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在2012/13年度，香港郵政的整體郵件量錄得3.6%的可觀增長，營運收入較去年增加3.2%。不過，由於營運成本不斷上漲，令香港郵政全年錄得1.14億元的營運虧損。

Hongkong Post registered an impressive growth of 3.6% in overall mail traffic and a 3.2% increase in operating revenue in 2012/13 over the previous year. However, due to unabated escalation of operating costs, Hongkong Post recorded an overall operating loss of \$114 million for the year.

香港郵政雖屬政府部門，但由於以營運基金模式運作，財政上須自負盈虧。多年來，我們善用這營運模式下的靈活性，透過開發新業務和服務，抵銷上升的營運成本，郵費和郵政費用亦因此得以在過去一段時間維持不變，令顧客受惠。

在2012/13年度，香港郵政的財政表現未如理想，顯示了郵費和郵政費用的水平必需能夠充分反映提供服務的成本。香港大部分的主要郵費已超過十年未作出調整。由於香港郵政肩負提供郵政普遍服務的責任，全港各區的郵政派遞服務劃一收費，同時需維持遍布全港的郵件收發網絡，使本地郵件服務一直依賴其他服務的收益補貼。至於郵政服務的收費（例如掛號費、信箱租用費、郵件轉遞服務費等），多項費用遠在郵政署營運基金於1995年成立之前訂立，時至今日已遠低於收回成本的水平。

隨着顧客的通訊要求和投寄習慣在數碼年代不斷變化，郵政和速遞服務市場愈趨多元化，競爭更形激烈。香港郵政要不斷在科技和員工培訓方面作出投資，方能配合服務需求的變化，為市民提供適切的服務。為確保香港郵政長遠可持續發展，我們需盡快讓其財政狀況恢復穩健。在本年報付印時，我們已宣布由2013年10月1日起調整主要郵費，調整幅度與累積通脹大致相若。此外，多項郵政服務費用也會作出調整，待立法會通過後，新收費將於2013年12月1日生效。儘管上述收費調整不會令香港郵政的財政狀況即時轉虧為盈，但有助紓緩其財政壓力。

香港郵政竭誠為顧客提供物有所值的郵政服務。為達到這目標，我們會繼續雙管齊下，一方面致力控制成本，同時會透過開拓業務增加收入。

在控制成本方面，國際郵件中心和郵政總局揀信組將會合併遷入中央郵件中心，該項目現正如期推行。待中央郵件中心於2014年12月全面啟用後，郵件處理將更具效率。新開發的綜合郵務系統將由2014年年中起分階段推行，屆時櫃位服務將會進一步自動化，而前台和後勤工序亦會加強整合。此外，我們現正研究有效方法，令香港郵政在郵件處理和派遞以及門市點各層面的服務配置與服務需求妥善配合，冀能更加善用資源。

至於開源方面，香港郵政着重產品創新，以客為本。隨着電子商貿的發展，以及電子通訊日趨普及，顧客的服務需求時有變化，香港郵政推出多項新服務，以迎合市場，包括為出口美國市場而推出附設追查郵件功能的e-Express郵遞方案、提供櫃位取件服務的本地「易送遞」服務，以及協助中小企透過多渠道開拓市場，而且收費相宜的全新一站式網上直銷製作平台。我們會繼續力求香港郵政提供的服務切合顧客的需要。

While Hongkong Post remains a Government department, it is required to be self-financing under the trading fund operation mode. Over the years, we have made full use of the flexibility afforded us under this mode of operation to offset cost increases through development of new business and services. This effort has enabled us to keep postage rates and postal charges unchanged for a record duration, much to the benefit of customers.

Hongkong Post's less-than-upbeat financial performance in 2012/13 highlights the need to keep postage rates and charges for postal services at levels that properly reflect the underlying costs. Most of the principal postage rates in Hong Kong have not been revised for over 10 years. Under the universal service obligation to charge a flat rate for all delivery addresses in Hong Kong and to maintain an extensive mail collection and mail delivery network, our local mail service has continued to rely on cross-subsidies from other revenue streams. Charges for miscellaneous postal services such as registration fee, postal box rental and mail redirection fees were set before the Post Office Trading Fund was established in 1995 and are now well below cost-recovery levels.

As customers' communications needs and posting behaviour evolve in the digital age, the market for postal and courier services has become more diverse and competitive. There is a need for Hongkong Post to make continuous investment in technology as well as staff development so as to keep pace with the changes in service demands and to stay relevant to the community. In order to secure Hongkong Post's long-term sustainability, restoration of its financial health becomes a priority task. As this report goes to print, we have announced the revision of principal postage rates with effect from 1 October 2013, broadly in line with the cumulative inflation, and the revision of miscellaneous postal charges, subject to the approval of the Legislative Council, with effect from 1 December 2013. Although these adjustments will not immediately bring Hongkong Post back in the black, they will help ease its financial pressure.

Hongkong Post is firmly committed to the delivery of good value for money services to our customers. To this end, we will continue to uphold our dual strategy of rigorous cost management and revenue generation through business development.

Our cost management initiatives include the amalgamation of the International Mail Centre and the sorting office at the General Post Office into a single facility at the Central Mail Centre which is progressing on schedule. Mail processing will become more efficient when the consolidated facility is fully commissioned in December 2014. The new Integrated Postal Services System to automate counter operations and improve integration of front-end operations with the back-end workflow will be rolled out in stages from mid-2014 onwards. In addition, we are working on new arrangements to better match the capacity of our mail processing and delivery facilities as well as retail outlets with service demand in order to optimise resource allocation and utilisation.

To generate revenue, Hongkong Post has placed emphasis on product innovation with a customer focus. In response to the changing customer needs arising from the growth of e-commerce and the prevalence of electronic communication, Hongkong Post has introduced a variety of new services, including a tracked delivery solution called e-Express to the US, Smart Post for local mail with a counter collection option, and a new, one-stop web-based Direct Mail platform to assist SMEs to extend their market reach through multi-channels at affordable costs. We will ensure that the product range offered by Hongkong Post stays in tune with customer aspirations.



現今市場由顧客主導，競爭激烈。香港郵政會致力為市民提供優質實惠的郵政服務，而且會利便市民，令他們有更佳的服務體驗。例如我們會在所有分局設置無障礙設施、為顧客提供自選郵務資訊和郵件追蹤服務，以及讓投寄大量郵件的顧客和非帳戶顧客均可在網上準備投寄文件等。

營商環境不斷變化，挑戰重重。為確保香港郵政能從容應對，我們正籌劃擴建即將飽和的空郵中心，以及加強部門處理郵件的能力。香港郵政作為一家「人才企業」，我們會透過持續培訓和人才發展，提升整體員工的專業水平。

為落實上述企業發展策略和計劃，香港郵政必須維持財政穩健。為此，我們除開源節流外，將會恢復定期檢討郵費和各類郵政收費，並不時因應需要作出調整。

儘管暫時處於逆境，我們對於香港郵政的前景保持樂觀。香港郵政在社會上享有良好聲譽，市民給予部門團隊的讚賞，激勵全體員工更加奮發向上。香港郵政是一家深得市民信賴的服務機構，在數碼年代我們肩負新的使命；香港郵政團隊會好好把握機遇，相應配合，不論現在或往後，盡心盡力服務所有顧客。

In an increasingly competitive market driven more and more by customer preferences, Hongkong Post will not only strive to provide affordable services of good quality. We will also enhance customer experience by improving access to our service provision through the installation of barrier free access facilities at all branch offices, provision of postal information and mail tracking information on demand and the provision of an online facility to assist posting preparation by both bulk mailers and casual customers.

To ensure that Hongkong Post is fully capable of coping with the challenges posed by an ever-changing business environment, we have plans to expand our Air Mail Centre which is reaching its handling capacity and to upgrade our mail processing capabilities. In reflection of Hongkong Post's status as a "Manpower Developer", we will also enhance the level of professionalism of our workforce through continuous training and development.

To take forward these strategic plans and programmes for corporate development, Hongkong Post needs to have the assurance of solid finances in the years ahead. In addition to efforts in cost management and revenue generation, we will reinstate the discipline of keeping postage rates and various postal fees and charges under regular review and adjust them, as required, from time to time.

Despite temporary setbacks, we remain optimistic about Hongkong Post's future. Hongkong Post is a well-regarded institution in the community, and our entire workforce is constantly encouraged by the positive feedback we receive from our customers. As a trusted intermediary, Hongkong Post has new roles to play in the digital age. We will seize the opportunity to better equip ourselves to serve our present and future customers.

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

Jessie TING

Mrs. Jessie TING

Postmaster General and General Manager of the Post Office Trading Fund



在瞬息萬變的營商環境中回應市民革新求變的要求，對香港郵政而言，是一項持續的挑戰。電子商貿發展日趨蓬勃，為香港郵政帶來重重挑戰的同時，亦為我們開拓新的機遇。我們必須自強不息，積極拓展競爭優勢，以保持持續的增長和發展。年內，我們以市場主導的模式營運，推出多項嶄新的產品和服務，確保我們的服務能夠配合市場需要及以客為本。

Hongkong Post operates in a dynamic business environment where meeting the demands of change is a constant challenge. The continual growth of e-commerce creates new opportunities as well as threats, requiring us to be proactive in sharpening our competitive edge to sustain growth and development. During the past year, we have adopted market-driven business practices and introduced new products and services to ensure that we remain competitive and customer-focused.

#### 本地郵件業務 Local Mail Business

- 本地信件 • Local Letter
- 本地包裹 • Local Parcel
- 本地郵政速遞 • Local CourierPost
- 香港郵政通函郵寄服務 • Hongkong Post Circular Service
- 直銷函件 • Direct Mail
- 郵電通 • e-Post

#### 國際郵件業務 International Mail Business

- 空郵/平郵信件 • Air/Surface Letter
- 空郵/平郵包裹 • Air/Surface Parcel
- 特快專遞 • Speedpost
- 大量投寄空郵 • Bulk Air Mail
- e-Express • e-Express
- 投寄易 • EC-Ship
- 易網郵 • iMail<sup>®</sup>

#### 集郵業務 Philately

- 郵品訂購服務 • Local Standing Order Service
- 海外郵品訂購服務 • Overseas Mail Order Service
- 訂製禮品服務 • Customised Gifts Service

#### 櫃位業務 Retail Business

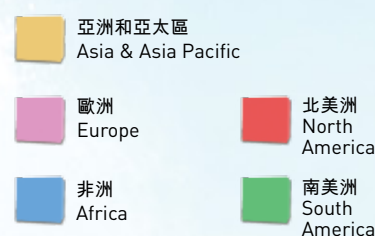
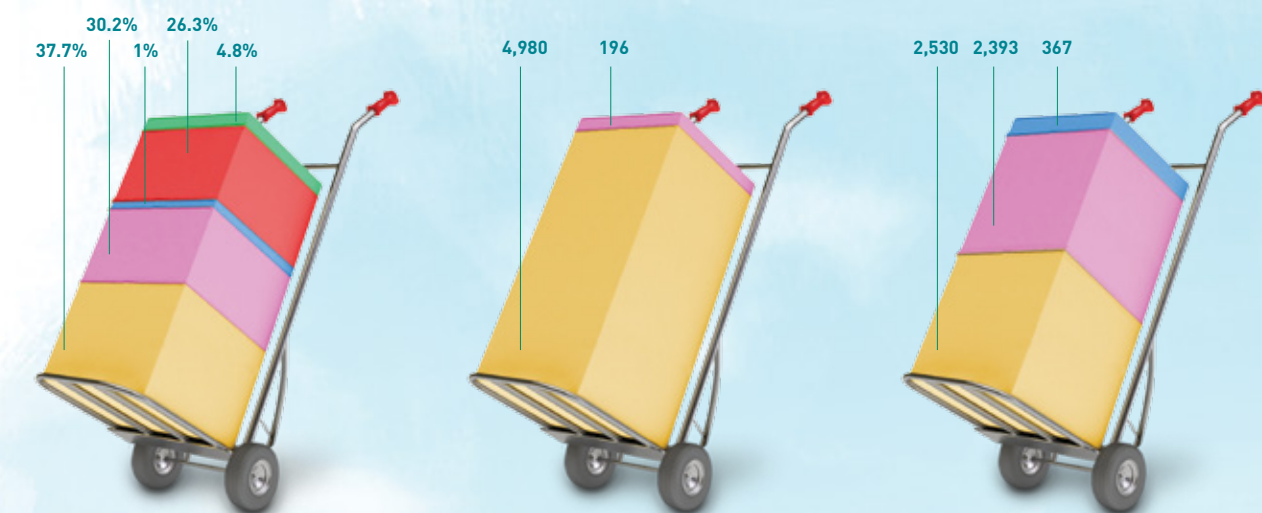
- 郵繳通 • PayThruPost
- 報關服務 • Trade Declaration Service
- 郵政匯款服務 • Postal Remittance Service
- 郵趣廊精品 • PostShop Products
- 協助推行「\$6,000計劃」 • Facilitating "Scheme \$6,000"

#### 電子業務 e-Services

- 「樂滿郵」網上購物 • ShopThruPost
- 電子證書 • e-Cert







## 郵件量

在2012/13年度，香港郵政處理的郵件共13.6億件，較2011/12年度增加3.6%，每日平均處理量達373萬件。

在2012/13年度，本地郵件佔全年總郵件量的83.6%，比上一年度增加3.5%。另一方面，國際郵件量較上一年度上升4.3%，佔總郵件量的16.4%。國際信件和包裹的主要目的地為美國、澳洲、英國、中國內地和日本。

## Mail Volume

In 2012/13, Hongkong Post handled 1.36 billion mail items, representing a 3.6% increase over 2011/12. This translated into an average daily mail volume of 3.73 million items.

In 2012/13, local mail saw an increase of 3.5% over 2011/12 and accounted for 83.6% of total mail traffic. International mail, which accounted for the remaining 16.4% of traffic, registered a 4.3% increase over 2011/12. The major destinations for outgoing international letters and parcels were the United States, Australia, the United Kingdom, Mainland China and Japan.

## 財務表現

在2012/13年度，香港郵政的總營運收入達51.76億港元，較2011/12年度增加3.2%。但營運收入的增長難以抵銷營運成本的上升(4.5%)，故年內錄得1.14億港元營運虧損。在2012/13年度，回報率為固定資產平均淨值的-3.9%。

## Financial Performance

Hongkong Post's total operating revenue in 2012/13 was HK\$5,176 million, an increase of 3.2% over 2011/12. The growth in operating revenue, however, was more than offset by the 4.5% increase in operating costs, resulting in an operating loss of HK\$114 million for the year. The rate of return on average net fixed assets was -3.9% in 2012/13.



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

傳心意 Linking People

策略方向 Strategic Direction	<ul style="list-style-type: none"><li>• 盡心盡力 Commitment</li><li>• 同心同德 Teamwork</li><li>• 開心見誠 Open Communication</li><li>• 處處為顧客着想 Care for Customers from the Heart</li><li>• 處處為同事着想 Care for Colleagues from the Heart</li><li>• 產值效益 Productivity</li><li>• 銳意創新 Innovation</li><li>• 物有所值 Value for Money</li><li>• 積極進取 Proactivity</li><li>• 奮發自強 Development</li><li>• 精益求精 Excellence</li><li>• 高瞻遠矚 Anticipation</li></ul>						
策略層面 Strategic Perspectives	• 學習與成長 Learning & Growth	• 顧客關係 Customers	• 財政表現 Financial		• 內部發展 Internal Processes		
策略 Strategies	• 培育世界級人才 World Class People	• 處處以客為本 Customer Focused Organisation	• 維持盈利能力 Sustained Profitability	• 銳意創新突破 Innovate for the Future	• 配備世界級設施 World Class Facilities	• 現代商業管理制度 Modern Business Management Systems	• 確立卓著品牌 Reputable Brand
目標群組 Cluster of Goals	<ul style="list-style-type: none"><li>• 栽培接班人才 Management Succession</li><li>• 提升工作能力 Job Competency</li><li>• 重視員工發展 Career Development</li><li>• 維繫員工士氣 High Morale</li><li>• 企業理念共識 Cultural Alignment</li><li>• 成為良好僱主 Good Employer</li><li>• 推動學習文化 Learning Organisation</li></ul>	<ul style="list-style-type: none"><li>• 掌握顧客需要 Know the Customers</li><li>• 滿足顧客需要 Customer Satisfaction</li><li>• 建立顧客忠誠 Customer Loyalty</li></ul>	<ul style="list-style-type: none"><li>• 提升產值效益 Productivity Enhancement</li><li>• 審慎控制成本 Cost Control</li><li>• 維持業務增長 Business Growth</li><li>• 致力業務擴充 Business Expansion</li><li>• 盡量減少虧損 Loss Minimisation</li></ul>	<ul style="list-style-type: none"><li>• 多元業務發展 Business Diversification</li><li>• 開展策略合作 Strategic Cooperation</li><li>• 持續營運能力 Long-term Viability</li></ul>	<ul style="list-style-type: none"><li>• 設施成效卓越 Cost-effective &amp; Efficient Facilities</li><li>• 工作環境安全 Safe Workplace</li></ul>	<ul style="list-style-type: none"><li>• 提升工序效率 Process Efficiency</li><li>• 先進資訊科技 World Class IT</li><li>• 質量表現數據 Quality Performance Data / Information</li><li>• 全面優質管理 Total Quality Management Excellence</li><li>• 緊貼市場競爭 Match Competitors</li></ul>	<ul style="list-style-type: none"><li>• 提升企業形象 Local Corporate Image</li><li>• 提高國際聲譽 International Postal Reputation</li><li>• 履行社會責任 Social Responsibility</li><li>• 堅守環保義務 Environmental Responsibility</li></ul>





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**  
總監(服務拓展, 推廣及銷售) /  
香港郵政助理署長(業務發展)  
Director (Product Development,  
Marketing and Sales) /  
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)



黃陳倩兒女士  
**Mrs. Iris WONG**  
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  
**Mr. Leo YAN**  
總監(運作)  
Director (Operations)



顏劉佩蓮女士  
**Mrs. Connie NGAN**  
部門秘書  
Departmental Secretary

組織  
The Organisation





2012

4 APR

主持國際會議  
Host of International Meeting

香港郵政主持在韓國首爾舉行的亞洲太平洋郵務合作組管理委員會，制訂其周年業務計劃及策略。

Hongkong Post chaired a meeting of the Asia Pacific Post Cooperative Management Board (APP CMB) in Seoul, Korea to formulate annual business plans and strategies for the Cooperative.

中國香港—法國聯合發行特別郵票  
Hong Kong, China – France Jointly Issued Special Stamps

香港和法國共同發行一套「中國香港—法國聯合發行：藝術」特別郵票。

Hong Kong and France jointly issued a set of special stamps “Hong Kong, China – France Joint Issue on Art”.



香港節日  
Hong Kong Festivals

推出「香港節日」特別郵票。

The “Hong Kong Festivals” special stamps were released.



在港舉行國際會議  
International Meeting held in Hong Kong

由中國主辦的亞洲太平洋郵政聯盟（亞太郵聯）執行理事會會議在香港舉行。

The Asian-Pacific Postal Union (APPU) Executive Council meeting was held in Hong Kong, with China as the host country.

5 MAY



政府隊伍工作犬  
Working Dogs in Government Services

發行以「政府隊伍工作犬」為題的特別郵票。

A set of special stamps on the theme of “Working Dogs in Government Services” was issued.



6 JUN

卡哈拉郵政組織首腦會議  
Kahala Posts Group CEO meeting

香港郵政署長出席卡哈拉郵政組織舉辦的首腦會議，會議通過成員國來年的合作方針。The Postmaster General participated in the Kahala Posts Group (KPG) CEO meeting, which endorsed the direction of cooperation among group members in the coming year.

自動化郵件追查系統  
Mail Tracing Automation System

更新自動化郵件追查系統，以提高處理顧客查詢的效率。

The Mail Tracing Automation System was revamped to improve efficiency in handling customer enquiries.

香港特別行政區成立十五周年  
The 15<sup>th</sup> Anniversary of the Establishment of the Hong Kong Special Administrative Region

發行「香港特別行政區成立十五周年」郵票小型張。

A stamp sheetlet was issued to mark the 15<sup>th</sup> anniversary of the establishment of the Hong Kong Special Administrative Region.



2012年倫敦第30屆奧林匹克運動會  
Games of the XXX Olympiad London 2012

推出「2012年倫敦第30屆奧林匹克運動會」特別郵票。

A set of special stamps to commemorate the “Games of the XXX Olympiad London 2012” was released.



7 JUL





### 香港美食 Hong Kong Delicacies

發行以「香港美食」為題的特別郵票，展示多款本港經典美食。

A special stamp set on the theme of "Hong Kong Delicacies" was issued, featuring some of the city's all-time culinary favourites.



### 新版特快專遞網站 Revamped Speedpost Website

推出第一期的新版特快專遞網站，為顧客提供更方便的資訊搜尋、急件追查和郵費計算服務。

The first phase of the revamped Speedpost website was launched, providing more convenience to customers in information search, mail tracking and postage calculation.



### 立法會選舉郵件 Election-related Mail Items

為配合2012年9月9日舉行的2012年立法會選舉，在五星期內處理逾4千7百萬份與選舉相關的郵件。

More than 47 million election-related mail items were delivered within five weeks in the run up to the 2012 Legislative Council Election held on 9 September 2012.

### 中國世界遺產系列第一號：萬里長城 World Heritage in China Series No. 1: The Great Wall

發行「中國世界遺產系列第一號：萬里長城」特別郵票。

A stamp sheetlet on the theme of "World Heritage in China Series No. 1: The Great Wall" was issued.



### 萬國郵聯會議 Universal Postal Union Meeting

香港郵政署長以中國代表團成員身分出席在卡塔爾多哈舉行的萬國郵政聯盟大會。大會討論在2014至2017年下屆會期內對聯盟和各國郵政機關重要的策略議題。

The Postmaster General attended the Universal Postal Union (UPU) Congress held in Doha, Qatar as part of the China Delegation. The Congress considered issues of strategic importance for the UPU and postal operators worldwide for the 2014-17 cycle.

### 倫敦2012奧林匹克運動會女子凱琳賽 Women's Keirin Race at the London 2012 Olympic Games

發行「祝賀中國香港代表團勇奪倫敦2012奧林匹克運動會女子凱琳賽銅牌」心思心意郵票小版張。

A Heartwarming Stamps mini-panele on the theme of "Congratulations to the Hong Kong, China Delegation on Winning a Bronze Medal in the Women's Keirin Race at the London 2012 Olympic Games" was issued.







### ● 參與國際會議

#### Participation in International Meeting

香港郵政副署長出席在柬埔寨暹粒舉行的東盟郵政++業務會議，加強香港郵政與東盟郵政機構的合作。

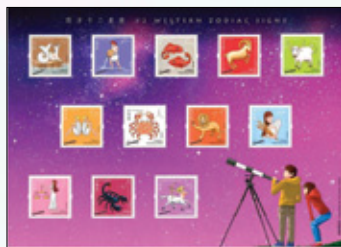
The Deputy Postmaster General attended the ASEANPOST++ Business Meeting in Siem Reap, Cambodia to foster cooperation between Hongkong Post and the postal operators in ASEAN countries.

### ● 加強流動裝置

#### Enhancement of Mobile Devices

為所有派遞郵差提供流動裝置，方便他們記錄和即時上載掛號郵件、包裹、特快專遞、本地郵政速遞郵件的派遞狀況，以便寄件人查詢。

All delivery postmen were equipped with mobile devices to capture and promptly upload the delivery status of registered mail, parcel, Speedpost and Local CourierPost items for mailers' information.



### ● 西方十二星座

#### 12 Western Zodiac Signs

發行「西方十二星座」特別郵票及心思心意郵票小版張。

A set of special stamps and new Heartwarming Stamps mini-panes on the theme of "12 Western Zodiac Signs" were released.

### ● 香港昆蟲II

#### Hong Kong Insects II

推出「香港昆蟲II」特別郵票，展示香港部分珍稀的昆蟲品種。

A special stamp set entitled "Hong Kong Insects II", which featured some precious local insect species, was released.



### ● 莊士敦道郵政局

#### Johnston Road Post Office

為配合原址重建，軒尼詩道郵政局暫時遷往莊士敦道，並改名為莊士敦道郵政局。

To make way for site redevelopment, the Hennessy Road Post Office was temporarily relocated to Johnston Road and renamed as Johnston Road Post Office.

### ● 香港郵票發行一百五十周年

#### The 150<sup>th</sup> Anniversary of Stamp Issuance in Hong Kong

發行「香港郵票發行一百五十周年」特別郵票及心思心意郵票小版張，並舉行巡迴展覽。展覽的首站為香港歷史博物館。

A set of special stamps and new Heartwarming Stamps mini-panes were issued to mark the 150<sup>th</sup> anniversary of stamp issuance in Hong Kong. A roving stamp exhibition on the same theme was launched, with the first stop at the Hong Kong Museum of History.



### ● 倫敦2012殘疾人奧運會

#### London 2012 Paralympic Games

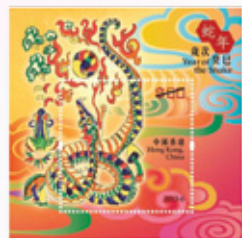
發行以「祝賀香港運動員在倫敦2012殘疾人奧運會取得卓越成績」為題的心思心意郵票小版張。

A new Heartwarming Stamps mini-pane on the theme "Congratulations on the Outstanding Achievements of Hong Kong Paralympians in the London 2012 Paralympic Games" was issued.





2013



**歲次癸巳(蛇年)  
Year of the Snake**

發行「歲次癸巳(蛇年)」特別郵票，並推出多款相關集郵品，包括嵌有22K鍍金金片的「十二生肖金銀郵票小型張－飛龍靈蛇」。

A set of special stamps to mark the "Year of the Snake" was issued. A range of associated philatelic products, including a 22K gold-plated lace metal stamp sheetlet – "Gold and Silver Stamp Sheetlet on Lunar New Year Animals – Dragon/ Snake", was released.

**亞洲太平洋郵務合作組管理委員會  
APP CMB Meeting**

香港郵政主持在馬來西亞吉隆坡舉行的亞洲太平洋郵務合作組管理委員會，帶領各成員檢視組織的工作並制定策略，以更切合顧客需要和市場趨勢。

Hongkong Post chaired an APP CMB meeting in Kuala Lumpur, Malaysia to review the activities of the Cooperative and to decide on strategies to better meet customer needs and market trends.



**紅十字會國際委員會成立一百五十周年  
The 150<sup>th</sup> Anniversary of the International Committee of the Red Cross**

發行「紅十字會國際委員會成立一百五十周年」特別郵票。  
A set of special stamps was issued to mark the 150<sup>th</sup> Anniversary of the International Committee of the Red Cross.

**郵政局重置計劃  
Reprovisioning of Post Office**

長沙灣郵政局暫時遷往青山道576至586號，以配合原址重置。  
The Cheung Sha Wan Post Office was temporarily relocated to 576-586 Castle Peak Road to make way for site redevelopment.



**擴大電子報關服務  
Extension of Trade Declaration Service**

提供電子報關服務的郵政局由20間增加至24間。  
Our network of post offices providing trade declaration service was extended from 20 to 24 post offices.

**擴大投寄易服務  
Extension of EC-Ship Service**

為了更方便顧客，提供投寄易郵件投遞服務的郵政局數目由29間增加至39間。  
To enhance customer convenience, the number of post offices that support the posting of mail items using EC-Ship service was increased from 29 to 39.

**兒童郵票－寵物與我  
Children Stamps – My Pet and I**

發行「兒童郵票－寵物與我」特別郵票及心思心意郵票小版張。  
A set of special stamps and new Heartwarming Stamps mini-panes on the theme of "Children Stamps – My Pet and I" were released.





# INTEGRATED INTO DAILY LIFE 融入生活



香港郵政把客戶關係管理的概念融入產品  
研發、市場推廣和銷售策略當中

Hongkong Post has integrated the  
philosophy of customer relationship  
management in its product development,  
marketing and sales initiatives







本地郵件業務  
Local Mail  
Business

我們的本地郵件業務面臨多項挑戰，包括電子通訊迅速取代傳統郵遞（特別是金融服務業），加上企業選用其他派遞商，以及市民對環保和私隱的意識提高，均影響直銷函件業務的增長。為應對這些負面影響，我們不斷推出多項新措施，以期增加本地郵件量。

#### 直銷函件

在2012/13年度，香港郵政的不具名直銷函件服務，即「香港郵政通函服務」，錄得業務增長，可見該服務是一種極具成本效益的市場營銷工具，我們會繼續廣作宣傳。

#### 「郵電通」

「郵電通」服務提供一站式的綜合郵務方案，集數據庫管理、印刷和郵遞等功能於一身。服務的主要客戶包括金融服務業和電訊業的企業。我們正逐步拓展這項服務的客源。

「我的心意卡」訂製服務在2011/12年度推出，並在2012/13年度作出多項改善，除了增添多款心意卡、以受歡迎的角色為主題外，部分心意卡更邀請到本地知名設計師參與設計。

#### 本地郵政速遞

為配合未能在家收取郵件顧客的需要，我們推出全新櫃位領件服務，讓顧客在全線郵政局領取本地郵政速遞的郵件。此外，我們亦為本地郵政速遞服務新增了電郵通知功能，以配合網上商戶的需要。

Our local mail business faces a number of challenges. These include the accelerating trend of e-substitution, particularly in the financial services sector, engagement of alternative delivery agents by businesses, and increasing public awareness of environmental protection and privacy issues which have affected the growth of direct mail business. To counter these negative impacts, we have been working on a number of initiatives to grow local mail traffic.

#### Direct Mail

There was business growth in our unaddressed direct mail service, Hongkong Post Circular Service (HKPCS), in 2012/13. We will continue to promote the HKPCS, which has been proved to be a very cost-effective marketing tool.

#### e-Post

The e-Post service provides an integrated one-stop solution embracing database management, printing and mail delivery. Our major clients include corporations in the financial services and telecommunications sectors. We are taking steps to broaden the customer base.

The “Make My Card” Service, launched in 2011/12, was enhanced in 2012/13 with more card varieties featuring popular characters and including card designs by prominent local designers.

#### Local CourierPost

To cater for customers who may not be available at home to receive mail items, we have launched a new counter collection service at our network of post offices for customers to pick up Local CourierPost items. Email notification is a new service feature which meets the needs of internet traders.



國際郵件業務  
International Mail  
Business

國際信件量持續下跌，但隨着網上購物日趨普及，郵包量不斷上升。香港郵政會繼續與國際伙伴合作，配合網上購物發展帶來的服務需求。

#### e-Express

香港郵政在2011年推出由香港寄至美國、郵包重量於2公斤以內的e-Express服務。在2012/13年度，服務錄得大幅增長。e-Express服務附設多項方便用家的功能（例如網上追查郵件），廣受互聯網商戶和網購人士歡迎。

#### 「投寄易」

「投寄易」是一個一站式網上平台，方便寄件人為掛號空郵郵件、空郵包裹、特快專遞急件和e-Express郵件準備及列印投寄郵件標籤，並在網上繳款。2012年11月，我們已提升「投寄易」網上平台的功能，接受投寄本地郵政速遞郵件。「投寄易」服務進一步拓展至另外十間郵政局，現時共有39間郵政局提供該服務。

#### 大量投寄空郵

大量投寄空郵服務以分工和不同郵遞標準為原則，為大量投寄空郵郵件的顧客提供郵費折扣。在2012/13年度，我們推出多項措施，以便精簡程序，提升運作效率。

#### 處理投寄危險品

為確保航空安全，香港郵政全力配合萬國郵政聯盟和國際民航組織就處理投寄危險品提出的措施。我們在檢查和偵測空郵郵件中的危險品時特別提高警覺，並加強教育市民禁止以空郵方式郵寄危險品。

Traffic in international letter mail has been on a downward trend, but with the growth in online shopping, traffic in packets has been on the rise. Hongkong Post has been working with its international partners to meet the service needs arising from this development.

#### e-Express

e-Express, a new service launched in 2011 for packets up to 2 kg to the United States, saw a healthy growth in 2012/13. The service has user-friendly features such as online mail tracking which are welcomed by online traders and shoppers.

#### EC-Ship

EC-Ship is a one-stop online platform for users to prepare and print labels and make online payment for registered air mail, air parcels, Speedpost and e-Express items. In November 2012, the EC-Ship portal was further enhanced to accept posting of Local CourierPost items. Ten post offices were added to the network of post offices accepting EC-Ship postings, bringing the total to 39.

#### Bulk Air Mail

The Bulk Air Mail service offers postage discounts for bulk postings of air mail items based on a work-sharing principle and variations in the despatch standard. A number of measures were introduced in 2012/13 for the service to streamline procedures and enhance operational efficiency.

#### Tackling the Posting of Dangerous Goods

Hongkong Post fully supports the UPU and the International Civil Aviation Organisation in their drive to ensure aviation security by tackling the posting of dangerous goods. We are particularly vigilant in the screening and detection of dangerous goods in air mail postings. We have also stepped up public education on the prohibition of posting of dangerous goods by air.





門市業務  
Retail Business

香港郵政共有128間郵政局，包括兩間流動郵政局，服務網絡覆蓋全港，方便易達。我們會繼續推陳出新，善用門市網絡的基建設施，加強郵政服務。

#### 「郵繳通」

隨著繳付政府帳單的渠道增加，「郵繳通」的營業額有所下降。我們在2012年8月至11月期間舉辦推廣活動，鼓勵顧客繼續使用香港郵政的繳費服務。

#### 郵趣廊精品

香港郵政發售的郵務相關紀念品一直深受市民歡迎。我們會繼續因應顧客需求，推出更多元化的產品。新產品包括懷舊版和現代版的郵筒記憶棒，以及懷舊水晶郵筒套裝。懷舊水晶郵筒套裝更附有刻字服務，為企業客戶提供個人化的禮品選擇。

此外，我們亦推出龍年和蛇年郵票設計的帆布環保袋。這兩款手製帆布袋由一間本地社會企業縫製，市場反應踴躍。

Hongkong Post's 128 post offices, including two mobile post offices, form an extensive, visible and convenient network of service delivery points throughout the territory. We are always on the lookout for new initiatives to expand the service capability of this retail infrastructure.

#### PayThruPost

The opening up of more payment channels for government bills has led to a drop in PayThruPost business volume. We launched a promotion campaign from August to November 2012 to foster customer loyalty.

#### PostShop Products

The postal-related souvenirs on sale at Hongkong Post have long been highly sought after by the public. We have continued to enrich the product range in response to customer demand. New additions include USB flash drives in the shape of vintage and modern style street posting boxes, and a crystal vintage street posting box set. An engraving service is offered for the crystal vintage street posting boxes to enable corporate customers to personalise their gifts.

The stamp designs celebrating the Year of the Dragon and the Year of the Snake are used on reusable canvas bags for sale to the public. These handmade bags were manufactured by a local social enterprise and have been well received by the market.

#### 匯款服務

香港郵政提供兩種匯款服務，包括可於全線126間郵政局辦理的郵政匯款服務，以及可於21間指定郵政局辦理的西聯匯款電子匯款服務。

自《打擊洗錢及恐怖分子資金籌集（金融機構）條例》在2012年4月1日生效以來，香港郵政已按照新法例的規定，實施有關客戶盡職審查和其他備存記錄的措施。

#### 報關服務

香港郵政是政府電子貿易服務的指定代理機構，顧客可經郵政局櫃位辦理紙張轉換電子報關服務。繼我們在2012/13年度將服務拓展至另外四間郵政局（七姊妹郵政局、雲咸街郵政局、機利士路郵政局和土瓜灣郵政局）後，現時共有24間郵政局提供該服務。

#### 協助推行「\$6,000計劃」

政府在2011年3月推出「\$6,000計劃」，香港郵政為該計劃的指定代理部門，為合資格但沒有以個人名義開立本地銀行帳戶的申請人提供登記和領款服務。所有126間郵政局均代收登記表格，其中56間郵政局為支票分發中心。截至2013年3月，香港郵政處理逾471,000宗申請，經郵政局領取的支票約有40萬張。

### 電子業務 e-Services

#### 「樂滿郵」

「樂滿郵」網上購物坊（www.shophtrupost.hk）是一個有效的網上購物平台，本地企業特別是中小企業可利用該網上平台拓展市場。年內，「樂滿郵」的新增商戶包括本地設計師和社會企業，他們透過「樂滿郵」向本地和海外市場推銷其產品。

「樂滿郵」在不同節日例如中秋節、聖誕節、農曆新年和情人節等，提供多款應節禮品。派遞範圍遍及本地以至中國內地和澳門多個地點。在2012/13年度，服務繼續深受市場歡迎。

#### 電子證書

香港郵政核證機關是本港唯一的公營認可核證機關。由於市民對網絡安全的意識日漸提高，電子證書業務錄得穩步增長。2012年6月，香港郵政核證機關推出全新電子證書儲存媒體「電子證書檔案USB」，以及密碼匙長度為2,048位元的電子證書。

#### Remittance Service

Hongkong Post provides two types of remittance services: postal remittance service at all 126 post offices and electronic remittance service of Western Union at 21 selected post offices.

Following the introduction of the Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance on 1 April 2012, Hongkong Post has implemented customer due diligence checking and other record-keeping measures as required under the new legislation.

#### Trade Declaration Service

Hongkong Post has been an agent for the service providers of Government Electronic Trading Services to connect paper-based trade declarations over the counter. With the extension of the service to four more post offices (Tsat Tsz Mui, Wyndham Street, Gillies Avenue and To Kwa Wan) in 2012/13, the service is now available at 24 post offices.

#### Facilitating “Scheme \$6,000”

Under the Government's “Scheme \$6,000” in March 2011, Hongkong Post was appointed as the sole agent to provide registration and payment services to eligible applicants who do not have a local bank account in their sole name. All 126 post offices accepted registration forms and 56 designated post offices also serve as cheque distribution centres. By March 2013, over 471,000 applications were processed by Hongkong Post and about 400,000 cheques were collected over post office counters.

#### ShopThruPost

Our online shopping mall - ShopThruPost (www.shophtrupost.hk) - is an effective online shopping platform to extend the market reach of local companies, especially small and medium sized enterprises (SMEs). New merchants joining ShopThruPost last year included local designers and social enterprises to promote their products locally and worldwide.

The Gift Fulfilment Service under ShopThruPost offers a variety of merchandise for gift-giving on festive occasions such as the Mid-Autumn Festival, Christmas, the Lunar New Year and Valentine's Day. Local destinations as well as destinations in Mainland China and Macao are covered. This service continued to receive a good market response in 2012/13.

#### e-Cert

Hongkong Post Certification Authority (HKPCA) is the only public recognised certification authority in Hong Kong. There is steady growth in business due to increasing public awareness of cyber security. In June 2012, HKPCA launched a new e-Cert storage medium, e-Cert File USB, as well as 2,048-bit key length e-Cert.





特快專遞  
Speedpost

#### 業務推廣

在2012/13年度，美國和歐盟經濟持續疲弱，加上顧客傾向選用較便宜的方法付運網購商品，使特快專遞市場受壓。為刺激服務需求，我們已推出多個宣傳推廣活動，包括「重重有賞」優惠活動，以及為酒店賓客、在香港就讀的海外/內地學生和在海外就讀的香港學生提供推廣優惠。

#### 推出「快趣•箱」

「快趣•箱」在2012年8月推出。紙箱顏色鮮艷，適合3公斤以內的物品，增加顧客的包裝選擇。

#### 更新網站

特快專遞網站(www.speedpost.hk)已全面更新，方便用戶（尤其是初次使用者）使用。網站的新增功能不但更利便顧客在網上搜尋資訊，還可讓他們在網上擬備投寄表格。

#### Business Promotion

Given the sustained weak economies of the US and the EU in 2012/13 as well as customers' preference for lower-cost shipping solutions for their online purchases, the Speedpost market was under pressure last year. To stimulate service demand, we launched a number of promotional activities, including a Heavyweight Reward promotion campaign and promotions targeting hotel guests, overseas/mainland students in Hong Kong and local students studying abroad.

#### JOY Pack Launch

The JOY Pack, a brightly-coloured carton box designed to carry content up to 3 kg, was launched in August 2012. The new product gives customers an additional packaging choice.

#### Website Revamp

The dedicated Speedpost website (www.speedpost.hk) has been revamped to enhance user-friendliness, especially for first-time users. Apart from new features to facilitate easier search of online information, customers can now prepare posting forms online.



郵政基建  
Postal Infrastructure

#### 中央郵件中心

中央郵件中心為新的綜合郵件分揀中心，目前位於紅磡的國際郵件中心和中環郵政總局的郵件分揀中心將遷往該址。中心在2013年年中竣工。大樓設計加入最新的環保元素，並配備先進嶄新的設備，以提高郵件處理效率。香港郵政已成立專責小組，確保在各方面均能順利過渡至新址。搬遷工作將分階段進行，並可於2014年年底完成。

#### 改善郵政局設施

郵政局翻新計劃已經展開。截至2013年3月，39間郵政局已完成翻新，當中有三間郵政局採用以用家為本的全新設計，提升顧客的服務體驗。

#### 善用郵政基建

為善用郵政基建，我們在去年推出一項新措施，把全港共1,600多個郵袋櫃用作宣傳2012香港設計年、展翅青見計劃、青少年見習就業計劃等。此外，最近翻新的旺角郵政局設有液晶體電視屏，向公眾介紹香港郵政的服務和發放其他有用資訊。

#### Central Mail Centre

The Central Mail Centre is a new, integrated mail sorting centre to house the existing International Mail Centre in Hung Hom and the sorting office at the General Post Office in Central. Construction works will be completed in mid-2013. The building design has incorporated modern environmental considerations and machines with state-of-the-art technology will be installed to enhance efficiency in mail processing. A dedicated team has been formed to ensure a seamless migration to the new site across all aspects of operations. The relocation to the new facility will be carried out in phases and completed by the end of 2014.

#### Upgrading Post Office Facilities

We have started a programme to renovate post offices to improve operational efficiency. By March 2013, 39 post offices had been refurbished, including three post offices which adopted a new user-centric design to enhance customer experience.

#### Full Utilisation of Postal Infrastructure

We have embarked on an initiative to fully utilise our postal infrastructure during the past year. Some 1,600 mail storage boxes located throughout the territory were used for promoting the 2012 Hong Kong Design Year, the Youth Employment and Training Programme, the Youth Work Experience and Training Scheme, etc. In addition, the newly refurbished Mong Kok Post Office has been equipped with liquid crystal display (LCD) television screens to promote Hongkong Post's own services and other useful messages to the public.





香港郵政繼續積極參與國際郵政事務。

Hongkong Post continues to play an active role in the international postal arena.

#### 協助推行多邊措施

香港郵政繼續積極參與國際郵政事務。在2012/13年度，我們以中國代表團成員身分出席2012年5月於香港舉行的亞太郵聯執行理事會會議。此外，我們分別在2012年4月和2013年1月主持在韓國首爾和馬來西亞吉隆坡舉行的兩次亞洲太平洋郵務合作組管理委員會會議，並在2012年11月參加在柬埔寨暹粒舉行的東盟郵政++業務會議。同年10月，我們以中國代表團成員身分出席在卡塔爾多哈舉行的萬國郵政聯盟大會，會上討論並議決在2014至2017年下屆會期有關全球郵政界的重要議題。

2012年5月，香港郵政協助中國代表團於香港主辦2012年亞太郵聯執行理事會會議。逾170名代表和觀察員參加會議，接近全部亞太郵聯成員的郵政機關首長均有出席。由於全球郵務環境出現明顯變化，會議就成員國面對的重大郵務議題進行討論並制訂對策。

#### Contributing to Multilateral Initiatives

Hongkong Post continues to play an active role in the international postal arena. In 2012/13, we participated in the APPU Executive Council meeting held in Hong Kong in May 2012 as a member of the China Delegation. We chaired two APP CMB meetings held in Seoul, Korea in April 2012 and in Kuala Lumpur, Malaysia in January 2013, and participated in the ASEANPOST++ Business Meeting held in Siam Reap, Cambodia, in November 2012. In October 2012, we attended, as a member of the China Delegation, the UPU Congress held in Doha, Qatar, where important topics concerning the global postal industry for the next Congress cycle from 2014 to 2017 were discussed and decided.

As the host city, Hongkong Post supported the China Delegation in organising the 2012 APPU Executive Council meeting in May 2012. Over 170 delegates and observers, including heads of postal administrations from almost all APPU members, attended the meeting to discuss and formulate strategies to address important postal issues faced by members due to profound changes in the global postal environment.

卡哈拉郵政組織屬國際聯盟，由十個主要郵政機關組成，旨在提高成員國在國際速遞和空郵包裹服務方面的營運表現和服務質素。香港郵政是卡哈拉郵政組織的創辦成員之一。我們在2012年7月出席於法國舉行的卡哈拉郵政組織首腦會議。年內，香港郵政與組織首腦進行積極討論。

香港郵政透過參與這些多邊活動，確保我們在全球郵政發展中繼續領先，並加強與其他郵政機關的合作。

The KPG is an international alliance comprising 10 leading postal administrations with the objective of enhancing the operational performance and service quality of international courier and air parcel services among members. Hongkong Post, as one of the founding members of KPG, participated in the annual KPG CEO Board Meeting held in France in July 2012. During the year, Hongkong Post also participated actively in discussions at the Board of Director level.

Hongkong Post's involvement in these multilateral activities ensures that we stay at the forefront of global postal developments and fosters our cooperation with other postal administrations.



香港郵政發行的特別郵票，題材廣泛，設計別出心裁，廣受集郵人士和市民的歡迎。

With their diversity in themes and innovative designs, the special stamps issued by Hongkong Post are popular among philatelists and members of the public.



中國香港 - 法國聯合發行：藝術  
Hong Kong, China -  
France Joint Issue on Art  
3.5.2012



香港節日  
Hong Kong Festivals  
22.5.2012



政府隊伍工作犬  
Working Dogs in Government  
Services  
19.6.2012



香港特別行政區成立十五周年  
The 15<sup>th</sup> Anniversary of the  
Establishment of the Hong Kong  
Special Administrative Region  
1.7.2012



2012年倫敦第30屆奧林匹克運動會  
Games of the XXX Olympiad  
London 2012  
27.7.2012



香港美食  
Hong Kong Delicacies  
30.8.2012



中國世界遺產系列第一號：萬里長城  
World Heritage in China Series  
No. 1: The Great Wall  
27.9.2012



祝賀中國香港代表團勇奪倫敦2012奧林匹克運動會女子凱琳賽銅牌 - 「心思心意郵票」小版張  
Congratulations to the Hong Kong, China Delegation on Winning a Bronze Medal in the Women's Keirin Race at the London 2012 Olympic Games - "Heartwarming Stamps" Mini-pane  
25.10.2012



西方十二生肖  
12 Western Zodiac Signs  
1.11.2012



香港昆蟲II  
Hong Kong Insects II  
22.11.2012



香港郵票發行一百五十周年  
The 150<sup>th</sup> Anniversary of Stamp  
Issuance in Hong Kong  
8.12.2012



祝賀香港運動員在倫敦2012殘疾人奧運會取得卓越成績 - 「心思心意郵票」小版張  
Congratulations on the Outstanding Achievements of HK Paralympians in the London 2012 Paralympic Games - "Heartwarming Stamps" Mini-pane  
13.12.2012



歲次癸巳（蛇年）  
Year of the Snake  
26.1.2013



紅十字國際委員會成立一百五十周年  
The 150<sup>th</sup> Anniversary of the  
International Committee of  
the Red Cross  
28.2.2013



兒童郵票 - 寵物與我  
Children Stamps - My Pet and I  
28.3.2013

## 特別郵票

在2012/13年度，香港郵政合共發行11套特別郵票、兩款郵票小型張和六款「心思心意」郵票小版張，題材豐富多樣。

香港郵政發行多套郵票和郵票小型張，慶祝重要的歷史時刻和慶典盛事，包括慶祝香港特別行政區成立15周年、2012年倫敦第30屆奧林匹克運動會、香港代表隊在倫敦2012奧林匹克運動會和殘疾人奧運會的成就、香港郵票發行150周年和紅十字國際委員會成立150周年。

「歲次癸巳（蛇年）」系列郵票，亦受集郵愛好者和市民大眾歡迎。以「香港節日」和「香港美食」為題的特別郵票為2012/13年度郵票添上本地色彩。

由於市民反應熱烈，香港郵政推出全新中國世界遺產系列郵票小型張，並以萬里長城作為系列第一號小型張的主題。此外，我們與法國郵政合作，聯合發行一套以香港和法國19世紀的畫作和當代雕塑為題的郵票。

為提高年青人對集郵的興趣，我們發行一套「西方12星座」特別郵票及多款相關集郵品；以「寵物與我」為題的特別郵票，採用了小朋友喜愛的設計，我們亦推出同樣以動物為主題的「政府隊伍工作犬」特別郵票。

## 創新的郵票設計

年內發行的特別郵票，設計獨具匠心，並加入特別印刷效果，增加郵票的吸引力和美感。「十二生肖金銀郵票小型張－飛龍靈蛇」，是全球首次利用22K鍍金金片製作的郵票小型張。「紅十字國際委員會成立一百五十周年」郵票，其齒孔採用十字形設計。「中國世界遺產系列第一號：萬里長城」郵票小型張，採用絲網印刷技術印製，營造特別的觸覺和視覺效果。至於以「香港昆蟲II」為題的特別郵票，每種昆蟲的中英文名稱皆以縮微印刷技術印在昆蟲的插圖上，蠅頭小字，細緻融和。

## 推廣集郵

香港郵政繼續透過全港性的公眾教育和宣傳活動，喚起市民對郵票和集郵的興趣。適逢香港郵票發行150周年，香港郵政在2012年12月舉行香港郵票發行150周年巡迴郵票展覽。展覽先後在香港歷史博物館、郵政總局郵展廊和九龍公園香港文物探知館舉行，並會在2013/14年度移師至各社區。與此同時，香港郵政舉辦相關的集郵講座，向廣大市民特別是青少年推廣集郵。

第十二屆校際郵集設計比賽在2012年5月舉行，是2012/13年度最成功的外展計劃之一。比賽反應熱烈。得獎作品其後在多個公共場所展出。

## 訂製郵票禮品

香港郵政推出一站式禮品訂製服務，由禮品設計、生產以至派遞均代為處理。該服務提供多款展現香港不同面貌的郵票以及「紀念誌慶」和「愛與關懷」的心思心意郵票，供顧客選擇。在2012/13年度，心思心意郵票特別訂製服務推出三款全新設計的郵票小版張。

## Special Stamp Issues

In 2012/13, Hongkong Post issued 11 sets of special stamps, two stamp sheetlets and six Heartwarming Stamps mini-panes, covering a broad range of themes.

Historical milestones and special events were celebrated with the issuance of stamps and stamp sheetlets to mark the 15<sup>th</sup> Anniversary of the Establishment of the Hong Kong Special Administrative Region, the Games of the XXX Olympiad London 2012, the achievements of the Hong Kong delegations at the London 2012 Olympic Games and Paralympic Games, the 150<sup>th</sup> Anniversary of Stamp Issuance in Hong Kong and the 150<sup>th</sup> Anniversary of the International Committee of the Red Cross.

The "Year of the Snake" series received a warm reception from both philatelists and the general public. Special stamps featuring "Hong Kong Festivals" and "Hong Kong Delicacies" also added local flavour to our 2012/13 stamp collection.

In response to popular demand, a new stamp sheetlet series on world heritage in China was launched, starting with the theme on the Great Wall. In collaboration with La Poste, a joint stamp issue showcased 19<sup>th</sup> century paintings and contemporary sculptures from Hong Kong and France.

To promote interest in philately among young people, a set of special stamps on the "12 Western Zodiac Signs" was issued, together with a variety of associated philatelic products. Special stamps on the theme of "My Pet and I", with a stamp design that particularly appealed to children, were released. Also on the theme of animals, special stamps featuring "Working Dogs in Government Services" were released.

## Innovative Stamp Designs

Innovative stamp designs and special printing effects aroused interest and enhanced the aesthetic value of the special stamps issued during the year. The 22K gold-plated lace metal stamp sheetlet, "Gold and Silver Stamp Sheetlet on Lunar New Year Animals - Dragon/ Snake", was the first of its kind in the world. Perforations in the shape of a cross were adopted for the stamp sheets on the theme of "The 150<sup>th</sup> Anniversary of the International Committee of the Red Cross". Silk screen printing was used on the "World Heritage in China Series No. 1: The Great Wall" stamp sheetlet to create a special tactile and visual effect. For the special stamps on the theme of "Hong Kong Insects II", the name of each species in both Chinese and English was incorporated into the insect image inconspicuously in micro-print.

## Promoting Philately

Interest in stamps and stamp collecting is promoted through community-wide public education and promotional campaigns. Leveraging on the 150<sup>th</sup> anniversary of stamp issuance in Hong Kong, Hongkong Post launched a roving exhibition in December 2012. After displays at the Hong Kong Museum of History, the Postal Gallery at the General Post Office and the Hong Kong Heritage Discovery Centre at Kowloon Park, the exhibition will move into districts in 2013/14. In parallel, related philately talks have been organised to promote philately to a broad audience, particularly young people.

One of our most successful out-reach programmes in 2012/13, the 12<sup>th</sup> Inter-School Stamp Exhibits Competition, was held in May 2012. The competition received an enthusiastic response and the winning entries were subsequently put on display at many public venues.

## Stamps as Customised Gifts

From design and production through to delivery, Hongkong Post offers a one-stop customised service by providing a broad variety of stamps that highlight different facets of Hong Kong as well as Heartwarming Stamps on the themes of "Celebrations" and "Love and Care". In 2012/13, we developed three new designs of stamp panes under our Heartwarming Stamps Customised Service.





中央郵件中心設計加入最新的環保元素，  
並配備先進嶄新的設備，以提高郵件處理效率

The design of the Central Mail Centre building  
has incorporated modern environmental  
considerations and machines with state-of-the-art  
technology will be installed to enhance efficiency  
in mail processing

# BUILDING FOR THE FUTURE

## 構建未來





香港郵政不斷前瞻未來，開發新產品和服務。  
Hongkong Post constantly looks ahead to identify new products and services.

本地郵件業務 Local Mail Business

**「易送遞」服務**  
為把握網上貿易日趨頻繁所帶來的機遇，我們將在2013/14年度推出全新的「易送遞」服務。寄件人除了可收到電郵通知和在網上追查郵件派遞狀況外，還可在投寄時選擇讓收件人到指定郵政局領取郵件。

**機械揀信系統**  
我們的機械揀信系統可分揀以英文註寫地址的信件。該系統的功能將進一步提升，以便分揀以中文字體註寫地址的信件，屆時系統每日最多可分揀91,000封中文地址的信件。

**與客戶緊密合作**  
為使香港郵政和企業客戶互惠互利，我們會繼續致力以分擔工作的形式減低部門的營運成本，同時又可讓大量投寄客戶以優惠的價格享用優質郵政服務。

**Smart Post**  
Riding the upward trend of internet trading, we will launch a new service, Smart Post, in 2013/14. Apart from e-notification and online checking of delivery status, the service also allows mailers to opt, at the time of posting, for mail collection by the recipient at a specified post office.

**Mechanised Letter Sorting System**  
Our Mechanised Letter Sorting System, which can sort letters addressed in English, will be further enhanced to sort letters addressed in Chinese. It will have a daily capacity of 91,000 Chinese addressed items.

**Closer Connections with Customers**  
For the mutual benefit of Hongkong Post and business customers, we will continue to explore work-sharing opportunities to reduce our operating costs while allowing bulk posting customers to enjoy high quality postal services at attractive prices.

門市業務 Retail Business

**善用零售網絡**  
為善用我們遍布全港兼訪客量高的郵政局，我們計劃在2013/14年度就分階段在各郵政局安裝自動櫃員機進行招標。去年，我們試行在指定郵政局安裝液晶體電視顯示屏作發布訊息之用，並研究在更多郵政局裝設這類顯示屏的可行性。我們亦增加五個郵趣廊的銷售點，包括大澳、赤柱、梅窩、南丫島和坪洲郵政局，以抓緊這些旅遊熱點帶來的商機。

**綜合郵政服務系統**  
我們現正研發一套綜合郵政服務系統，透過整合部門各個資訊科技系統，精簡運作程序。新系統將有助改善櫃位服務效率和提升資源規劃。該系統將分階段推行，並在2015年年底全面投入服務。

**Fully Utilising the Retail Network**  
Capitalising on the high visitor traffic of our extensive post office network, we plan to invite tenders for the installation of Automated Teller Machines in post offices in phases from 2013/14. Following the trial installation of LCD television screens in selected post offices for the display of promotional messages during the past year, we will explore the viability of installing these screens at more post offices. We will also extend PostShop outlets to another five post offices at Tai O, Stanley, Mui Wo, Lamma and Peng Chau in order to capture the business opportunities in these popular visitor destinations.

**Integrated Postal Services System**  
We are developing an Integrated Postal Services System to streamline operational procedures by integrating various IT systems within the department. The new system will improve the efficiency of counter services and enhance resource planning. It will be rolled out in phases with full implementation by the end of 2015.

特快專遞 Speedpost

面對不斷變化的市場需要，特快專遞會加強其個人快遞服務的品牌形象，專注發展潛力較高的市場。隨着「企業對顧客」(B2C)市場不斷發展，為配合他們的業務需求，我們將與卡哈拉郵政組織的其他成員及具市場潛力的郵政機關合作，從而提升香港郵政的郵務實力。

我們會繼續完善特快專遞服務，提升服務的方便程度。特快專遞第二期網頁更新工程將於2014年年中完成和啓用，新增多項網上功能，為顧客提供更便利的網上服務。

In response to changing market needs, Speedpost will strengthen its brand image as a personal courier service while focusing on those markets with higher potential. To meet the demands of the growing B2C market, we will work with other members of the KPG as well as the postal administrations in markets with strong potential to enhance service capability.

We will also continue to improve the user-friendliness of the Speedpost service. The second phase of the revamping of the Speedpost website will be completed for roll-out in mid-2014 to provide more online functions for customer convenience.

國際郵件業務 International Mail Business

**e-Express服務擴展至新目的地**  
e-Express服務在2011年4月推出，提供網上郵件追查功能，為網上商戶和網購人士提供經濟實惠的郵務方案。現時只適用於寄往美國的郵件。我們現正與數個郵政機關商討擴大服務覆蓋的目的地。

**e-Express Service to New Destinations**  
The e-Express service was launched in April 2011, initially to the US, to offer an economical postal solution with online mail tracking function for internet traders and shoppers. We are discussing with several postal authorities the potential of expanding this popular service to additional destinations.

郵政基建 Postal Infrastructure

**提升門市服務環境**  
在香港設計中心的協助下，香港郵政以用家為本的新概念設計各郵政局。繼旺角郵政局翻新工程，莊士敦道郵政局和長沙灣郵政局在2012/13年度重置時亦採用了新的設計。日後，我們在翻修或重置其他郵政局時將沿用有關設計概念。

**Enhancing Retail Service Environment**  
Collaborating with the Hong Kong Design Centre, Hongkong Post has adopted a new user-centric office design for the post office network. Following the renovation of Mong Kok Post Office, the new design was applied to the newly reprovisioned Johnston Road Post Office and Cheung Sha Wan Post Office in 2012/13. This design concept will be extended to other post offices upon renovation or reprovisioning.





在2012/13年度，我們收到市民2,947份讚賞，以示對我們優質服務的認同

In 2012/13, we received 2,947 commendations from members of the public in appreciation of the high quality of our services

# SERVICE WITH A SMILE 待客以禮







香港郵政一向以客為本，與社會各界保持溝通，了解他們的郵務需要，務求不斷優化我們的服務。

As a customer-oriented organisation, Hongkong Post interacts with all sectors of the community, understands their postal needs and seeks continuous improvement in our service provision.

客戶回饋

在2012/13年度，我們收到市民2,947份讚賞，以示對我們優質服務的認同。另外，我們收到304份投訴，較去年減少8.4%。

顧客滿意程度調查

我們定期進行顧客滿意程度調查。在2012/13年度，顧客對香港郵政整體服務的滿意度為98.5%。其中，96.9%的顧客表示滿意我們的櫃位服務，對派遞服務和熱線服務感到滿意的顧客分別為98.5%和96.2%。

「郵政服務諮詢聯席會議」和「集郵顧客聯絡小組」

「郵政服務諮詢聯席會議」和「集郵顧客聯絡小組」是香港郵政和顧客之間的有效溝通渠道，目的在於：

- 加深顧客對郵政與集郵產品和服務的認識；
- 進一步了解顧客的需要；
- 就我們的服務表現和質素，蒐集顧客的意見，以便作出改善；以及
- 提供諮詢平台，以蒐集各界對香港郵政企業策略和新措施的意見。

Customer Feedback

In 2012/13, we received 2,947 commendations from members of the public in appreciation of the high quality of our services. 304 complaints were received, a decrease of 8.4% compared with the previous year.

Customer Satisfaction Survey

We conduct customer satisfaction surveys regularly. In 2012/13, the overall customer satisfaction level reached 98.5%, with satisfaction levels of 96.9% for our counter service, 98.5% for our delivery service and 96.2% for our hotline service.

Customer Liaison Groups and Philately Liaison Group

The Customer Liaison Groups and the Philately Liaison Group serve as effective communication channels between Hongkong Post and our customers with the following objectives:

- to enhance customers’ understanding of our postal and philately products and services;
- to improve our understanding of customers’ needs;
- to gauge customers’ views on our service performance and quality, thereby enabling future enhancement; and
- to serve as a forum for consultation on our corporate strategy and new initiatives.

兩個小組的成員來自區議會、集郵人士、香港郵政帳戶客戶和市民。小組會議由香港郵政高級管理人員（包括香港郵政署長）主持。在2012/13年度，上述小組定期召開會議，就多項產品和服務交換意見。

中小企業郵務協進會和電子商貿會

中小企業郵務協進會和電子商貿會是香港郵政轄下的成員組織，分別向中小企和網上商戶介紹我們為切合不同業務需要而推出的多元化服務。目前，中小企業郵務協進會和電子商貿會的會員數目逾43,000。

中小企業郵務協進會為會員設立一站式熱線電話服務和特設網站，並定期出版電子版會員通訊，向會員提供營商錦囊，提升中小企的競爭力，以及向商界介紹最新的郵務方案。協進會亦會舉辦專家座談會、周年博覽會等免費會員活動，邀請業內專業人士分享成功案例和相關營銷情報。

客戶關係管理

作為一個以客為本和市場主導的服務機構，香港郵政把客戶關係管理的概念融入產品研發、市場推廣和銷售策略當中。為體現上述理念，我們要了解顧客的需要，主動分析顧客對郵政服務的要求，向他們提供最佳的郵務方案。我們的客戶經理和客戶關係主任與企業客戶緊密聯繫，建立長期關係。年內，我們舉辦各類策略性市場推廣活動和針對性的宣傳活動，以吸引各界客戶、刺激業務增長，以及與潛在客戶建立良好關係。透過與客戶溝通得到的意見，有助我們優化香港郵政的產品和服務。

These Groups comprise representatives from District Councils, philatelists, Hongkong Post’s account customers and members of the public. Meetings are chaired by senior officials from Hongkong Post, including the Postmaster General. These Groups met regularly in 2012/13 to exchange views on a range of product and service issues.

PostalPlus for SME and e-Club

“PostalPlus for SME” and “e-Club” are membership clubs under Hongkong Post to introduce to local small and medium sized enterprises (SMEs) and online merchants respectively our broad range of services that cater for their diverse business needs. The clubs now have over 43,000 members.

The PostalPlus for SME runs a one-stop hotline and a dedicated website for its members. E-newsletters are published regularly, offering practical business tips to enhance the competitiveness of SMEs and introducing the latest postal solutions for the business sector. Free-of-charge member activities such as expert seminars and an annual expo in which industry professionals share their success stories and relevant market intelligence are held.

Customer Relationship Management

As a customer-focused and market-oriented service organisation, Hongkong Post has integrated the philosophy of customer relationship management in its product development, marketing and sales initiatives. In reflection of this philosophy, we anticipate the needs of customers, proactively analyse customer requirements for postal services and deliver the best solutions. Our account managers and customer relationship executives interact closely with business customers to cultivate a long-term relationship. A variety of strategic marketing campaigns and targeted sales promotions were held during the past year to attract customers from all sectors, stimulate business growth and build goodwill among potential customers. The feedback obtained from customers has assisted us in refining our services and products.



因應香港郵政的經營環境不斷轉變，我們為各級員工提供不同的培訓發展課程，讓他們了解郵務行業發展的形勢，確保他們具備足夠實力面對挑戰。

The operating environment of Hongkong Post is constantly changing. Training and development programmes are provided to equip our staff at different levels with an understanding of the dynamics of the postal industry as well as the capability to meet challenges.

### 培訓發展

我們舉辦培訓發展課程，旨在培育一支能迅速回應市場需要的團隊，令我們的員工具備所需技能，以滿足顧客的要求，以及在這瞬息萬變的環境中面對各種挑戰。在2012/13年度，我們舉辦了30,390天的訓練，涵蓋各方面的業務。透過培訓員工的技能，我們旨在建立一支積極主動和有承擔的香港郵政團隊。

### 培訓重點

經理級人員在香港郵政的架構中發揮重要的領導作用，確保我們作為服務機構能滿足顧客的要求和期望。我們為新聘經理級人員提供入職培訓課程，協助他們發展多方面的技能，向他們傳授有關本地和國際郵政服務、領導才能、資源管理和顧客服務等方面的知識，並安排他們到其他海外郵政機關考察。我們亦會資助經理級人員報讀本港大學的碩士課程及其他延伸課程，並定期為他們舉辦研討會和工作坊，讓他們分享經驗，了解最新的郵務發展。

### Training and Development

A key objective of our training and development programme is to develop a market-responsive team that possesses the necessary competencies to achieve consistently high levels of customer satisfaction and is able to meet the challenges of a changing environment. In 2012/13, we conducted 30,390 days of training covering the full spectrum of our business. By developing the competencies and capabilities of our staff, we aim to maintain a motivated and committed workforce in Hongkong Post.

### Training Highlights

Managerial staff play an important leadership role at Hongkong Post in ensuring that, as a service organisation, we meet the demands and expectations of our customers. For newly-recruited managers, the induction training programme helps to develop their competencies in various aspects, including knowledge on local and international postal services, leadership, resource management and customer service. The programme is supplemented by a study visit to other postal operators. Managerial officers are offered sponsorship to attend postgraduate course at local universities. In addition, seminars and workshops are held regularly for managerial staff to share experience and learn about the latest postal trends.

我們也為前線員工提供全面訓練課程，內容涉及不同的工作範疇，以及職業安全健康。我們亦舉辦督導技巧工作坊，為他們日後肩負更重要的職責作好準備。2012年6月，我們開辦全新的郵差才能培訓課程，培養郵差敬業樂業的精神，加強服務質素。

為貫徹香港郵政奮發自強、精益求精的核心價值，部門鼓勵員工不斷自學進修。香港郵政內聯網提供多元化的網上自學課程，例如為櫃位員工和派遞員工而設的英語和普通話課程、為櫃位員工而設的顧客服務技巧課程，以及有關電腦應用的互動課程，讓各級人員可隨時隨地學習。

### 職業安全健康

我們致力為團隊提供安全健康的工作環境，並推行符合部門職業安全及健康策略的「安全管理制度」。

We provide a full range of courses on different operational functions as well as occupational safety and health courses for frontline staff. To prepare frontline staff for higher responsibilities, supervisory skills workshops were organised. A new Competence Development Programme was launched in June 2012 for postmen to foster their commitment to upkeep service quality.

A core value of Hongkong Post – to excel through development – underlies the promotion of continuous self-learning within the department. Diverse e-learning programmes, such as English and Putonghua courses for counter and delivery staff, customer service skills training for counter staff and interactive computer usage packages, have been uploaded onto the Hongkong Post Intranet to enable all ranks of staff to learn anytime, anywhere.

### Occupational Safety and Health

We are committed to providing a safe and healthy workplace environment for our team, and implementing the Safety Management System pursuant to the department's occupational safety strategy.





香港郵政與服務的社區關係密切，  
並承諾致力履行其社會責任。

Hongkong Post is closely involved  
in the community it serves and  
is committed to being a socially  
responsible organisation.

### 無障礙通道

我們在2011年推出無障礙通道計劃，方便市民取用郵政服務。目前，在126間郵政局中，已有79間設有無障礙通道設施，例如暢通易達的通道和服務櫃位、感應環迴系統、觸覺引路帶、視像火警警報系統等。我們的目標是在2014年6月前完成有關計劃。

### 「郵心會」和其他慈善活動

「郵心會」推廣社區關愛精神。過去一年，「郵心會」會員與其家人參與多項義工活動，協助有需要人士。活動包括為新來港家庭兒童舉辦補習班、探訪獨居長者和安老院的長者。

在2012/13年度，我們的員工參與香港公益金舉辦的商業及僱員募捐計劃、新界區百萬行、公益綠識日、公益愛牙日、公益行善「折」食日等特別籌款活動。香港郵政亦支持兒童心臟基金會、香港復康會等其他本地慈善機構，在工作間宣傳這些慈善機構的活動。

### Barrier-free Access

We launched the barrier-free access programme in 2011 to enhance public accessibility to our postal services. So far, barrier-free public access facilities, such as accessible passages and service counters, induction loops, tactile guide paths and visual fire alarms, have been installed at 79 of our 126 post offices. We target to complete the programme by June 2014.

### PostCare Club and other Charitable Activities

PostCare Club promotes a community spirit amongst staff. During the past year, Club members, together with their families, participated in a range of volunteer activities to assist the needy. These activities included organising tutorial classes for children from new arrival families and visiting elderly people who live on their own or in homes for the aged.

In 2012/13, donations were raised through staff participation in The Community Chest of Hong Kong's "Corporate and Employee Contribution Programme" and various Community Chest special events such as "New Territories Walk for Millions", "Green Day", "Love Teeth Day" and "Skip Lunch Day". Hongkong Post also supported other local charitable organisations such as the Children's Heart Foundation and the Hong Kong Society for Rehabilitation by publicising their activities at the workplace.

### 為青少年就業作準備

香港郵政參與多項為協助青少年適應由學校或大學投身社會工作的計劃。

2012年夏季，17名於本地或海外專上院校就讀全日制課程的學生於香港郵政完成了「專上學生暑期實習計劃」。學生透過實習汲取人力資源管理、會計、市場調查、資訊系統開發等方面的經驗，了解政府部門運作。在國際成就計劃香港部的工作影子計劃下，我們為15名中五學生舉辦為期一天的活動，向他們介紹部門實際的工作情況。

香港郵政參與社會福利署的「陽光路上」培訓計劃，為殘疾青少年提供在職實習培訓的機會。在2012/13年度，兩名青少年在香港郵政順利完成培訓，並在實際工作環境中學習到工作相關技能和人際技巧。

### 與社會企業合作

2012年，香港郵政推出一項支持本地社企的新措施，讓他們在我們的網上購物平台「樂滿郵」宣傳其商品。香港郵政亦與本地社企合作，在2013年1月推出取材自龍年和蛇年郵票設計的帆布袋。

### Preparing Young People for the Workplace

Hongkong Post participated in a number of programmes designed to help young people make the transition from schools and universities to the workplace.

In summer 2012, 17 students took part in the Post-Secondary Student Summer Internship Programme to gain first-hand experience in human resource management, accounting, market research and information technology development and to learn about the operation of a government department. Under the Job Shadowing Programme organised by Junior Achievement Hong Kong, we hosted a one-day programme for 15 Form 5 students to gain an understanding of the workplace in operation.

Hongkong Post takes part in the Social Welfare Department's Sunnyway Programme, which provides job attachment training opportunities to young people with disabilities. In 2012/13, two youngsters successfully completed their training at Hongkong Post and acquired job-related and interpersonal skills in a work environment.

### Collaboration with Social Enterprises

In 2012, Hongkong Post launched a new initiative in support of local social enterprises by offering its online shopping platform, i.e. ShopThruPost, to promote their merchandise. Canvas bags carrying "Year of the Dragon" and "Year of the Snake" stamp designs and manufactured in collaboration with a local social enterprise went on sale in January 2013.





環境保育是香港郵政全體員工的  
共同文化，我們明白節約和善用資源  
及能源的重要性。

Environmental conservation, as  
a culture embraced by all staff  
at Hongkong Post, stems from  
an understanding of the need  
for efficient and prudent use of  
resources and energy.

## 2012/13年度的措施和成果

香港郵政的各項服務和內部運作以合乎環保的原則進行。我們推行多項辦公室環保措施，包括節省能源和資源、節約用紙、減少廢物，以及物料循環再造。環境保育是香港郵政全體員工的共同文化，我們明白節約和善用資源及能源的重要性。

香港郵政響應政府的倡議，把室內溫度保持於攝氏25.5度，並密切監察各辦事處的能源耗用情況。郵政局的室內空氣質素維持在良好水平，而機電工程署亦會定期進行檢查。我們已在新造建築工程項目實施多項改善環境措施。為支持香港國際機場的減碳計劃，我們亦監控赤鱗角空郵中心內的碳排放量。

我們亦密切監察影印紙的使用情況，並鼓勵員工減少影印文件。此外，我們透過香港郵政網站和流動電話應用程式，向市民發放郵政資訊和消息。印刷部門服務單張時，盡量使用以再生林木木漿製成的紙張。

為提升車輛的燃油效益，香港郵政實行多項措施，包括使用無鉛、低硫的燃油。我們亦為車隊引進石油氣車輛、電動車輛、符合歐盟五期排放標準的貨車等環保車輛。在一些鄉郊地區，郵差以單車派遞郵件。所有服務香港郵政的車輛，包括由承辦商提供的車輛，均須遵守「停車熄匙」的法定措施。

## Initiatives and Achievements in 2012/13

All services and operations at Hongkong Post are undertaken in an environmentally responsible manner. "Green" office practices include saving energy and resources, reducing paper consumption and waste, and recycling materials. Environmental conservation, as a culture embraced by all staff at Hongkong Post, stems from an understanding of the need for efficient and prudent use of resources and energy.

Hongkong Post complies with the Government's recommendation to maintain the indoor air temperature at 25.5°C, and closely monitors energy consumption at all premises. We maintain a good standard of indoor air quality at post offices. Regular inspections are conducted by the Electrical and Mechanical Services Department (EMSD) and environmental improvement measures are incorporated into all new building works. In support of the Hong Kong International Airport Carbon Reduction Programmes, we monitor carbon emissions at our Air Mail Centre at Chek Lap Kok.

We also closely control the use of photocopying paper and encourage staff to exercise economy in making physical copies of documents. We make use of the Hongkong Post website and mobile application to disseminate postal information and news to the public. When printing our service leaflets, we use paper made from wood pulp derived from sustainable forests as far as practicable.

Hongkong Post's vehicles adopt various measures to improve fuel efficiency, including the use of unleaded, low-sulphur fuel. Environmentally-friendly vehicles such as Liquefied Petroleum Gas vehicles, electric vehicles and trucks that meet Euro V standards have been added to our fleet. In some rural areas, bicycles are used for mail delivery. All vehicles that serve Hongkong Post, including those provided by contractors, are required to fully comply with the statutory measures to switch off vehicle engines while waiting.

香港郵政使用機電工程署的服務，確保郵車得到妥善保養，盡量減低對環境的影響。機電工程署的環境管理系統符合國際認可的ISO 14001標準。

我們選用環保紙張印製各款集郵品，包括首日封和紀念封。此外，所有郵票均以森林管理委員會的環保紙張印刷，而這種紙張來自經營方式符合該委員會嚴格環保指引的森林，容易循環再用。

香港郵政在2012年11月發行一套六枚以「香港昆蟲II」為題的特別郵票，展示香港昆蟲的珍稀品種，以提高市民對香港生物多樣性的認識。

截至2013年3月，超過15,700名郵品訂購服務顧客和1,500名海外郵品訂購服務顧客經「網上郵」訂購郵票。此外，逾23,500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。我們會繼續向集郵顧客推廣這些環保做法。

我們推出兩款由本地社企人手縫製，取材自農曆新年郵票設計的環保帆布袋，協助市民減少使用購物膠袋。

香港郵政的職業培訓課程涵蓋有關環保的單元，目的是向員工介紹部門的環境管理系統，並提供節約能源的要訣。在2012/13年度，有785名職員報讀該課程單元。我們亦定期舉辦以環保事務為題的講座、工作坊和參觀。此外，香港郵政員工參加由其他機構舉辦的「雨季前樹木保養措施2012」和「如何妥善管理樹木」簡介會，以及由機電工程署舉辦的「全面節約能源」講座。

我們定期把環保事宜列為管理層和員工簡報會的議題，並鼓勵員工提出環保建議。此外，我們還會定期傳閱內部環保指引，並鼓勵員工在工作上和日常生活中身體力行，支持環保。

在2012/13年度，我們參與由其他團體發起的環保行動，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2013」和香港地球之友的「綠野先鋒2012」。

過往一年，我們為環保所付出的努力將推動我們繼續尋求有效的新方法，減少能源和資源消耗、避免製造廢物和把物料循環再用。

Hongkong Post engages the service of the EMSD to ensure that our postal vehicles are well-maintained and have minimal environmental impact. The EMSD's Environmental Management System conforms to the internationally recognised ISO 14001 standards.

We use environmentally-friendly paper to print our philatelic products, including first day covers and souvenir covers. In addition, all stamps are printed on Forest Stewardship Council (FSC) Mix paper which is sourced from forests that operate within strict FSC environmental guidelines and is easily recycled.

A set of six special stamps on the theme of "Hong Kong Insects II", featuring precious insect species found in Hong Kong, was issued in November 2012 to raise public awareness of the city's biodiversity.

As at March 2013, over 15,700 local standing order customers and 1,500 overseas mail order customers had registered for online stamp purchases via Stamp OnNet. In addition, over 23,500 LSOS customers had chosen to receive philatelic newsletters and stamp order collection letters by email. We will continue to promote the adoption of these green practices among our philately customers.

We offered two environmentally-friendly canvas bags bearing Lunar New Year stamp designs and hand-made by local social enterprises for sale to help reduce the use of plastic shopping bags.

Our vocational training programmes include an environmental protection module to introduce staff to the corporate Environmental Management System and provide useful tips on energy saving. In 2012/13, 785 staff members took this module. Seminars, workshops and visits on various environmental issues were conducted regularly for staff. Our staff also attended briefing sessions organised by other organisations, e.g. briefings on "Pre-wet Season Precautionary Tree Management Measures 2012" and "Proper Tree Management" organised by the Greening, Landscape and Tree Management Section of the Development Bureau and the "Energy Efficiency and Conservation Public Seminar" organised by the EMSD.

Environmental protection issues regularly feature in management and staff briefings and employees are encouraged to contribute ideas to environmental protection initiatives. In addition, we regularly circulate internal environmental guidelines among our staff and encourage them to put environmental protection measures into practice, both in the workplace and at home.

In 2012/13, Hongkong Post participated in various environmental campaigns organised by other organisations, including the "Green Day" by The Community Chest, "Hong Kong No Air-Con Night" by the Green Sense and "Earth Hour 2013" by the World Wide Fund for Nature, and the "Tree Planting Challenge 2012" organised by the Friends of the Earth (HK).

Our efforts to protect the environment during the past year has created a momentum within the department to continue to look for new and effective ways to reduce energy and resource consumption, minimise waste and recycle materials.





獎項是公眾對香港郵政全體人員所  
付出努力的一種認同和肯定。

Awards are a public recognition of  
the collective efforts of our staff.

### 特快專遞

特快專遞在提供物有所值的特快派遞服務方面繼續獲得高度讚賞，並在2012年榮獲萬國郵政聯盟特快專遞服務優質金獎。同時，服務連續五年獲得新城財經台「香港企業領袖品牌2012－卓越物流服務品牌」，亦贏得《經濟一週》「中小企最佳營商夥伴2011－快遞服務」獎項。

### 僱員再培訓局人才企業嘉許計劃

香港郵政獲僱員再培訓局嘉許為2013至2015年度「人才企業」。本港有來自30個行業約250個公共和私營機構獲得該認證，香港郵政是其中之一。我們獲得此殊榮，足以證明人力資源發展是香港郵政固有的企業文化。

### Speedpost

Speedpost has continued to gain widespread recognition for offering a value-for-money postal solution for express delivery. It received the 2012 Express Mail Service Performance Award – Gold Level from the Universal Postal Union. For the fifth consecutive year, it received the award of “Hong Kong Leaders’ Choice 2012 – Excellent Brand of Logistic Services” from Metro Finance. It also won the Hong Kong Economic Digest’s “The Best SME Partners 2011 – Courier Service” award.

### Employees Retraining Board Manpower Developer Award Scheme

The Employees Retraining Board has awarded the status of “Manpower Developer” to Hongkong Post from 2013 to 2015. Hongkong Post is now among some 250 public and private organisations from 30 industries in Hong Kong which have received this accreditation. The award shows that manpower development is intrinsic to the corporate culture of Hongkong Post.

### 顧客服務

香港郵政一直致力追求卓越服務，服務表現備受認同。我們榮獲《壹週刊》政府機構組別的服務第壹大獎2012，而派遞郵差張發祥先生亦於同一比賽中贏得最佳服務員工獎2012（季軍）。此外，香港郵政勇奪香港優質顧客服務協會優質顧客服務大獎2012，而派遞郵差陳忠明先生亦於同一比賽中贏得傑出個人獎（外勤服務）銀獎。

### 其他成就

2013年2月，香港郵政在多個組別中獲互聯網專業協會頒發2011至2013年度無障礙優異網站獎，包括郵政策劃及拓展處網站獲鑽石獎，直銷函件網站獲紅寶石獎，香港郵政網站和特快專遞網站獲翡翠獎。由此可見，香港郵政致力豐富網頁內容和服務，確保顧客可以無障礙地瀏覽部門網上郵務資訊和使用網上服務。

### Customer Service

Hongkong Post’s effort in the pursuit of service excellence was recognised by winning the top award for the Government Departments and Related Organisations Category in the Next Magazine’s Top Service Awards 2012. A delivery postman, Mr. CHEUNG Fat-cheung, won the Best Staff Award 2012 (2nd runner-up) in the same competition. Hongkong Post also won the Customer Service Excellence Award 2012 organised by the Hong Kong Association for Customer Service Excellence. A delivery postman, Mr. CHAN Chung-ming, won the Individual Award (Field & Special Service) – Silver Award in the same competition.

### Other Achievements

In February 2013, Hongkong Post received the “Web Care Award 2011-2013” from the Internet Professional Association across a range of categories, including Diamond Award for the Hongkong Post Stamps website, Ruby Award for the Direct Mail website, and Jade Award for both the Hongkong Post website and the Speedpost website. These awards speak for Hongkong Post’s commitment to enrich online content for our customers’ consumption and to ensure accessibility to online postal information and services.



服務承諾 Performance Pledge

	2012/13 目標 Target	2012/13 表現 Performance	2013/14 目標 Target
本地及國際郵件 Local and International Mail			
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%	99.9%	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%	100%	99.5%
3. 香港郵政通函郵寄服務的郵件於四個工作天內派達收件人 Deliver Hongkong Post Circular Service 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 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> Non-peak periods <sup>i</sup>	投寄當日或下一個工作天 Within the same day or the following working day	99.0%	98.6%
高峰期 <sup>ii</sup> Peak periods <sup>ii</sup>	五個工作天內 Within 5 working days	90.0%	99.9%

服務承諾 Performance Pledge

	2012/13 目標 Target	2012/13 表現 Performance	2013/14 目標 Target
本地及國際郵件 Local and International Mail			
5. 入口空郵郵件抵港後兩個工作天內派達收件人 Deliver inward air mail items within 2 working days after arrival in Hong Kong.	99.0%	99.9%	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%	100%	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> Non-peak periods <sup>i</sup>	兩個工作天內 Within 2 working days	99.0%	99.1%
高峰期 <sup>ii</sup> Peak periods <sup>ii</sup>	五個工作天內 Within 5 working days	90.0%	100%
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> Non-peak periods <sup>i</sup>	三個工作天內 Within 3 working days	90.0%	98.4%
高峰期 <sup>ii</sup> Peak periods <sup>ii</sup>	七個工作天內 Within 7 working days	90.0%	98.4%



服務承諾 Performance Pledge

	2012/13 目標 Target	2012/13 表現 Performance	2013/14 目標 Target
特快專遞及本地郵政速遞 Speedpost and Local CourierPost			
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%	100%	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%	98.9%	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%	99.8%	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%	99.7%	99.5%

櫃位服務 Retail Business

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%	99.9%	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%

服務承諾 Performance Pledge

	2012/13 目標 Target	2012/13 表現 Performance	2013/14 目標 Target
集郵及郵趣廊產品 Philately and PostShop Products			
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郵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%

電子核證服務 Certification Authority

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: <ul style="list-style-type: none"><li>• 電子證書(個人) - 三天 e-Cert (Personal) - 3 days</li><li>• 電子證書(機構) - 十天 e-Cert (Organisational) - 10 days</li><li>• 電子證書(保密) - 十天 e-Cert (Encipherment) - 10 days</li><li>• 電子證書(伺服器) - 十天 e-Cert (Server) - 10 days</li></ul>	99.0%	100%	99.0%
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熱線服務 Hotlines

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%	96.9%	90.0%
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服務承諾 Performance Pledge

辦理指定郵政服務的申請 Application for Postal Services

	2012/13 目標 Target	2012/13 表現 Performance	2013/14 目標 Target
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 • 使用私用郵資蓋印機 Use of Private Franking Machine • 開設大量投寄郵件按金帳戶 Opening of Deposit Accounts for Posting of Mail in Bulk • 郵件轉遞服務 Redirection Service		100%	100%
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 within 1 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 within 1 working day.	99.0%	100%	99.0%

註：

i. 非高峰期包括一月至八月整段期間。

ii. 高峰期包括九月至十二月整段期間。

iii. 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:

i. Non-peak periods include the whole period from January to August.

ii. Peak periods include the whole period from September to December.

iii. Peak periods include the first days of issue of philatelic products, seasonal pressure periods such as Christmas, Lunar New Year and the government bills peak collection time (i.e. the whole month of January and the last week of April, July and October). Details of specific peak hours for individual post offices are displayed in the public hall.

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
59	權益變動表	Statement of Changes in Equity
60	現金流量表	Statement of Cash Flows
61	財務報表附註	Notes to the Financial Statements



郵政署營運基金 Post Office Trading Fund

		2013 表現 Performance	2012 表現 Performance
(a) 固定資產回報率	Rate of return on Fixed Assets	-3.9%	-1.9%
(b) 收入(以百萬港元計)	Revenue (HK\$ million)	5,176	5,014
(c) 支出(以百萬港元計)	Expenditure (HK\$ million)	5,290	5,064
(d) 運作虧損(以百萬港元計)	Loss from operations (HK\$ million)	114	50
(e) 郵件量(以百萬件計)	Traffic (Million items)	1,362	1,314
(f) 固定資產投資(以百萬港元計)	Capital Investment (HK\$ million)	209	127
(g) 生產力(每人每小時處理的郵件)	Productivity (item per man-hour)	141	139
(h) 單位處理成本(港元)	Unit handling cost (HK\$)	1.70	1.81
(i) 職員人數	Total number of staff	7,053	7,066

郵政署營運基金 Post Office Trading Fund



香港特別行政區政府  
審計署

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85頁郵政署營運基金的財務報表，該等財務報表包括於2013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 85, which comprise the statement of financial position as at 31 March 2013, 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

審計涉及執执行程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2013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。

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 2013, 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  
18 September 2013

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

審計署署長  
(審計署助理署長劉新和代行)  
2013年9月18日

審計署  
香港灣仔  
告士打道7號  
入境事務大樓26樓

截至2013年3月31日止年度 for the year ended 31 March 2013  
(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	2013	2012
營業額	Turnover	3	5,175,719	5,014,194
運作成本	Operating costs	4	(5,289,737)	(5,063,921)
運作虧損	Loss from operations		(114,018)	(49,727)
其他收入	Other income	5	126,368	134,254
名義利得稅前盈利	Profit before notional profits tax		12,350	84,527
名義利得稅	Notional profits tax	6	(1,909)	(11,543)
年度盈利	Profit for the year		10,441	72,984
其他全面收益	Other comprehensive income		-	-
年度總全面收益	Total comprehensive income for the year		10,441	72,984
固定資產回報率	Rate of return on fixed assets	7	-3.9%	-1.9%



於2013年3月31日 as at 31 March 2013  
(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	2013	2012
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	8	2,639,155	2,605,865
無形資產	Intangible assets	9	35,822	32,602
持至期滿的證券	Held-to-maturity securities	10	312,056	513,956
外匯基金存款	Placement with the Exchange Fund	11	1,311,778	1,242,214
結構性債券	Structured notes	12	388,148	388,300
			4,686,959	4,782,937
流動資產	Current assets			
存貨	Stocks		3,434	3,431
應收帳款、按金及預付款項	Debtors, deposits and prepayments		260,869	374,366
應收關連人士帳款	Amounts due from related parties	21	20,463	21,744
應收外匯基金存款利息	Interest receivable from placement with the Exchange Fund		16,173	17,296
持至期滿的證券	Held-to-maturity securities	10	200,289	216,995
結構性債券	Structured notes	12	-	38,830
銀行存款	Bank deposits		1,488,257	869,527
現金及銀行結餘	Cash and bank balances		160,382	172,457
			2,149,867	1,714,646
流動負債	Current liabilities			
按金及預收款項	Deposits and receipts in advance		(266,873)	(231,234)
應付帳款及應計費用	Creditors and accruals		(1,241,247)	(1,095,160)
應付關連人士帳款	Amounts due to related parties	21	(447,189)	(325,476)
應付名義利得稅	Notional profits tax payable		(17,268)	(14,921)
			(1,972,577)	(1,666,791)
流動資產淨值	Net current assets		177,290	47,855
總資產減去流動負債	Total assets less current liabilities		4,864,249	4,830,792
非流動負債	Non-current liabilities			
遞延稅款	Deferred tax	14	(20,686)	(21,124)
僱員福利撥備	Provision for employee benefits	15	(497,035)	(473,581)
			(517,721)	(494,705)
資產淨值	NET ASSETS		4,346,528	4,336,087
資本及儲備	CAPITAL AND RESERVES			
營運基金資本	Trading fund capital	16	2,495,059	2,495,059
發展儲備	Development reserve	17	243,664	243,664
保留盈利	Retained earnings	18	1,566,093	1,560,872
擬發股息	Proposed dividend	19	41,712	36,492
			4,346,528	4,336,087

丁葉燕薇女士  
郵政署營運基金總經理  
2013年9月18日

Mrs. Jessie Ting  
General Manager,  
Post Office Trading Fund  
18 September 2013

第61至85頁的附註為本財務報表的一部分。

The notes on pages 61 to 85 form part of these financial statements.

截至2013年3月31日止年度 for the year ended 31 March 2013  
(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

		2013	2012
年初結餘	Balance at beginning of year	4,336,087	4,359,643
年度總全面收益	Total comprehensive income for the year	10,441	72,984
年內已付股息	Dividend paid during the year	-	(96,540)
年終結餘	Balance at end of year	4,346,528	4,336,087

第61至85頁的附註為本財務報表的一部分。

The notes on pages 61 to 85 form part of these financial statements.



截至2013年3月31日止年度 for the year ended 31 March 2013  
(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	2013	2012
營運項目的現金流量	Cash flows from operating activities		
運作虧損	Loss from operations	(114,018)	(49,727)
物業、設備及器材折舊	Depreciation of property, plant and equipment	154,397	169,854
無形資產攤銷	Amortisation of intangible assets	9,146	9,386
出售 / 註銷物業、設備及器材虧損	Loss on disposal of property, plant and equipment	57	18
金融工具引致的未實現匯兌虧損	Unrealised foreign exchange loss on financial instruments	491	2,110
僱員福利撥備增加	Increase in provision for employee benefits	30,836	29,217
應付帳款及按金增加 / (減少)	Increase / (Decrease) in creditors and deposits	185,003	(182,399)
	Increase / (Decrease) in amounts due to related parties	137,273	(13,178)
應付關連人士帳款增加 / (減少)	Decrease / (Increase) in debtors and stocks	112,017	(75,435)
應收帳款及存貨減少 / (增加)	Decrease / (Increase) in amounts due from related parties	1,281	(1,976)
應收關連人士帳款減少 / (增加)	Notional profits tax paid	-	(25,696)
已付名義利得稅		516,483	(137,826)
來自 / (用作)營運項目的現金淨額	Net cash from / (used in) operating activities		
投資項目的現金流量	Cash flows from investing activities		
原有限限超過3個月的銀行存款 (增加) / 減少	(Increase) / Decrease in bank deposits with original maturity over three months	(5,523)	1,377,524
贖回持至期滿的證券	Redemption of held-to-maturity securities	216,460	77,763
贖回結構性債券	Redemption of structured notes	38,785	239,024
外匯基金存款增加	Increase in placement with the Exchange Fund	(69,564)	(1,242,214)
購置物業、設備及器材和無形資產	Purchase of property, plant and equipment and intangible assets	(218,090)	(120,211)
	Sale proceeds from disposal of property, plant and equipment	197	-
出售物業、設備及器材已收利息	Interest received	122,383	117,921
來自投資項目的現金淨額	Net cash from investing activities	84,648	449,807
融資項目的現金流量	Cash flows from financing activities		
已付股息	Dividend paid	-	(96,540)
用作融資項目的現金淨額	Net cash used in financing activities	-	(96,540)
現金及等同現金增加淨額	Net increase in cash and cash equivalents	601,131	215,441
年初的現金及等同現金	Cash and cash equivalents at beginning of year	1,000,508	785,067
年終的現金及等同現金	Cash and cash equivalents at end of year	1,601,639	1,000,508

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(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

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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郵政署營運基金 Post Office Trading Fund

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。如修訂只影響檢討期間，會在作出修訂的期內確認，但如影響本期及未來的會計期間，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。

(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。

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.

(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.



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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

(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。

(ii) 分類

交易用途的金融工具

營運基金並沒有購買金融工具作交易用途。然而，根據香港會計準則第39號「金融工具：確認及計量」，未符合採用對沖會計法的衍生金融工具歸入「交易用途」的分類。

與主體合約分開的內含衍生工具(附註2(f)(iv))亦根據香港會計準則第39號歸入「交易用途」的分類。

交易用途的金融工具按公平值列帳。公平值的變動於產生的期間在全面收益表內確認。

Significant accounting policies (continued)

(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.

(ii) Categorisation

Trading financial instruments

The POTF does not acquire financial instruments for the purpose of trading. However, derivative financial instruments that do not qualify for hedge accounting are categorised as “trading” under HKAS 39, “Financial Instruments: Recognition and Measurement”.

Embedded derivatives that are separated from the host contracts (note 2(f)(iv)) are also categorised as “trading” under HKAS 39.

Trading financial instruments are carried at fair value. Changes in fair value are recognised in the statement of comprehensive income in the period in which they arise.

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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)

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、結構性債券、結構存款、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)(v))。

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間(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)(v))。

Significant accounting policies (continued)

(f) Financial assets and financial liabilities (continued)

(ii) Categorisation (continued)

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, structured notes, structured deposits, 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)(v)).

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)(v)).



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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權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) 內含衍生工具

內含衍生工具是混合 (合併) 工具的組成項目，該項目包括衍生工具及主體合約，而合併項目的部分現金流量變動與獨立的衍生工具相若。

內含衍生工具在以下情況會與主體合約分開，並列為衍生工具入帳：(a) 內含衍生工具與其主體合約的經濟特質及風險並無密切關係，以及 (b) 混合 (合併) 工具並非按公平值計量及在全面收益表內確認其公平值的變動。如內含衍生工具被分開處理，主體合約將按其分類入帳 (附註2(f)(ii))。

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) Embedded derivatives

An embedded derivative is a component of a hybrid (combined) instrument that includes both the derivative and a host contract with the effect that some of the cash flows of the combined instrument vary in a way similar to a stand-alone derivative.

An embedded derivative is separated from the host contract and accounted for as a derivative when (a) the economic characteristics and risks of the embedded derivative are not closely related to those of the host contract; and (b) the hybrid (combined) instrument is not measured at fair value with changes in fair value recognised in the statement of comprehensive income. Where the embedded derivative is separated, the host contract is accounted for according to its category (note 2(f)(iii)).

(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)

(f) 金融資產及金融負債 (續)

(v) 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回撥。

(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。

(h) 現金及等同現金

現金及等同現金包括現金及銀行結餘，以及屬短期性質且高度流通的其他投資。該等投資可隨時轉換為已知數額的現金，在存入或購入時距期滿日不超過3個月，而且涉及的價值變動風險不大。

(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。

Significant accounting policies (continued)

(f) Financial assets and financial liabilities (continued)

(v) 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.

(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.



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郵政署營運基金 Post Office Trading Fund

2. 主要會計政策 (續)

(i) 撥備及或有負債 (續)

若承擔有關責任可能無須付出經濟代價或是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。至於只能由日後是否發生某宗或多宗事件才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。

(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。

Significant accounting policies (continued)

(i) Provisions and contingent liabilities (continued)

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.

(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.

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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 (續)

- (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回撥。

(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。

Significant accounting policies (continued)

(k) Notional profits tax (continued)

- (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.

(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.



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郵政署營運基金 Post Office Trading Fund

2. 主要會計政策 (續)

(m) 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。

(n) 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。

(o) 新訂及經修訂香港財務報告準則的影響

香港會計師公會頒布了多項在本會計期生效的新訂或經修訂的香港財務報告準則。適用於本財務報表所呈報的年度的會計政策，並未因這些發展而有任何改變。

營運基金並沒有採納在本會計期尚未生效的任何新香港財務報告準則(附註24)。

Significant accounting policies (continued)

(m) 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.

(n) 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.

(o) Impact of new and revised HKFRSs

The HKICPA has issued a number of new and revised HKFRSs that are effective for the current accounting period. There have been no significant changes to the accounting policies applied in these 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 24).

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郵政署營運基金 Post Office Trading Fund

3. 營業額

Turnover

		2013	2012
一般郵遞服務	General mail services	4,979,821	4,844,328
雜項收入	Miscellaneous revenue	195,898	169,866
		5,175,719	5,014,194

4. 運作成本

Operating costs

		2013	2012
一般郵務運作開支	General mail operating expenses	2,529,810	2,458,968
員工成本	Staff costs	2,392,657	2,252,625
租金及管理費	Rental and management charges	176,329	140,801
折舊及攤銷	Depreciation and amortisation	163,543	179,240
市場推廣費用	Marketing expenses	13,770	18,380
中央行政費用	Central administration overheads	11,846	12,071
審計費用	Audit fees	1,782	1,836
		5,289,737	5,063,921

5. 其他收入

Other income

		2013	2012
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	24,356	36,547
外匯基金存款	Placement with the Exchange Fund	68,441	59,509
結構性債券	Structured notes	11,517	14,364
銀行存款	Bank deposits	12,175	14,656
銀行結餘及其他	Bank balances and others	373	258
		116,862	125,334
衍生金融工具的淨實現及重估收益	Net realised and revaluation gains on derivative financial instruments	9,506	8,920
		126,368	134,254



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郵政署營運基金 Post Office Trading Fund

6. 名義利得稅

(a) 於全面收益表內扣除的名義利得稅如下：

		2013	2012
本期稅款	Current tax		
本年度名義利得稅的撥備	Provision for notional profits tax for the year	2,779	14,920
上年度撥備(過剩)/不足	(Over-provision) / Under-provision in respect of last year	(432)	43
遞延稅款	Deferred tax		
暫時性差異的產生及轉回	Origination and reversal of temporary differences	(438)	(3,420)
名義利得稅	Notional profits tax	1,909	11,543

(b) 稅項支出與會計溢利按適用稅率計算的對帳如下：

		2013	2012
名義利得稅前盈利	Profit before notional profits tax	12,350	84,527
按香港利得稅率16.5%(2012：16.5%)計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2012: 16.5%)	2,038	13,947
一次性稅項寬減	One-off tax reduction	(10)	(12)
不可扣減開支的稅項影響	Tax effect of non-deductible expenses	8,220	8,264
非應課稅收入的稅項影響	Tax effect of non-taxable revenue	(7,907)	(10,699)
	(Over-provision) / Under-provision in respect of last year	(432)	43
實際稅項支出	Actual tax expense	1,909	11,543

7. 固定資產回報率

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的淨實現及重估收益或虧損)除以固定資產平均淨值計算，並以百分比的方式表達。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%(2012：8.4%)。

Notional profits tax

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

	2013	2012
Current tax		
Provision for notional profits tax for the year	2,779	14,920
(Over-provision) / Under-provision in respect of last year	(432)	43
Deferred tax		
Origination and reversal of temporary differences	(438)	(3,420)
Notional profits tax	1,909	11,543

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

	2013	2012
Profit before notional profits tax	12,350	84,527
Tax at Hong Kong profits tax rate of 16.5% (2012: 16.5%)	2,038	13,947
One-off tax reduction	(10)	(12)
Tax effect of non-deductible expenses	8,220	8,264
Tax effect of non-taxable revenue	(7,907)	(10,699)
(Over-provision) / Under-provision in respect of last year	(432)	43
Actual tax expense	1,909	11,543

Rate of return on fixed assets

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) 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% per year (2012: 8.4%) as determined by the Financial Secretary.

(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

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
成本	Cost						
於2011年4月1日	At 1 April 2011	2,963,039	535,632	707,064	61,046	80,818	4,347,599
購入 / 轉撥	Additions / Transfers	76,891	15,343	8,084	6,785	855	107,958
調整	Adjustments	(9,818)	(55)	-	-	-	(9,873)
出售 / 註銷	Disposals	-	-	-	(3,632)	-	(3,632)
於2012年3月31日	At 31 March 2012	3,030,112	550,920	715,148	64,199	81,673	4,442,052
於2012年4月1日	At 1 April 2012	3,030,112	550,920	715,148	64,199	81,673	4,442,052
購入 / 轉撥	Additions / Transfers	161,507	11,644	6,760	7,619	9,191	196,721
調整	Adjustments	-	(8,423)	(236)	-	(208)	(8,867)
出售 / 註銷	Disposals	-	-	-	(4,015)	-	(4,015)
於2013年3月31日	At 31 March 2013	3,191,619	554,141	721,672	67,803	90,656	4,625,891
累計折舊	Accumulated depreciation						
於2011年4月1日	At 1 April 2011	692,797	383,211	482,436	36,695	74,720	1,669,859
年內費用	Charge for the year	66,251	49,203	42,221	8,539	3,640	169,854
出售 / 註銷回撥	Written back on disposal	-	-	-	(3,526)	-	(3,526)
於2012年3月31日	At 31 March 2012	759,048	432,414	524,657	41,708	78,360	1,836,187
於2012年4月1日	At 1 April 2012	759,048	432,414	524,657	41,708	78,360	1,836,187
年內費用	Charge for the year	66,250	36,051	41,568	8,886	1,677	154,432
調整	Adjustments	-	(35)	-	-	-	(35)
出售 / 註銷回撥	Written back on disposal	-	-	-	(3,848)	-	(3,848)
於2013年3月31日	At 31 March 2013	825,298	468,430	566,225	46,746	80,037	1,986,736
帳面淨值	Net book value						
2013年3月31日	31 March 2013	2,366,321	85,711	155,447	21,057	10,619	2,639,155
2012年3月31日	31 March 2012	2,271,064	118,506	190,491	22,491	3,313	2,605,865



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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	
		2013	2012
成本	Cost		
年初	At beginning of year	338,590	320,883
購入 / 轉撥	Additions/Transfers	12,304	18,675
調整	Adjustments	62	(968)
年終	At end of year	350,956	338,590
累計攤銷	Accumulated amortisation		
年初	At beginning of year	305,988	296,602
年內費用	Charge for the year	9,146	9,386
年終	At end of year	315,134	305,988
帳面淨值	Net book value		
年終	At end of year	35,822	32,602

10. 持至期滿的證券

Held-to-maturity securities

		2013	2012
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	108,881	225,528
– 於香港上市	– Listed in Hong Kong	203,176	203,651
– 非上市	– Unlisted	200,288	301,772
		512,345	730,951
剩餘年期：	Remaining maturity:		
不多於1年	Within one year	200,289	216,995
1年以上	Over one year	312,056	513,956
		512,345	730,951

部分債務證券的發行人可酌情在債務證券期滿前行使提早贖回權。

Some of the debt securities are subject to call option to be exercised at the discretion of the issuers before maturity date.

(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

11. 外匯基金存款

外匯基金存款結餘為13.118億港元(2012：12.422億港元)，其中12億港元為原有存款，1.118億港元(2012：4,220萬港元)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6年的平均年度投資回報，或3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%。2013年固定息率為每年5.0%，2012年為每年5.6%。

12. 結構性債券

Placement with the Exchange Fund

The balance of the placement with the Exchange Fund amounted to HK\$1,311.8 million (2012: HK\$1,242.2 million), being the original placement of HK\$1,200.0 million plus HK\$111.8 million (2012: HK\$42.2 million) interest paid but not yet withdrawn at the end of the reporting period. The term of the placement is 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 5.0% per annum for the year 2013 and at 5.6% per annum for the year 2012.

Structured notes

		2013	2012
結構性債券，其利息的息率參照以下項目而釐定：	Structured notes with interest at rates determined by reference to:		
	– the value of the underlying investments	388,148	388,300
	– the value of the underlying forward foreign exchange transactions	-	38,830
		388,148	427,130
剩餘年期：	Remaining maturity:		
不多於1年	Within one year	-	38,830
1年以上	Over one year	388,148	388,300
		388,148	427,130

結構性債券的內含衍生工具已與債券分開，並列為衍生工具入賬(附註13)。

Derivatives embedded in structured notes are separated from the notes and accounted for as derivatives (note 13).



(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. 衍生金融工具

Derivative financial instruments

(a) 衍生金融工具的帳面值

(a) Carrying values of derivative financial instruments

		2013		2012	
		資產 Assets	負債 Liabilities	資產 Assets	負債 Liabilities
結構性債券的內含衍生工具	Derivatives embedded in structured notes	-	55,066	-	63,414

衍生金融工具根據香港會計準則第39號歸類為交易用途的金融工具，並按公平值列帳。以上列帳的負公平值已確認為負債，並納入「應付帳款及應計費用」內。

Derivative financial instruments are categorised as trading financial instruments under HKAS 39 and carried at fair value. Their negative fair values as shown above have been recognised as liabilities and included in “Creditors and accruals”.

(b) 衍生金融工具的名義數額

(b) Notional amounts of derivative financial instruments

		2013	2012
結構性債券的內含衍生工具	Derivatives embedded in structured notes	388,148	427,130

衍生金融工具的名義數額反映尚未完成交易的數量，而非代表風險額。

The notional amounts of derivative financial instruments indicate the volume of outstanding transactions and do not represent the amounts at risk.

(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

14. 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：

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
2011年4月1日結餘	Balance at 1 April 2011 (Credited) / Charged to statement of comprehensive income	25,383	(839)	24,544
於全面收益表(撥回)/扣除		(3,432)	12	(3,420)
2012年3月31日結餘	Balance at 31 March 2012	21,951	(827)	21,124
2012年4月1日結餘	Balance at 1 April 2012	21,951	(827)	21,124
於全面收益表撥回	Credited to statement of comprehensive income	(285)	(153)	(438)
2013年3月31日結餘	Balance at 31 March 2013	21,666	(980)	20,686

15. 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。在報告期後12個月內清償的款額歸入流動負債，並計入「應付帳款及應計費用」內(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. Amounts to be settled within twelve months after the reporting period are classified as current liabilities and included in “Creditors and accruals” (also see note 2(j)).

16. 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 POTE.

		2013	2012
年初及年終結餘	Balance at beginning and end of year	2,495,059	2,495,059



(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. 發展儲備

## Development reserve

		2013	2012
年初及年終結餘	Balance at beginning and end of year	243,664	243,664

2013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 2013 is uncommitted and is earmarked for future development.

## 18. 保留盈利

## Retained earnings

		2013	2012
年初結餘	Balance at beginning of year	1,560,872	1,524,380
年度總全面收益	Total comprehensive income for the year	10,441	72,984
本年度擬發股息	Dividend proposed for the year	(5,220)	(36,492)
年終結餘	Balance at end of year	1,566,093	1,560,872

## 19. 擬發股息

向政府擬發股息是根據年度總全面收益及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%目標派息比率作出。

## Proposed dividend

The proposed dividend to the Government is based on the total comprehensive income for the year and the target dividend payout ratio of 50% stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

		2013	2012
年初結餘	Balance at beginning of year	36,492	96,540
已付股息	Dividend paid	-	(96,540)
本年度擬發股息	Dividend proposed for the year	5,220	36,492
年終結餘	Balance at end of year	41,712	36,492

## 20. 現金及等同現金

## Cash and cash equivalents

		2013	2012
現金及銀行結餘	Cash and bank balances	160,382	172,457
銀行存款	Bank deposits	1,488,257	869,527
		1,648,639	1,041,984
減：原有限為3個月以上的銀行存款	Less: Bank deposits with original maturity beyond three months	(47,000)	(41,476)
現金及等同現金	Cash and cash equivalents	1,601,639	1,000,508

(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. 與關連人士進行的交易

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：

(a) 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2.964億港元(2012：1.92億港元)；

(b) 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1.466億港元(2012：1.297億港元)；

(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1.832億港元(2012：9,800萬港元)；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1,540萬港元(2012：650萬港元)已從營運基金的相關開支中扣除。截至2013年3月31日，結轉入下一個年度的政府撥款結餘達1,870萬港元(2012：1,830萬港元)。

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2013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

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

(a) 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\$296.4 million (2012: HK\$192.0 million);

(b) 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\$146.6 million (2012: HK\$129.7 million);

(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\$183.2 million (2012: HK\$98.0 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\$15.4 million (2012: HK\$6.5 million) were deducted from the related expenses incurred by the POTF. As at 31 March 2013, the balance of government grants carried forward to the next year amounted to HK\$18.7 million (2012: HK\$18.3 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 2013 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

22. 承擔

(a) 資本承擔

在2013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：

		2013	2012
已核准及簽約	Authorised and contracted for	52,829	65,219
已核准但尚未簽約	Authorised but not yet contracted for	435,328	495,598
		488,157	560,817

(b) 經營租賃承擔

在2013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：

		2013	2012
1年以內	Not later than one year	108,812	106,014
1年後但不多於5年	Later than one year but not later than five years	243,681	206,894
5年後	Later than five years	1,086,219	1,066,841
		1,438,712	1,379,749

Commitments

(a) Capital commitments

At 31 March 2013, the POTF had capital commitments, so far as not provided for in the financial statements, as follows:

(b) Operating lease commitments

At 31 March 2013, the total future minimum lease payments under non-cancellable operating leases for leased properties were payable as follows:

23. 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、結構性債券、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。

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, structured notes, 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

23. 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4,020萬港元(2012：140萬港元)。

下表總結營運基金於報告期結束日的外幣風險額：

		2013 資產 Assets	負債 Liabilities	2012 資產 Assets	負債 Liabilities
美元	US dollar	920,411	75,674	961,773	82,614
歐元	Euro	60,646	5,543	106,417	4,304
特別提款權	Special Drawing Rights	40,811	814,346	87,000	593,657
其他外幣	Other foreign currencies	22,941	549	25,085	427
		1,044,809	896,112	1,180,275	681,002

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350萬港元(2012：370萬港元)。

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2,910萬港元(2012：1,590萬港元)。

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\$40.2 million (2012: HK\$1.4 million) in the statement of comprehensive income.

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

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\$3.5 million (2012: HK\$3.7 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\$29.1 million (2012: HK\$15.9 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

23. 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。由於營運基金的結構性債券、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60萬港元 (2012：60萬港元)。

(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信貸質素良好的香港持牌銀行。

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 structured notes, 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\$0.6 million (2012: HK\$0.6 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 high-credit-quality 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

23. 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，就持至期滿的證券及結構性債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：

	2013	2012
按信貸評級列出的持至期滿的證券及結構性債券		
Aa1 至 Aa3/AA+ 至 AA-	403,465	505,423
A1 至 A3/A+ 至 A-	497,028	652,658
	900,493	1,158,081

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日的帳面值。

(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2013年3月31日，在2012年和2013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550萬港元 (2012：510萬港元)。

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 and structured notes, analysed by the lower of ratings designated by Moody's, Standard & Poor's or Fitch's, was as follows:

	2013	2012
Held-to-maturity securities and structured notes by credit rating		
Aa1 to Aa3/AA+ to AA-	403,465	505,423
A1 to A3/A+ to A-	497,028	652,658
	900,493	1,158,081

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 2013, a 50 basis point increase / decrease in the interest rates for 2012 and 2013, with all other variables held constant, would increase / decrease the profit for the year and reserves by HK\$5.5 million (2012: HK\$5.1 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

23. 財務風險管理 (續)

(g) 公平值

在活躍市場買賣的金融工具的公平值是根據報告期結束日的市場報價釐定。如沒有該等市場報價，則以現值或其他估值方法以報告期結束日的市況數據評估其公平值。

所有金融工具均以與其公平值相等或相差不大的金額列於財務狀況表。

於2013年3月31日以公平值計量的金融工具帳面值，按公平值的三個等級分類如下：

第1級：金融工具的公平值為相同的資產或負債於交投活躍市場的報價（未經調整）；

第2級：金融工具的公平值以第1級別公平值按報價以外資產或負債的直接（如價格）或間接（自價格引伸）可觀察數據釐定；以及

第3級：金融工具的公平值按非基於可觀察市場數據，即不可觀察數據釐定。

Financial risk management (continued)

(g) Fair values

The fair values of financial instruments quoted in active markets are based on their quoted prices at the end of the reporting period. In the absence of such quoted market prices, fair values are estimated using present value or other valuation techniques, using inputs based on market conditions existing at the end of the reporting period.

All financial instruments are stated in the statement of financial position at amounts equal to or not materially different from their fair values.

The carrying value of financial instruments, measured at fair value as at 31 March 2013 according to three levels of fair value hierarchy is shown below:

Level 1: fair values of financial instruments are quoted prices (unadjusted) in active markets for identical assets or liabilities;

Level 2: fair values of financial instruments are determined involving inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly (as prices) or indirectly (derived from prices); and

Level 3: fair values of financial instruments are determined with inputs that are not based on observable market data (unobservable inputs).

		第2級 Level 2	
		2013	2012
資產	Assets		
衍生金融工具	Derivative financial instruments	-	-
負債	Liabilities		
衍生金融工具	Derivative financial instruments	55,066	63,414

並無金融資產或金融負債分類為第1級或第3級。

No financial assets or financial liabilities were classified under Level 1 or Level 3.

(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

24. 已頒布但於截至2013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2013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。

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運作成果及財務狀況構成重大影響。

下列財務報告準則修訂及新準則可能會引致日後的財務報表須作出新的或經修訂的資料披露：

在以下日期或之後開始的會計期間生效

香港會計準則第1號（經修訂）：「財務報表的呈報」的修訂  
－ 其他全面收益項目的呈報

2012年7月1日

香港會計準則第19號（2011）：「僱員福利」

2013年1月1日

香港會計準則第32號：「金融工具：呈報」的修訂  
－ 金融資產與金融負債的對銷

2014年1月1日

香港會計準則第36號：「資產減值」的修訂  
－ 非金融資產可收回金額的披露

2014年1月1日

香港財務報告準則第7號：「金融工具：披露」的修訂  
－ 披露 – 金融資產與金融負債的對銷

2013年1月1日

香港財務報告準則第9號：「金融工具」

2015年1月1日

香港財務報告準則第13號：「公平值計量」

2013年1月1日

Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2013

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 2013 and which have not been early adopted in these financial statements.

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 POTF's results of operations and financial position.

The following developments may result in new or amended disclosures in future financial statements:

Effective for accounting periods beginning on or after

Amendments to HKAS 1 (Revised), Presentation of Financial Statements  
- Presentation of Items of Other Comprehensive Income

1 July 2012

HKAS 19 (2011), Employee Benefits

1 January 2013

Amendments to HKAS 32, Financial Instruments: Presentation  
- Offsetting Financial Assets and Financial Liabilities

1 January 2014

Amendments to HKAS 36, Impairment of Assets  
- Recoverable Amount Disclosures for Non-Financial Assets

1 January 2014

Amendments to HKFRS 7, Financial Instruments: Disclosures  
- Disclosures – Offsetting Financial Assets and Financial Liabilities

1 January 2013

HKFRS 9, Financial Instruments

1 January 2015

HKFRS 13, Fair Value Measurement

1 January 2013





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