



蜺 變 自 強 STRENGTHENING THROUGH TRANSFORMATION





年報 ANNUAL REPORT

國際郵件業務

International Mail Business





門市業務 Retail Business





集郵業務 Philately



電子業務 e-Services



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財務表現 Financial Performance

署長的話 THE POSTMASTER GENERAL'S STATEMENT

政署營運基金的財政表現連續第三年錄得改善。在二零一五至一六年度,運作盈利為2.15億元,回報率為固定資產平均淨值的6.5%。儘管面對競爭日益激烈的營商環境,營運基金的財政狀況保持良好,成績令人鼓舞,足證香港郵政團隊上下一心,群策群力,讓部門得以長遠持續發展。

年內部門推行多項控制成本措施,包括重整郵政局網絡、檢視運作單位人手安排和員工值班時間、啓動有關郵差派遞郵件的標準時間檢討、更有效率地使用郵政車輛,以及以更合乎成本效益的方式採購樓宇設施維修服務和車輛維修服務等。這些措施源自同一宗旨:部門要善用從郵費和郵政服務費用收入所取得的資源,為顧客創造價值。

香港郵政作為政府部門,一直堅守信念,為市民提供優質高效、價格合理的郵政服務。我們在發展部門的業務時,不會只從盈利着眼;亦不會單靠調整郵費來改善情況。我們藉着控制成本,精簡部門運作,提升競爭力,令部門更有能力信守服務承諾。

物有所值的服務不單只看價格和服務水平這些客 觀標準,顧客體驗同樣重要。為進一步優化顧 體驗,我們的團隊透過掌握顧客體驗歷程,更深 入了解用家的需要和期望。這些資料有助我們在 服務設計上更加聚焦。我們在設計服務時更加 五從顧客角度出發,例如我們推出更靈活的 安排方便顧客投寄、在「投寄易」網上投寄平台 加入新功能、推出搜尋本地地址正確書寫格式的 網上工具、設計更方便易用的部門網站介面等。

部門持續蜕變,過程中,我們積極檢視有哪方面需要作出結構性的改變。二零一六年一月一日起生效的本地郵件、空郵郵件及平郵郵件的郵費結構重整是其中一個好例子。郵費重整後,郵費與郵件樣式和重量掛鈎,反映處理不同類別郵件的成本。隨着電子商貿日趨普及,取消不用封口的二等郵件級別正合時宜,能更有效保障網購貨品郵件的安全。

The Post Office Trading Fund has continued to improve in its financial performance for the third consecutive year. With an operating profit of \$215 million, the POTF achieved a rate of return of 6.5% on ANFA in 2015/16. The financial outturn remained upbeat amidst an increasingly competitive business environment. This positive outcome is a testimony of the collaborative effort of the entire team in Hongkong Post, working in concert to secure the longer-term sustainable development of the Department.

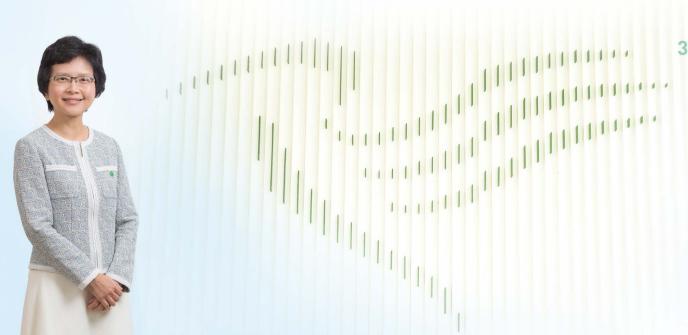
Cost management initiatives were implemented across the organisation during the year, ranging from rationalisation of the post office network, review of staff deployment and duty hours in operational units, commencement of a standard time review for delivery postmen, to more efficient use of postal vehicles and more cost-effective procurement of building and vehicles maintenance services. These initiatives converge on the same underlying objective: creating value for our customers by making better use of the resources available to us through postage and postal fee income.

As a government department, Hongkong Post's mission has always been to serve the community by providing efficient and affordable postal services of a good quality. We take care not to let profit considerations determine our corporate agenda, nor allow price adjustments to be resorted to as a quick fix. By controlling costs, we have become leaner, more competitive and thus better able to live up to our promises.

Business development in 2015/16 focussed on tapping the growth opportunities brought by e-Commerce, in particular cross-border e-Commerce. In response to customer demands for choice – choice over price, delivery speed and delivery points, we have introduced new service options to cater for the diverse postal needs of businesses and individuals. Examples include additional destinations for e-Express, more relaxed sorting requirement for Bulk Air Mail, customised delivery service to cater for different posting needs and the development of iPostal Stations to facilitate self-service collection of packets and parcels. With an improved cost structure, there is more scope for service innovation. We have seized these new opportunities, with a positive outcome.

Value-for-money service provision embraces not just objective measures of price and service standard. What matters equally, if not more, is how users feel about the experience of patronising our service. To further enhance customer experience, our team members walk the customer journey for a better understanding of users' needs and aspirations. The insights gained provide a blueprint for targeted actions in service design. More flexible posting arrangement to suit mailers' convenience, expanded functionalities of the EC-Ship online posting platform, online tools for looking up the correct presentation of local addresses and introducing a user-friendly interface for our corporate website are a few examples of our effort in adopting a more empathetic approach in designing our services.

As our transformative process continues, we have looked into areas where structural changes are called for. The postage restructuring for Local Mail, Air Mail and Surface Mail which took effect from 1 January 2016 is a case in point. Postage rates are rationalised to reflect the underlying costs differences by pegging them to both mail format and weight. The abolition of unsealed Second Class Mail is a timely move to provide greater assurance on mail security for online purchases as e-Commerce gains popularity.



隨着市場狀況和部門運作環境不斷發展,部門的業 務策略、運作流程和行政程序都需要與時並進。我 們需要健全的企業管治架構,引領我們推動各項工 作。為確保香港郵政能夠配合外圍發展,我們亦必 須能夠吸引和挽留克盡厥職、專業幹練、靈活多能 的人才;部門員工要習慣面對轉變,能夠跨界協作, 視困難和變數為機遇。我們會繼續在培育人才上投 資,透過提供專業發展機會,為部門培育一支積極 主動、充分裝備的工作團隊,應付未來的工作。

過去數年,我們在提升郵政署營運基金的基本營運 安排上取得良好進展,營運基金的財務表現因此得 以持續改善。然而,我們必須理解香港的郵政及速 遞市場的入場門檻低,令新競爭對手湧現,本地的 郵政和速遞服務的競爭愈見激烈。香港郵政須履行 政府提供普郵服務的責任,由於仍維持政府部門的 身分,面對各種體制上的局限,故此難以如私營企 業般營運業務及與同業競爭。

為讓香港郵政持續發展,我們現正與相關政策局和 部門研究在哪些範疇上可放寬部分體制上的局限, 以及為郵政署營運基金提供更大的靈活性,助香港 郵政履行其任務。與此同時,為能更公允地評估郵 政署營運基金的最新財務表現,在定期檢討營運基 金的目標回報率時,我們會因應部門的獨特情況, 向財經事務及庫務局提出意見及建議。這些結構層 面的事宜須各方聚焦協同商討。我們會繼續努力向 相關政策局和部門解釋郵政署營運基金的情況及爭 取改變一些現行制度下的安排,以期建立一個更有 利香港郵政健康發展的環境,並且為郵政署營運基 金訂立一個更切合其實際營運情況的目標回報率。

Business strategies, operational processes and administrative procedures need to evolve as the market conditions and our own operating environment continue to develop. We need a robust corporate governance framework to guide our actions. To ensure that Hongkong Post can keep up with external developments, it is also critical that we are able to attract and retain a dedicated, competent and versatile workforce that views change as a constant, is able to work across functional boundaries, and sees opportunities in difficulties and uncertainties. We will continue to invest in our human capital through professional development in order to nurture a motivated team that is well-equipped to face the future.

We have made much headway in strengthening the fundamentals of the POTF during the past few years, as reflected in the continuous improvement in the POTF's financial performance. It needs to be recognised, though, that the postal and courier market in Hong Kong is becoming increasingly competitive as new market players take advantage of the very low market entry threshold. Bearing the responsibility to discharge Government's universal service obligation and retaining its status as a government department, Hongkong Post has to grapple with various inherent constraints that prevent it from operating and competing in the same manner as a private sector enterprise.

To build a sustainable future for Hongkong Post, we are exploring with relevant Bureau/Departments the scope for relaxing some of these inherent constraints and allowing the POTF a larger measure of flexibility so that Hongkong Post will be better positioned to deliver the mission entrusted to it. At the same time, to facilitate a fair and up-to-date assessment on the POTF's financial performance, we will offer our views and suggestions to the Financial Services and the Treasury Bureau in the regular review on the target rate of return determined for the POTF in view of our unique circumstances. These are structural issues that require focussed attention and coherent deliberation. We will continue to pursue our case in order to create a more conducive environment for Hongkong Post to thrive and get a financial target set for the POTF that is more in tune with its operating realities.

丁生花浴

丁葉燕薇 香港郵政署長 暨郵政署營運基金總經理

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



宣言、抱負、使命和信念

我們的宣言 一 傳心意、遞商機

傳心意一香港郵政致力履行其社會責任,為市民提供快捷可靠、價格相宜的郵遞服務,將信件和商品派遞全港及全球各地,將心連心。

遞商機-香港郵政為不同界別提供業務解決方案, 藉着推出新服務,令香港郵政穩健發展,從而為香 港經濟創富增值。

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 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 innovative service provision.

傳心意 Linking People				
策略方向 Strategic Direction	 盡心盡力 Commitment 同心同德 Teamwork 開心見誠 Open Communication 	 - 處處為顧客着想 Care for Customers from the Heart - 處處為同事着想 Care for Colleagues from the Heart 		
策略層面 Strategic Perspectives	學習與成長 Learning & Growth	顧客關係 Customers	財政表現 Financial	
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	
目標群組 Cluster of Goals	 栽培接班人才 Management Succession 提升工作能力 Job Competency 重視員工發展 Career Development 維繫員工士氣 High Morale 企業理念共識 Cultural Alignment 成為良好僱主 Good Employer 推動學習文化 Learning Organisation 	 掌握顧客需要 Know the Customers 滿足顧客需要 Customer Satisfaction 建立顧客忠誠 Customer Loyalty 	 提升產值效益 Productivity Enhancement 審慎控制成本 Cost Control 維持業務增長 Business Growth 致力業務擴充 Business Expansion 盡量減少虧損 Loss Minimisation 	

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、鋭意創新、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



遞商機 Delivering Business

- 產值效益 Productivity
- 鋭意創新 Innovation
- 物有所值 Value for Money
- 積極進取 Proactivity
- 奮發自強 Development
- 精益求精 Excellence
- 高瞻遠矚
 Anticipation

內部發展 Internal Processes

- 鋭意創新突破 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

- · 多元業務發展 Business Diversification
- 開展策略合作 Strategic Cooperation
- 持續營運能力 Long-term Viability
- 設施成效卓越 Cost-effective & Efficient Facilities
- 工作環境安全 Safe Workplace
- ・提升工序效率 Process Efficiency
- 先進資訊科技 World Class IT
- 質量表現數據 Quality Performance Data / Information
- 全面優質管理
 Total Quality Management Excellence
- 緊貼市場競爭
 Match Competitors

- 提升企業形象 Local Corporate Image
- 提高國際聲譽
 International Postal Reputation
- 履行社會責任 Social Responsibility
- 堅守環保義務 Environmental Responsibility



香港郵政署長 Postmaster General



Mr. NGAI Wing Chit 香港郵政副署長 Deputy Postmaster General



Ms. Estella CHOW 香港郵政助理署長

(業務發展)

Assistant Postmaster General (Business Development)



(組織發展)

Assistant Postmaster General (Corporate Development)



(郵務) Assistant Postmaster General (Postal)

組織 The Organisation

香港郵政署長 Postmaster General

香港郵政副署長 **Deputy Postmaster** General

組織發展 Corporate Development

業務發展 **Business** Development

郵務 **Postal Services**

財務 **Financial** Services

對外事務 **External Affairs**



٠	資訊系統服務
	叩梦红豆。

·管理事務

・策劃及發展

· Administrative Services

· Management Services

· Planning and Development

· Information System Services

・香港郵政助理署長(組織發展)

·部門秘書

· 總監(資訊系統服務)

- · Assistant Postmaster General (Corporate Development)
- · Departmental Secretary
- · Director (Information System Services)

・服務拓展、 推廣及銷售 ・特快專遞

・客戶關係

· Product Development, Marketing and Sales

· Speedpost

- · Customer Relationship Management
- · Local Mail ·本地郵件
- · Certification Authority Monitoring ·核證機關監管 · Stamps and Philately
- ·郵票及集郵

- ・香港郵政助理署長(業務發展)
- ·總監(服務拓展、推廣及銷售)
- · Assistant Postmaster General (Business Development)
- · Director (Product Development, Marketing and Sales)

·國際郵件 ·郵件處理

- · International Mail · Mail Processing
- · Mail Distribution
- ·郵件派遞 ·門市業務
- · Retail Business
- ·生產力促進
- · Productivity Services
- ·運作支援
- · Operations Support
- ·顧客服務
- · Customer Service

- ・香港郵政助理署長(郵務)
- ・總監(運作)

- · Assistant Postmaster General (Postal)
- · Director (Operations)

・現金管理

· Cash Management

·郵票供應、收入 會計及郵政信箱

- · Stamp Supply, Revenue Accounts and PO Box
- ·國際郵件會計
- · International Mail Accounts
- ·財務管理及系統
- · Financial Management and Systems
- · 財務分析
- ·財務監控
- · Financial Analysis
- · Financial Monitoring
- ·物料供應
- · Supplies
- ·國際業務 ・終端費
- · International Business
- · Terminal Dues
- ·國際物流 · International Logistics

・總監(財務)

· Director (Finance)

・總監(對外事務)

· Director (External Affairs)



鞏固實力 加強優勢 Building on Our Strengths



郵件量

在2015/16年度,香港郵政共處理12億件郵件(每日平均處理328萬件郵件)。

財務表現

香港郵政的財務表現在2015/16年度持續改善。香港郵政的總運作開支為46.63億港元,總營運收入為48.78億港元,營運盈餘為2.15億港元,回報率為固定資產平均淨值的6.5%。財政表現理想,反映香港郵政在競爭激烈的市場環境下一直致力控制成本和開拓業務;另外,年內郵票銷情走俏,而過往幾年的營運開支亦需作出一些帳務調整。

收入 Revenue (港幣百萬元 HK\$ million) → 般郵遞服務 General Mail Services ※ 認有 TOTAL 4,878 4,709

Mail Traffic

In 2015/16, HKP processed 1.2 billion mail items (or a daily average of 3.28 million items).

Financial Performance

Hongkong Post's financial performance continued to improve in 2015/16. The total operating expenditure was \$4,663 million and the total operating revenue was \$4,878 million, resulting in an operating profit of \$215 million. The rate of return on the average net fixed assets was 6.5%. The encouraging financial outturn reflected HKP's persistent effort in cost management and business development in a highly competitive market environment, as well as buoyant stamp sales during the year and favourable accounting adjustments to operating expenses incurred in previous years.





本地郵件業務 LOCAL MAIL BUSINESS



本地郵件量

在2015/16年度,本地郵件量佔香港郵政總郵件量88.4%。

最新發展

新的郵件樣式分類

由2016年1月1日起,香港郵政推行郵件樣式分類制度(即「小型信件」、「大型信件」和「郵包」), 重量不足兩公斤的本地郵件按重量和郵件樣式收費, 以便更有效地反映服務成本。

調低「香港郵政通函郵寄服務」的最少投寄量

為照顧中小企業的投寄需要,由2015年7月起, 「香港郵政通函郵寄服務」的最少投寄量由2000份 調低至1000份。

以機械分揀註有中文地址的郵件

我們現正為中央郵件中心的機械揀信系統裝設中文 地址辨識功能。安裝工程在2015年年中展開,新功 能可望在 2016 年年底全面啟用。

Local Mail Traffic

Local mail accounted for 88.4% of HKP's total mail traffic in 2015/16.

New Developments

New Mail Format Classification

Following the introduction of a mail format classification system (viz. "Small Letters", "Large Letters" and "Packets") on 1 January 2016, postage rates for local mail items up to 2 kg are determined by weight and mail format to better reflect the costs of service provision.

Lowering the Minimum Posting Threshold of Hongkong Post Circular Service

The minimum posting threshold of Hongkong Post Circular Service (HKPCS) was lowered from 2 000 items to 1 000 items from July 2015 to cater for the posting needs of small and medium-sized enterprises (SMEs).

Mechanised Sorting of Mail Bearing Chinese Addresses

We are building a Chinese character address recognition function in the Mechanised Letter Sorting Systems in the Central Mail Centre. Installation work commenced in mid-2015 and the new capability will be fully commissioned by late 2016.



提升顧客體驗 Enhancing Customer Experience



正確地址搜尋工具 Correct Addressing Tool

網上正確地址搜尋工具分別在2015年7月和2015年9月於香港郵政網站和香港郵政流動應用程式推出,利便公眾搜尋本地郵寄地址的正確書寫格式,確保郵件派遞穩妥快捷。用戶可利用這工具把地址直接列印在信封和地址標籤上,以及將地址儲存在流動裝置內。

An online Correct Addressing tool was launched, in July 2015 on the HKP website and in September 2015 on the HKP Mobile App, for the public to look up the correct presentation of local mailing addresses so as to facilitate prompt and accurate mail delivery. The tool allows users to print local addresses on envelopes and labels directly and to store them on mobile devices.









更新香港郵政網站 Revamping the HKP Website

2015年10月,推出全新香港郵政網站,介面操作簡易,方便顧客在該網站搜尋資料和使用網上服務。

The revamped HKP website was launched in October 2015. It provides a more user-friendly interface for customers to access information and services available on the website.

經「我的政府一站通」連結香港郵政網上服務 Linking up MyGovHK Accounts with HKP's Online Services

由2015年12月起,市民只需經「我的政府一站通」帳戶登入系統,便可直接連結香港郵政的電子服務(包括「投寄易」、「我的特快專遞」、「網上郵」、「香港郵政通函郵寄服務」和「樂滿郵」),省時方便。

Starting from December 2015, MyGovHK users may access HKP's e-services, including EC-Ship, MySpeedPost, StampOnNet, HKPCS and ShopThruPost, more easily with one-stop login.

[網上郵] Stamp OnNet]





ShopThru Post 樂滿郵 HongkongPost Circular Service 香港郵政通函郵寄服務



國際郵件業務 INTERNATIONAL MAIL BUSINESS

國際郵件量

在2015/16年,國際郵件量佔香港郵政總郵件量 11.6%。



International Mail Traffic

International mail accounted for 11.6% of HKP's total mail traffic in 2015/16.



最新發展

新的郵件樣式分類

由2016年1月1日起,重量不超過兩公斤的空郵和平郵郵件的郵費按重量和新的郵件樣式(即「小型信件」、「大型信件」、「郵包」)釐定。

拓展「易網遞」服務

2015年11月16日,「易網遞」服務的目的地擴至法國、德國、挪威、南韓、新加坡及越南。

「特快專遞」獲選為香港貿易發展局舉辦的貿易 展覽會的大會速遞公司

香港郵政「特快專遞」獲香港貿易發展局選為旗下 54個於2016和2017年在香港會議展覽中心舉行的貿 易展覽會的大會速遞公司。

New Developments

New Mail Format Classification

With effect from 1 January 2016, postage rates for Air Mail and Surface Mail up to 2 kg are determined by weight and the new mail format classification, (viz. "Small Letters", "Large Letters" and "Packets").

Extension of e-Express Service

On 16 November 2015, the e-Express destinations were extended to France, Germany, Norway, South Korea, Singapore and Vietnam.

Speedpost as the Official Express Service Provider for HKTDC Trade Fairs

Hongkong Post's Speedpost was appointed as the official air express service provider for 54 trade fairs organised by the Hong Kong Trade Development Council (HKTDC) at the Hong Kong Convention and Exhibition Centre in 2016 and 2017.



香港郵政與香港機場管理局合作,為 於香港國際機場購物的顧客提供本地 和國際派遞服務。

THE MICHAEL AND ASS AN

與全球郵政機關的合作

國際郵件是香港郵政的重要業務。我們與全球郵政機關緊密合作,致力在郵政行業中領先。

香港郵政以中國代表團成員身分參加萬國郵政聯盟 (萬國郵聯)。年內,我們參與萬國郵聯籌辦的多項 活動和工作,包括出席萬國郵聯郵政經營理事會會 議、行政理事會會議及全球策略會議。此外,香港 郵政積極參與萬國郵聯轄下的區域郵政網絡 — 亞洲 及太平洋郵政聯盟(亞太郵聯)— 的活動,例如出 席亞太郵聯區域策略會議以及就終端費事宜舉行的 亞太郵聯區桌會議。在多邊合作方面,我們與郵政 伙伴就國際郵政服務的運作事宜、經濟效益事宜和 業務交換意見,並就郵政監管事宜和規管政策與全 球郵政伙伴保持溝通。

2015年6月18日至19日,香港郵政在香港舉辦亞洲及太平洋郵務e小郵包論壇,與區內郵政伙伴商討推出「e小郵包服務」。這項經濟實惠的郵遞方案設有郵件追蹤功能,以支援電子商貿。2015年9月14至15日,香港郵政參加在韓國首爾舉行的第一屆亞洲及太平洋郵務首腦論壇,該次會議落實推出亞洲及太平洋郵務「e小郵包服務」。

卡哈拉郵政組織

卡哈拉郵政組織由九個主要郵政機關組成,旨在持續提升郵政機關會員的特快專遞服務和空郵包裹服務在運作層面的表現,以及謀求提升產品的競爭力。香港郵政在2015年7月29日於香港舉辦卡哈拉郵政組織首腦年度會議,會上討論多項有關進一步優化運作及推出新增服務的事宜。

与港澳邮政交流会议 携手合作 共创双赢

2016年1月,國家郵政局、中國郵政、澳門郵政和香港郵政在中國中山舉行會議,探討加強合作的機會。

In January 2016, the State Post Bureau, China Post, Macau Post and HKP met in Zhongshan, China to discuss opportunities for enhanced postal cooperation.

Global Postal Cooperation

International mail constitutes a key part of HKP's business. We cooperate closely with postal counterparts worldwide and aspire to stay at the forefront of the postal industry.

HKP participates in the Universal Postal Union (UPU) as a member of the China delegation. During the year, we took part in various initiatives and activities organised by the UPU, including the UPU Postal Operations Council Meetings, the UPU Council of Administration Meetings and the UPU World Strategy Conference. HKP is also an active player in the Asian-Pacific Postal Union (APPU), a regional postal network under the auspices of the UPU, e.g. attendance at the APPU Regional Strategy Conference and APPU Round Tables on terminal dues matters. In the multilateral interactions, we exchanged views with our counterparts on the operational, economic and business aspects of international postal services. We also engaged in dialogues with our global postal partners on postal governance issues and postal regulatory policies.

On 18 to 19 June 2015, HKP hosted the Asia Pacific Post (APP) ePacket Forum in Hong Kong to discuss with regional postal partners the development of a new ePacket service, an economical shipping solution with tracking to support e-Commerce. On 14 to 15 September 2015, HKP attended the first APP CEO Forum in Seoul, Korea, which marked the launch of the APP ePacket service.

Kahala Posts Group

Comprising 9 key postal administrations, the Kahala Posts Group (KPG) aims to continuously improve the operational performance of EMS and Air Parcel service among member posts, as well as to explore opportunities for sharpening product competitiveness. HKP hosted the annual KPG CEO Meeting in Hong Kong on 29 July 2015. A broad range of topics concerning operational enhancement and new service features were discussed at the meeting.



2015年7月29日,九個郵政機關會員的代表出席在香港舉行的卡哈拉郵政組織2015首腦會議。 On 29 July 2015, representatives from nine member posts attended the 2015 KPG CEO Meeting in Hong Kong.



香港郵政支援電子商貿 Hongkong Post Supports e-Commerce

數碼時代為郵<mark>政行業帶來</mark>改變。隨着電子商貿不斷發展,寄件人和收件人對於本地及國際網購貨品的付運服務需求均有所增加。顧客要求派遞服務提供更多選擇、更加便利,而同時收費相宜。香港郵政已做好準備,回應顧客的訴求。

The digital age has transformed the postal industry. The growth of e-Commerce has spawned new service needs from both mailers and recipients for the conveyance of online purchases domestically and internationally. HKP is geared up to respond to the customer demand for delivery choice, convenience and affordable prices.



創新服務 Service Innovation

派遞服務 Delivery Solutions



本地派遞服務方面,香港郵政的「本地郵政速遞」、「易送遞」和「郵政局櫃位領件服務」均設有郵件追蹤功能。「本地郵政速遞」提供全面的郵件追蹤和派遞證明,保證郵件在承諾的時間內派達。「易送遞」設有基本郵件追蹤和派遞狀況通知功能,寄件人會收到電郵通知,而收件人則會收到短訊或電郵通知。「郵政局櫃位領件服務」支援網上銷售平台,讓網購人士於全港逾120間郵政局領取網購產品。

香港郵政的國際派遞服務遍及全球超過200個目的地,由投寄至派遞全程提供可靠、透明、優質的派遞服務。「特快專遞」屬速遞急件服務,提供全面的郵件追蹤資訊,而且價格具競爭力,沒有額外收費,是投寄郵件的理想之選,對中小企業尤為適合。透過與香港貿易發展局「貿發網小批量採購」網上平台合作,「特快專遞」協助本地中小企業聯繫全球市場。

For tracked delivery locally, HKP offers Local CourierPost, Smart Post and Post Office Counter Collection Service. Local CourierPost provides full mail tracking, proof of delivery and a guaranteed delivery pledge. Smart Post provides basic mail tracking and delivery status notification - senders receive notification by email whereas addressees receive notification by SMS or email. Post Office Counter Collection Service supports online selling platforms by allowing internet shoppers to collect their purchases at over 120 post offices throughout the territory.

For international delivery, HKP provides service reliability, transparency and consistency in service quality from end-to-end for over 200 destinations worldwide. Speedpost, our premium courier service, provides full-scale mail tracking. Its competitive and all-inclusive pricing makes it a favourable posting choice, especially among SMEs. In collaboration with the Hong Kong Trade Development Council's "Small Order Zone" online platform, Speedpost supports local SME merchants to reach out to the global market.

香港郵政提供的服務同時照顧大量投寄客戶的需要。「易網郵」為大量投寄掛號空郵服務,而「大量投寄空郵服務」以相宜收費提供大量投寄普通空郵服務。「易網遞」服務備有郵件追蹤功能,適用於重量不超過兩公斤的郵件。截至2016年3月底,「易網遞」的派遞網絡覆蓋12個主要目的地,我們計劃進一步拓展該服務的目的地網絡。「保冷特快專遞服務」由香港郵政和日本郵政合辦,將日本的冷凍食品速遞至香港。

HKP's service offerings also cater for bulk mailers. iMail^R is essentially bulk posting of Registered Air Mail items whereas Bulk Air Mail is an economical solution for sending ordinary Air Mail items in bulk. e-Express is a tracked service for items up to 2 kg. The delivery network covered 12 key destinations as at end March 2016, with plans for an extension of the destination network. Cool EMS Box, a collaboration between HKP and Japan Post, provides speedy delivery service for chilled items from Japan to Hong Kong.

網上購物 Online Shopping

「樂滿郵」是網上購物平台,售賣香港郵政的產品, 例如集郵品、紀念品和郵用文具。有意拓展銷售渠道 的本地中小企業亦可使用該網上銷售平台。

ShopThruPost is an online platform for selling HKP's products such as philatelic products and souvenirs as well as postal stationery. This online selling facility is also available to local SMEs interested in expanding their sales channels.



香港郵政電子證書

HKP's e-Cert

香港郵政電子證書確保電子交易資訊在傳送過程中保持完整和保密,並且保障在電子交易完成後 雙方必須確認曾進行交易。電子證書(伺服器)核實網站身分,在網絡世界建立顧客的信任。

Hongkong Post's e-Cert ensures the integrity, confidentiality and non-repudiation of the data transmitted in electronic transactions. Server e-Cert authenticates websites and builds customer trust in the cyber world.



提升顧客體驗

Enhanced Customer Experience

香港郵政的網上投寄平台一「投寄易」和專為「特快專遞」客戶而設的「我的特快專遞」一不但簡化投寄的準備工作(例如在網上預備地址標籤、準備報關文件、計算郵費等),而且便利寄件人管理已投寄的郵件。在2015/16年度,我們繼續擴大上述兩個平台的客戶群(例如在2015年8月納入綜合按金帳戶、2015年9月納入郵資蓋印機用戶、2015年11月納入特許郵遞按金帳戶),讓客戶體驗輕鬆便捷的郵政服務。2016年3月,「本地包裹」納入「投寄易」服務範圍。

HKP's online posting platforms, EC-Ship and the exclusive "MySpeedpost" for Speedpost customers,



streamline posting preparation (e.g. preparing address labels, completing customs declarations and calculating postage online, etc.) and help mailers to manage their postings with ease. In 2015/16, we continued to expand the scope of customers who can access these two platforms for a hassle-free postal experience (e.g. extension to users of comprehensive deposit accounts (CDA) in August 2015, users of postal franking machines in September 2015 and users of permit mailing deposit accounts in November 2015). The range of delivery services covered by EC-Ship was also expanded in March 2016 to include Local Parcel.

門市業務 RETAIL BUSINESS

截至2016年3月31日,香港郵政共設有125間郵政局 (包括三間流動郵政局),覆蓋範圍廣闊。2015年6 月,新蒲崗郵政局須予重置及遷往協調道,並易名 為「協調道郵政局」。牛頭角郵政局亦在2016年3 月重置。上述兩間郵政局在重置後可為顧客提供更 完善的服務。年內,由於服務需求減少,安定郵政 局和雲景道郵政局關閉。

As at 31 March 2016, HKP operated an extensive network of 125 post offices (including three mobile post offices). San Po Kong Post Office was reprovisioned and renamed "Concorde Road Post Office" in June 2015, while Ngau Tau Kok Post Office was reprovisioned in March 2016. Customers of these two post offices enjoy improved service provision after the reprovisioning. During the year, On Ting Post Office and Cloud View Road Post Office were closed in view of diminished service demand.



最新發展

綜合郵務系統

綜合郵務系統分別於2015年6月及2015年12月在 櫃位局和後勤辦事處全面啟用。透過自動化櫃位 操作和簡化工作流程,綜合郵務系統有助提升顧 客服務、改善營運管理和加強業務發展。

New Developments

Integrated Postal Services System (IPSS)

The IPSS was fully commissioned in our counter offices in June 2015 and in backend offices in December 2015. Through automated counter processes and streamlined workflow, the IPSS supports enhanced customer service and improves operational management as well as business development.



郵繳通

「郵繳通」提供方便的帳單繳款服務。自2016年3 月起,「郵繳通」的服務範圍擴及保險帳單繳費。

PayThruPost

PayThruPost provides a convenient bill payment option. From March 2016, PayThruPost also covers insurance premium payments.



郵趣廊產品

2015年12月,我們推出經濟實惠的「便利箱」郵 用紙箱系列,以滿足顧客的需要。此外,我們繼 續為郵政紀念品開拓新的銷售渠道,提高市場對 產品的認識。



PostShop Products

In December 2015, we introduced an economy line of carton boxes, "EasyPack", to meet customer needs. In addition, we continued to open up new sales channels for our postal souvenirs to enhance market visibility.



郵政總局外牆的廣告橫額。 Banner advertising on the external wall of the General Post Office.



重整郵費結構及新的郵件樣式分類 Rationalisation of Postage Structure and New Mail Format Classifications

由2016年1月1日起,本地郵件(信件和郵包)、空郵郵件(信件和郵包)和平郵郵件(信件和郵包)的郵費按重量和郵件 樣式(即「小型信件」、「大型信件」 和「郵包」)計算。

我們展開大型的宣傳計劃,透過電子媒體和其他渠道宣傳新安排。全線郵政局提供「大小型信件量度尺」,港郵政民在投寄前檢查郵件的尺寸。香港郵政網站(www.hongkongpost.hk)及香港便流動應用程式設有郵費計算器,方便寄件人查閱新的郵費。

Commencing from 1 January 2016, postage rates for Local Mail (Letters and Packets), Air Mail (Letters and Packets) and Surface Mail (Letters and Packets) are set by reference to weight and mail format classification, viz "Small Letters", "Large Letters" and "Packets".

We mounted an extensive publicity programme to publicise the new arrangement through electronic and other channels. Letter Format Indicators, are available at all post offices for the public to check the size of their mail before posting. The postage calculators are convenient tools for mailers to look up the new postage rates at the HKP website (www.hongkongpost.hk) and the HKP Mobile App.





報章廣告 Newspaper advertisement









在郵政局和網站展示海報和播放短片 Display of posters and broadcast of videos at post offices and HKP website

此外,我們在54間主要郵政局安排服務大使介紹新的郵件樣式分類,以及教育公眾付足郵費和註寫 正確地址的重要性,以免阻延郵件派遞。

In addition, we have deployed ambassadors to 54 major post offices to disseminate information on the new mail format classification and to educate the public on the importance of paying sufficient postage and correct addressing to avoid mail delay.











HONGKONG POST ANNUAL REPORT 2015/2016

郵票及集郵 STAMPS & PHILATELY

郵票題材廣泛

在2015/16年度,香港郵政發行九套特別郵票和五款郵票小型張。郵票主題展現香港的不同面貌、豐富深厚的中國藝術文化,以及國際題材。

Diversified Stamp Themes

HKP issued nine sets of special stamps and five stamp sheetlets in 2015/16. The stamp themes reflected different facets of Hong Kong, the breadth and depth of Chinese arts and culture as well as topics of international interest.





《基本法》在1990年4月4日頒布,是香港特別行政區的憲制文件。部門特別發行「基本法頒布二十五周年」郵票,紀念這個重要日子。

The Basic Law, promulgated on 4 April 1990, is the constitutional document of the Hong Kong Special Administrative Region ("HKSAR"). "The 25th Anniversary of the Promulgation of the Basic Law" stamps commemorated a milestone date for the HKSAR.

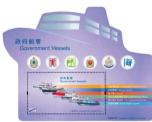




「香港體育運動」郵票展示在香港郵政舉辦的「我最喜愛的體育運動」網上 投票中得票最多的六項體育運動。

The six sports depicted in the "Sports in Hong Kong" stamps topped the results of an online "My Favourite Sports" voting exercise organised by HKP.













「政府船隻」郵票介紹六個政府部門的船隻和所提供的服務。香港郵政並首度發行船形郵票小型張。

The "Government Vessels" stamps introduced the vessels of six government departments and their services. It was the first time that HKP issued a vessel-shaped stamp sheetlet.





「中國世界遺產系列第四號:紅河哈尼梯田」郵票小型張展示紅河哈尼梯田 的壯麗景色和獨特的哈尼文化。

The "World Heritage in China Series No. 4: Honghe Hani Rice Terraces" stamp sheetlet featured Honghe Hani's magnificent terraced landscape and its distinctive Hani culture.



「兒童郵票—中外民間傳説」郵票透過色彩鮮艷和構圖吸引的插畫介紹世界各地六個以堅毅為題的民間故事。

The "Children Stamps – Chinese and Foreign Folklore" stamps featured six childhood stories on the theme of perseverance from around the world in vibrant colours and attractive graphics.



「中國人民抗日戰爭勝利七十周年紀念」郵票小型張展示今日香港的繁華景象,藉此強調和平穩定得來不易,必須好好珍惜。

"The 70th Anniversary of the Victory of the Chinese People's War of Resistance Against Japanese Aggression" stamp sheetlet depicted the booming prosperity of Hong Kong today to underline the message that stability and peace do not come easily and should be cherished.



「終審法院」郵票小型張標誌着香港特別行政區最高上訴法院在2015年9月 從炮台里1號遷往昃臣道8號,即前香港最高法院大樓的舊址。

"The Court of Final Appeal" stamp sheetlet marked the relocation of the highest appellate court in the Hong Kong Special Administrative Region from 1 Battery Path to 8 Jackson Road, the site of the former Supreme Court, in September 2015.







「世界郵政日」郵票的設計凸顯我們的郵 政服務遍及世界各地,無遠弗屆。

The design of "World Post Day" stamps highlighted the global reach of our postal service.



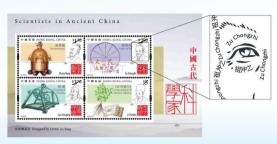




配合「香港2015-第三十一屆亞洲國際郵票展覽」郵票小型張系列第一號的設計理念,郵票小型張系列第二號和第三號展示琳琅滿目的美食和商品剪影,與郵票展覽「購物與美食」的主題互相呼應。

Echoing the design of the "HONG KONG 2015 – 31st Asian International Stamp Exhibition Stamp Sheetlet Series No. 1", Stamp Sheetlet Series No. 2 and No. 3 displayed a multitude of consumer goods and gourmet food in silhouette to highlight the theme of "Shopping and Dining" of the Exhibition.





「中國古代科學家」郵票展現我國古代在科學上的傑出成就。 四名科學家(張衡、祖沖之、郭守敬和李時珍)的畫像嵌有以 微縮字體顯示的科學家姓名。

The "Scientists in Ancient China" stamps showcased the exceptional scientific achievements of our nation in ancient times. The names of the four scientists depicted, i.e. Zhang Heng, Zu Chongzhi, Guo Shoujing and Li Shizhen, were embedded in micro-text in the illustrations.









「歲次丙申(猴年)」郵票連同金銀郵票小型張和絲綢郵票小型張,與市民共賀新禧。

The "Year of the Monkey" stamps, together with a gold and silver stamp sheetlet and a silk stamp sheetlet, celebrated the advent of the Lunar New Year.





「香港女童軍百周年」郵票標誌着這個受歡迎的本地制服團體 的一個重要里程碑。小全張的郵票齒孔按香港女童軍總會的會 徽設計。

The "Centenary of Hong Kong Girl Guides" stamps marked a milestone occasion of this popular local uniformed group. The stamp perforation of the souvenir sheet featured the emblem of the Hong Kong Girl Guides Association.





「香港公共建築」郵票呈現六個曾獲獎的本地政府 建築項目。

The "Public Architecture in Hong Kong" stamps featured six award-winning government facilities in Hong Kong.

特別印刷效果

為增添趣味,年內發行的郵票採用多種特別印刷效果,例如「十二生肖金銀郵票小型張一吉羊靈猴」的22K鍍金金片和銀箔燙壓效果、「香港公共建築」的光油印刷效果和「中國世界遺產系列第四號:紅河哈尼梯田」郵票小型張的壓印效果。「香港體育運動」郵票是本港首套使用熱感變色油墨技術印製的郵票。

訂製郵票禮品

香港郵政利用其發行的特別郵票和「心思心意」郵票,為企業及個人客戶提供一站式的郵票紀念品訂製服務。為配合不同節慶場合,「心思心意」郵票的款式不斷增加,訂製服務的需求因而有所上升。

推廣集郵

香港郵政在2015/16年度舉辦多項活動,培養公眾, 尤其是年輕一代對集郵的興趣,這些活動包括:

- 與香港小童群益會合辦有關集郵的工作坊和講座;
- 在「香港2015—第三十一屆亞洲國際郵票展覽」
 舉辦期間與集郵學會合辦座談會和講座,以及 在會場關設青少年園地;
- 與教育局合辦第十四屆校際郵集設計比賽;
- 加強和更新為幼稚園和初小學生設計的教材套 內容;
- 與本地集郵學會合辦集郵工作坊,在學校推廣 集郵。

展覽

「香港2015—第三十一屆亞洲國際郵票展覽」於2015年11月20日至23日在香港會議展覽中心舉行。展覽由香港郵學會主辦,並獲亞洲集郵聯合會認可及香港郵政贊助。為誌其盛,香港郵政發行兩款特別郵票小型張和一款郵票小冊子。該展覽展出來自世界各地的珍貴展品,包括中國1897紅印花小壹圓四方連郵票及其他亞洲集郵聯合會大獎會會員的珍貴藏品。

Special Printing Effect

Special printing effects were applied to stamps released during the year to add interest. Examples included application of 22K gold-plated lace metal and silver hot foil on the "Gold and Silver Stamp Sheetlet on Lunar New Year Animals – Ram/Monkey", glossy vanishing on the "Public Architecture in Hong Kong" stamps and embossing on the "World Heritage in China Series No. 4: Honghe Hani Rice Terraces" stamp sheetlet. For the first time for Hong Kong stamps, theromochromic ink was applied to the "Sports in Hong Kong" stamps.

Stamps as Customised Gifts

HKP offers a one-stop customised philatelic souvenir service, using the special stamps issued by HKP as well as customised Heartwarming Stamps, for corporations and individuals. With an expanding range of Heartwarming Stamps to cater for different occasions, service demand has been on the rise.

Promoting Philately

HKP organised a series of activities in 2015/16 to cultivate public interest in stamp-collecting, especially among young people, including:

- co-organised philately-related workshops and talks with The Boys' and Girls' Clubs Association;
- co-organised philately seminars and talks with philatelic societies during the "HONG KONG 2015 – 31st Asian International Stamp Exhibition" and organised a youth corner at the Exhibition;
- co-organised the 14th Inter-School Stamp Exhibits Competition with the Education Bureau;
- enriched and updated the content of the teaching kit for promoting philately to kindergarten and junior primary students;
- co-organised philatelic workshops with local philatelic societies to promote stamp-collecting in schools.

Exhibition

"HONG KONG 2015 – 31st Asian International Stamp Exhibition", organised by the Hong Kong Philatelic Society under the patronage of the Federation of Inter-Asian Philately (FIAP) and the sponsorship of HKP, was held at the Hong Kong Convention and Exhibition Centre on 20 to 23 November 2015. To mark the event, two special stamp sheetlets and a stamp booklet were issued. Precious exhibits from around the world, including China 1897 Red Revenue Small One Dollar Block of four and other philatelic gems provided by FIAP Grand Prix Club, were on display.



創優革新 以客為本 Creating Better Value



我們的顧客 **OUR CUSTOMERS**

顧客滿意程度

香港郵政定期進行顧客滿意程度調查,蒐集用戶的 意見。在2015/16年度,整體顧客滿意程度為 96.3%, 95.5%的顧客表示滿意櫃位服務, 97%滿 意派遞服務,94.2%對熱線服務感到滿意。

聯繫顧客的小組

香港郵政透過郵政服務諮詢聯席會議、郵政服務商 業用戶諮詢聯席會議和集郵顧客聯絡小組蒐集顧客 意見。這些小組的成員來自社會不同界別,包括區 議會代表、本地主要商會和中小企協會代表、帳 戶客戶、集郵人士及公眾人士。

藉着舉行定期會議和安排參觀香港郵政的運作設 施,我們就部門的產品和服務質素向各方蒐集有 用的意見和建議。這些活動亦有助持續加深公眾對 香港郵政的運作和各個業務範疇的認識。

中小企業郵務協進會

中小企業郵務協進會提供有效的溝通平台,聯繫香 港郵政和本地中小企業,透過與多個中小企協會和 政府部門合作,支援中小企業的業務發展。該會按 不同行業具體需要舉辦工作坊,介紹香港郵政的服 務方案(例如針對「線上線下」營銷模式最新發展 而推出的電子商貿方案),並與客戶分享有用的商 業資訊(例如政府為支援本地中小企業拓展業務而 推出的各項資助計劃)。截至2016年3月31日,中 小企業郵務協進會有逾44 000名會員。

Customer Satisfaction Survey

Customer satisfaction surveys are conducted regularly by HKP to gauge user feedback. In 2015/16, the overall customer satisfaction level was 96.3%. The satisfaction levels for counter service, delivery service and hotline service were 95.5%, 97% and 94.2% respectively.

Customer Liaison Groups

HKP taps customer feedback through its Customer Liaison Group, Business Customer Liaison Group and Philately Liaison Group. Membership of these liaison groups covers a broad spectrum of the community, including representatives from District Councils, major local chambers of commerce and SME associations, account customers, philatelists and other members of the public.

Through organising regular meetings and visits to HKP's operational facilities, we obtained useful comments and suggestions on our products and service quality. The interaction also supports our ongoing effort in enhancing public understanding of HKP's operations and its various areas of business.

PostalPlus for SME

PostalPlus for SME provides an effective communication platform linking HKP with local SMEs. In collaboration with various SME associations and Government departments, PostalPlus for SME supports the business development of local SMEs by organising trade-specific workshops to introduce HKP's service solutions (e.g. e-Commerce solutions that cater for the new O2O trend) and share useful business information (e.g. various government funding schemes which support local SMEs in expanding their business). As at 31 March 2016, PostalPlus for SME had over 44 000 members.



公眾嘉許

卓越企業

香港郵政2015/16年度獲得多項表揚部門卓越表現的 獎項:

- 《壹週刊》服務第壹大獎2015的組別大獎(政府部門);
- ●香港中小型企業總商會頒發「2015年中小企業最佳拍檔獎」;
- 在恆生管理學院舉辦的2015年度君子企業調查中獲頒 「君子企業獎」;
- 香港郵政在效率促進組舉辦的「2015年度香港政府服務優勢指數調查研究」中排名第一。該指數衡量市民對公共服務的滿意程度;以及
- 香港郵政獲香港貨品編碼協會嘉許為「貼心企業」。

「特快專遞」

香港郵政「特快專遞」服務表現優良,在2015/16年度,獲頒發下述獎項:

- 在2015年獲萬國郵聯頒發「特快專遞服務合作組」 優質金獎;
- 連續第九年奪得《經濟一週》「中小企最佳營商夥伴 2015 — 國際速遞服務」獎;以及
- 在新城財經台舉辦的「香港企業領袖品牌2015」中獲頒 「卓越商業快遞服務品牌」獎。

顧客服務

香港郵政着重工作團隊提供優良的顧客服務。部門 員工在顧客服務方面獲得表揚,反映了部門內推行 的服務文化:

- 派遞郵差傅儉勤先生工作表現卓越,在香港優質顧客服務協會舉辦的「優質顧客服務大獎2015」中奪得「傑出個人獎(外勤服務)」優異獎;
- 派遞郵差曾家旺先生在《壹週刊》服務第壹大獎2015中 奪得「最佳服務員工獎2015」季軍;以及
- 特快專遞客戶主任趙彥龍先生獲香港管理專業協會頒發 「第47屆傑出推銷員獎」。



Public Recognition

Corporate Excellence

HKP received a number of awards in 2015/16 in recognition of our corporate excellence:

- Category Award (Government Departments) in Next Magazine's Top Service Awards 2015;
- "2015 Best SME's Partner Award" by the Hong Kong General Chamber of Small and Medium Business;
- "Junzi Corporation Award " in the Junzi Corporation Survey 2015 organised by the Hang Seng Management College;
- HKP was ranked first in the Hong Kong Government Service Excellence Index 2015 commissioned by the Efficiency Unit. The index measures the public's level of satisfaction with public services; and
- HKP was recognised as a "Consumer Caring Company" by GS1 Hong Kong.

Speedpost

The service excellence of HKP's Speedpost service was well recognised by the following awards in 2015/16:

- The Gold Level Certification by the UPU Express Mail Service Cooperative in 2015;
- "The Best SME Partners 2015 International Courier Service" award organised by Economic Digest for the ninth consecutive year; and
- The "Excellent Brand of Commercial Express Service" award in the "Hong Kong Leaders' Choice 2015" organised by Metro Finance.

Customer Service

HKP places emphasis on upholding customer service excellence in our workforce. The recognition achieved by our staff in this area speaks for the service culture in the Department:

- Delivery postman Mr FU Kim-kan's outstanding performance earned him the Individual Award (Field & Special Service) – Merit Award in the Customer Service Excellence Award 2015 organised by the Hong Kong Association for Customer Service Excellence;
- MrTSANG Ka-wong, delivery postman, received the Best Staff Award 2015 (2nd runner-up) in the Next Magazine's Top Service Awards 2015; and
- Mr Albert CHIU Yin-lung, an Account Executive of Speedpost, won "The 47th Distinguished Salesperson Award" organised by The Hong Kong Management Association.





邁步向前 同步成長 Advancing Together



我們的團隊 OUR TEAM

我們的團隊

截至2016年3月31日,香港郵政有5 093名公務員和 1841名非公務員合約僱員。

人力發展

為配合不斷轉變的業務需要及維持優質服務,香港郵政為員工提供培訓,讓他們具備必要的專業知識和技能,以應付工作上的挑戰。香港郵政職員訓練中心所提供的員工職業培訓涵蓋不同的運作職能、產品知識、職業安全及健康,以及顧客服務技巧。為協助員工的職業發展,我們開辦專業發展課程,培訓員工的督導能力以及管理和領導才能。除課堂培訓外,輔以在職培訓、簡介會和經驗分享會。2015/16年度的員工培訓日數為44 319日,上年度為39 432日。

我們重視持續教育員工在部門內建立誠信文化。除了在新聘人員的入職課程中加入誠信管理單元,我們定期為不同職級人員舉辦適切的研討會和工作坊,加強誠信文化。主管和經理級人員會就人事管理、採購工作、合約管理和財務管理等方面分享經驗和最佳作業方法。此外,我們不時與廉政公署合辦講座和研討會,提升員工在各個範疇上(如督導責任和恰當公正的程序)的防貪意識,鞏固部門的廉潔文化。



Our Team

There were 5 093 civil servants and 1 841 non-civil service contract staff serving in HKP as at 31 March 2016.

Manpower Development

To meet HKP's evolving business needs and uphold service excellence, we equip our workforce with the necessary professional knowledge and skillset to help them cope with the challenges at the workplace. The Hongkong Post Staff Training Centre organises vocational training for our staff, covering different operational functions, product knowledge, occupational safety and health as well as customer service skills. To support our staff's career development, professional development programmes are run to develop their supervisory capability as well as their management and leadership skills. Classroom training is supplemented by on-the-job coaching, briefings and experience-sharing sessions. The total number of training days for our workforce increased to 44 319 days in 2015/16, compared to 39 432 days in the previous year.

We attach importance to sustaining a culture of honesty and integrity in the Department through continuous education of our staff. We cover integrity management in the induction training for all new recruits, and organise tailor-made seminars and workshops regularly for staff of all ranks to reinforce an ethical culture. Supervisors and managers share experience and best practices in staff management, procurement, contract management and financial management. In addition, we conduct talks and seminars jointly with the Independent Commission Against Corruption to raise staff awareness of various issues that underpin a clean corporate culture, such as supervisory accountability and procedural propriety.



健康穩定的情緒有助提升員工的工作表現和建立良好的人際關係。為加強員工這方面的意識,以及在工作間建立和諧的工作團隊,我們在2016年3月為經理級人員和前線主管舉辦職場心理健康研習會。

我們持續在部門推動學習文化,鼓勵員工通過自學和兼讀模式進修。除舉辦夜間英語、普通話和電腦課程,我們亦鼓勵員工申請培訓資助。此外,香港郵政內聯網提供與郵政業務相關的網上課程。

職業安全與健康

香港郵政根據部門的職業安全及健康政策和「安全管理制度」,致力維持一個安全、健康的工作環境。我們為前線人員和經理級人員舉辦職安健培訓課程,並定期為所有運作單位進行安全審核,確保符合規管要求。在整個團隊齊心協力下,香港郵政的僱員受傷個案由2014年的219宗減少至2015年的195宗。

郵政體育會

郵政體育會為香港郵政的員工及其家屬舉辦康樂體育活動。在2015/16年度,郵政體育會舉辦的活動包括興趣班、本地旅遊和多項運動比賽。這些活動深受同事歡迎,並有助建立團隊精神。



Emotional fitness promotes better work performance and healthy inter-personal relationship in the workforce. To raise our staff's awareness in this regard and to build a harmonious team in the workplace, we organised an Emotional Wellness Workshop for managers and frontline supervisors in March 2016.

We continue to foster a learning culture in the Department through the promotion of self-learning and part-time learning among our staff. Evening English, Putonghua and computer courses are organised. Staff are also encouraged to make applications to the training sponsorship scheme. In addition, e-learning programmes on job-related topics are offered on the HKP intranet for all staff.

Occupational Safety and Health

HKP strives to maintain a safe and healthy work environment in accordance with the Department's Occupational Safety and Health Policy and the Safety Management System. Training on occupational safety and health is organised for frontline staff and managers. Regular safety audits are conducted for all operational units to ensure compliance with regulatory requirements. Through the concerted effort of our workforce, employee injuries decreased from 219 cases in 2014 to 195 cases in 2015.

Post Office Recreation Club (PORC)

The PORC organises a variety of sport and recreational activities for HKP staff and their families. In 2015/16, these activities included interest classes, local tours as well as sports competitions. They were well-received by our staff and helped foster a team spirit in our workforce.



我們的社區 OUR COMMUNITY

公眾活動

2015年「世界郵政日|

為慶祝「世界郵政日」,香港郵政在2015年10月9 日連續12年舉辦「郵遞傳情日」。市民可在該日免 費投寄一封私人信件予本地收件人,宣揚愛與關懷 的訊息。香港郵政同日發行一套特別郵票,凸顯郵 政服務在現今社會中擔當的重要角色。

配合「萬國郵政聯盟|第45屆國際書信寫作比賽, 香港郵政與教育局在2015年12月合辦全港青少年書 信寫作比賽,學生踴躍參與。

「香港郵政之友」

「香港郵政之友」是香港郵政在2016年3月設立的 義工計劃,旨在招募有興趣的公眾人士,協助部門持 續推行公眾教育和推廣集郵。「香港郵政之友」初期 由退休和現職員工及學生組成,他們參與帶領導賞 團和學校參觀部門的郵政設施等。

企業社會責任

青少年的就業準備

香港郵政積極參與多項協助青少年從學校或大學順 利過渡至就業環境的計劃。在2015年夏季,12名學 生參加了「專上學生暑期實習計劃」,於香港郵政 汲取工作經驗。在2016年3月,我們參與國際成就 計劃香港部舉辦的「工作影子計劃」,為15名中學 生安排工作影子日。同月,我們參與「賽馬會鼓掌・ 創你程計劃」下的「有職可尋 — 政府部門篇」活動, 為將會晉身職場的年輕人介紹郵政行業和香港郵政 的運作。

Public Engagement

2015 World Post Day

To celebrate the World Post Day, HKP organised Love Post Day on 9 October 2015 for the 12th consecutive year. We invited members of the public to send a personal letter for free to a local recipient on that day to spread the message of love and care. The set of special stamps released on the same day reminded the public of the important role of the post in the modern world.

In support of the UPU's 45th International Letter-Writing Competition, Hongkong Post and the Education Bureau co-organised a letter-writing competition for local young people in December 2015, with an enthusiastic response from students.

Friends of Hongkong Post

Friends of Hongkong Post, a volunteer scheme organised by HKP, was launched in March 2016 to recruit interested members of the public to support the Department's ongoing public education and philately promotion effort. Initially drawn from retired and existing staff and students, these Friends act as docents in guided tours and school visits to HKP's postal facilities, among other activities.

Corporate Social Responsibility

Preparing Young People for the Workplace

HKP participates in various programmes that aim to give young people a smooth transition from schools or universities to the workplace. In summer 2015, 12 students took part in the Post-Secondary Student Summer Internship Programme to gain first-hand work experience in HKP. We hosted a Job Shadow Day for 15 secondary students in March 2016 under the Job Shadowing Programme organised by Junior Achievement Hong Kong. In the same month, we participated in the "Career Explorer – Government Departments" Programme under the CLAP for Youth @JC project to offer guidance to youths before they join the job market by introducing to them the postal industry and the postal operations in HKP.



在2015/16年度,香港郵政繼續參加社會福利署的 「陽光路上」培訓計劃,為殘疾青少年提供見習就 業及培訓機會。

關愛機構

年內,香港郵政員工及其家屬參與郵心會的下列 活動,關愛社會上的弱勢社群:

- 每周在明愛中心為學童免費補習功課;
- 在2015年6月探訪樂富區的長者和分派糉子;
- 在2015年11月到筲箕灣明華大廈為長者粉飾家居;以及
- 在2016年1月參與「昂步棧道 | 活動。

年內,香港郵政員工參與其他團體舉辦的慈善活動, 例如香港公益金舉辦的「商業及僱員募捐計劃」和 「公益愛牙日」。我們亦有在部門推廣其他慈善機 構舉辦的活動。

香港郵政轄下122間郵政局已安裝無障礙設施。在 2015/16年度,香港郵政再度獲香港社會服務聯會 選為「同心展關懷」機構。 In 2015/16, HKP continued to take part in the Social Welfare Department's Sunnyway Programme, which provides job attachment and training opportunities to young people with disabilities.

A Caring Organisation

To show care for the less privileged in the community, HKP staff and their family members participated in the following activities organised by our PostCare Club during the year:

- free weekly tutorial classes for children at Caritas Centre;
- visit to the elderly in Lok Fu in June 2015 to distribute rice dumplings;
- providing home painting and decoration service for the elderly living in Ming Wah Building in Shaukeiwan in November 2015; and
- participating in "Ngong Ping Charity Walk" in January 2016.

During the year, HKP staff also participated in charitable activities organised by other external bodies, such as the "Corporate and Employee Contribution Programme" and "Love Teeth Day" organised by The Community Chest of Hong Kong. We also supported other charitable organisations by promoting their activities across HKP.

122 post offices under HKP are equipped with barrier free access facilities. In 2015/16, HKP continued to be recognised as a Caring Organisation under the programme organised by The Hong Kong Council of Social Service.



環保工作 OUR ENVIRONMENT

環境責任

為推動保護環境和可持續發展,香港郵政在營運郵 政業務時着重符合環保原則。

節約能源

在2015/16年度,空郵中心參加了香港國際機場的 減碳計劃。該中心在2015年的溫室氣體排放量,較 2014年減少7%。在2014年11月,七間郵政局參與 環境保護署舉辦的「能源及二氧化碳排放綜合審計 項目」,並在2015/16年度落實審計建議,以節約 能源。

嘉許

中央郵件中心在中華電力有限公司舉辦的「環保 節能機構」嘉許計劃2015中獲頒發「公營機構/公 用事業/大學組別」銀獎,該計劃旨在宣揚節能訊 息。此外,香港郵政獲頒「最佳節能星探大獎」 銀獎。

環保採購守則

香港郵政按環境保護署頒布的環保規格進行採購。 在2015年,部門購買環保產品的金額佔部門採購環 保清單產品總開支的97%,2014年則為92.7%。該 環保清單由環境保護署發出。



Environmental Responsibility

An advocate for environmental protection and sustainable development, HKP operates its postal business in an environmentally responsible manner.

Energy Saving

In 2015/16, Air Mail Centre took part in the Carbon Reduction Programme of the Hong Kong International Airport. Greenhouse gas emission of the Air Mail Centre in 2015 was 7% lower than that in 2014. Following the participation of seven post office premises in the Energy-Cum-Carbon Audit Programme organised by Environmental Protection Department (EPD) in November 2014, we put the audit recommendations into practice to achieve energy savings in 2015/16.

Recognition

In the GREEN PLUS Award 2015, which was organised by the China Light & Power to promote energy efficiency, the Central Mail Centre won the Silver Award under the category of "Public Corporation / Public Utility / University". HKP also received the Silver Award in the Energy Saving Inspector Award.

Green Procurement

In procurement, HKP follows the green specifications promulgated by EPD. In 2015, our green purchase value accounted for 97 % of the Department's total expenditure on products on the green procurement list promulgated by EPD, compared to 92.7% in 2014.



減廢及循環再用

在2015/16年度,我們將大量投寄客戶在中央郵件中心投寄時所留約下210噸木卡板回收並循環再造。年內,我們的總耗紙量當中,有32%為再造紙;中央郵件中心的員工食堂回收約1300公斤廚餘,並轉化為有機肥料。

郵政車隊

截至2016年3月31日,香港郵政車隊有169部環保車輛,包括八部電動汽車和98部符合歐盟五期排放標準的車輛。在部分鄉郊地區,郵差會騎單車派遞郵件。

集郵品

香港郵政的集郵品(包括首日封和紀念封)以環保紙張印刷。郵票用紙以森林管理委員會認證的可循環再造木漿製成及由取得ISO14001認證的公司生產。

截至2016年3月31日,超過16 000名本地郵品訂購服務顧客和2 000名海外郵品訂購服務顧客已登記使用「網上郵」平台訂購郵票。此外,逾25 000名本地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。為進一步減少用紙,我們會繼續鼓勵顧客以電子方式通訊和交易。

參與環保活動

在2015/16年度,香港郵政參與多項環保活動,包括:

- 環保觸覺舉辦的「香港無冷氣夜」;
- 世界自然基金會舉辦的「地球一小時 2016」;
- 香港地球之友舉辦的「護理林木日 2015」;
- 舊電腦及電器產品流動收集服務;以及
- 在公務酬酢活動中採用具保育意識的菜單。

為管理層及前線員工舉行的簡報會經常會討論環保 事宜。我們亦會在員工通訊刊載文章,提高全體員 工的環保意識,鼓勵同事在日常運作中實踐環保。

Waste Reduction and Recycling

In 2015/16, around 210 tons of wooden pallets used in postings from bulk mailers were collected from the Central Mail Centre for recycling. During the year, recycled paper took up 32% of our total paper consumption, and around 1 300 kg of food waste collected from the staff canteen in the Central Mail Centre was converted to organic fertiliser.

Postal Fleet

As at 31 March 2016, HKP's postal vehicle fleet consisted of 169 environmentally-friendly vehicles, including eight electric vehicles and 98 vehicles that complied with Euro V emission standards. Bicycles are used in some rural areas for mail delivery.

Philatelic Products

Environmentally-friendly paper is used for HKP's philatelic products, including first day covers and souvenir covers. The stamp paper, made with recyclable pulp approved by the Forest Stewardship Council, is manufactured by an ISO 14001 certified company.

As at 31 March 2016, over 16 000 local standing order customers and 2 000 overseas mail order customers had registered to make stamp purchases via our online ordering platform, Stamp OnNet. Up to 25 000 local standing order customers had opted to receive philatelic newsletters and stamp order collection letters by email. To further minimise our paper consumption, we will continue to encourage our customers to switch to electronic communication and transaction.

Participation in Green Campaigns

In 2015/16, HKP participated in a number of campaigns to protect the environment:

- "Hong Kong No Air-Con Night" organised by Green Sense;
- "Earth Hour 2016" organised by the World Wide Fund for Nature;
- "Woodland Conservation Day 2015" organised by Friends of the Earth (HK);
- mobile collection service for waste electrical and electronic equipment; and
- sustainability-conscious food consumption in official entertainment.

Environmental protection issues are frequently covered in briefings for our managerial and frontline staff. In addition, we raise green awareness across our workforce and promote green practices in our daily operation through articles published in our staff newsletters.

2015/16 年度回顧 Highlights of The Year 2015/16















2815

April



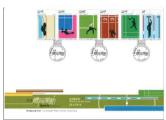
發行以「基本法頒布二十五周年」為題的特别郵票。 A set of special stamps on the theme of "The 25th Anniversary of the Promulgation of the Basic Law" was issued.

樂華郵政局關閉後,由流動郵政局為該區提供服務。 Following the closure of Lok Wah Post Office, a mobile post office was deployed to serve the local community.





發行以「香港體育運動」為題的特别郵票。 A set of special stamps on the theme of "Sports in Hong Kong" was issued.





May

發行以「政府船隻」為題的特别郵票。 A set of special stamps on the theme of "Government Vessels" was issued.





June

新蒲崗郵政局遷往協調道,易名協調道郵政局。 San Po Kong Post Office was relocated to Concorde Road and re-named Concorde Road Post Office.



發行以「中國世界遺產系列第四號:紅河哈尼梯田」為題的 郵票小型張。

A stamp sheetlet on the theme of "World Heritage in China Series No. 4: Honghe Hani Rice Terraces" was issued.



香港郵政在香港舉辦「亞洲及太平洋郵務e小郵包論壇」。 HKP hosted the Asia Pacific Post (APP) ePacket Forum in Hong Kong.



香港郵政獲頒《壹週刊》服務第壹大獎的組別大獎(政府部門)。 HKP received Category Award (Government Departments) in Next Magazine's Top Service Awards 2015.

不香港郵政獲香港中小型企業總商會頒發「2015年中小企業最佳拍檔獎 」。
HKP received "2015 Best SME's Partner Award" organised by the Hong Kong General Chamber of
Small and Medium Business.



July

「香港郵政通函郵寄服務」的最少投寄量減至 1 000 份相同的通函。
The minimum posting threshold for the Hongkong Post Circular Service was lowered to 1 000 identical items.

發行以「兒童郵票—中外民間傳説」為題的特別 郵票。

A set of special stamps on the theme of "Children Stamps – Chinese and Foreign Folklore" was issued.



香港郵政舉辦 2015 卡哈拉郵政組織首腦會議。 HKP hosted the 2015 Kahala Posts Group CEO Meeting.



香港郵政網站推出正確地址網上搜尋工具,方便搜尋本地地址的書寫格式。
The online Correct Addressing tool for looking up local addresses was launched on the HKP website.



August

第14屆校際郵集設計比賽的所有參賽作品(包括得 獎作品)在沙田大會堂舉辦的展覽展出。

All entries, including the winning entries, in the 14th Inter-School Stamp Exhibits Competition were on display at an exhibition held at the Sha Tin Town Hall.





September

發行以「中國人民抗日戰爭勝利七十周年紀念」為題的郵票小型張。 A stamp sheetlet on the theme of "The 70th Anniversary of the Victory of the Chinese People's War of Resistance Against Japanese Aggression" was issued.





香港郵政出席第一屆亞洲及太平洋郵務首腦論壇,會上落實推出亞洲及太平洋郵務e小郵包服務。

HongkongPost attended the 1st APP CEO Forum, at which APP ePacket was launched.



發行以「終審法院」為題的郵票小型張。 A stamp sheetlet on the theme of "The Court of Final Appeal" was issued.



香港郵政流動應用程式推出正確地址網上搜尋工具。 The online Correct Addressing tool was launched on the HKP mobile app.

香港郵政特快專遞獲頒《經濟一週》「中小企最佳營商夥伴2015-國際速遞服務」獎。 HKP's Speedpost service won "The Best SME Partners 2015 -International Courier Service" organised by Economic Digest.



October

發行以「世界郵政日」為題的特別郵票。 A set of special stamps on the theme of "World Post Day" was issued.







香港郵政第 12 年舉辦「郵遞傳情日」。 "Love Post Day" was held for the twelfth year.

推出全新香港郵政網站,介面更方便用家。

HKP's corporate website was revamped with a more user-friendly interface.



November

「易網遞」服務擴展至法國、德國、挪威、南韓、新加坡和越南。 e-Express service was extended to France, Germany, Norway, South Korea, Singapore and Vietnam.

「香港2015-第三十一屆亞洲國際郵票展覽」由香港郵學會主辦、香港郵政贊助。香港郵政在展覽期間發行「香港2015—第三十一屆亞洲國際郵票展覽」郵票小型張系列第二號和第三號,以及一款郵票小冊子。

"HONG KONG 2015 - 31st Asian International Stamp Exhibition", organised by Hong Kong Philatelic Society under the sponsorship of HKP, was held. During the exhibition, the "HONG KONG 2015 - 31st Asian International Stamp Exhibition" Stamp Sheetlets No. 2 and 3 and a stamp booklet were issued.









December

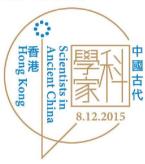
為響應萬國郵聯就2016年「世界郵政日」舉辦的第45屆國際書信寫作比賽,香港郵政與教 育局合辦本地青少年書信寫作比賽。

HKP and the Education Bureau co-organised a letter-writing competition for young people in Hong Kong, in support of the UPU's 45th International Letter-Writing Competition for the World Post Day in 2016.

發行以「中國古代科學家」為題的特別郵票。

A set of special stamps on the theme of "Scientists in Ancient China" was issued.





香港郵政獲香港貨品編碼協會選為「貼心企業」。 HKP was recognised as "Consumer Caring Company" by GS1 Hong Kong.





January

由 2016 年 1 月 1 日起,重量不超過兩公斤的郵件的郵費按郵件重量和樣式(即小型信件、 大型信件、郵包) 計算。本地郵件、空郵郵件和平郵郵件的主要郵費於同日調整。

Starting from 1 January 2016, postage for letters and packets not exceeding 2 kg is calculated by reference to item weight and mail format (viz. Small Letter, Large Letter and Packet). The adjusted principal postage rates for Local Mail, Air Mail and Surface Mail took effect from the same date.

安定郵政局和雲景道郵政局關閉。

On Ting Post Office and Cloud View Road Post Office were closed.

發行以「歲次丙申(猴年)」為題的特別郵票。

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











香港郵政出席亞洲太平洋郵務合作組管理委員會會議,加強與區內郵政伙伴的合作。 HKP attended a meeting of the APP Cooperative Management Board to strengthen cooperation with regional postal partners.

在恒生管理學院舉辦的「2015年度君子企業調查」中,香港郵政獲頒「君子企業獎」。 In the Junzi Corporation Survey 2015 organised by Hang Sang Management College, HKP received the Junzi Corporation Award.



February

調整《郵政署規例》(第98A章)下部分郵政費用,2016年2月1日生效。 Revision of miscellaneous postal fees and charges under the Post Office Regulations (Cap. 98A) took effect from 1 February 2016.

發行以「香港女童軍百周年」為題的紀念郵票。 A set of commemorative stamps on the theme of "Centenary of Hong Kong Girl Guides" was issued.





March

香港郵政推出「香港郵政之友」義工計劃。 HKP launched a volunteer scheme, Friends of Hongkong Post.

發行以「香港公共建築」為題的特別郵票。 A set of special stamps on the theme of "Public Architecture in Hong Kong" was issued.





國際郵件業務

International Mail Business

- · 空郵/平郵信件及郵包
- · 空郵/平郵包裹
- · 空郵/平郵掛號郵件
- ・「特快專遞」
- 「易網遞」
- · 大量投寄空郵
- ・「易網郵」
- 跨境直銷函件
- ·國際定期刊物

- · Air/Surface Letter and Packet
- Air/Surface Parcel
- · Air/Surface Registered Mail
- Speedpost
- e-Express
- · Bulk Air Mail
- iMail^R
- · Cross-border Direct Mail
- · International Periodicals



門市業務

Retail Business

- · 「郵繳通」
- 匯款服務
- ·櫃位領件服務
- · 報關服務
- · 道路貨物資料系統 登記服務
- 「郵趣廊」產品
- ・廣告服務

- PayThruPost
- Remittance Service
- · Counter Collection Service
- · Trade Declaration Service
- · Registration Service for the Road Cargo System
- PostShop Products
- Advertising Service







本地郵件業務 Local Mail Business

- · 本地信件及郵包
- · 本地包惠
- · 本地掛號郵件
- 本地郵政速遞
- 「易送遞」
- · 本地定期刊物
- · 「香港郵政通函郵寄服務」

- Local Letter and Packet
- Local Parcel
- · Local Registered Mail
- Local CourierPost
- · Smart Post
- Local Periodicals
- Hongkong Post Circular Service



電子業務 e-Services

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

集郵業務 Philately

- · 發行通用郵票、特別郵票 及紀念郵票
- · 郵品訂購服務及海外郵品 訂購服務
- · 「心思心意」郵票特別訂 製服務
- · 訂製禮品服務

- Issue of Definitive, Special and Commemorative Stamps
- Local Standing Order Service and Overseas Mail Order Service
- Heartwarming Stamps Customised Service
- · Customised Gifts Service





精益求精 再創高峯 Scaling New Heights



展望將來 LOOKING FORWARD

為實踐「傳心意 遞商機」的部門使命,我們會繼續 爭取更佳運作表現、提供更多服務選擇,以及提升 顧客服務體驗。

In pursuit of our mission of "Linking People, Delivering Business", we will continue to upgrade our operational performance, enrich our service offerings and enhance customer experience.

善用資訊科技,優化運作

為確保部門提供物有所值的服務,我們會投放資源, 善用資訊科技,將工序自動化和加強日常運作的管理 工作。現正推行的主要資訊科技項目包括:

郵件流程管理及追蹤系統

郵件追查系統行將退役,藉着重新開發該系統的機 會,我們會增強新系統在整個郵件處理流程中追蹤 郵件和郵件收發狀況的功能。新系統將在2017年3月 全面啟用。

為派遞郵差更換個人電子手帳

派遞郵差現時使用的個人電子手帳將於2017年到期 更換。我們正研究升級方案(例如加入數碼化簽署 功能),以進一步提升運作效率。

在郵車和租用車輛安裝全球定位系統

我們在2016年年初為「特快專遞」運作組的郵車安 裝全球定位系統。我們將會檢討該系統有否成效, 視平檢討結果,我們會考慮是否在所有部門車輛和 和用車輛上安裝該系統。

支援電子商貿的新服務

為向顧客提供更方便的服務和更多元化的派遞方 案,我們在2016年5月推出配合領取郵件編號新措 施的自助領件櫃「智郵站」。該服務為一般需到 戶派遞的郵件提供在郵政局櫃位取件或到領件櫃 領件的選擇。



香港郵政年報 2015/2016

Operational Excellence through Wider Use of Information Technology

To ensure value-for-money in service provision, we will invest in wider use of information technology to automate our work processes and strengthen operational management. The key IT projects now under implementation include:

Mail Flow Management and Tracking System

Taking the opportunity to redevelop the Track and Trace System soon to be retired, we will introduce enhanced functionalities for tracking mail items and mail despatches throughout the mailflow. The new system will be fully commissioned in March 2017.

Replacement of Personal Digital Assistants (PDAs) for use by delivery postmen

The PDA currently used by delivery postmen is due for replacement in 2017. We are examining the upgrading options (e.g. incorporating an e-signature function) in order to further enhance operational efficiency.

Installation of Global Positioning System (GPS) on Postal and **Hired Vehicles**

We have installed GPS devices on our departmental postal vehicles for Speedpost operations in early 2016. Subject to a review on its effectiveness, we will consider more extensive use of the facility on all departmental and hired vehicle fleet.

Service Innovation to Support e-Commerce

To enhance convenience to customers and to offer more delivery options, we introduced self-service collection kiosks called iPostal Stations, supported by the roll-out of the Mail Collection Number initiative, in May 2016. The service allows a choice between post office counter collection and locker collection for items normally requiring door delivery.



為向本地企業(尤其是零售商)提供綜合物流服務, 我們將與物流配送伙伴合作,提供包括收件、包裝、 短暫儲存、預備投寄和派遞服務的整套服務。 To provide integrated logistics services to local enterprises, especially retailers, we will engage fulfilment service providers and offer a more comprehensive service package that embraces pickup, packing, temporary storage, posting preparation and delivery.

為顧客提供更便捷的服務

「投寄易」將會增設功能(例如為尚在預備投寄階段的郵件提供追蹤資料),令顧客更感方便。我們亦針對使用「投寄易」的大量投寄客戶的需要,設計 更簡化的投寄安排。

重置郵政總局大樓

我們現正推展郵政總局大樓的重置計劃,以配合中 環新海濱第三號用地發展項目。

我們計劃將地區性設施(即郵政總局櫃位局和郵政信箱組、郵政總局派遞局和「特快專遞」運作組)在第三號用地重置以滿足區內的郵政服務需要,而香港郵政總部則會在九龍灣中央郵件中心的鄰近政府空置用地重置。

Enhanced Customer Convenience

We will introduce additional functions (e.g. pre-posting tracking) to EC-Ship so as to further enhance customer convenience. More streamlined mail acceptance arrangements for bulk mailers using EC-Ship are under development.

Reprovisioning of the General Post Office (GPO) Building

We are taking forward the reprovisioning of the GPO Building in steps with the Government's development plan for Site 3 on the new Central harbourfront.

We plan to reprovision the district-tied facilities (i.e. the GPO Counter Office and the Post Office Box Section, the GPO Delivery Office, and the Speedpost Operations Section), within Site 3 to meet the postal needs of the local community, and HKP's Headquarters to a vacant government site adjacent to the Central Mail Centre in Kowloon Bay.



	服務承諾 Performance Pledge	2015/16 目標 Target	2015/16 表現 Performance	2016/17 目標 Target	
	本地及國際郵件 Local and International Mail 「二○一六年四月一日至二○一六年五月三十一日期間: 「From 1.4.2016 to 31.5.2016: 本地投寄普通及掛號信件於投寄後下一個工作天派達收件人 Deliver locally posted ordinary and registered letters to local addressees by the following working day 二○一六年六月一日至二○一七年三月三十一日期間: From 1.6.2016 to 31.3.2017: 小型信件:	99.0%	99.7%	99.0%	
<u></u>	大型信件及郵包: 本地投寄普通及掛號大型信件及郵包於投寄後兩個工作天內派達收件人 Large Letters and Packets: Deliver locally posted ordinary and registered Large Letters and Packet to local addressees within 2 working days			99.0%	
2.	. ^{II} 大量經濟級郵件按服務簡章所列標準派遞 II Deliver Bulk Economy mail items according to the standards specified in the Service Leaflet	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 items within 4 working days	99.5%	100%	99.5%	
4.	. III 出口普通及掛號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 III Despatch outward ordinary and registered airmail items, posted before the advertised latest time for posting, to the designated air carrier, subject to availability of flights 二〇一六年四月一日至二〇一六年五月三十一日期間: From 1.4.2016 to 31.5.2016: 非高峰期 Y 投寄當日或下一個工作天 Non-peak periods Within the same day or the following working day 二〇一六年六月一日至二〇一七年三月三十一日期間: From 1.6.2016 to 31.3.2017:	99.0%	99.9%	99.0%	
	非高峰期 '	,		99.0%	
	高峰期 ^v 小型信件、大型信件及郵包: 投寄後四個工作天內 Peak periods ^v Small Letters, Within 4 working days following the day Large Letters and Packets: of posting	90.0%	100%	90.0%	
5.	. 入口空郵郵件抵港後兩個工作天內派達收件人 Deliver inward airmail items within 2 working days after arrival in Hong Kong	99.0%	100%	99.0%	
6.	5. 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				
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 ' 兩個工作天內 Non-peak periods ' Within 2 working days 高峰期 ' 五個工作天內		99.9% 100%	99.0%	
	同 唯 知 ・	50.070	1.0070	90.070	

服務承諾 Performance Pledge	2015/16 目標 Target	2015/16 表現 Performance	2016/17 目標 Target
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 ^{iv} 三個工作天內 Non-peak periods ^{iv} Within 3 working days 高峰期 ^v 七個工作天內 Peak periods ^v Within 7 working days	90.0%	100%	90.0%
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%	99.8%	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%	99.6%	99.5%
12. 本地郵政速遞郵件按服務簡章所列標準派遞 Deliver Local CourierPost items according to the standards specified in the Service Leaflet	99.5%	99.9%	99.5%
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%	99.6%	98.0%
14. 繁忙時間/高峰期 ^{vi} 顧客可在25分鐘內獲提供服務 Serve customers within 25 minutes during peak hours or periods ^{vi}	98.0%	99.9%	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%
集郵及郵趣廊產品 Philately & 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%

服務承諾 Performance Pledge	2015/16 目標 Target	2015/16 表現 Performance	2016/17 目標 Target
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: •電子證書(個人) 三天 •電子證書(機構) 十天 e-Cert (Personal) 3 days e-Cert (Organisational) 10 days •電子證書 (加密) 十天 •電子證書 (伺服器) 十天 e-Cert (Encipherment) 10 days e-Cert (Server) 10 days	99.0%	100%	99.0%
<mark>熱線服務 Hotlines</mark> 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%	99.0%	90.0%
辦理指定郵政服務的申請 Application for Postal Services 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 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	100%	100%	100%
24. 一個工作天內辦妥香港郵政通函郵寄服務的申請 Process applications for Hongkong Post Circular Service by the following working day	100%	100%	100%
25. 一個工作天內辦妥特許郵遞服務的申請 Process applications for Permit Mailing Service by the following working day	99.0%	100%	99.0%

- i. 2015/16 年度之服務承諾:本地投寄信件於投寄後下一個工作天派達收件人。
- ii. 2015/16年度之服務承諾:優惠級郵件於三個工作天內派達收件人。
- iii. 2015/16年度之服務承諾: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。
 - 非高峰期:投寄當日或下一個工作天。高峰期:五個工作天內。
- iv. 非高峰期:二〇一六年四月至十月及二〇一七年三月。
- v. 高峰期: $\Box\bigcirc$ 一六年十一月至 $\Box\bigcirc$ 一七年 \Box 月。
- vi. 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. Performance Pledge for 2015/16: Deliver locally posted letters to local addressees by the following working day.
- ii. Performance Pledge for 2015/16: Deliver Bulk Economy letters to addressees within 3 working days.
- iii. Performance Pledge for 2015/16: Despatch outward airmail items, posted before the $advertised\ latest\ time\ for\ posting,\ to\ the\ designated\ air\ carrier,\ subject\ to\ availability\ of\ flights.$ Non-peak periods: within the same day or the following working day. Peak periods: within 5 working days.
- iv. Non-peak periods: April October 2016 and March 2017.
- v. Peak periods: November 2016 February 2017.
- vi. Peak periods include the first day of issue of philatelic products, seasonal pressure periods such as Christmas, Lunar New Year and the peak collection periods for government bills (i.e. the whole month of January and the last week of April, July and October). Details of peak hours for individual post offices are displayed in the public halls of the post office concerned.

56	主要數據	Key Figures
57	審計署署長報告	Report of the Director of Audit
59	全面收益表	Statement of Comprehensive Income
60	財務狀況表	Statement of Financial Position
61	權益變動表	Statement of Changes in Equity
62	現金流量表	Statement of Cash Flows
63	財務報表附註	Notes to the Financial Statements

		2016 表現 Performance	2015 表現 Performance
(a) 固定資產回報率	Rate of return on Fixed Assets	6.5%	4.9%
(b) 收入(以百萬港元計)	Revenue (HK\$ million)	4,878	5,344
(c) 支出(以百萬港元計)	Expenditure (HK\$ million)	4,663	5,175
(d) 運作盈利(以百萬港元計)	Profit from operations (HK\$ million)	215	169
(e) 郵件量(以百萬件計)	Traffic (Million items)	1,197	1,212
(f) 固定資產投資(以百萬港元計)	Capital Investment (HK\$ million)	102	364
(g) 生產力(每人每小時處理的郵件)	Productivity (item per man-hour)	139	137
(h) 單位處理成本(港元)	Unit handling cost (HK\$)	1.98	1.97
(i) 職員人數	Total number of staff	6,934	7,032



香港特別行政區政府 **審 計 署**

Audit Commission

The Government of the Hong Kong Special Administrative Region

獨立審計報告

致立法會

茲證明我已審核及審計列載於第59至85頁郵政署營運基金的財務報表,該等財務報表包括於2016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。

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 59 to 85, which comprise the statement of financial position as at 31 March 2016, 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.

審計涉及執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2016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 2016, 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.

審計署署長 (審計署助理署長劉新和代行) 2016年9月29日

審計署 香港灣仔 告士打道7號 入境事務大樓26樓 The same of the sa

LAU Sun-wo Assistant Director of Audit for Director of Audit 29 September 2016

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

截至2016年3月31日止年度 for the year ended 31 March 2016 (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	2016	2015
營業額 運作成本	Turnover Operating costs	3 4	4,878,596 (4,663,390)	5,343,894 (5,175,148)
運作盈利 其他收入	Profit from operations Other income	5	215,206 137,892	168,746 106,244
名義利得税前盈利 名義利得税	Profit before notional profits tax Notional profits tax	6	353,098 (60,412)	274,990 (49,756)
年度盈利 其他全面收益	Profit for the year Other comprehensive income		292,686	225,234
年度總全面收益	Total comprehensive income for the year		292,686	225,234
固定資產回報率	Rate of return on fixed assets	7	6.5%	4.9%

於2016年3月31日 as at 31 March 2016 (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	2016	2015
非流動資產	Non-current assets			
物業、設備及器材	Property, plant and equipment	8	2,609,568	2,651,754
無形資產	Intangible assets	9	54,681	42,587
持至期滿的證券	Held-to-maturity securities	10	201,649	467,083
外匯基金存款	Placement with the Exchange Fund	11	2,350,183	2,227,662
			5,216,081	5,389,086
流動資產	Current assets			
存貨	Stocks		6,562	6,302
應收帳款、按金及預付款項	Debtors, deposits and prepayments		251,820	245,484
應收關連人士帳款	Amounts due from related parties	19	18,336	17,500
應收外匯基金存款利息	Interest receivable from placement with the Exchange I	Fund	19,336	30,211
持至期滿的證券	Held-to-maturity securities	10	582,279	319,094
銀行存款	Bank deposits		520,345	702,442
現金及銀行結餘	Cash and bank balances		147,953	151,743
			1,546,631	1,472,776
流動負債	Current liabilities			
按金及預收款項	Deposits and receipts in advance		(250,670)	(273,903)
應付帳款及應計費用	Creditors and accruals		(624,452)	(826,878)
應	Provision for employee benefits	13	(92,137)	
應付關連人士帳款	Amounts due to related parties	19	, , ,	(86,279) (438,781)
應付名義利得税	Notional profits tax payable	19	(449,803)	(54,360)
應 的 石 義 利 待 依	Notional profits tax payable		(46,263) (1,463,325)	(1,680,201)
流動資產 / (負債) 淨值	Net current assets / (liabilities)		83,306	(207,425)
總資產減去流動負債	Total assets less current liabilities		5,299,387	5,181,661
	Total assets less current habilities		3,299,307	3,101,001
非流動負債	Non-current liabilities			
遞延税款	Deferred tax	12	(39,663)	(35,718)
僱員福利撥備	Provision for employee benefits	13	(490,983)	(498,649)
7 to 200 to 100			(530,646)	(534,367)
資產淨值	NET ASSETS		4,768,741	4,647,294
資本及儲備	CAPITAL AND RESERVES			
營運基金資本	Trading fund capital	14	2,495,059	2,495,059
發展儲備	Development reserve	15	243,664	243,664
保留盈利	Retained earnings	16	2,030,018	1,908,571
And the second s			4,768,741	4,647,294

丁葉燕薇女士 郵政署營運基金總經理 2016年9月29日

Mrs. Jessie Ting General Manager, Post Office Trading Fund 29 September 2016

第63至85頁的附註為本財務報表的一部分。

The notes on pages 63 to 85 form part of these financial statements.

截至2016年3月31日止年度 for the year ended at 31 March 2016 (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

		2016	2015
年初結餘	Balance at beginning of year	4,647,294	4,422,060
年度總全面收益	Total comprehensive income for the year	292,686	225,234
年內已付股息	Dividend paid during the year	(171,239)	-
年終結餘	Balance at end of year	4,768,741	4,647,294

截止2016年3月31日止年度 for the year ended 31 March 2016 (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	2016	2015
營運項目的現金流量 運作盈利 物業、設備及器材折舊 無形資產攤銷 出售/註銷物業、設備及	Cash flows from operating activities Profit from operations Depreciation of property, plant and equipment Amortisation of intangible assets Loss on disposal of property, plant and	215,206 117,271 9,337	168,746 145,468 9,622
器材虧損 金融工具引致的未實現	equipment Unrealised foreign exchange loss on	3,069	2,653
匯兑虧損 僱員福利撥備減少 應付帳款及按金減少 應付關連人士帳款	financial instruments Decrease in provision for employee benefits Decrease in creditors and deposits Increase / (Decrease) in amounts due to	6,363 (1,808) (228,014)	27 (6,529) (119,149)
增加 / (減少) 應收帳款及存貨增加 應收關連人士帳款	related parties Increase in debtors and stocks (Increase) / Decrease in amounts due from	27,845 (3,577)	(124,246) (43,370)
(增加)/ 減少 已付名義利得税	related parties Notional profits tax paid	(836) (64,564)	5,866
來自營運項目的現金淨額	Net cash from operating activities	80,292	39,088
投資項目的現金流量 原有期限超過3個月的 銀行存款減少 購入持至期滿的證券 贖回持至期滿的證券 外匯基金存款增加 購置物業、設備及器材和 無形資產 出售物業、設備及 器材 已收利息 用作投資項目的現金淨額	Cash flows from investing activities Decrease in bank deposits with original maturity over three months Purchase of held-to-maturity securities Redemption of held-to-maturity securities Increase in placement with the Exchange Fund Purchase of property, plant and equipment and intangible assets Sale proceeds from disposal of property, plant and equipment Interest received Net cash used in investing activities	625 (323,559) 321,679 (122,521) (114,385) 333 143,513	316,375 (530,908) 208,498 (850,295) (87,279) 475 90,681
融資項目的現金流量	Cash flows from financing activity	(94,315)	(852,453)
已付股息	Dividend paid	(171,239)	-
用作融資項目的現金淨額	Net cash used in financing activity	(171,239)	-
現金及等同現金減少淨額	Net decrease in cash and cash equivalents	(185,262)	(813,365)
年初的現金及等同現金	Cash and cash equivalents at beginning of year	853,560	1,666,925
年終的現金及等同現金	Cash and cash equivalents at end of year 18	668,298	853,560

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。 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)

(b) 編製財務報表的基礎(續)

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

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

(c) 物業、設備及器材

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

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

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

Significant accounting policies (continued)

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

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

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

(c) Property, plant and equipment

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

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

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

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 按剩餘租賃年期計算 的土地

- 位於租賃土地的 樓宇 按剩餘租賃年期及估 計可使用年期兩者中 的較短者計算

- 其他樓宇

20 - 40年

- 傢具及裝置

5年

- 設備及機械

7 - 15年

- 車輛

4-5年

- 電腦系統

5年

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

(d) 無形資產

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

無形資產的攤銷按估計可使用年期(5年) 以直線法列入全面收益表。

Significant accounting policies (continued)

(c) Property, plant and equipment (continued)

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

- Land classified as held under a finance lease

over the unexpired term of lease

- Buildings situated on leasehold land

over the shorter of the unexpired term of lease and their estimated

useful lives

- Other buildings

20 to 40 years

- Furniture and fittings

5 years

- Plant and machinery

7 to 15 years

- Motor vehicles

4 to 5 years

- Computer systems 5 years

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

(d) Intangible assets

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

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

(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)

(e) 固定資產的減值

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

(f) 金融資產及金融負債

(i) 初始確認

營運基金按最初取得資產或引致負債時 的用途將金融資產及金融負債作下列分 類: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。

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

Significant accounting policies (continued)

(e) Impairment of fixed assets

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

(f) Financial assets and financial liabilities

(i) Initial recognition

The POTF classifies its financial assets and financial liabilities into different categories at inception, depending on the purpose for which the assets were acquired or the liabilities were incurred. The categories are: 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 transaction costs that are directly attributable to the acquisition of the financial assets or issue of the financial liabilities.

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.

2. 主要會計政策 (續)

(f) 金融資產及金融負債(續)

(ii) 分類

貸款及應收帳款

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

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

持至期滿的證券

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

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

Significant accounting policies (continued)

(f) Financial assets and financial liabilities (continued)

(ii) Categorisation

Loans and receivables

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

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

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

Held-to-maturity securities

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

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

(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)

(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) 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。在有關證據,減值虧損會按其資產計,減值虧損會按其資產計未來現金流量的現值之間的差額,在全面收益表內確認。如減值虧損損,在全面收益表內確認。與減值虧損損強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。

Significant accounting policies (continued)

(f) Financial assets and financial liabilities (continued)

(ii) Categorisation (continued)

Other financial liabilities

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

(iii) Derecognition

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

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

(iv) Impairment of financial assets

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

(g) Stocks

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

2. 主要會計政策 (續)

(h) 現金及等同現金

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

(i) 撥備及或有負債

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

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

(j) 僱員福利

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

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

Significant accounting policies (continued)

(h) Cash and cash equivalents

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

(i) Provisions and contingent liabilities

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

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

(j) Employee benefits

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

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

郵政署營運基金 Post Office Trading Fund

2. 主要會計政策 (續)

(k) 名義利得税

- (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) 本期税款為本年度按應課税收入按報告期 結束日已生效或基本上已生效的税率計算 的預計應付税款,並包括以往年度應付税 款的任何調整。
- (iii) 遞延税款資產及負債分別由可扣稅及應課 税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。遞延税款資產也可由未使 用稅務虧損及稅項抵免而產生。

所有遞延税款負債及所有可能未來會有應 課税溢利而使其能被用以抵銷有關溢利的 遞延税款資產,均予確認。

遞延税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 税率計量。遞延税款資產及負債均不貼現 計算。

遞延税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税溢 利以實現相關税務利益的遞延税款資產會 予以扣減。有關扣減在日後有可能產生足 夠應課税溢利時回撥。

Significant accounting policies (continued)

(k) Notional profits tax

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

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

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

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

2. 主要會計政策 (續)

(I) 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。
- (iv) 其他收入以應計基礎確認入帳。

(m) 終端費及徵費

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

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

Significant accounting policies (continued)

(I) 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.
- (iv) Other income is recognised on an accrual basis.

(m) Terminal dues and charges

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

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

郵政署營運基金 Post Office Trading Fund

2. 主要會計政策 (續)

(m) 終端費及徵費(續)

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

(n) 外幣換算

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

(o) 關連人士

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

(p) 新訂及經修訂香港財務報告準則的影響

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

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

Significant accounting policies (continued)

(m) Terminal dues and charges (continued)

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

(n) Foreign currency translation

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

(o) Related parties

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

(p) Impact of new and revised HKFRSs

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

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

郵政署營運基金 Post Office Trading Fund

3. 營業額

Turnover

		2016	2015
一般郵遞服務	General mail services	4,709,574	5,174,726
雜項收入	Miscellaneous revenue	169,022	169,168
		4,878,596	5,343,894

4. 運作成本

Operating costs

	2016	2015
員工成本 Staff costs	2,641,037	2,561,856
一般郵務運作開支 General mail operating expenses	1,656,864	2,209,907
租金及管理費 Rental and management charges	203,421	218,853
折舊及攤銷 Depreciation and amortisation	126,608	155,090
中央行政費用 Central administration overheads	24,076	17,736
市場推廣費用 Marketing expenses	9,181	9,677
審計費用 Audit fees	2,203	2,029
	4,663,390	5,175,148

5. 其他收入

Other income

		2016	2015
來自以下非以公平值列帳的	Interest income from financial assets not		
金融資產的利息收入	at fair value		
持至期滿的證券	Held-to-maturity securities	20,727	20,154
外匯基金存款	Placement with the Exchange Fund	111,646	68,280
銀行存款	Bank deposits	5,313	17,584
銀行結餘及其他	Bank balances and others	206	226
		137,892	106,244

郵政署營運基金 Post Office Trading Fund

6. 名義利得税

(a) 於全面收益表內扣除的名義利得税 如下:

Notional profits tax

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

		2016	2015
本期税款本年度名義利得税的撥備	Current tax Provision for notional profits tax for the year	56,467	40,859
遞延税款	Deferred tax Origination and reversal of		
暫時性差異的產生及轉回	temporary differences	3,945	8,897
名義利得税	Notional profits tax	60,412	49,756

(b) 税項支出與會計溢利按適用税率計算 的對帳如下: (b) The reconciliation between tax expense and accounting profit at applicable tax rates is as follows:

		2016	2015
名義利得税前盈利	Profit before notional profits tax	353,098	274,990
按香港利得税率16.5%(2015:16.5%) 計算的税項	Tax at Hong Kong profits tax rate of 16.5% (2015 : 16.5%)	58,261	45,373
一次性税項寬減	One-off tax reduction	(20)	(20)
不可扣減開支的税項影響	Tax effect of non-deductible expenses	3,850	8,665
非應課税收入的税項影響	Tax effect of non-taxable revenue	(1,679)	(4,262)
名義税項支出	Notional tax expense	60,412	49,756

7. 固定資產回報率

固定資產回報率是以總全面收益(不包括利息收入和利息支出)除以固定資產平均淨值所得的百分比。固定資產包括物業、設備及器材和無形資產。由財政司司長釐定,預期營運基金可以達到的每年固定資產目標回報率為5.9%(2015:5.9%)。

Rate of return on fixed assets

The rate of return on fixed assets is calculated as total comprehensive income (excluding interest income and interest expenses) 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% (2015: 5.9%) per year as determined by the Financial Secretary.

郵政署營運基金 Post Office Trading Fund

Property, plant and equipment 8. 物業、設備及器材

0. 13510 150	10 %CHH 113						
		土地及樓宇	傢具及裝置	設備及機械	車輛	電腦系統	
		Land and	Furniture	Plant and	Motor	Computer	總計
		buildings	and fittings	machinery	vehicles	systems	Total
成本	Cost						
於2014年4月1日	At 1 April 2014	3,240,190	559,833	742,634	70,249	107,649	4,720,555
購入/轉撥	Additions / Transfers	256,917	34,123	26,456	11,224	19,541	348,261
出售/註銷	Disposals	(228,200)	(69,827)	(192,397)	(3,835)	(941)	(495,200)
於2015年3月31日	At 31 March 2015	3,268,907	524,129	576,693	77,638	126,249	4,573,616
於2015年4月1日	At 1 April 2015	3,268,907	524,129	576,693	77,638	126,249	4,573,616
購入/轉撥	Additions / Transfers	+	28,259	13,627	5,509	31,225	78,620
出售/註銷	Disposals	-	(64,105)	(16,666)	(9,934)	(29,408)	(120,113)
於2016年3月31日	At 31 March 2016	3,268,907	488,283	573,654	73,213	128,066	4,532,123
累計折舊	Accumulated depreciation						
於2014年4月1日	At 1 April 2014	896,745	483,111	582,288	52,470	81,072	2,095,686
年內費用	Charge for the year	75,735	31,432	29,069	8,108	1,124	145,468
出售/註銷回撥	Written back on disposal	(57,811)	(64,535)	(192,170)	(3,835)	(941)	(319,292)
於2015年3月31日	At 31 March 2015	914,669	450,008	419,187	56,743	81,255	1,921,862
於2015年4月1日	At 1 April 2015	914,669	450,008	419,187	56,743	81,255	1,921,862
年內費用	Charge for the year	42,329	27,925	33,760	7,046	6,211	117,271
出售/註銷回撥	Written back on disposal	-	(62,748)	(14,593)	(9,839)	(29,398)	(116,578)
於2016年3月31日	At 31 March 2016	956,998	415,185	438,354	53,950	58,068	1,922,555
帳面淨值	Net book value						
2016年3月31日	31 March 2016	2,311,909	73,098	135,300	19,263	69,998	2,609,568
2015年3月31日	31 March 2015	2,354,238	74,121	157,506	20,895	44,994	2,651,754
2016年3月31日	31 March 2016					-	

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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

		2016	2015
成本	Cost		
年初	At beginning of year	366,940	360,864
購入/轉撥	Additions / Transfers	23,045	16,193
出售/註銷	Disposals	(69,731)	(10,117)
年終	At end of year	320,254	366,940
累計攤銷	Accumulated amortisation		
年初	At beginning of year	324,353	324,848
年內費用	Charge for the year	9,337	9,622
出售/註銷回撥	Written back on disposal	(68,117)	(10,117)
年終	At end of year	265,573	324,353
帳面淨值	Net book value		
年終	At end of year	54,681	42,587

10. 持至期滿的證券

Held-to-maturity securities

		2016	2015
債務證券以攤銷成本列出 :	Debt securities at amortised cost:		
- 於香港上市	- Listed in Hong Kong	201,649	202,119
- 非上市	- Unlisted	582,279	584,058
		783,928	786,177
剩餘年期:	Remaining maturity:		
不多於一年	Within one year	582,279	319,094
一年以上	Over one year	201,649	467,083
		783,928	786,177

11. 外匯基金存款

外匯基金存款結餘為23.502億港元(2015: 22.277億港元),其中21.70億港元(2015: 21.70億港元)為原有存款,1.802億港元(2015:0.577億港元)則為報告期結束日已入帳但尚未提取的利息。該存款為期六年(由存款日起計),期內不能提取原有存款。

外匯基金存款利息按每年1月釐定的固定息率計算。該息率是基金投資組合過去六年的平均年度投資回報,或三年期外匯基金債券(由2016年1月1日起為三年期政府債券)在上一個年度的平均年度收益,兩者取其較高者,下限為0%。2016年固定息率為每年3.3%,2015年為每年5.5%。

12. 遞延税款

在財務狀況表內確認的遞延税款的主要組成 部分及其年內變動如下:

Placement with the Exchange Fund

The balance of the placement with the Exchange Fund amounted to HK\$2,350.2 million (2015: HK\$2,227.7 million), being the principal sums of HK\$2,170 million (2015: HK\$2,170 million) plus interest paid but not yet withdrawn at the end of the reporting period of HK\$180.2 million (2015: HK\$57.7 million). The term of the placements are six years from the date of placement, during which the amount of principal sums 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 (three-year Government Bonds with effect from 1 January 2016) for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 3.3% per annum for the year 2016 and at 5.5% per annum for the year 2015.

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 攤銷折舊免税額 Depreciation allowances in excess of the related depreciation and amortisation	其他 暫時性差異 Other temporary differences	總計 Total
2014年4月1日結餘	Balance at 1 April 2014	28,080	(1,259)	26,821
	Charged / (Credited) to			
	statement of			
於全面收益表扣除 / (撥回)	comprehensive income	8,902	(5)	8,897
2015年3月31日結餘	Balance at 31 March 2015	36,982	(1,264)	35,718
2015年4月1日結餘	Balance at 1 April 2015	36,982	(1,264)	35,718
	Charged to statement of			
於全面收益表扣除	comprehensive income	3,713	232	3,945
2016年3月31日結餘	Balance at 31 March 2016	40,695	(1,032)	39,663

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13. 僱員福利撥備

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

Provision for employee benefits

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

14. 營運基金資本

此為政府對營運基金的投資。

Trading fund capital

This represents the Government's investment in the POTF.

15. 發展儲備

Development reserve

		2016	2015
年初及年終結餘	Balance at beginning and end of year	243,664	243,664

可用作將來業務的發展。

2016年3月31日結餘為未承擔的資金, The balance at 31 March 2016 is uncommitted and is earmarked for future development.

16. 保留盈利

Retained earnings

	2016	2015
年初結餘 Balance at beginning of year	1,908,571	1,683,337
年度總全面收益 Total comprehensive income for the year	292,686	225,234
已支付屬截至2015年3月31日止 Dividend paid in respect of the year 年度的股息 ended 31 March 2015	(112,617)	-
已支付屬截至2014年3月31日止 Dividend paid in respect of the year 年度的股息 ended 31 March 2014	(58,622)	-
年終結餘 Balance at end of year	2,030,018	1,908,571

17. 擬發股息

在截至2016年3月31日止年度,根據年度總全面收益和經財經事務及庫務局局長核准的年度營運計劃裏列出的50%(2015:50%)目標派息比率,營運基金擬發1.463億港元股息(2015:1.126億港元)。

Proposed dividend

For the year ended 31 March 2016, the POTF proposed a dividend of HK\$146.3 million (2015: HK\$112.6 million), based on the total comprehensive income for the year and the target dividend payout ratio of 50% (2015: 50%) stated in the annual business plan approved by the Secretary for Financial Services and the Treasury.

18. 現金及等同現金

Cash and cash equivalents

		2016	2015
現金及銀行結餘	Cash and bank balances	147,953	151,743
銀行存款	Bank deposits	520,345	702,442
		668,298	854,185
減:原有期限為三個月以上	Less: Bank deposits with original		
的銀行存款	maturity beyond three months	.=	(625)
現金及等同現金	Cash and cash equivalents	668,298	853,560

19. 與關連人士的交易

除了在本財務報表內獨立披露的交易外,年 內與關連人士的其他重要交易概述如下:

- (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2.488億港元 (2015:2.310億港元);
- (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2.214億港元(2015:2.022億港元);

Related party transactions

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

- (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\$248.8 million (2015: HK\$231.0 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\$221.4 million (2015: HK\$202.2 million);

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19. 與關連人士的交易(續)

- (c) 營運基金向關連人士購入固定資產,包括 各郵政局的裝修工程、購置土地及樓宇、 設備及機器、電腦系統及車輛。這些資產 的成本總額為1.490萬港元(2015:4.890 萬港元);
- (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 1.120萬港元(2015:1.690萬港元)已從 營運基金的相關開支中扣除。截至2016 年3月31日,結轉入下一個年度的政府撥 款結餘達1,690萬港元(2015:1,610萬港 元);以及
- (e)營運基金須就向政府租用的物業支付名義 市值租金。機場郵政局的名義市值租金自 2006年4月起獲政府豁免。尖沙咀郵政局 的名義市值租金自2009/10年度起獲得豁 免,另有六間郵政局的名義市值租金則自 2011/12年度起獲得豁免,惟每年須經政 府審批。截至2016年3月31日止的年度, 該八所租賃物業合共獲得豁免3,290萬港 元的名義市值租金(2015:3,030萬港元)。

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2016年3月31日與關連人士有關的結餘 列載於財務狀況表。

Related party transactions (continued)

- (c) acquisition of fixed assets from related parties included fitting out projects of post offices, acquisition of land and buildings, plant and machinery, computer systems and motor vehicles. The total cost of these assets amounted to HK\$14.9million (2015: HK\$48.9 million);
- (d) the POTF received government grants relating to the provision of electronic services through a contractor. During the year, government grants of HK\$11.2million (2015: HK\$16.9 million) were deducted from the related expenses incurred by the POTF. As at 31 March 2016, the balance of government grants carried forward to the next year amounted to HK\$16.9 million (2015: HK\$16.1 million); and
- (e) the POTF is required to pay notional market rental on premises leased from the Government. The notional market rental for the Airport Post Office has been waived by the Government since April 2006. Subject to annual approval by the Government, the notional market rental for Tsim Sha Tsui Post Office has been waived since 2009-10 and the notional market rentals for another six post offices have been waived since 2011-12. For the year ended 31 March 2016, the notional market rentals waived for these eight leased premises amounted to HK\$32.9 million (2015: HK\$30.3 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 2016 are set out in the statement of financial position.

20. 承擔

(a) 資本承擔

在2016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:

Commitments

(a) Capital commitments

At 31 March 2016, the POTF had capital commitments, so far as not provided for in the financial statements, as follows:

		2016	2015
已核准及簽約	Authorised and contracted for Authorised but not yet	49,965	69,776
已核准但尚未簽約	contracted for	83,418	140,542
		133,383	210,318

(b) 經營租賃承擔

在2016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:

(b) Operating lease commitments

At 31 March 2016, the total future minimum lease payments under non-cancellable operating leases for leased properties were payable as follows:

		2016	2015
一年以內	Not later than one year	112,337	116,614
	Later than one year but not later		
一年後但不多於五年	than five years	254,864	262,004
五年後	Later than five years	1,223,969	1,198,029
		1,591,170	1,576,647

21. 財務風險管理

(a) 投資政策

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

Financial risk management

(a) Investment policy

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

郵政署營運基金 Post Office Trading Fund

21. 財務風險管理(續)

(b) 貨幣風險

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

年內,營運基金在全面收益表內確認的匯 兑虧損淨額為1,470萬港元 (2015: 匯兑 收益淨額3,280萬港元)。

下表總結營運基金於報告期結束日的外幣 風險額:

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 loss of HK\$14.7 million (2015:a net exchange gain of HK\$32.8 million) in the statement of comprehensive income.

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

		2016		2015	
		資產 Assets	負債 Liabilities	資產 Assets	負債 Liabilities
美元	US dollar	282,703	16,507	326,286	21,266
人民幣	Renminbi	156,015	7	157,742	5
歐元	Euro	10,451	2,599	3,468	2,421
特別提款權	Special Drawing Rights	72,204	287,925	65,933	432,131
其他外幣	Other foreign currencies	18,723	401	19,973	523
		540,096	307,439	573,402	456,346

管理層認為下一個財政年度的美元兑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110萬港元(2015:130萬港元)。

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兑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140萬港元(2015:780萬港元)。

擬備上並敏感度分析時,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。 The management considers a 0.5% increase / decrease in the exchange rate of the US dollar against the Hong Kong dollar in the coming financial year to be reasonably possible. Had such an increase / decrease occurred at the end of the reporting period, the total comprehensive income for the year would have been increased / decreased by HK\$1.1million (2015: HK\$1.3 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\$1.4 million (2015: HK\$7.8 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.

21. 財務風險管理 (續)

(c) 利率風險

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

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

現金流量利率風險指金融工具的未來現金流量會因市場利率變動而波動的風險。營運基金面對的現金流量利率風險,是因其銀行結餘參照市場上的利率計息。管理層認為下一個財政年度的市場利率在合理情況下可能增加/減少50個基點。如有關增加/減少於報告期結束日發生,年內的利息收入及總全面收益會增加/減少50萬港元(2015:50萬港元)。

(d) 信貸風險

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

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

為盡量減低信貸風險,所有定期存款均存 放於香港持牌銀行。

Financial risk management (continued)

(c) Interest rate risk

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

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

Cash flow interest rate risk is the risk that future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The POTF is exposed to cash flow interest rate risk because its bank balances bear interest at rates determined by reference to market interest rates. The management considers a 50 basis points increase / decrease in market interest rates in the coming financial year to be reasonably possible. Had such an increase / decrease occurred at the end of the reporting period, the interest income and the total comprehensive income for the year would have been increased / decreased by HK\$0.5 million (2015: HK\$0.5 million).

(d) Credit risk

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

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

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



郵政署營運基金 Post Office Trading Fund

21. 財務風險管理 (續)

(d) 信貸風險(續)

外匯基金存款的信貸風險屬於低。

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

Financial risk management (continued)

(d) Credit risk (continued)

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

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

如下:	2016	2015
按信貸評級列出的持至期滿的證券 Held-to-maturity securities by credit rating		
Aa1 至 Aa3 / AA+ 至 AA- Aa1 to Aa3 / AA+ to AA-	416,649	202,119
A1 至 A3 / A+ 至 A- A1 to A3 / A+ to A-	367,279	534,094
Baa1 至 Baa3 / BAA+ 至 BAA- Baa1 to Baa3 / BAA+ to	BAA-	49,964
	783,928	786,177

營運基金持有金融資產所須承擔的最高信 貸風險相等於在報告期結束的帳面值。 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) 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2016年3月31日,在2015年和2016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980萬港元(2015:930萬港元)。

(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 2016, a 50 basis point increase / decrease in the interest rates for 2015 and 2016, with all other variables held constant, would increase / decrease the profit for the year and reserves by HK\$9.8 million (2015: HK\$9.3 million).

22. 已頒布但於截至2016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2016年3月31日止會計年度尚未生效,及沒有提前在本財務報表中採納的修訂、新準則及詮釋。與營運基金有關的該等修訂、新準則及詮釋包括:

在以下日期或 之後開始的 會計期間生效

香港財務報告準則第9號: 2018年1月1日

「金融工具」

香港財務報告準則第15號: 2018年1月1日

「來自客戶合約之收入」

香港財務報告準則第16號: 2019年1月1日

「租賃」

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

Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2016

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 2016 and which have not been early adopted in these financial statements. These include the following which may be relevant to the POTF:

Effective for accounting periods beginning on or after

HKFRS 9, Financial Instruments 1 January 2018

HKFRS 15, Revenue from Contracts with 1 January 2018

Customers

HKFRS 16, Leases 1 January 2019

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

