### (ii) 分類(續)

##### 其他金融負債

其他金融負債採用實際利率法按攤銷成本值列帳。

##### (iii) 註銷確認

當從金融資產收取現金流量的合約權利屆滿時，或當金融資產連同擁有的所有主要風險及回報已被轉讓時，該金融資產會被註銷確認。

當合約指明的債務被解除、取消或到期時，該金融負債會被註銷確認。

##### (iv) 金融資產的減值

貸款及應收帳款和持至期滿的證券的帳面值會在每個報告期結束日作出評估，以確定有否出現客觀的減值證據。如存在有關證據，減值虧損會按其資產的帳面值與原來實際利率用折現方式計算其預計未來現金流量的現值之間的差額，在全面收益表內確認。如減值虧損於其後的期間減少，而客觀上與減值虧損確認後發生的事件相關，則在全面收益表內作出撥。

#### (g) 存貨

存貨包括存於總部貨倉的郵票及航空郵簡，以成本及可實現淨值中較低者列帳。成本是以先進先出法釐定。可實現淨值是指在一般經營情況下估計售價扣除估計所需銷售成本的淨值。

### Significant accounting policies (continued)

#### (f) Financial assets and financial liabilities (continued)

##### (ii) Categorisation (continued)

##### Other financial liabilities

Other financial liabilities are carried at amortised cost using the effective interest method.

##### (iii) Derecognition

A financial asset is derecognised when the contractual rights to receive the cash flows from the financial asset expire, or where the financial asset together with substantially all the risks and rewards of ownership have been transferred.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled, or when it expires.

##### (iv) Impairment of financial assets

The carrying amounts of loans and receivables and held-to-maturity securities are reviewed at the end of each reporting period to determine whether there is objective evidence of impairment. If any such evidence exists, an impairment loss is recognised in the statement of comprehensive income as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. If in a subsequent period the amount of such impairment loss decreases and the decrease can be linked objectively to an event occurring after the impairment loss was recognised, the impairment loss is reversed through the statement of comprehensive income.

#### (g) Stocks

Stocks consist of postage stamps and aerogrammes held in the stamp vaults at the Headquarters. They are stated at the lower of cost and net realisable value. Cost is determined using the first-in, first-out method. Net realisable value is the estimated selling price in the ordinary course of business, less the estimated costs necessary to make the sale.

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## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策(續)

#### (h) 現金及等同現金

現金及等同現金包括現金及銀行結餘，以及屬短期和流通性高的其他投資。該等投資可隨時轉換為已知數額的現金，且所涉及的價值變動風險不大，並在存入或購入時距期滿日不超過三個月。

#### (i) 撥備及或有負債

如營運基金須就已發生的事件承擔法律或推定責任，而又可能需要付出經濟代價以履行該項責任，營運基金會在能夠可靠地估計涉及的金額時，為該項在時間上或金額上尚未確定的責任撥備。如金錢的時間價值重大，則會按預計履行該項責任所需開支的現值作出撥備。

若承擔有關責任可能無須付出經濟代價或無法可靠地估計涉及的金額，該責任便會以或有負債的形式披露，除非須付出經濟代價的可能性極低。至於只能在日後是否發生某宗或多宗事件才可確定是否出現的或然責任，亦會以或有負債的形式披露，除非須付出經濟代價的可能性極低。

#### (j) 僱員福利

營運基金的僱員包括公務員和合約員工。薪金、約滿酬金及年假開支在僱員提供有關服務的年度內以應計基準確認入帳。就公務員而言，僱員附帶福利開支包括香港特別行政區政府(政府)給予僱員的退休金及房屋福利，均在僱員提供有關服務的年度內支銷。

就按可享退休金條款受聘的公務員的長俸負債已於付予政府有關附帶福利開支時支付。就其他員工向強制性公積金計劃的供款於全面收益表中支銷。

### Significant accounting policies (continued)

#### (h) Cash and cash equivalents

Cash and cash equivalents include cash and bank balances, and other short-term highly liquid investments that are readily convertible to known amounts of cash and subject to an insignificant risk of changes in value, having been within three months of maturity when placed or acquired.

#### (i) Provisions and contingent liabilities

Provisions are recognised for liabilities of uncertain timing or amount when the POTF has a present legal or constructive obligation arising as a result of past events, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events, are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

#### (j) Employee benefits

The employees of the POTF comprise civil servants and contract staff. Salaries, staff gratuities, and annual leave entitlements are accrued and recognised as expenditure in the year in which the associated services are rendered by the staff. For civil servants, staff on-costs, including pensions and housing benefits provided to the staff by the Government of the Hong Kong Special Administrative Region (the Government), are charged as expenditure in the year in which the associated services are rendered.

For civil servants employed on pensionable terms, their pension liabilities are discharged by reimbursement of the staff on-cost charged by the Government. For other staff, contributions to Mandatory Provident Fund Scheme are charged to the statement of comprehensive income as incurred.



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## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策(續)

#### (k) 名義利得稅

- (i) 根據《稅務條例》(第112章)，營運基金並無稅務責任，但政府要求營運基金向政府一般收入支付一筆款項以代替利得稅(即名義利得稅)，該款項是根據《稅務條例》的規定所計算。本年度名義利得稅支出包括本期稅款和遞延稅款資產及負債的變動。
- (ii) 本期稅款為本年度按應課稅收入按報告期結束日已生效或基本上已生效的稅率計算的預計應付稅款，並包括以往年度應付稅款的任何調整。
- (iii) 遞延稅款資產及負債分別由可扣稅及應課稅的暫時性差異所產生。暫時性差異是指資產及負債在財務報表上的帳面值與其計稅基礎的差異。遞延稅款資產也可由未使用稅務虧損及稅項抵免而產生。

所有遞延稅款負債及所有可能未來會有應課稅溢利而使其能被用以抵銷有關溢利的遞延稅款資產，均予確認。

遞延稅款的確認數額的計算是根據該資產及負債的帳面值之預期變現或清償方式，按報告期結束日已生效或基本上已生效的稅率計量。遞延稅款資產及負債均不貼現計算。

遞延稅款資產的帳面值於每個報告期結束日重新審閱，對不再可能有足夠應課稅溢利以實現相關稅務利益的遞延稅款資產會予以扣減。有關扣減在日後有可能產生足夠應課稅溢利時撥。

### Significant accounting policies (continued)

#### (k) Notional profits tax

- (i) The POTF has no tax liability under the Inland Revenue Ordinance (Cap.112). However, the Government requires the POTF to pay to the General Revenue an amount in lieu of profits tax (i.e. notional profits tax) calculated on the basis of the provisions of the Inland Revenue Ordinance. Notional profits tax expense for the year comprises current tax and movements in deferred tax assets and liabilities.
- (ii) Current tax is the expected tax payable on the taxable income for the year, using tax rates enacted or substantively enacted at the end of the reporting period, and any adjustment to tax payable in respect of previous years.
- (iii) Deferred tax assets and liabilities arise from deductible and taxable temporary differences respectively, being the differences between the carrying amounts of assets and liabilities for financial reporting purposes and their tax bases. Deferred tax assets also arise from unused tax losses and unused tax credits.

All deferred tax liabilities, and all deferred tax assets to the extent that it is probable that future taxable profits will be available against which the assets can be utilised, are recognised.

The amount of deferred tax recognised is measured based on the expected manner of realisation or settlement of the carrying amounts of the assets and liabilities, using tax rates enacted or substantively enacted at the end of the reporting period. Deferred tax assets and liabilities are not discounted.

The carrying amount of a deferred tax asset is reviewed at the end of each reporting period and is reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow the related tax benefit to be utilised. Any such deduction is reversed to the extent that it becomes probable that sufficient taxable profit will be available.

(除特別註明外，金額以港幣千元位列示。  
Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策(續)

#### (l) 收入的確認

- (i) 郵政服務所得的收入在提供服務時確認入帳。尚未提供郵政服務的郵票銷售收入會在報告期結束日按衡量出的比率從該收入中扣除。
- (ii) 利息收入採用實際利率法按應計基礎確認入帳。
- (iii) 金融工具的實現損益在有關金融工具被註銷確認時在全面收益表內確認入帳。交易用途的金融工具的公平值變動，在產生的期間內列為重估損益在全面收益表內確認入帳。
- (iv) 其他收入以應計基礎確認入帳。

#### (m) 終端費及徵費

跨境郵遞服務須靠不同國家或區域的郵政經營商互相合作。目的地國家或區域的郵政經營商在郵件派遞方面所承擔的費用須由寄件國或區域的郵政經營商支付。有關費用包括信件的終端費、以及包裹和特快專遞服務的徵費(統稱終端費及徵費)。終端費的適用收費率由萬國郵政聯盟每四年釐訂一次。適用於包裹的收費率可按通脹調整，而適用於特快專遞服務徵費的收費率則每年由個別郵政經營商釐訂。營運基金亦可與其他郵政經營商就終端費及徵費之收費率簽訂雙邊協議。

向其他郵政經營商收取之終端費及徵費列載於營業額「一般郵遞服務」(附註3)。向其他郵政經營商支付之終端費及徵費列載於運作成本「一般郵務運作開支」(附註4)。當郵件量(即郵件的重量及數目)和適用收費率能夠可靠地計算/評估，該等終端費及徵費便會在帳目內予以確認。

### Significant accounting policies (continued)

#### (l) Revenue recognition

- (i) Revenue from postal services is recognised as the services are provided. Allowance for a measured share of stamp income for the amount of revenue from postage stamps sold in respect of which postal service has not yet been provided is made at the end of the reporting period.
- (ii) Interest income is recognised as it accrues using the effective interest method.
- (iii) Realised gains or losses on financial instruments are recognised in the statement of comprehensive income when the financial instruments are derecognised. Changes in fair value of trading financial instruments are recognised as revaluation gains or losses in the statement of comprehensive income in the period in which they arise.
- (iv) Other income is recognised on an accrual basis.

#### (m) Terminal dues and charges

Cross-border mail service requires cooperation between postal operators in different countries or regions. The costs for delivery of mail items incurred by the postal operator in the destination country or region have to be recovered from the postal operator in the originating country or region. Such costs are terminal dues for letters, and charges for parcels and express mail service (collectively referred to as terminal dues and charges). The rates applicable to terminal dues are determined by the Universal Postal Union every four years. The rates applicable to parcels can be adjusted according to inflation whereas those applicable to express mail service are determined by individual postal operators annually. Nevertheless, a postal operator may enter into bilateral agreements with another operator to determine the rates of terminal dues and charges.

Terminal dues and charges recoverable from other postal operators are included under Turnover - General mail services (note 3). Terminal dues and charges payable to other postal operators are included under Operating costs - General mail operating expenses (note 4). They are recognised in the accounts when the volume (i.e. weight and number of mail items) of mail processed and the applicable rates of charge can be measured / estimated reliably.



(除特別註明外，金額以港幣千元位列示。  
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## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策(續)

#### (m) 終端費及徵費(續)

當營運基金正與其他郵政經營商就某期間洽談新的收費率，該期間的收費會以上一期間之現有收費率作為預算收費率。如議定的新收費率有別於預算收費率，一項相等於議定新收費率與預算收費率之間的差額調整將會在新收費率取得議定之期間作出確認。

#### (n) 外幣換算

本年度的外幣交易按交易日的現貨匯率換算為港元。以非港元為單位的貨幣資產及負債按報告期結束日的收市匯率換算為港元。所有外幣換算差額在全面收益表內確認。

#### (o) 關連人士

根據《營運基金條例》設立的營運基金是政府轄下的一個獨立會計單位。年內，營運基金在日常業務中曾與各關連人士進行交易。這等機構包括各決策局及政府部門、其他營運基金，以及受政府所控制或政府對其有重大影響力的財政自主機構。

#### (p) 新訂及經修訂香港財務報告準則的影響

香港會計師公會已頒布若干新訂或經修訂的香港財務報告準則，於本會計期生效或供提前採納。本財務報表所呈報的會計政策，並沒有因該等發展而出現任何改變。

營運基金並沒有採納任何在本會計期尚未生效的新訂香港財務報告準則(附註22)。

### Significant accounting policies (continued)

#### (m) Terminal dues and charges (continued)

When a new rate of charge for a period is being negotiated between the POTF and another postal operator, the amount of charges during that period will be determined based on an estimated rate, which is equal to the rate in force for the preceding period. If the new agreed rate of charge is different from the estimated rate, an adjustment representing the difference between the amount of charges calculated under the new agreed rate and that under the estimated rate will be recognised in the year the new rate is agreed.

#### (n) Foreign currency translation

Foreign currency transactions during the year are translated into Hong Kong dollars using the spot exchange rates at the transaction dates. Monetary assets and liabilities denominated in currencies other than Hong Kong dollars are translated into Hong Kong dollars using the closing exchange rate at the end of the reporting period. All foreign currency translation differences are recognised in the statement of comprehensive income.

#### (o) Related parties

The POTF is a separate accounting entity within the Government established under the Trading Funds Ordinance. During the year, the POTF has entered into transactions with various related parties, including government bureaux and departments, trading funds and financially autonomous bodies controlled or significantly influenced by the Government, in the ordinary course of its business.

#### (p) Impact of new and revised HKFRSs

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption for the current accounting period. There have been no changes to the accounting policies applied in the financial statements for the years presented as a result of these developments.

The POTF has not applied any new HKFRSs that are not yet effective for the current accounting period (note 22).

(除特別註明外，金額以港幣千元位列示。  
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## 郵政署營運基金 Post Office Trading Fund

### 3. 營業額

		2015	2014
一般郵遞服務	General mail services	5,174,726	5,092,390
雜項收入	Miscellaneous revenue	169,168	156,834
		<b>5,343,894</b>	5,249,224

### 4. 運作成本

		2015	2014
員工成本	Staff costs	2,561,856	2,481,452
一般郵務運作開支	General mail operating expenses	2,209,907	2,370,665
租金及管理費	Rental and management charges	218,853	209,935
折舊及攤銷	Depreciation and amortisation	155,090	160,202
中央行政費用	Central administration overheads	17,736	16,596
市場推廣費用	Marketing expenses	9,677	10,931
審計費用	Audit fees	2,029	2,069
		<b>5,175,148</b>	5,251,850

### 5. 其他收入

		2015	2014
來自以下非以公平值列帳的 金融資產的利息收入	Interest income from financial assets not at fair value		
持至期滿的證券	Held-to-maturity securities	20,154	21,397
外匯基金存款	Placement with the Exchange Fund	68,280	61,643
結構性債券	Structured notes	-	178
銀行存款	Bank deposits	17,584	17,460
銀行結餘及其他	Bank balances and others	226	230
		<b>106,244</b>	100,908
衍生金融工具及結構性債券的淨實現及重估收益	Net realised and revaluation gains on derivative financial instruments and structured notes	-	38,600
		<b>106,244</b>	139,508



(除特別註明外，金額以港幣千元位列示。

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## 郵政署營運基金 Post Office Trading Fund

## 6. 名義利得稅

## Notional profits tax

(a) 於全面收益表內扣除的名義利得稅如下：

(a) The notional profits tax charged to the statement of comprehensive income is arrived at as follows:

		2015	2014
<b>本期稅款</b>	<b>Current tax</b>		
本年度名義利得稅的撥備	Provision for notional profits tax for the year	40,859	13,502
上年度撥備不足	Under-provision in respect of last year	-	1
<b>遞延稅款</b>	<b>Deferred tax</b>		
暫時性差異的產生及轉回	Origination and reversal of temporary differences	8,897	6,135
<b>名義利得稅</b>	<b>Notional profits tax</b>	<b>49,756</b>	<b>19,638</b>

(b) 稅項支出與會計溢利按適用稅率計算的對帳如下：

(b) The reconciliation between tax expense and accounting profit at applicable tax rates is as follows:

		2015	2014
名義利得稅前盈利	Profit before notional profits tax	274,990	136,882
按香港利得稅率16.5% (2014: 16.5%) 計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2014: 16.5%)	45,373	22,586
一次性稅項寬減	One-off tax reduction	(20)	(10)
不可扣減開支的稅項影響	Tax effect of non-deductible expenses	8,665	8,285
非應課稅收入的稅項影響	Tax effect of non-taxable revenue	(4,262)	(11,224)
上年度撥備不足	Under-provision in respect of last year	-	1
名義稅項支出	Notional tax expense	49,756	19,638

## 7. 固定資產回報率

## Rate of return on fixed assets

固定資產回報率是以總全面收益(不包括利息收入、利息支出和衍生金融工具及結構性債券的淨實現及重估收益或虧損)除以固定資產平均淨值所得的百分比。固定資產包括物業、設備及器材和無形資產。由財政司司長釐定，預期營運基金可以達到的每年固定資產目標回報率為5.9% (2014: 5.9%)。

The rate of return on fixed assets is calculated as total comprehensive income (excluding interest income, interest expenses and net realised and revaluation gains or losses on derivative financial instruments and structured notes) divided by average net fixed assets, and expressed as a percentage. Fixed assets include property, plant and equipment and intangible assets. The POTF is expected to meet a target rate of return on fixed assets of 5.9% (2014: 5.9%) per year as determined by the Financial Secretary.

(除特別註明外，金額以港幣千元位列示。

Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

## 8. 物業、設備及器材

## Property, plant and equipment

		土地及樓宇 Land and buildings	傢具及裝置 Furniture and fittings	設備及機械 Plant and machinery	車輛 Motor vehicles	電腦系統 Computer systems	總計 Total
<b>成本</b>	<b>Cost</b>						
於2013年4月1日	At 1 April 2013	3,191,619	554,141	721,672	67,803	90,656	4,625,891
購入 / 轉撥	Additions / Transfers	48,571	26,124	39,166	5,811	16,993	136,665
出售 / 註銷	Disposals	-	(20,432)	(18,204)	(3,365)	-	(42,001)
於2014年3月31日	At 31 March 2014	3,240,190	559,833	742,634	70,249	107,649	4,720,555
於2014年4月1日	At 1 April 2014	<b>3,240,190</b>	<b>559,833</b>	<b>742,634</b>	<b>70,249</b>	<b>107,649</b>	<b>4,720,555</b>
購入 / 轉撥	Additions / Transfers	256,917	34,123	26,456	11,224	19,541	348,261
出售 / 註銷	Disposals	(228,200)	(69,827)	(192,397)	(3,835)	(941)	(495,200)
於2015年3月31日	At 31 March 2015	<b>3,268,907</b>	<b>524,129</b>	<b>576,693</b>	<b>77,638</b>	<b>126,249</b>	<b>4,573,616</b>
<b>累計折舊</b>	<b>Accumulated depreciation</b>						
於2013年4月1日	At 1 April 2013	825,298	468,430	566,225	46,746	80,037	1,986,736
年內費用	Charge for the year	71,447	34,691	34,267	9,048	1,035	150,488
出售 / 註銷回撥	Written back on disposal	-	(20,010)	(18,204)	(3,324)	-	(41,538)
於2014年3月31日	At 31 March 2014	896,745	483,111	582,288	52,470	81,072	2,095,686
於2014年4月1日	At 1 April 2014	<b>896,745</b>	<b>483,111</b>	<b>582,288</b>	<b>52,470</b>	<b>81,072</b>	<b>2,095,686</b>
年內費用	Charge for the year	75,735	31,432	29,069	8,108	1,124	145,468
出售 / 註銷回撥	Written back on disposal	(57,811)	(64,535)	(192,170)	(3,835)	(941)	(319,292)
於2015年3月31日	At 31 March 2015	<b>914,669</b>	<b>450,008</b>	<b>419,187</b>	<b>56,743</b>	<b>81,255</b>	<b>1,921,862</b>
<b>帳面淨值</b>	<b>Net book value</b>						
2015年3月31日	31 March 2015	<b>2,354,238</b>	<b>74,121</b>	<b>157,506</b>	<b>20,895</b>	<b>44,994</b>	<b>2,651,754</b>
2014年3月31日	31 March 2014	2,343,445	76,722	160,346	17,779	26,577	2,624,869



(除特別註明外，金額以港幣千元位列示。  
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## 郵政署營運基金 Post Office Trading Fund

### 9. 無形資產

#### Intangible assets

		電腦軟件牌照及系統開發成本 Computer software licences and system development costs	
		2015	2014
<b>成本</b>	<b>Cost</b>		
年初	At beginning of year	<b>360,864</b>	350,956
購入 / 轉撥	Additions / Transfers	<b>16,193</b>	9,908
出售 / 註銷	Disposals	<b>(10,117)</b>	-
年終	At end of year	<b>366,940</b>	360,864
<b>累計攤銷</b>	<b>Accumulated amortisation</b>		
年初	At beginning of year	<b>324,848</b>	315,134
年內費用	Charge for the year	<b>9,622</b>	9,714
出售 / 註銷	Disposals	<b>(10,117)</b>	-
年終	At end of year	<b>324,353</b>	324,848
<b>帳面淨值</b>	<b>Net book value</b>		
年終	At end of year	<b>42,587</b>	36,016

### 10. 持至期滿的證券

#### Held-to-maturity securities

		2015	2014
債務證券以攤銷成本列出：	Debt securities at amortised cost:		
- 於香港以外上市	- Listed outside Hong Kong	-	108,688
- 於香港上市	- Listed in Hong Kong	<b>202,119</b>	202,625
- 非上市	- Unlisted	<b>584,058</b>	149,850
		<b>786,177</b>	461,163
剩餘年期：	Remaining maturity:		
不多於1年	Within one year	<b>319,094</b>	208,588
1年以上	Over one year	<b>467,083</b>	252,575
		<b>786,177</b>	461,163

(除特別註明外，金額以港幣千元位列示。  
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## 郵政署營運基金 Post Office Trading Fund

### 11. 外匯基金存款

外匯基金存款結餘為22.277億港元(2014：13.774億港元)，其中12億港元為原有存款，9.7億港元為第二次存款，0.577億港元(2014：1.774億港元)則為報告期結束日已入帳但尚未提取的利息。該存款為期六年(由存款日起計)，期內不能提取原有存款。

外匯基金存款利息按每年1月釐定的固定息率計算。該息率是基金投資組合過去六年的平均年度投資回報，或三年期外匯基金債券在上一個年度的平均年度收益，兩者取其較高者，下限為0%。2015年固定息率為每年5.5%，2014年為每年3.6%。

### 12. 遞延稅款

在財務狀況表內確認的遞延稅款的主要組成部分及其年內變動如下：

#### Placement with the Exchange Fund

The balance of the placement with the Exchange Fund amounted to HK\$2,227.7 million (2014: HK\$1,377.4 million), being the original placement of HK\$1,200.0 million and the second placement of HK\$970.0 million plus HK\$57.7 million (2014: HK\$177.4 million) interest paid but not yet withdrawn at the end of the reporting period. The term of the placements are six years from the date of placement, during which the amount of original placement cannot be withdrawn.

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Exchange Fund Notes for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 5.5% per annum for the year 2015 and at 3.6% per annum for the year 2014.

#### Deferred tax

Major components of deferred tax recognised in the statement of financial position and the movements during the year are as follows:

		超逾有關折舊及攤銷折舊免稅額 Depreciation allowances in excess of the related depreciation and amortisation	其他暫時性差異 Other temporary differences	總計 Total
2013年4月1日結餘	Balance at 1 April 2013	21,666	(980)	20,686
於全面收益表扣除 / (撥回)	Charged / (Credited) to statement of comprehensive income	6,414	(279)	6,135
2014年3月31日結餘	Balance at 31 March 2014	28,080	(1,259)	26,821
2014年4月1日結餘	Balance at 1 April 2014	<b>28,080</b>	<b>(1,259)</b>	<b>26,821</b>
於全面收益表扣除 / (撥回)	Charged / (Credited) to statement of comprehensive income	<b>8,902</b>	<b>(5)</b>	<b>8,897</b>
2015年3月31日結餘	Balance at 31 March 2015	<b>36,982</b>	<b>(1,264)</b>	<b>35,718</b>



(除特別註明外，金額以港幣千元位列示。  
Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

### 郵政署營運基金 Post Office Trading Fund

#### 13. 僱員福利撥備

此為在計至報告期結束日就所提供的服務給予僱員年假及合約僱員約滿酬金的估計負債(另見附註2(j))。

#### Provision for employee benefits

This represents the estimated liability for employees' annual leave and obligations on contract-end gratuities payable to contract staff for services rendered up to the end of the reporting period (also see note 2(j)).

#### 14. 營運基金資本

此為政府對營運基金的投資。

#### Trading fund capital

This represents the Government's investment in the POTF.

#### 15. 發展儲備

#### Development reserve

		2015	2014
年初及年終結餘	Balance at beginning and end of year	243,664	243,664

2015年3月31日結餘為未承擔的資金，可用作將來業務的發展。

The balance at 31 March 2015 is uncommitted and is earmarked for future development.

#### 16. 保留盈利

#### Retained earnings

		2015	2014
年初結餘	Balance at beginning of year	1,683,337	1,566,093
年度總全面收益	Total comprehensive income for the year	225,234	117,244
年終結餘	Balance at end of year	1,908,571	1,683,337

(除特別註明外，金額以港幣千元位列示。  
Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

### 郵政署營運基金 Post Office Trading Fund

#### 17. 擬發股息

在截至2015年3月31日止年度，根據年度總全面收益和經財經事務及庫務局局長核准的年度營運計劃裏列出的50%(2014: 50%)目標派息比率，營運基金擬發1.126億元股息。

#### Proposed dividend

For the year ended 31 March 2015, the POTF proposed a dividend of HK\$112.6 million, based on the total comprehensive income for the year and the target dividend payout ratio of 50% (2014: 50%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

#### 18. 現金及等同現金

#### Cash and cash equivalents

		2015	2014
現金及銀行結餘	Cash and bank balances	151,743	149,557
銀行存款	Bank deposits	702,442	1,834,368
		854,185	1,983,925
減：原有期限為三個月以上的銀行存款	Less: Bank deposits with original maturity beyond three months	(625)	(317,000)
現金及等同現金	Cash and cash equivalents	853,560	1,666,925

#### 19. 與關連人士的交易

除了在本財務報表內獨立披露的交易外，年內與關連人士的其他重要交易概述如下：

- 營運基金提供予關連人士的服務包括一般郵政服務及郵政相關的代理服務。來自這些服務的收入總額為2.31億港元(2014: 2.154億港元)；
- 關連人士提供予營運基金的服務包括電腦服務、印刷服務、培訓服務、樓宇管理及維修、辦公地方租賃、中央行政及審計服務。這些服務的支出總額為2.022億港元(2014: 1.776億港元)；

#### Related party transactions

Apart from those separately disclosed in the financial statements, the other material related party transactions for the year are summarised as follows:

- services provided to related parties included general postal services and agency services, which are compatible with postal related services. The total revenue derived from these services amounted to HK\$231.0 million (2014: HK\$215.4 million);
- services received from related parties included computer services, printing services, training services, building management and maintenance, rental of accommodation, central administration and auditing services. The total cost incurred on these services amounted to HK\$202.2 million (2014: HK\$177.6 million)

(除特別註明外，金額以港幣千元位列示。

Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

### 19. 與關連人士的交易 (續)

- (c) 營運基金向關連人士購入固定資產，包括各郵政局的裝修工程、購置土地及樓宇、設備及機器、電腦系統及車輛。這些資產的成本總額為4,890萬港元(2014：9,110萬港元)；以及
- (d) 營運基金就經由承辦商提供簽發電子證書服務獲得政府撥款。年內，政府撥款1,690萬港元(2014：1,510萬港元)已從營運基金的相關開支中扣除。截至2015年3月31日，結轉入下一個年度的政府撥款結餘達1,610萬港元(2014：1,960萬港元)。
- (e) 營運基金須就向政府租用的物業支付名義市值租金。機場郵政局的名義市值租金自2006年4月起獲政府豁免。尖沙咀郵政局的名義市值租金自2009/10年度起獲得豁免，另有六間郵政局的名義市值租金則自2011/12年度起獲得豁免，惟每年須經政府審批。截至2015年3月31日止的年度，該八所租賃物業合共獲得豁免3,030萬港元的名義市值租金(2014：2,850萬港元)。

向關連人士提供或由關連人士提供的服務，如同時向公眾提供，收費會依據公眾所須繳付的費用；如該等服務只提供予關連人士，收費則按全部成本徵收。由關連人士供應的固定資產按全部成本計算。

截至2015年3月31日與關連人士有關的結餘列載於財務狀況表。

### Related party transactions (continued)

- (c) acquisition of fixed assets from related parties included fitting out projects of post offices, acquisition of land and buildings, plant and machinery, computer systems and motor vehicles. The total cost of these assets amounted to HK\$48.9 million (2014: HK\$91.1 million); and
- (d) the POTF received government grants relating to the provision of electronic services through a contractor. During the year, government grants of HK\$16.9 million (2014: HK\$15.1 million) were deducted from the related expenses incurred by the POTF. As at 31 March 2015, the balance of government grants carried forward to the next year amounted to HK\$16.1 million (2014: HK\$19.6 million).
- (e) the POTF is required to pay notional market rental on premises leased from the Government. The notional market rental for the Airport Post Office has been waived by the Government since April 2006. Subject to annual approval by the Government, the notional market rental for Tsim Sha Tsui Post Office has been waived since 2009-10 and the notional market rentals for another six post offices have been waived since 2011-12. For the year ended 31 March 2015, the notional market rentals waived for these eight leased premises amounted to HK\$30.3 million (2014: HK\$28.5 million).

Services rendered to or received from related parties which were also available to the public were charged at the rates payable by the general public. Services which were available only to related parties were charged on a full cost recovery basis. Fixed assets supplied by related parties were charged at full cost.

Balances with related parties as at 31 March 2015 are set out in the statement of financial position.

(除特別註明外，金額以港幣千元位列示。

Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

### 20. 承擔

#### (a) 資本承擔

在2015年3月31日，營運基金未有在財務報表內作出撥備的資本承擔如下：

		2015	2014
已核准及簽約	Authorised and contracted for	69,776	127,919
已核准但尚未簽約	Authorised but not yet contracted for	140,542	257,343
		<b>210,318</b>	385,262

#### (b) 經營租賃承擔

在2015年3月31日，不能取消的租賃物業經營租賃的未來最低租賃費用總額如下：

		2015	2014
一年以內	Not later than one year	116,614	109,136
一年後但不多於五年	Later than one year but not later than five years	262,004	270,567
五年後	Later than five years	1,198,029	1,171,868
		<b>1,576,647</b>	1,551,571

### 21. 財務風險管理

#### (a) 投資政策

為提供額外的收入來源，營運基金將現金盈餘投資於金融工具的投資組合。投資組合包括持至期滿的證券、外匯基金存款及銀行存款。營運基金政策是所有金融工具的投資應屬保本投資。

### Commitments

#### (a) Capital commitments

At 31 March 2015, the POTF had capital commitments, so far as not provided for in the financial statements, as follows:

#### (b) Operating lease commitments

At 31 March 2015, the total future minimum lease payments under non-cancellable operating leases for leased properties were payable as follows:

### Financial risk management

#### (a) Investment policy

To provide an ancillary source of income, surplus cash is invested in a portfolio of financial instruments. The portfolio includes held-to-maturity securities, placement with the Exchange Fund and bank deposits. It is the POTF's policy that all investments in financial instruments should be principal-protected.



(除特別註明外，金額以港幣千元位列示。

Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

### 21. 財務風險管理 (續)

#### (b) 貨幣風險

貨幣風險指金融工具的公平值或未來現金流量會因匯率變動而波動的風險。營運基金會監察其外幣風險，並在適當的情況考慮訂立外匯合約，以保障營運基金在經營業務時免受貨幣波動影響。

年內，營運基金在全面收益表內確認的匯兌收益淨額為3,280萬港元(2014：匯兌虧損淨額830萬港元)。

下表總結營運基金於報告期結束日的外幣風險額：

		2015		2014	
		資產 Assets	負債 Liabilities	資產 Assets	負債 Liabilities
美元	US dollar	326,286	21,266	695,029	20,776
人民幣	Renminbi	157,742	5	153,344	5
歐元	Euro	3,468	2,421	3,044	3,752
特別提款權	Special Drawing Rights	65,933	432,131	35,676	609,212
其他外幣	Other foreign currencies	19,973	523	23,591	92
		<b>573,402</b>	<b>456,346</b>	910,684	633,837

管理層認為下一個財政年度的美元兌港元匯率在合理情況下可能增加/減少0.5%。如有關增加/減少在報告期結束日發生，本年度的總全面收益將會增加/減少130萬港元(2014：280萬港元)。

管理層亦認為下一個財政年度的特別提款權及美元以外其他貨幣兌港元匯率在合理情況下可能增加/減少5%。如有關增加/減少在報告期結束日發生，本年度的總全面收益將會減少/增加780萬港元(2014：1,660萬港元)。

擬備上述敏感度分析時，是假定匯率的變動已應用於在報告期結束日持有的金融工具。

### Financial risk management (continued)

#### (b) Currency risk

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in currency exchange rates. The POTF monitors its foreign currency exposure and may consider to enter into foreign exchange contracts when circumstances arise to protect it from the impact of currency fluctuation during the normal course of business.

During the year, the POTF recognised a net exchange gain of HK\$32.8 million (2014: a net exchange loss of HK\$8.3 million) in the statement of comprehensive income.

The table below summarises the POTF's foreign currency exposure at the end of the reporting period:

		2015		2014	
		資產 Assets	負債 Liabilities	資產 Assets	負債 Liabilities
美元	US dollar	326,286	21,266	695,029	20,776
人民幣	Renminbi	157,742	5	153,344	5
歐元	Euro	3,468	2,421	3,044	3,752
特別提款權	Special Drawing Rights	65,933	432,131	35,676	609,212
其他外幣	Other foreign currencies	19,973	523	23,591	92
		<b>573,402</b>	<b>456,346</b>	910,684	633,837

The management considers a 0.5% increase / decrease in the exchange rate of the US dollar against the Hong Kong dollar in the coming financial year to be reasonably possible. Had such an increase / decrease occurred at the end of the reporting period, the total comprehensive income for the year would have been increased / decreased by HK\$1.3 million (2014: HK\$2.8 million).

The management also considers a 5% increase / decrease in the exchange rates of Special Drawing Rights and foreign currencies other than US dollar against the Hong Kong dollar in the coming financial year to be reasonably possible. Had such an increase / decrease occurred at the end of the reporting period, the total comprehensive income for the year would have been decreased / increased by HK\$7.8 million (2014: HK\$16.6 million).

The above sensitivity analyses have been prepared assuming that the change in exchange rates had been applied to the financial instruments in existence at the end of the reporting period.

(除特別註明外，金額以港幣千元位列示。

Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

### 21. 財務風險管理 (續)

#### (c) 利率風險

利率風險指因市場利率變動而引致虧損的風險。利率風險可進一步分為公平值利率風險及現金流量利率風險。

公平值利率風險指金融工具的公平值會因市場利率變動而波動的風險。由於營運基金的銀行存款及持至期滿的證券按固定利率計算利息，當市場利率上升，這些資產的公平值便會下跌。然而，由於這些資產均按攤銷成本值列示，市場利率變動不會影響其帳面值及營運基金的盈利及儲備。

現金流量利率風險指金融工具的未來現金流量會因市場利率變動而波動的風險。營運基金面對的現金流量利率風險，是因其銀行結餘參照市場上的利率計息。管理層認為下一個財政年度的市場利率在合理情況下可能增加/減少50個基點。如有關增加/減少於報告期結束日發生，年內的利息收入及總全面收益會增加/減少50萬港元(2014年：50萬港元)。

#### (d) 信貸風險

信貸風險指金融工具的一方持有者會因未能履行責任而引致另一方蒙受財務損失的風險。

營運基金有既定政策確保只會向信貸記錄良好的客戶提供涉及大筆交易金額的郵政服務。對個別交易對手的信貸風險承擔以信貸額予以規限。各有關管理人員會持續監察該交易對手的付款狀況及信貸風險。一般顧客均以現金結帳。

為盡量減低信貸風險，所有定期存款均存放於香港持牌銀行。

### Financial risk management (continued)

#### (c) Interest rate risk

Interest rate risk refers to the risk of loss arising from changes in market interest rates. This can be further classified into fair value interest rate risk and cash flow interest rate risk.

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. Since all of the POTF's bank deposits and held-to-maturity securities bear interest at fixed rates, their fair values will fall when market interest rates increase. However, as they are all stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the POTF's profit and reserves.

Cash flow interest rate risk is the risk that future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The POTF is exposed to cash flow interest rate risk because its bank balances bear interest at rates determined by reference to market interest rates. The management considers a 50 basis points increase / decrease in market interest rates in the coming financial year to be reasonably possible. Had such an increase / decrease occurred at the end of the reporting period, the interest income and the total comprehensive income for the year would have been increased / decreased by HK\$0.5 million (2014: HK\$0.5 million).

#### (d) Credit risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

The POTF has policies in place to ensure that wholesale postal services are provided to customers with an appropriate credit history. Credit exposure to an individual counterparty is restricted by credit limits. The counterparty's payment profile and credit exposure are continuously monitored by respective management. Postal services to retail customers are substantially settled in cash.

To minimise credit risks, all fixed deposits are placed with licensed banks in Hong Kong.

(除特別註明外，金額以港幣千元位列示。  
Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

### 21. 財務風險管理 (續)

#### (d) 信貸風險 (續)

外匯基金存款的信貸風險屬於低。

在報告期結束日，就持至期滿的證券的信貸質素作出分析(按評級機構穆迪、標準普爾或惠譽指定的評級中的較低者為準)如下：

		2015	2014
按信貸評級列出的持至期滿的證券	Held-to-maturity securities by credit rating		
Aa1 至 Aa3 / AA+ 至 AA-	Aa1 to Aa3 / AA+ to AA-	202,119	202,625
A1 至 A3 / A+ 至 A-	A1 to A3 / A+ to A-	534,094	258,538
Baa1 至 Baa3 / BAA+ 至 BAA-	Baa1 to Baa3 / BAA+ to BAA-	49,964	-
		<b>786,177</b>	461,163

營運基金持有金融資產所須承擔的最高信貸風險相等於在報告期結束的帳面值。

#### (e) 流動資金風險

流動資金風險指機構在履行與金融負債相關的責任時遇到困難的風險。

在管理流動資金風險方面，營運基金通過預計所需的現金數額及監察其流動資金，確保可以償付所有到期負債及已知的資金需求。

#### (f) 其他財務風險

營運基金因於每年1月釐定的外匯基金存款息率(註11)的變動而須面對財務風險。於2015年3月31日，在2014年和2015年息率增加/減少50個基點而其他因素不變的情況下，估計年度盈利及儲備將增加/減少930萬港元(2014：580萬港元)。

### Financial risk management (continued)

#### (d) Credit risk (continued)

For the placement with the Exchange Fund, the credit risk is considered to be low.

At the end of the reporting period, the credit quality of investments in held-to-maturity securities, analysed by the lower of ratings designated by Moody's, Standard & Poor's or Fitch's, was as follows:

		2015	2014
按信貸評級列出的持至期滿的證券	Held-to-maturity securities by credit rating		
Aa1 至 Aa3 / AA+ 至 AA-	Aa1 to Aa3 / AA+ to AA-	202,119	202,625
A1 至 A3 / A+ 至 A-	A1 to A3 / A+ to A-	534,094	258,538
Baa1 至 Baa3 / BAA+ 至 BAA-	Baa1 to Baa3 / BAA+ to BAA-	49,964	-
		<b>786,177</b>	461,163

The maximum exposure to credit risk of the financial assets of the POTF is equal to their carrying amounts at the end of the reporting period.

#### (e) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities.

The POTF manages liquidity risk by forecasting the amount of cash required and monitoring its working capital to ensure that all liabilities due and known funding requirements could be met.

#### (f) Other financial risk

The POTF is exposed to financial risk arising from change in the interest rate on the placement with the Exchange Fund which is determined every January (note 11). It was estimated that, as at 31 March 2015, a 50 basis point increase / decrease in the interest rates for 2014 and 2015, with all other variables held constant, would increase / decrease the profit for the year and reserves by HK\$9.3 million (2014: HK\$5.8 million).

(除特別註明外，金額以港幣千元位列示。  
Amount expressed in thousands of Hong Kong dollars, unless otherwise stated.)

## 郵政署營運基金 Post Office Trading Fund

### 22. 已頒布但於截至2015年3月31日止年度尚未生效的修訂、新準則及詮釋的可能影響

直至本財務報表發出之日，香港會計師公會已頒布多項修訂、新準則及詮釋。其中包括於截至2015年3月31日止會計年度尚未生效，及沒有提前在本財務報表中採納的修訂、新準則及詮釋。與營運基金有關的該等修訂、新準則及詮釋包括：

	在以下日期或之後開始的會計期間生效		Effective for accounting periods beginning on or after
香港財務報告準則第9號：「金融工具」	2018年1月1日	HKFRS 9, Financial Instruments	1 January 2018
香港財務報告準則第15號：「來自客戶合約之收入」	2018年1月1日	HKFRS 15, Revenue from Contracts with Customers	1 January 2018

營運基金正就該等修訂、新準則及詮釋在首次採用期間預期會產生的影響進行評估。直至目前為止，營運基金所得結論為採納該等修訂、新準則及詮釋不大可能會對營運基金的財務報表構成重大影響。

### Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2015

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, new standards and interpretations which are not yet effective for the year ended 31 March 2015 and which have not been early adopted in these financial statements. These include the following which may be relevant to the POTF:

The POTF is in the process of making an assessment of what the impact of these amendments, new standards and interpretations is expected to be in the period of initial adoption. So far it has concluded that the adoption of them is unlikely to have a significant impact on the financial statements.