

勇於創新 續展宏圖  
Sustaining Development  
through Innovation

投寄易<sup>®</sup> e-Ship

iPostal Station  
智郵站

iMail<sup>®</sup> 易網郵

SmartPost  
易送遞

ShopThru Post  
樂滿郵

 Speed Post  
特快專遞



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## 署長的話 The Postmaster General's Statement



**我**十分榮幸發表二零一六至一七年度香港郵政年報，這是我自今年七月上任香港郵政署長以來的首份年報。在二零一六至一七年度，縱然面對郵政和速遞服務市場競爭激烈，香港郵政仍然努力不懈，致力控制成本和增加收入，從而提升郵政署營運基金的財政表現。我謹此欣然報告，部門在這年度繼續錄得盈利，營運盈餘達1.53億港元，回報率為固定資產平均淨值的4.7%。

現代通訊科技發展一日千里，令書信往來持續減少，然而，香港郵政在郵件派遞方面繼續擔當重要的角色。面對不斷蛻變和競爭激烈的經營環境，部門的企業和業務策略需要與時並進，以應付外圍環境急劇的變化。與此同時，我們一如以往，繼續盡心盡力服務社會、市民和客戶，以期進一步提升部門值得信賴的公眾形象。

I am honoured to present this Annual Report, my first since taking up my present post in July this year. Amidst keen competition in the postal and courier market in 2016/17, Hongkong Post continued with its efforts to manage costs and generate revenue in order to strengthen the financial performance of the Post Office Trading Fund. I am pleased to announce that we have continued to achieve an operating profit, of \$153 million for the year, representing a rate of return on the average net fixed assets of 4.7 %.

Although transactional mails are decreasing in the face of advances in modern communications technology, the role of Hongkong Post in carrying out the physical delivery of postal items remains as important as it ever has been. The evolving landscape is very competitive, however, and at Hongkong Post we have endeavoured to transform our corporate and business strategies in order to keep up with the rapid changes in the external environment, while continuing to build upon our trusted public image. This is part of our constant efforts over many years to serve the community, the public and individual customers better.

郵政服務屬勞工密集的行业。为了提高运作效率和减低成本，部門近年積極廣泛應用資訊科技，並重整工作流程。然而，我們從沒有忽略與客戶攜手合作的基本承諾。在這個日新月異的時代，新科技、新競爭、新營商模式湧現，香港郵政致力制訂不同的營商策略和新措施，務求滿足客戶不斷轉變的需求，同時增強本身的競爭優勢。舉例說，我們繼續從多方面提升系統，以加強部門的郵件追蹤能力；另外又在各郵政局的櫃位增設全新的「電子簽署」功能，令顧客有更佳的服務體驗。

香港郵政在行業內正面對極大的競爭壓力。電子商貿發展蓬勃，我們深知要把握商機，提供適切的服務，以支援業界的發展。為此，我們在年內推出「智郵站」服務。對於那些傳統上由郵差到戶派遞的較大型郵件，全新的「智郵站」提供更方便的派遞方案，收件人更可在郵件送達後迅速收到通知短訊。由於這項服務越來越受歡迎，我們會繼續在全港設置更多「智郵站」，部分更會二十四小時開放。

香港郵政一直積極協助本地中小企業拓展銷售渠道，例如年內我們進一步擴展的「易網遞」服務，提供郵件由投寄至派遞的追蹤資料，服務範圍覆蓋全球19個主要目的地。此外，為了向電子商貿平台經營者提供更佳服務，我們一直與多個網上銷售平台經營者緊密合作，為他們提供度身訂做的派遞方案，協助他們把貨物運送至外地。

與此同時，我們亦透過定期培訓和專業發展，確保員工裝備好自己，能夠專業有效地應付複雜多變的營商和運作環境。除此之外，我們還請顧客支持本署的工作，例如在郵件上註明正確的地址，讓我們更好地充分發揮專業，做好派遞郵件的工作。

展望來年，我們會繼續推展各項計劃、優化措施和創新服務，以提升運作效率和成效，令顧客享用我們的服務時獲得更滿意的體驗，以及促進香港郵政的長遠持續發展。要達致上述目標，實在有賴香港郵政全體人員同心協力，攜手並肩，一起推動部門穩步向前發展。



梁松泰  
香港郵政署長  
暨郵政署營運基金總經理

Postal operations are labour-intensive. In order to enhance our operational efficiency and reduce our costs, we have been embracing opportunities for the wider use of information technology and for work process re-engineering. In all this, however, we never lose sight of our primary commitment — of working in tandem with our customers. That lies behind our formulation of various business strategies and new initiatives to meet the changing needs of our customers in this fast-moving era of new technology, new competition, and new commercial practices, while also increasing our competitive edge. For example, we have continued to improve our mail tracking capabilities by making a number of enhancements to our system. We have also introduced a new e-signature option at our post office counters, further improving our customers' experience in using our services.

Hongkong Post faces keen competition in its service sector. We are fully aware of the need to provide services in support of the booming e-Commerce industry, and this has prompted our launch this year of our new "iPostal Station" service. The iPostal Stations provide a more convenient delivery option for larger items that would traditionally have been delivered to the door, along with rapid SMS notifications to recipients. We have continued to roll out more iPostal Stations throughout the territory, some of which offer 24-hour access, as the popularity of this service has grown.

We have also been working persistently to help our local SMEs broaden their sales channels. For example, during the year we have expanded our e-Express service, which offers end-to-end handling visibility of items with tracking information, to cover a total of 19 major destinations worldwide. In addition, to provide e-Commerce platform providers with a better service, we have been working closely with several of these providers to develop dedicated solutions for shipping their items overseas.

Alongside all these, we are continuing to ensure that our workforce remains equipped to respond professionally and effectively to the constantly evolving business and operational environment, by offering regular staff training and professional development opportunities. We do ask customers to support our staff by ensuring that their mail is correctly addressed, a practice that enables us to better carry out our core postal delivery duties to a high level of professionalism.

In the year ahead, we will continue to move ahead with projects, enhancement measures and service innovations that will enhance our operational efficiency and effectiveness, improve our customers' experience in using our services, and contribute to the longer-term sustainable development of Hongkong Post. These outcomes will involve harnessing the collaborative efforts of our entire team, and working in concert to ensure that Hongkong Post continues to grow sustainably into the future.

Gordon LEUNG  
Postmaster General  
and General Manager of the Post Office Trading Fund

# 香港郵政策略大綱

## Hongkong Post Strategy Map

### 宣言、抱負、使命和信念

#### 我們的宣言 — 傳心意、遞商機

傳心意 — 香港郵政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
- 財務表現  
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、銳意創新、精益求精

## Our Vision

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

## Our Mission

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

## Our Values

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

# 遞商機 Delivering Business

- 產值效益  
Productivity

- 銳意創新  
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



- 銳意創新突破  
Innovate for the Future

- 配備世界級設施  
World Class Facilities

- 現代商業管理制度  
Modern Business  
Management Systems

- 確立卓著品牌  
Reputable Brand

- 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



# 首長級團隊

## Directorate Team



01 梁松泰先生  
Mr. Gordon LEUNG  
香港郵政署長  
Postmaster General

02 忻國元先生  
Mr. Leo YAN  
總監 (運作) / 署理香港郵政  
助理署長 (組織發展)  
Director (Operations) /  
Acting Assistant Postmaster  
General (Corporate Development)

03 歐陽曉華女士  
Ms. Kitty AU YEUNG  
部門秘書 / 署理香港郵政助理署長  
(組織發展)  
Departmental Secretary /  
Acting Assistant Postmaster  
General (Corporate Development)

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

05 陳仁深先生  
Mr. Danny CHAN  
總監 (服務拓展、推廣及銷售)  
Director (Product Development,  
Marketing and Sales)

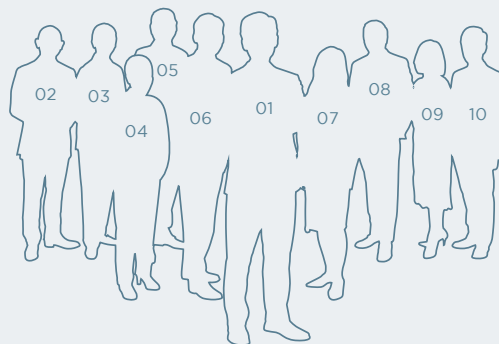
06 魏永捷先生  
Mr. NGAI Wing Chit  
香港郵政副署長  
Deputy Postmaster General

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

08 林兆明先生  
Mr. Patrick A LIN  
總監 (對外事務) / 署理香港郵政  
助理署長 (組織發展)  
Director (External Affairs) / Acting  
Assistant Postmaster General  
(Corporate Development)

09 陳雨青女士  
Ms. Lisa CHAN  
總監 (財務)  
Director (Finance)

10 楊保良先生  
Mr. Alex YEUNG  
總監 (資訊系統服務) /  
署理香港郵政助理署長  
(組織發展)  
Director (Information  
System Services) /  
Acting Assistant Postmaster  
General (Corporate  
Development)





## 香港郵政署長 Postmaster General

## 香港郵政副署長 Deputy Postmaster General

- 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)

- 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)

- 香港郵政助理署長 (郵務)
- 總監(運作)
- Assistant Postmaster General (Postal)
- Director (Operations)

- 總監(財務)
- Director (Finance)

- 總監(對外事務)
- Director (External Affairs)

### 組織發展 Corporate Development

- 行政事務
- 管理事務
- 策劃及發展
- 資訊系統服務

- Administrative Services
- Management Services
- Planning and Development
- Information System Services

### 業務發展 Business Development

- 服務拓展、推廣及銷售
- 特快專遞
- 客戶關係
- 本地郵件
- 核證機關監管
- 郵票及集郵

- Product Development, Marketing and Sales
- Speedpost
- Customer Relationship Management
- Local Mail
- Certification Authority Monitoring
- Stamps and Philately

### 郵務 Postal Services

- 國際郵件
- 郵件處理
- 郵件派遞
- 門市業務
- 生產力促進
- 運作支援
- 顧客服務

- International Mail
- Mail Processing
- Mail Distribution
- Retail Business
- Productivity Services
- Operations Support
- Customer Service

### 財務 Financial Services

- 現金管理
- 郵票供應、收入會計及郵政信箱
- 國際郵件會計
- 財務管理
- 財務分析
- 物料供應

- Cash Management
- Stamp Supply, Revenue Accounts and PO Box
- International Mail Accounts
- Financial Management
- Financial Analysis
- Supplies

### 對外事務 External Affairs

- 國際業務
- 終端費
- 國際物流

- International Business
- Terminal Dues
- International Logistics

# 部門概況

## Corporate Overview





## 部門概況 Corporate Overview

### 財務表現

香港郵政繼續致力控制成本和開拓業務，以保持財務表現穩健。在2016/17年度，香港郵政的總營運收入和運作開支分別為48.81億港元和47.28億港元，錄得1.53億港元營運盈餘，回報率為固定資產平均淨值的4.7%。

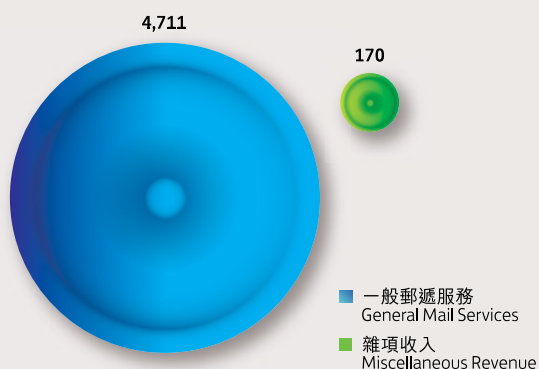
### FINANCIAL PERFORMANCE

Hongkong Post continued with sustained efforts in cost management and business development in order to reinforce financial performance. In 2016/17, the total operating revenue and expenditure of HKP were \$4,881 million and \$4,728 million respectively, resulting in an operating profit of \$153 million. The rate of return on the average net fixed assets was 4.7%.

#### 收入

Revenue (港幣百萬元 HK\$million)

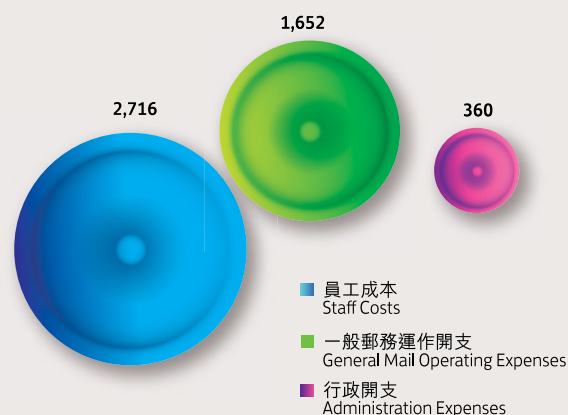
總額 TOTAL 4,881



#### 運作成本

Operating Costs (港幣百萬元 HK\$million)

總額 TOTAL 4,728



### 郵件量

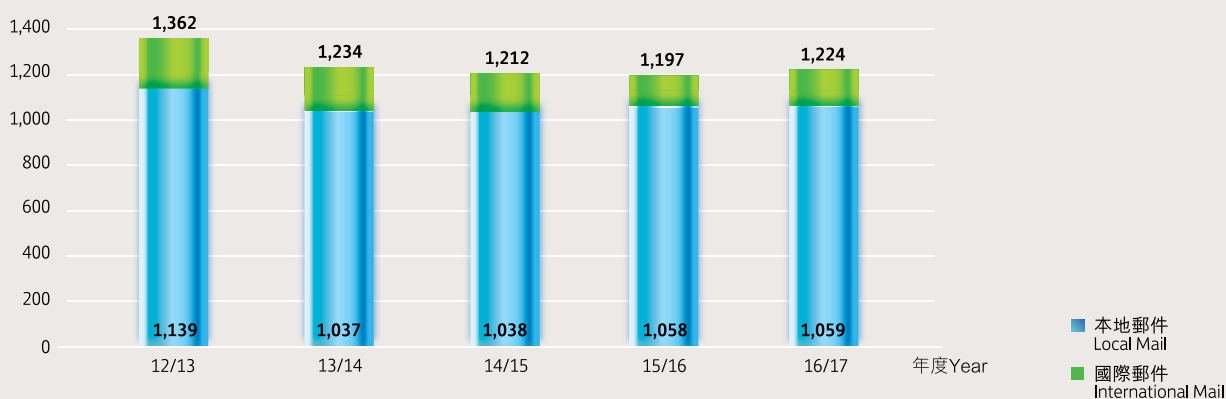
在2016/17年度，香港郵政共處理12.2億件郵件（每日平均335萬件郵件）。

### MAIL TRAFFIC

In 2016/17, Hongkong Post processed 1.22 billion mail items (or a daily average of 3.35 million items).

#### 郵件量

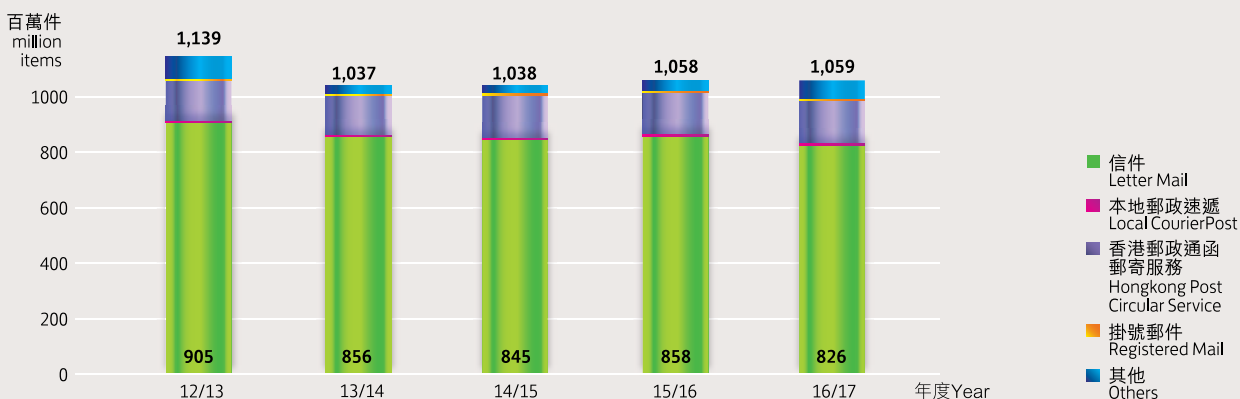
Mail Volume (百萬件 million items)



## 本地郵件量 Local Mail Traffic

在2016/17年度，本地郵件量佔香港郵政總郵件量86.5%。

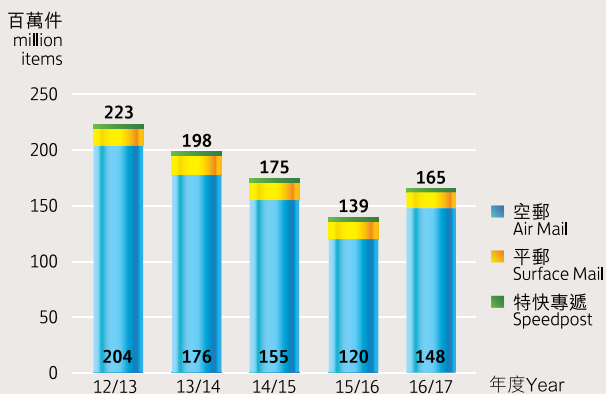
Local mail accounted for 86.5% of Hongkong Post's total mail traffic in 2016/17.



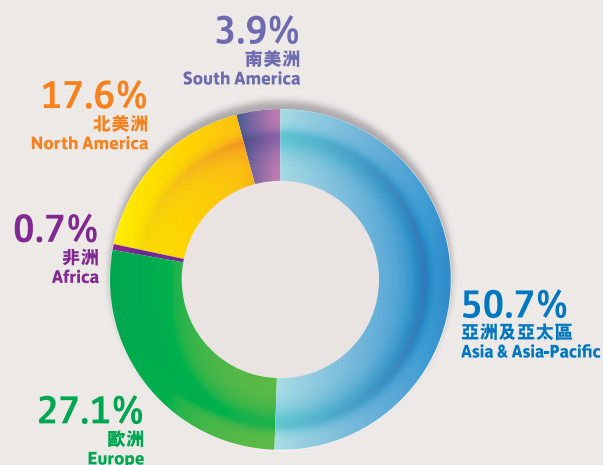
## 國際郵件量 International Mail Traffic

在2016/17年度，國際郵件量佔香港郵政總郵件量13.5%。

International mail accounted for 13.5% of Hongkong Post's total mail traffic in 2016/17.



## 主要海外目的地 Major Overseas Destinations



## 門市業務

截至2017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。

## RETAIL BUSINESS

As at 31 March 2017, Hongkong Post operated an extensive network of 125 post offices (including three mobile post offices).

## 保持香港郵政的競爭優勢

### Sustaining Hongkong Post's Competitive Advantages

#### 新產品和服務

##### 卓越服務

為提供優質服務，香港郵政不斷推陳出新、力臻完善，年內推出以下新服務：

#### 「投寄易」全新郵件追蹤功能和增設投寄局

2016年6月30日，香港郵政提升「投寄易」的服務質素和範圍，讓用戶在「投寄易」平台完成準備投寄手續後，即可掌握郵件的最新狀況。此外，我們擴大「投寄易」的投寄局網絡，在2016年9月19日新增六間投寄局，令接受「投寄易」郵件的郵政局數目增至51間。我們正計劃於2017年10月底前，進一步擴展「投寄易」應用程式界面（API），方便客戶經「投寄易」平台投寄大量郵件，並會在2018年年初把有關服務擴大至涵蓋本地掛號郵件。

#### 擴展「易網遞」（e-Express）服務

為回應電子商戶尋求新方法把貨物運至熱門目的地和新興市場的需求，年內「易網遞」服務的目的地已由2016年11月14日起擴展至巴西、荷蘭、瑞士、瑞典、丹麥、以色列和日本，覆蓋19個主要目的地。我們會繼續發掘新目的地，令「易網遞」服務成為傳統掛號服務以外另一可靠高效的郵遞方案。

#### NEW PRODUCT AND SERVICE INITIATIVES

##### Service Excellence

We are committed to striving for service excellence, and to this end we are pursuing the following initiatives:

#### New Mail Tracking Function and Extension of Acceptance Offices for EC-Ship Posting

On 30 June 2016, Hongkong Post enhanced the quality and scope of its EC-Ship service. EC-Ship users can now obtain the latest status of their mail items once they have completed the preparation process on the EC-Ship platform. The network was also extended with the addition of a further six post offices on 19 September 2016, with altogether 51 post offices that now accept EC-Ship posting. We are planning to extend the EC-Ship Application Programming Interface (API) service to support all bulk mail services in the EC-Ship platform by October 2017, and to support local registered mails in early 2018.

#### Extension of e-Express Service

In response to demand from e-Commerce merchants for new ways of sending goods to popular destinations as well as emerging markets, our e-Express service was extended to cover Brazil, the Netherlands, Switzerland, Sweden, Denmark, Israel and Japan on 14 November 2016, covering 19 major destinations in the year. We will continue to explore new destinations to help make this service a strong alternative shipping solution in addition to the conventional registration service.



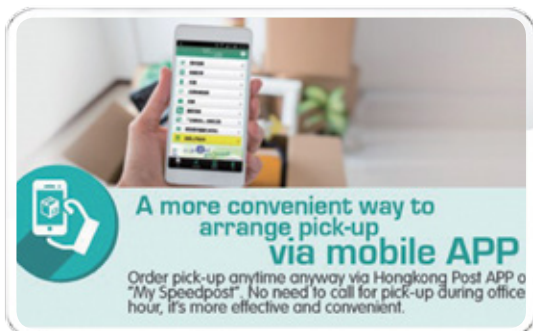
## 特快專遞和空郵包裹服務推出全新的網上增值服務

年內，特快專遞客戶可享用以下多項全新增值服務：

- 已登記客戶於2016年9月起可在網上換領禮品；
- 「我的特快專遞」網上平台的應用程式界面於2016年10月投入服務，方便大量投寄郵件的特快專遞客戶在網上備妥投寄表格；以及
- 廣州海關和廣東郵政合作開發的「關郵e通」在2016年1月正式推出。「關郵e通」適用於投寄特快專遞郵件往廣東省主要地區，寄件人須透過「我的特快專遞」或「投寄易」網上平台準備郵件資料，投寄後收件人便可查看郵件的清關狀況，並可在網上繳付郵件的稅款。年內，這項便利清關繳稅措施已擴展至空郵包裹服務。

## 繼續加強流動裝置的網上客戶界面

2016年9月，我們加強香港郵政流動應用程式的功能，方便客戶為特快專遞郵件安排上門收件服務，以取代透過致電特快專遞熱線安排收件的方法。2016年10月，我們為網購客戶提供方便的流動版「樂滿郵」平台，藉此提升香港郵政的服務和企業形象。



## New Online Value-added Services for Speedpost and the Air Parcel Service

Speedpost customers were able to enjoy a number of new value-added services during the year:

- online redemption of gifts for registered customers in September 2016;
- the introduction of an Application Programming Interface (API) function in the “MySpeedpost” online platform in October 2016, helping those of our Speedpost customers who make bulk postings to conveniently prepare the posting forms online; and
- the introduction of an “Internet + Mail clearance e-Pass”, which was jointly developed by Guangzhou Customs and Guangdong Post, and launched in January 2016. This e-Pass is available for Speedpost items sent to major areas of Guangdong Province that are prepared on the “MySpeedpost” and “EC-Ship” online platforms. The e-Pass enables consignees to check the customs clearance status of their postal items and arrange tariff payments online for postal items. This customs facilitation measure was also extended to the Air Parcel service in the year.

## Continued Enhancements to Online Customer Interfaces via Mobile Devices

In September 2016, we enriched the functionalities of our mobile app to make it easier for customers to order at-door pick-ups for their Speedpost postings, instead of calling the Speedpost pick-up hotline. In October 2016, we provided online shoppers with convenient mobile access to the ShopThruPost platform, thereby enhancing our services as well as boosting the corporate image of Hongkong Post.



## 保持香港郵政的競爭優勢

### Sustaining Hongkong Post's Competitive Advantages

#### 服務創新

為應付不斷轉變的市場和顧客需要，我們在2016/17年度開拓多項創新的服務，部分重點服務如下：

#### 推出領取郵件編號 (MCN) 和「智郵站」

香港郵政在2016年5月推出全新的領取郵件編號 (MCN) 自選領件服務，並在社區中設立「智郵站」網絡，提供自助領取郵件服務。要使用上述服務，市民只需在香港郵政的「投寄易」網上平台完成簡單的登記程序，以取得一個領取郵件編號，然後可選擇郵政局及/或「智郵站」領取過往通常到戶派遞的較大型郵件。

2016年10月，我們推出應用射頻識別 (RFID) 技術的新「智郵站」。這款「智郵站」由香港郵政與香港物流及供應鏈管理應用技術研發中心共同研發，新技術加快了系統的運作流程。在2017年3月至4月舉行的「第45屆日內瓦國際發明展」中，這款備有射頻識別功能的「智郵站」在「電腦科學、軟件工程、電子、通訊工程」類別贏得金獎。

截至2017年3月31日，香港郵政已在全港12個服務點設置「智郵站」，並計劃推展至更多地點。



#### Service Innovations

Some highlights of our service innovations designed to meet the changing market and dynamic customer needs in 2016/17 are as follows:

#### Launch of Mail Collection Number and iPostal Stations

In May 2016, Hongkong Post introduced a new mail collection service using a Mail Collection Number (MCN), and installed a network of iPostal Stations throughout the territory to enable self-service mail collection. The service requires members of the public first to carry out a simple registration procedure on the Hongkong Post EC-Ship portal to obtain a Mail Collection Number (MCN). Once they have registered an MCN, members of the public can then select a post office and/or an iPostal Station to receive their larger sized mail items, which normally would be delivered to the door.

In October 2016, we launched a new model of iPostal Station that incorporates Radio Frequency Identification (RFID) technology, developed in association with the Hong Kong R&D Centre for Logistics and Supply Chain Management Enabling Technologies (LSCM R&D Centre), to enhance the operational flow of the system. The RFID-equipped model won a Gold Medal at the 45th International Exhibition of Inventions – Geneva held in March and April 2017, awarded for the categories of "Computer Science, Software, Electronics, Electricity, Methods of Communication".

As at 31 March 2017, iPostal Stations had been set up at 12 service points throughout Hong Kong. We aim to extend these iPostal Stations to more locations in the future.



備有射頻識別功能的「智郵站」在「第45屆日內瓦國際發明展」中贏得金獎。

The RFID-equipped iPostal Station won a Gold Medal at the 45th International Exhibition of Inventions - Geneva.



## 「易送遞」增設「郵資到付」

2016年7月，我們在多項本地郵政服務推出「郵資到付」選項，讓收件人在郵政局領取郵件時繳付郵費。現時，我們為政府部門和法定機構提供「郵資到付」服務，方便他們向索取或申請提供文件的市民郵寄文件。

## 整合物流服務

2016年9月，香港郵政推出整合物流服務，為中小企和商戶提供全面的訂單物流整合方案，讓他們輕鬆處理銷售訂單。商戶可在「投寄易」網上平台選用整合物流服務，十分方便。

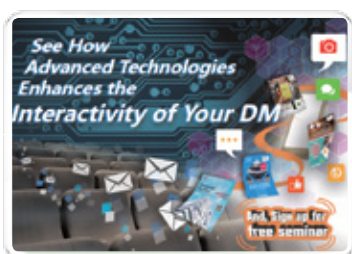


## 郵政局推行「電子簽署」

2016年11月至12月，部門陸續在郵政局櫃位推出「電子簽署」功能，方便顧客領取掛號郵件及其他需要派遞證明的郵件。以電子方式記錄收件人簽署可縮短櫃位處理領件的時間。此外，我們將於2018年年初在派遞郵差的新一代個人電子手帳加入「電子簽署」功能。

## 在直銷函件應用先進科技

隨着流動和虛擬可視化技術日漸流行，香港郵政也開始推廣在直銷函件應用「擴增實境」及「虛擬實境」技術，讓收件人透過流動應用程式觀看直銷函件上的立體影像。此外，在印製直銷函件時添加氣味亦可讓目標顧客在閱讀直銷函件的宣傳訊息時聯想到愉快的經歷。我們在2017年1月舉辦研討會，邀請業界專家展示「擴增實境」、「虛擬實境」技術和在印刷品添加氣味的效果，參加者都大感興趣。



## New "Postage Paid by Addressee" Feature of Smart Post



In July 2016, we introduced a new "postage paid by addressee" option to our range of local mail services. This new service allows addressees to pay postage for the mail they receive when they collect it from a post office. Currently, the service is provided to government departments and statutory bodies that send documents to members of the public who request or apply for certain documents.

## Fulfilment Services

In September 2016, Hongkong Post launched a new Fulfilment Service that offers SMEs and merchants a total solution in fulfilling their orders. Merchants can conveniently place their fulfilment orders online at our EC-Ship online portal.

## Introduction of "e-signature" at Post Offices

An "e-signature" function for customers collecting registered mail and other items that require proof of delivery was rolled out to post office counters in November and December 2016. Capturing the signatures of recipients electronically speeds up the processing time for mail counter delivery. This e-signature function will also be included in the new generation of Personal Digital Assistants to be used by our delivery postmen in early 2018.

## New Technologies applied to Direct Mail

In light of the growing popularity of mobile and virtual visualisation technologies, Hongkong Post has introduced the application of "augmented reality" and "virtual reality" technology to Direct Mail (DM) so that readers can use mobile applications to view 3D images on print copies of DM. Scents infused into print copies also have the potential to help target customers associate DM messages with pleasant experiences. In January 2017, we organised an educational seminar during which invited industry experts demonstrated the power of augmented reality, virtual reality and scent printing to a fascinated audience.

## 保持香港郵政的競爭優勢

### Sustaining Hongkong Post's Competitive Advantages

#### 服務管理

我們繼續竭力為顧客提供更佳服務，並投放資源於資訊科技，以期令服務流程更上層樓。

#### 大量投寄空郵郵件服務提供「郵袋追蹤服務」

2016年5月，我們開始提供一項全新的收費增值服務——「郵袋追蹤服務」，供大量投寄空郵服務郵件的顧客選用。顧客付款後，可獲得兩項有用的追蹤資訊：郵袋的「投寄日期」和「離港日期」。

#### 強化揀信機功能

2016年11月，「機械揀信系統」的揀信機加裝中文光學文字閱讀功能，可自動分揀印有中文本地地址的信件。

#### 開發郵件流程管理及追蹤系統(MTS)

郵件流程管理及追蹤系統在2016年11月投入服務，以取代運作已久的郵件追查系統，並逐步提升追蹤郵件的功能。配合櫃位運作自動化並於2015年啟用的綜合郵務系統，郵件流程管理及追蹤系統能與此系統進行的即時數據互換，優化規劃和調配人手和其他資源。

#### 便利顧客的「寄輕鬆」服務

為配合電子商貿發展，並讓顧客得到更便捷的投寄體驗，香港郵政在2017年1月推出「寄輕鬆」服務。顧名思義，「寄輕鬆」讓顧客在指定郵政局的櫃位輕鬆投寄大量郵件，無須等候郵件完成收寄程序。



#### Service Management

We continue to strive to serve our customers better, and are investing in information technology to achieve better levels of service management.

#### Mail Bag Tracking Service for Bulk Air Mail

In May 2016, we began offering a new and optional value-added service, the "Mail Bag Tracking Service", for Bulk Air Mail (BAM). The service fee provides two useful pieces of tracking information at a bag level: the "date of posting" and the "date of departure".

#### Enhanced Function of Mechanised Letter Sorting System

In November 2016, the Letter Sorting Machines in the Mechanised Letter Sorting System had a Chinese Optical Character Recognition function added, enabling the sorting of letters bearing printed Chinese local addresses.

#### Introduction of the Mail Flow Management and Tracking System (MTS)

The MTS was commissioned in November 2016 to replace the long-standing Track and Trace System, and enhance the functionalities for mail tracking in phases. Together with the Integrated Postal Services System (IPSS), which was introduced in 2015 to automate counter operations, the MTS is enabling instant data exchange in ways that are optimising our planning and deployment of manpower and other resources.

#### "Drop & Go" Provides Customers with A Convenient Service

In January 2017, Hongkong Post launched its new "Drop & Go" (DnG) service, designed both to cater for developments in e-Commerce and enhance the posting experience of our customers. The service name is self-explanatory: "Drop & Go" gives customers the convenience of handing in their mail for posting in bulk at our counter offices, without the need to wait during the acceptance process.



## 主要的協作計劃

香港郵政已展開多項策略合作夥伴計劃，以期進一步提升競爭優勢。

### 推出「香港信心產品」

香港郵政的網上購物平台「樂滿郵」由2016年8月起開始發售由香港貨品編碼協會驗證的「香港信心產品」系列。「香港信心產品」的商戶不但得到香港貨品編碼協會為產品驗證，更可透過香港郵政可靠和信譽良好的派遞服務，將產品送遞給顧客，受惠雙重「信心」。2016年10月，我們為「樂滿郵」推出流動應用程式和新網頁版。此外，我們在2016年11月參加香港貨品編碼協會高峰會2016，並於會上分享郵政服務如何支援電子商貿發展。

### 與大型電子商貿平台經營者合作

為了向電子商貿平台經營者提供更佳服務，我們一直與大型網上銷售平台經營者緊密合作，為他們提供度身訂做的服務方案，方便他們把貨物運送至外地。這些方案包括整合電腦系統，以加強上傳數據和交換追蹤訊息的工作；以及按用戶需要制定高效精簡的工作流程。這項措施相當成功，經此渠道投寄的郵件數量正不斷上升。



## MAJOR COLLABORATIONS

Hongkong Post has developed several strategic partnerships aiming at further enhancing its competitive advantages.

### Launch of "Hong Kong Trusted Product"

A product line of "Hong Kong Trusted Product", authenticated by GS1 Hong Kong, have been available on our online shopping platform ShopThruPost since August 2016. Merchants selling products with "Hong Kong Trusted Product" status do not only enjoy enhanced product authenticity from GS1 Hong Kong, but also trusted delivery through the proven reliability of Hongkong Post, and thus benefit from "Double Trust in e-Commerce". In October 2016, we launched a mobile application and a new web version of ShopThruPost. We also joined the GS1 Hong Kong Summit 2016 held in November 2016, where we shared some of the ways in which our postal services are supporting e-Commerce.

### Collaboration with Large e-Commerce Platform Providers

To provide a better service to e-Commerce platform providers, we have been working closely with large online sales platform providers to develop dedicated solutions for shipping their items overseas. These solutions include integrating computer systems to facilitate data uploading and the exchange of tracking information, as well as developing a dedicated workflow that is streamlined and efficient. This initiative has proved to be successful, and traffic generated through this channel is on the increase.



5  
May

香港郵政推出「智郵站」網絡，在調景嶺運動場、屯門公共圖書館、天水圍運動場、青年廣場、大本型和中央郵件中心設置「智郵站」。

Hongkong Post (HKP) launched its network of iPostal Stations, installing iPostal Stations at Tiu Keng Leng Sports Centre, Tuen Mun Public Library, Tin Shui Wai Sports Ground, Youth Square, Domain, and the Central Mail Centre.



6  
June

香港郵政獲香港中小型企業總商會頒發「2016年中小企業最佳拍檔獎」。

HKP received the "2016 Best SME's Partner Award" from The Hong Kong General Chamber of Small and Medium Business.



7  
July

第15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 the entries in the 15th Inter-School Stamp Exhibits Competition, including the winning entries, went on display at an exhibition held in the Sha Tin Town Hall.



8  
August

為支持社會企業，香港郵政於2016年8月29日至9月3日在郵政總局提供場地予香港基督教青年會的「跨種族共融藝術」社企設置銷售攤檔。銷售攤檔由少數族裔和本地基層婦女共同營運，售賣具民族特色的手工藝品，並提供印度彩繪服務。

As part of our support for social enterprises, HKP provided a venue at the General Post Office from 29 August to 3 September 2016 where the YMCA of Hong Kong set up its Y Multi Pop Up Store. The store, jointly run by ethnic minorities and local grassroots women, sold handmade ethnic products and provided a henna drawing service.





9  
September

香港郵政推出全新整合物流服務，讓本地商戶輕鬆處理線上或線下的銷售訂單。

HKP launched new Fulfilment Services to help local merchants fulfil their sales orders, whether placed online or offline, with minimal hassle.

新增六間提供「投寄易」服務的郵政局：東涌郵政局、土瓜灣郵政局、新翠郵政局、梨木樹郵政局、石圍角郵政局和慈雲山郵政局。

Further six post offices were added to the list of post offices accepting EC-Ship items. They are Tung Chung Post Office, To Kwa Wan Post Office, Sun Chui Post Office, Lei Muk Shue Post Office, Shek Wai Kok Post Office and Tsz Wan Shan Post Office.

投寄易 e-Ship

香港郵政特快專遞獲頒《經濟一週》「中小企最佳營商夥伴2016－國際速遞服務」獎。

HKP's Speedpost service won "The Best SME Partners 2016 – International Courier Service" award, organised by the Economic Digest.



10  
October

「郵遞傳情日」於2016年10月7日舉行，旨在透過鼓勵親筆撰寫書信，令人與人之間的溝通更溫暖親切。香港郵政已是連續第十三年舉辦這項活動。

"Love Post Day" was held on 7 October 2016, the 13th consecutive year in which HKP has organised the event. "Love Post Day" is aimed at bringing a human touch back into personal communication by encouraging the act of letter-writing.



香港郵政在沙田政府合署、彩虹道羽毛球中心、保榮路體育館和灣仔郵政局增設備有射頻識別技術 (RFID) 的「智郵站」。

iPostal Stations with RFID technology were added in the following locations: Sha Tin Government Offices, Choi Hung Road Badminton Centre, Po Wing Road Sports Centre, and Wan Chai Post Office.



「樂滿郵」推出「香港信心產品」。

"Hong Kong Trusted Product" was launched on ShopThruPost.



11  
November

香港郵政於11月和12月在郵政局推出全新的「電子簽署」領件安排，以電子方式記錄顧客的簽署。

In November and December, HKP introduced a new “e-signature” collection arrangement at post offices that captured customer signatures electronically.



年內香港郵政「易網遞」服務擴展至巴西、荷蘭、瑞士、瑞典、丹麥、以色列和日本，覆蓋的主要目的地增至19個。

During the year, HKP's e-Express service was extended to include Brazil, the Netherlands, Switzerland, Sweden, Denmark, Israel and Japan, bringing to 19 major destinations covered by the service.



香港郵政全新的郵件流程管理及追蹤系統正式投入服務，以加強追蹤郵件和郵件收發狀況的功能。

HKP brought its new Mail Flow Management and Tracking System (MTS) into service. The new system offers enhanced functionalities for tracking mail items and mail despatches.



「機械揀信系統」的揀信機加裝中文光學文字閱讀功能，可自動分揀印有中文本地地址的信件。

The Letter Sorting Machines in the Mechanised Letter Sorting System had a Chinese Optical Character Recognition function added, enabling the sorting of letters bearing printed Chinese local addresses.



郵心會由香港郵政員工及其家屬組成，參與多項關愛社會弱勢社羣的活動，包括在2016年11月為根德公爵夫人兒童醫院提供義工服務，以及定期在明愛中心為學童免費補習。

The PostCare Club, set up for HKP staff and their family members, took part in a number of activities to show their care for the less privileged in the community, including providing a volunteer service for the Duchess of Kent Children's Hospital in November 2016 and running free regular tutorial classes for children at the Caritas Centre.



# 2017



12  
December

香港郵政推出一款紀念印，以紀念香港郵政參與12月2日至6日在廣西南寧國際會展中心舉行的中國2016亞洲國際集郵展覽。

A cachet was issued to commemorate HKP's participation in the China 2016 Asian International Stamp Exhibition, held at the Nanning International Convention and Exhibition Centre in Nanning, Guangxi from 2 to 6 December.



為響應萬國郵政聯盟舉辦的第46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。比賽題目為「想像你是新任聯合國秘書長的顧問，你首先幫助他解決的世界性問題將會是甚麼，你將如何建議他解決該問題？」。

HKP and the Education Bureau co-organised a letter-writing competition for young people in Hong Kong in support of the Universal Postal Union (UPU) 46th International Letter-Writing Competition. The topic was "Imagine you are an advisor to the new UN Secretary-General; which world issue would you help him tackle first and how would you advise him to solve it?"



安基商場開設備有射頻識別技術的「智郵站」。

A RFID iPostal Station was opened in the On Kay Commercial Centre.



香港郵政獲香港貨品編碼協會選為「貼心企業」。

HKP was recognised as a "Consumer Caring Company" by GS1 Hong Kong.



香港郵政獲《菜鳥聯盟》頒發「2016菜鳥聯盟金鷹獎」，以表揚香港郵政於2016年的雙十一郵件高峰期間保持高效率的服務，高達88%的郵件依時於發送後15天內送抵目的地俄羅斯。

January

HKP won the 2016 菜鳥聯盟金鷹獎 award, organised by the CAINIAO Alliance. The award recognises the outstanding achievement of HKP in attaining 88% on-time delivery for Russia within 15 days during the Double-Eleven period of 2016.



「香港郵政之友」是香港郵政設立的義工計劃，成員擔任導賞員，向參觀的團體及學生介紹部門的郵政設施。

Members of the Friends of HKP, a volunteer scheme organised by HKP, acted as docents for guided tours and school visits to HKP facilities.



2  
February

將軍澳郵政局和將軍澳派遞局遷往明德商場。

The Tseung Kwan O Post Office and the Tseung Kwan O Delivery Office were relocated to the Ming Tak Shopping Centre.



香港郵政特快專遞獲新城財經台頒發「香港企業領袖品牌2017」—「卓越商業快遞服務品牌」獎項，連續十年獲頒此獎。

HKP's Speedpost won the Metro Finance FM104 - "Hong Kong Leaders' Choice 2017 - Excellent Brand of Commercial Express Delivery Service" award for the tenth time in a row.



香港郵政獲香港社會服務聯會特許使用2016/17年度「同心展關懷」標誌。

HKP received the Hong Kong Council of Social Service's Award of the Caring Organisation Logo 2016/17.



香港郵政獲頒香港環境卓越大獎公共服務界別優異獎。

HKP won a Certificate of Merit in the Hong Kong Awards for Environmental Excellence – Public Services Sector.



香港郵政與環保團體「綠領行動」攜手合作，舉行「利是封回收重用大行動」，在所有郵政局派發新生利是封。

HKP joined hands with environmental group Greeners Actions to organise a Laisee Packets Reuse and Recycling Programme. Reborn laisee packets were distributed at all our post offices.



3  
March

荃灣政府合署開設備有射頻識別技術的「智郵站」。

A RFID iPostal Station was opened in the Tsuen Wan Government Offices.







3  
March

特快專遞獲萬國郵政聯盟頒發「特快專遞服務合作組2016年優質金獎」。

Speedpost attained the Gold Level of Universal Postal Union EMS Cooperative Certification in 2016.



香港郵政獲國泰貨運頒發「2016最佳業務夥伴」獎項。

HKP received the "2016 Business Partner Award", organised by Cathay Pacific Cargo.



香港郵政網站在香港互聯網註冊管理有限公司舉辦的「2016最佳.hk網站獎」中獲頒發「最佳.hk網站獎—政府部門組別銀獎」和「最喜愛.hk網站獎」。

HKP's website was awarded the Silver prize and "The Most Liked .hk Award" under the Government Departments Category in the "Best .hk Website Awards 2016" organised by Hong Kong Internet Registration Corporation Limited.



郵心會和「香港郵政之友」的成員到竹園和黃大仙區探望長者。

Members of the PostCare Club and Friends of Hongkong Post visited the elderly in the Chuk Yuen and Wong Tai Sin areas.



香港郵政在效率促進組舉辦的「2016/17年度香港政府服務優勢指數調查研究」中排名第二。

HKP ranked second in the Hong Kong Government Service Excellence Index 2016/17, organised by the Efficiency Unit.



# 竭力提供優質服務

Hongkong Post strives  
to serve you better





## 以客為先 Engaging Our Customers

### 顧客滿意程度

香港郵政定期進行顧客滿意程度調查。在2016/17年度，顧客對香港郵政服務的整體滿意程度為97.8%，97.7%的顧客滿意櫃位服務，98.6%的顧客滿意派遞服務，以及94.8%的顧客滿意熱線服務。

### 聯繫顧客的小組

香港郵政透過不同的聯絡小組，即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，以蒐集寶貴的顧客意見。這些小組的成員包括區議會代表、本地主要商會及中小企協會代表、帳戶客戶、集郵人士和公眾人士。

藉着舉行定期會議和參觀香港郵政的營運設施，我們就提升部門的產品和服務質素向各方蒐集有用的意見和建議。

### 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，讓香港郵政為中小企業提供最新的市場情報及商業資訊，有助他們加強競爭優勢。香港郵政特別為中小企業郵務協進會會員設立服務專線和網頁，並定期透過電子會員通訊，提供最新郵務資訊和實用商務錦囊，並與多個中小企協會和政府部門合作，舉辦免費的專題研討會和專為中小企業而設的工作坊。此外，我們亦就電子商貿方案為該會會員提供專業意見，並向他們介紹政府為支援本地中小企業拓展線上線下業務而推出的各項資助計劃。截至2017年3月31日，中小企業郵務協進會有約45 000名會員。



### CUSTOMER SATISFACTION SURVEY

In 2016/17, the overall level of customer satisfaction with Hongkong Post's services, as reflected in our regular customer satisfaction survey, reached 97.8%. The satisfaction levels achieved were: 97.7% for our counter service, 98.6% for our delivery service, and 94.8% for our hotline service.



### CUSTOMER LIAISON GROUPS

Hongkong Post gains valuable customer feedback through its different liaison groups, which include our Customer Liaison Group, Business Customer Liaison Group and Philately Liaison Group. These groups are made up of representatives from District Councils, major local chambers of commerce and SME associations, account customers, philatelists and members of the public.

We were able to gain many useful comments and suggestions for improving our products and services by organising regular meetings and visits to Hongkong Post's operational facilities.

### POSTALPLUS FOR SME

PostalPlus for SME is a very effective communication platform that provides SMEs with up-to-date market and business information, thus giving them an extra edge to their competitiveness. Members of PostalPlus for SME enjoy a dedicated member hotline and website, regular e-newsletters with the latest postal service updates and practical business tips, and free topical seminars and customised workshops organised in collaboration with various SME associations and government departments. They also receive specialist advice on e-Commerce solutions, and on the various government funding schemes available that support local SMEs in developing their O2O business. As at 31 March 2017, PostalPlus for SME had approximately 45 000 members.

## 建社利民 Promoting Public Education

香港郵政在2017年2月至7月期間，在全港多個社區會堂舉行「香港郵政知識知多點」巡迴展覽，展出多個增進郵政知識的題目，例如在郵件上註明地址的正確方法，以及2016年1月1日開始實施的新郵件樣式分類。展覽亦介紹香港郵政的新服務或措施，例如新推出的「智郵站」和領取郵件編號（MCN）服務。

香港郵政在其網站和流動應用程式推出「正確地址」搜尋工具，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或地址標籤上，並可將地址儲存在流動裝置內。

From February to July 2017, Hongkong Post organised a roving exhibition titled "Learn More about Hongkong Post", held at different community halls across Hong Kong. The exhibition included various educational topics such as details regarding the correct way to address mail items, and information about the new mail format classifications for postage implemented on 1 January 2016. It also introduced various new Hongkong Post initiatives, such as the new iPostal Station and Mail Collection Number (MCN) services.

An online Correct Addressing tool was launched on the Hongkong Post website and the Hongkong Post Mobile App. The tool enables members of the public to check the correct presentation of local mailing addresses, thus facilitating prompt and accurate mail delivery. The tool also enables users to print local addresses on envelopes and labels directly, and to store the addresses on their mobile devices.



## 群策群力 Empowering Our Team

截至2017年3月31日，香港郵政聘有5 171名公務員和1 875名非公務員合約僱員。

### 培訓發展

為維持優質服務，並確保員工能迅速回應市場的變化，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，能夠快速有效地應付瞬息萬變的服務業環境。香港郵政去年的員工培訓總日數為38 853日。

香港郵政職員訓練中心為職員提供職業培訓，內容涵蓋不同範疇。2016/17年度舉辦的課程包括：

- 為經理級人員而設的管理發展計劃培訓；以及
- 為員工開辦有關產品知識及系統運作、職業安全與健康及顧客服務技巧的課程。

我們繼續舉辦研討會和工作坊，涵蓋以下幾方面：

- 誠信管理、人事管理、採購工作、合約管理和財務管理；
- 與廉政公署合辦有關督導責任的講座和研討會；
- 在2016年9月為經理級人員舉辦「顧客旅程」工作坊；以及
- 在2017年2月為經理級人員及前線主管舉辦職場心理健康研討會。

在2017年上半年，香港郵政與公務員培訓處合作，改良我們為前線主管舉辦的培訓課程。此外，我們又開辦多個專為工作表現評核而設計的課程，以及其他有關督導責任、誠信管理、提高敏感度和危機管理的課程，還有以活動為本的領導才能培訓課程。



As at 31 March 2017, 5 171 civil servants and 1 875 non-civil service contract staff were serving in Hongkong Post.

### TRAINING AND DEVELOPMENT

To uphold our service excellence and maintain a team that is readily responsive to market changes, we provide our workforce with training in essential professional knowledge and required competencies to enable them to respond swiftly and effectively to the evolving service environment. Over the past year, our staff received a total of 38 853 days of training.

The Hongkong Post Staff Training Centre organises vocational training for staff in many different areas. In 2016/17, courses included:

- a Management Development Programme for our managers; and
- a range of courses on product knowledge and systems' operation, occupational safety and health, and customer service skills, for our staff.

We continued to organise seminars and workshops on such topics as:

- integrity management, staff management, procurement, contract management and financial management;
- supervisory accountability, in talks and seminars jointly organised with the Independent Commission Against Corruption;
- a Customer Journey Workshop, held in September 2016, for managers; and
- emotional health, in an Emotional Wellness Workshop for managers and frontline supervisors held in February 2017.

In the first half of 2017, we collaborated with the Civil Service Training and Development Institute (CSTDI) to revamp the training courses we provided to our frontline supervisors. In addition, we conducted a range of tailor-made training courses on performance appraisal together with supervisory accountability and integrity management, sensitivity to issues and crisis management, and activity-based leadership training.

我們十分重視在部門推動學習文化，所以持續鼓勵並支持同事透過自學和兼讀模式進修，包括：

- 舉辦夜間英語、普通話和電腦課程；以及
- 鼓勵員工申請培訓資助。

## 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。我們定期為前線人員和經理級人員舉辦職安健培訓課程，並為各運作單位和總部內各組別進行安全審核，確保符合所有規管要求和「安全管理制度」的規定。在整個團隊共同努力下，香港郵政的僱員受傷個案由2015年的195宗減少至2016年的167宗。



We attach great importance to sustaining a learning culture, and have continued to encourage and support our staff in self-learning and part-time learning, for example by:

- organising evening English, Putonghua and computer courses; and
- encouraging staff members to apply for a place in the training sponsorship scheme.

## OCCUPATIONAL SAFETY AND HEALTH

At Hongkong Post, we strive to maintain a safe and healthy working environment in line with our Occupational Safety and Health Policy and our Safety Management System. We regularly organise training in occupational safety and health matters for our frontline staff and managers. We also conduct regular safety audits at our operational and headquarter units, to ensure that they comply with all regulatory requirements as well as with our own Safety Management System. The committed effort by the entire workforce resulted in a decrease in employee injuries, from 195 cases in 2015 to 167 cases in 2016.



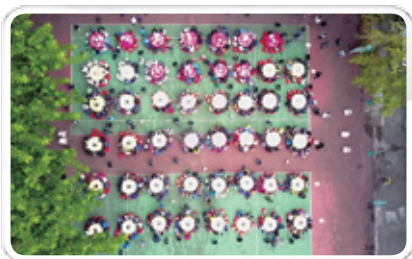
## 群策群力 Empowering Our Team

### 郵政體育會

郵政體育會為香港郵政的員工及其家屬舉辦各式各樣的康樂體育活動。在2016/17年度，體育會舉辦的活動包括興趣班、本地旅遊和運動比賽。這些活動深受同事歡迎，並加強團隊精神。



位於銅鑼灣加路連山道的郵政體育會會所用地即將交還政府。有見及此，我們在2017年2月26日在會所舉行一連串告別活動，包括拔河和盆菜宴。當日有500位同事參加，藉此機會向會所道別，並對會所多年來給部門同事留下的美好回憶致意。服務香港郵政員工接近八十載的郵政體育會會所於2017年3月正式關閉。



### 嘉許出色員工

香港郵政在顧客服務方面持續表現出色。在2016/17年度，部門員工在顧客服務方面獲得下列的獎項及表揚：

- 高級郵差劉智平先生工作表現傑出，在香港優質顧客服務協會舉辦的「優質顧客服務大獎2016」中榮獲「傑出個人獎（外勤服務）」銅獎；
- 尖沙咀郵政局局長譚孟秋先生獲香港管理專業協會頒發「第48屆傑出推銷員獎」；以及
- 年內，香港郵政收到約1 100封市民和客戶的嘉許信，表揚部門7 000多名員工提供卓越服務。

### POST OFFICE RECREATION CLUB (PORC)

The PORC organises a variety of sport and recreational activities for the staff of Hongkong Post and their families. In 2016/17, these activities included special interest classes, local tours and sports competitions. They were all received enthusiastically by staff, and fostered a good team spirit among our workforce.

The site of our PORC Clubhouse at Caroline Hill will shortly be returned to the Government. On 26 February 2017, a series of farewell events were held at the Clubhouse, including a tug of war and a “Big Bowl Feast”. The 500 participants took the opportunity to bid farewell to the Clubhouse and express their gratitude for having such a wonderful place to make and share departmental memories. The Clubhouse, which has served the staff of Hongkong Post for nearly 80 years, was officially closed down in March 2017.

### RECOGNITION OF OUTSTANDING STAFF

Hongkong Post continues to excel in customer service. In 2016/17, the following staff received special recognitions for their outstanding contributions in customer service:

- Senior Postman Mr. LAU Che-ping’s outstanding performance earned him the Individual Award (Field & Special Service) – Bronze Award in the Customer Service Excellence Award 2016, organised by the Hong Kong Association for Customer Service Excellence;
- Mr. TAM Man-chau, Postmaster of Tsim Sha Tsui Post Office, won “The 48th Distinguished Salesperson Award”, organised by The Hong Kong Management Association; and
- during the year, around 1 100 commendations have been received from the public and the customers in recognition of the quality service provided by some 7 000 Hongkong Post staff members.





## 持續發展 Improving Business Sustainability

### 環境責任

香港郵政把握每個機會推動保護環境和可持續發展，並承諾以符合環保原則的方式營運郵政業務。

### 2016/17年度的環保措施和成果

在2016/17年度，空郵中心繼續參加香港國際機場的減碳計劃。空郵中心實施多項節省能源措施，有助減少該中心產生的溫室氣體。該中心2016年的溫室氣體排放量，較2015年減少10%。部門亦在2016年在中央郵件中心進行由環境保護署和機電工程營運基金合辦的「能源及二氧化碳排放綜合審計」。



香港郵政按環境保護署頒布的環保規格進行大部分採購。2016年，部門購買在環境保護署的環保採購清單之列並符合環保規格產品的開支佔採購環保清單產品總開支的97.4%，2015年則為97%。

在2016/17年度，我們將大量投寄客戶在中央郵件中心投寄時留下的大約415.5公噸木卡板回收並循環再造。年內，我們的總耗紙量當中，有28%為再造紙。在食物回收方面，我們從中央郵件中心和空郵中心的員工食堂收集了約558.5公斤廚餘，並把收集所得廚餘轉化成有機肥料。

截至2017年3月31日，香港郵政車隊有171部環保車輛，包括八部全電動汽車和106部符合歐盟五/六期排放標準的車輛。在部分鄉郊地區，郵件是以單車派遞的。

### ENVIRONMENTAL RESPONSIBILITY

Hongkong Post takes every opportunity to advocate environmental protection and sustainable development. We are committed to operating our postal business in an environmentally responsible manner.

### INITIATIVES AND ACHIEVEMENTS FOR THE ENVIRONMENT IN 2016/17

In 2016/17, the Air Mail Centre continued to take part in Hong Kong International Airport's Carbon Reduction Programme. Energy-saving measures implemented at the Air Mail Centre helped lower greenhouse gas emissions from the Centre in 2016 by 10% compared with those recorded in 2015. We also participated in the Energy Audit and Carbon Audit organised by the Environmental Protection Department (EPD) and the Electrical and Mechanical Services Trading Fund (EMSTF), which was conducted at the Central Mail Centre in 2016.

Most of Hongkong Post's procurement practices follow the green specifications promulgated by the EPD. In 2016, the value of our purchases with green specifications from the EPD's green procurement list accounted for 97.4 % of our total expenditure on products on the green procurement list, compared to 97% in 2015.

In 2016/17, around 415.5 tonnes of wooden pallets used by bulk mailers for postings were collected from the Central Mail Centre for recycling. During the year, recycled paper made up 28% of our total paper consumption. In terms of food recycling, around 558.5 kg of food waste was collected from the staff canteens in the Central Mail Centre and the Air Mail Centre and converted to organic fertiliser.

As at 31 March 2017, Hongkong Post's postal vehicle fleet consisted of 171 environmentally-friendly vehicles, including eight fully electric vehicles, and 106 vehicles complying with Euro V/VI emission standards. Bicycles are used in some rural areas for mail delivery.

## 持續發展 Improving Business Sustainability

香港郵政選用環保紙張印製各款集郵品，包括首日封和紀念封。印製郵票的紙張是以經森林管理委員會認證的可循環再造木漿製成，並由取得ISO 14001認證的公司生產。

截至2017年3月31日，超過19 000名本地郵品訂購服務顧客和1 200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。

在2016/17年度，香港郵政參與下列環保活動，為保護環境盡一分力：

- 環保觸覺舉辦的「香港無冷氣夜」；
- 香港地球之友舉辦的「護理林木日2016」；
- 香港地球之友舉辦的「無車日2016」；
- 香港公益金舉辦的「公益金綠識日2016」；以及
- 世界自然基金會主辦的「地球一小時2017」

部門經常在員工簡報會上討論環保事宜，亦在員工通訊刊載文章，務求提高全體員工的環保意識，以及鼓勵同事在日常運作中實踐環保。



Environmentally-friendly paper is used for Hongkong Post'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 2017, over 19 000 local standing order customers and 1 200 overseas mail order customers had registered to make stamp purchases via our online ordering platform, Stamp OnNet.

In 2016/17, Hongkong Post participated in the following campaigns and events aimed at protecting our environment:

- "Hong Kong No Air-Con Night", organised by Green Sense;
- "Woodland Conservation Day 2016", organised by Friends of the Earth (HK);
- "No Car Day 2016", organised by Friends of the Earth (HK);
- "Green Day 2016", organised by the Community Chest of Hong Kong; and
- "Earth Hour 2017", organised by the World Wide Fund for Nature.

Environmental protection issues are frequently covered in staff briefings. In addition, we seek to raise green awareness and promote green practices in our daily operations through articles published in our staff newsletters.



## 青少年的就業準備

香港郵政積極參與多項專為青少年而設的計劃，協助他們從學校或大學順利過渡至就業環境。年內，部門參與的計劃包括：

- 「2016專上學生暑期實習計劃」，共有14名學生參加；
- 社會福利署的「陽光路上」培訓計劃，兩名青少年在香港郵政成功完成培訓；
- 扶貧委員會於2016年7月舉辦的「友·導向」計劃－工作體驗，計劃旨在於社區推動師友文化，促進青少年向上流動；以及
- 國際成就計劃香港部舉辦的「工作影子計劃」，在2017年3月為15名中學生安排工作影子日。

## PREPARING YOUNG PEOPLE FOR THE WORKPLACE

Hongkong Post takes part in a number of programmes designed to help young people make a smooth transition from schools or universities into the workplace. During the year, these included:

- the Post-Secondary Student Summer Internship Programme 2016, in which 14 students took part;
- the Social Welfare Department's Sunnyway Programme. Two young people successfully completed their training under the programme at Hongkong Post;
- the "Life Buddies" Mentoring Scheme - Job Tasting Programme, held in July 2016 and organised by The Commission on Poverty, which promotes a mentoring culture in the community with the aim of helping young people move up in society; and
- Job Shadow Day, held in March 2017 under the Job Shadowing Programme organised by Junior Achievement Hong Kong, and benefitting 15 secondary students.



## 其他慈善活動

年內，香港郵政員工參與多項由其他團體舉辦的慈善活動，包括香港公益金舉辦的「商業及僱員募捐計劃」和「公益愛牙日」。此外，我們亦向員工宣傳和推廣其他慈善機構舉辦的活動。

## OTHER CHARITABLE ACTIVITIES

During the year, Hongkong Post staff took part in a number of charitable activities organised by external bodies. These included the "Corporate and Employee Contribution Programme" and "Love Teeth Day", both organised by The Community Chest of Hong Kong. We also supported other charitable organisations by advertising and promoting their activities throughout Hongkong Post.

## 郵樂天地 Promoting Stamps and Philately

### 郵票題材廣泛

在2016/17年度，香港郵政發行八套特別郵票、三款郵票小型張和一款「心心思意郵票」小版張。郵票主題展示香港的各種面貌、博大精深的中國藝術文化，以及一些國際關注的題材。

### DIVERSIFIED STAMP THEMES

Hongkong Post issued eight sets of special stamps, three stamp sheetlets and a Heartwarming Stamps mini-pane in 2016/17. These stamp issues embraced themes relating to different facets of Hong Kong and the riches of Chinese arts and culture, along with some themes of international interest.

4  
April

2016年4月14日發行 Issued on 14 April, 2016



為紀念香港聖約翰救傷隊成立一百年，香港郵政發行一套四枚紀念郵票，介紹救傷隊的工作和服務範疇。郵票的背景數字「100」以幻彩變色油墨印刷，以凸顯救傷隊百周年紀念。

To honour the centenary of the Hong Kong St. John Ambulance Brigade, Hongkong Post issued a set of four commemorative stamps introducing the Brigade's work and the services it provides. The number "100" was printed on the background of the stamps in iridescent ink to highlight the centenary of the Brigade.

2016年5月10日發行 Issued on 10 May, 2016

5  
May

「中國世界遺產系列第五號：大運河」郵票小型張展示大運河在冬雪中的秀美景致。

The stamp sheetlet "World Heritage in China Series No. 5: The Grand Canal" featured a picturesque view of the Grand Canal in a winter snow scene.



6  
June

2016年6月8日發行 Issued on 8 June, 2016



「香港玩具」一套六枚郵票展示由1940至1960年代製造的六款經典玩具。郵票以亮漆印刷效果營造懷舊感覺。

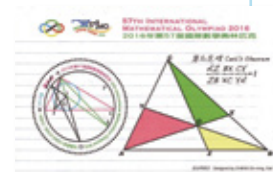
The set of six stamps on "Toys of Hong Kong" featured six classic toys produced from the 1940s to the 1960s. The stamps were printed with a lacquered gloss effect for a nostalgic touch.

2016年7月6日發行 Issued on 6 July, 2016

7  
July

「2016年第57屆國際數學奧林匹克」郵票小型張印有塞瓦定理，而圓形郵票展示一道由香港擬定並用於2010年國際數學奧林匹克比賽的幾何題。

The "57th International Mathematical Olympiad 2016" stamp sheetlet illustrated Ceva's Theorem, while the circular stamp showed a geometric problem formulated in Hong Kong which was adopted as one of the questions in the 2010 International Mathematical Olympiad.





**2016年8月5日發行 Issued on 5 August, 2016**

「2016年里約熱內盧第31屆奧林匹克運動會」一套四枚郵票紀念中國香港參與這項大型國際體育盛事。

The set of four stamps on “Games of the XXXI Olympiad Rio 2016” commemorated the participation of Hong Kong, China in this major international sporting event.



**2016年9月6日發行 Issued on 6 September, 2016**



「向老師致敬」特別郵票向所有春風化雨的老師致以崇高敬意。一套四枚郵票和郵票小型張，以黑板上的粉筆畫表達五個敬師主題。

The special stamps “A Tribute to Teachers” paid tribute to teachers everywhere for the love and devotion they show to their students. Depicting chalk drawings on a blackboard, this set of four stamps and a stamp sheetlet conveyed five different tribute messages to teachers.



**2016年10月13日發行 Issued on 13 October, 2016**

「香港行山徑系列第一號」以全長70公里的大嶼山鳳凰徑為主題，小全張展示鳳凰徑全部12段美不勝收的景致，並以標示了鳳凰徑路線圖的大嶼山簡圖作為背景。

The first issue of the Hong Kong Hiking Trails Series featured the 70-kilometre Lantau Trail on Lantau Island. The souvenir sheet showcased some of the extraordinary scenery from all 12 sections of the Lantau Trail, supplemented by an outline map of Lantau Island incorporating a route map of the Lantau Trail.



**2016年11月12日發行 Issued on 12 November, 2016**



為紀念孫中山先生（1866 - 1925）誕生一百五十周年，香港郵政推出一套以「孫中山誕生一百五十周年」為題的紀念郵票。這套郵票以油畫方式描繪孫中山先生的肖像，展示孫先生於不同時期在香港留下的足跡，回顧他的生平重要事跡。

To mark the 150th anniversary of the birth of Dr. SUN Yat-sen (1866 - 1925), Hongkong Post issued a set of commemorative stamps on the theme of “The 150th Anniversary of the Birth of Dr. SUN Yat-sen”. The stamp set, showing images of Dr. SUN in an oil painting style, reflected important events in Dr. SUN’s life by depicting his connections with Hong Kong at different periods of his life.



**2016年12月6日發行 Issued on 6 December, 2016**

「香港館藏選粹」系列第四輯特別郵票以「江啟明素描作品」為題，展示七幅江先生在1980和1990年代所繪畫的鉛筆素描作品。這批作品均為香港藝術館的藏品。

With “Pencil Drawings by Mr. KONG Kai-ming” as its theme, the fourth set of special stamps in the “Hong Kong Museums Collection” series showcased seven pencil drawings by Mr. KONG from the 1980s and 1990s, all from the collection of the Hong Kong Museum of Art.



## 郵樂天地 Promoting Stamps and Philately

12  
December

2016年12月21日發行 Issued on 21 December, 2016

「祝賀香港運動員在里約熱內盧2016殘疾人奧運會取得卓越成績」—「心思心意郵票」小版張紀念中國香港代表團在里約熱內盧2016殘疾人奧運會的成就。

The “Congratulations on the Outstanding Achievements of Hong Kong Paralympians in the Rio 2016 Paralympic Games – Heartwarming Stamps Mini-pane” commemorated the accomplishments of the Hong Kong, China Delegation at the Rio 2016 Paralympic Games.



2017年1月7日發行 Issued on 7 January, 2017

1  
January

為慶祝新春佳節來臨，香港郵政推出色彩鮮豔的「歲次丁酉（雞年）」郵票、金銀郵票小型張和絲綢郵票小型張。

The colourful “Year of the Rooster” stamps, along with a gold and silver stamp sheetlet and a silk stamp sheetlet, celebrated the advent of the Lunar New Year.



2  
February

2017年2月16日發行 Issued on 16 February, 2017

「中國世界遺產系列第六號：開平碉樓與村落」郵票小型張描繪開平市塘口鎮自力村田野上的碉樓群。

The stamp sheetlet “World Heritage in China Series No. 6: Kaiping Diaolou and Villages” depicted the cluster of Diaolou towers on the farmlands of Zili Village, in Tangkou Town in Kaiping.



### 特別印刷效果

年內，我們在部分郵品採用不同的特別印刷效果，藉此增添趣味，例如「十二生肖金銀郵票小型張—靈猴金雞」採用22K鍍金金片和銀箔燙印而成；「香港館藏選粹—江啟明素描作品」郵票採用雕刻版技術印刷。此外，「中國世界遺產系列第六號：開平碉樓與村落」郵票小型張和「香港行山徑系列第一號：鳳凰徑」郵票均以特別的平版印刷技術印製，前者採用12微米調頻網，後者則以每吋600網線印刷。



### SPECIAL PRINTING EFFECTS

To add extra interest to our philatelic offerings, a range of special printing effects were applied to some of the stamps released during the year. For example, 22K gold-plated lace metal and silver hot foil were applied to the “Gold and Silver Stamp Sheetlet on Lunar New Year Animals – Monkey/Rooster”, while intaglio printing was used on the stamps of the “Hong Kong Museums Collection – Pencil Drawings by Mr. KONG Kai-ming”. Special lithographic techniques (using a stochastic 12 micron screen) were employed for the printing of the stamp sheetlet “World Heritage in China Series No. 6: Kaiping Diaolou and Villages”, and were also used (with a screen of 600 lines per inch) for the “Hong Kong Hiking Trails Series No. 1: Lantau Trail” stamps.

## 訂製郵票禮品

香港郵政利用已發行的特別郵票和「心思心意」郵票，提供一站式的郵票紀念品訂製服務，迎合企業及個人客戶的需要。為配合不同節慶場合，我們推出更多「心思心意」郵票的款式，令訂製服務的需求持續增加。

## 推廣集郵

香港郵政在2016/17年度舉辦多項活動和計劃，培養不同群體對集郵的興趣。這些活動和計劃包括：

- 與多個青少年機構（例如香港小童群益會、香港女童軍總會和國際數學奧林匹克香港委員會）合辦有關集郵的工作坊和活動；
- 與香港旅遊發展局合辦活動，藉行山運動向大自然愛好者推廣集郵；
- 與香港藝術館合作，推廣素描與集郵；
- 特意向本地院校推廣訂製郵票禮品，鼓勵學生於畢業晚宴或院校/院系周年紀念等活動和儀式典禮中選用「心思心意」郵票；
- 與教育局合辦第15屆校際郵集設計比賽；
- 加強幼稚園和初小學生的教材套內有關推廣集郵的內容；以及
- 與本地集郵學會合辦集郵工作坊，在學校推廣集郵。

## STAMPS AS CUSTOMISED GIFTS

Hongkong Post provides a one-stop customised philatelic souvenir service for both corporations and individuals. This service uses both the special stamps issued by Hongkong Post as well as customised Heartwarming Stamps. As the range of Heartwarming Stamps available has expanded to cater for different occasions, demand for this service has been on the rise.

## PROMOTING PHILATELY

Hongkong Post organised a series of activities and initiatives in 2016/17 to cultivate public interest in stamp-collecting among different groups. For example:

- we co-organised philately-related workshops and activities with various youth related associations, e.g. The Boys' and Girls' Clubs Association of Hong Kong, the Hong Kong Girl Guides Association, and the International Mathematical Olympiad Hong Kong Committee;
- we jointly organised events with the Hong Kong Tourism Board to promote philately in conjunction with hiking for nature lovers;
- we collaborated with the Hong Kong Museum of Art to promote philately in conjunction with pencil drawing;
- customised stamp souvenirs were strategically introduced to local colleges, encouraging the use of Heartwarming Stamps for events and ceremonies such as graduation dinners or college/faculty anniversaries;
- we held the 15th Inter-School Stamp Exhibits Competition, co-organised with the Education Bureau;
- we enriched the contents of our teaching kit promoting philately for kindergarten and junior primary students; and
- we co-organised philatelic workshops with local philatelic societies to promote stamp-collecting in schools.



## 全球協作 Pursuing Global Postal Cooperation

香港郵政一直積極參與國際郵政事務，與世界各地的郵政機關緊密合作，並謀求機會促進部門的利益。

### 萬國郵政聯盟和亞洲及太平洋郵政聯盟

年內，香港郵政以中國代表團成員的身分參與萬國郵政聯盟（萬國郵聯）主辦的多項計劃和活動，包括出席第26屆萬國郵聯大會、萬國郵聯郵政經營理事會會議及行政理事會會議。此外，香港郵政亦積極參與亞洲及太平洋郵政聯盟（亞太郵聯）的活動，亞太郵聯是萬國郵聯轄下的區域郵政網絡。年內，我們的代表出席了亞太郵聯執行理事會會議。上述各項活動及其他交流活動均為我們提供寶貴機會，與全球郵政夥伴就國際郵政服務的運作、經濟效益和業務發展事宜交換意見，並就郵政監管和規管政策保持溝通。我們亦與全球郵政夥伴就郵政管治事宜及郵政監管政策保持溝通交流。

香港郵政自亞洲及太平洋郵務合作組創立至今，一直擔任管理委員會成員的角色。年內，我們積極參與亞洲及太平洋郵務合作組管理委員會會議，致力促進亞太區內各郵政機關之間的合作。此外，香港郵政亦擔任亞洲及太平洋郵務合作組e小郵包督導委員會的主席，帶領該督導委員會推行e小郵包服務，以及優化該服務的發展。亞洲及太平洋郵務合作組的e小郵包服務是一項經濟實惠的郵遞方案，並附設郵件追蹤功能，支援亞太區內的電子商貿。

2016年11月，香港郵政獲東南亞國家聯盟（東盟）邀請，前往緬甸仰光擔任演講嘉賓。香港郵政藉此機會與東盟國家就郵務運作事宜交換意見，並尋求業務合作的機會。

Hongkong Post has continued to participate actively in the international postal arena, cooperating closely with its postal counterparts worldwide and looking for opportunities to advance its interests.

### THE UNIVERSAL POSTAL UNION AND THE ASIAN-PACIFIC POSTAL UNION

As a member of the China delegation, Hongkong Post took part during the year in various initiatives and activities organised by the Universal Postal Union (UPU). These included the 26th UPU Congress, various UPU Postal Operations Council Meetings, and the UPU Council of Administration Meetings. Hongkong Post is also an active player in the Asian-Pacific Postal Union (APPU), a regional postal network operating under the auspices of the UPU. During the year our representatives attended the APPU Executive Council Meeting. These and other interactions with our global counterparts were excellent opportunities for us to exchange views on operational, economic and business developments in international postal services. We also engaged in ongoing dialogues with our global postal partners on postal governance issues and postal regulatory policies.

Hongkong Post has served as a governing board member of the Asia Pacific Post (APP) Cooperative since its establishment. During the year, we participated actively in the APP Cooperative Management Board Meeting in an effort to promote greater regional co-operation among postal administrations within the Asia-Pacific region. Hongkong Post also served as Chairman of the APP ePacket Steering Committee, which is dedicated to implementing the APP ePacket service and refining its development. The APP ePacket service is an economical shipping solution with tracking that supports e-Commerce trade in the Asia-Pacific region.

In November 2016, Hongkong Post was invited by the Association of Southeast Asian Nations (ASEAN) to deliver a presentation in Yangon, Myanmar. It used the occasion to exchange views with the ASEAN countries on postal operational issues, and to explore business cooperation opportunities.



## 卡哈拉郵政組織

卡哈拉郵政組織是一個國際郵政機關的聯盟，旨在提高組織內各郵政機關提供特快專遞和空郵包裹服務的表現。泰國郵政在2016年加入後，卡哈拉郵政組織現時由10個主要郵政機關組成，遍及亞太區、北美洲和歐洲的郵務市場。該組織的郵政機關會員定期舉行會議，以檢討服務表現，並就不斷轉變的顧客需求發掘新的商機，以及制訂未來發展的商業策略。2016年7月，香港郵政署長出席在南韓首爾舉行的卡哈拉郵政組織首腦年度會議，會上討論多項議題，包括市場新趨勢，以及為應付電子商貿帶來的郵務需求而制訂的新策略。

## KAHALA POSTS GROUP

The Kahala Posts Group (KPG) is an alliance of postal administrations which aims to raise the service performance of EMS and Air Parcel services within the network. With Thailand Post joining in 2016, KPG now comprises 10 major postal administrations covering the Asia-Pacific, North American and European markets. KPG members meet regularly to review service performance, explore new business opportunities in response to changing customer needs, and formulate business strategies for future development. In July 2016, the Postmaster General attended the annual KPG CEO Meeting in Seoul, South Korea, where the topics discussed included new market trends and new strategies for meeting the demands arising from e-Commerce.

2016年10月，香港郵政以中國代表團成員身分參加在土耳其伊斯坦布爾舉行的第26屆萬國郵聯大會，代表團由國家郵政局局長馬軍勝先生(前排右二)率領。

In October 2016, Hongkong Post participated in the 26th UPU Congress in Istanbul, Turkey, as part of the China Delegation led by Mr. MA Junsheng, Director General of the State Post Bureau (first row, second from right).



2016年7月27日舉行的卡哈拉郵政組織首腦會議的與會成員。

Participants at the KPG CEO meeting, held on 27 July 2016.

# 展望將來

Looking Forward





## 展望將來 Looking Forward

為確保香港郵政可長遠持續發展，我們來年會繼續推展各項計劃，務求提升運作表現和顧客體驗、拓展創新的服務，以及滿足辦公地方的需求。

### 利用資訊科技和創新服務提升運作表現

- 我們會在郵車和租用車輛更廣泛應用全球定位系統技術，以便進一步提高運作效率；
- 我們已在2017年4月1日試行推出全新的再次派遞郵件服務，讓入口快遞郵件及包裹(本地及入口)的收件人未能在首次派遞成功收件時，付款要求部門再次派遞；
- 我們將推出「經濟快遞」服務，讓寄件時間充裕的客戶以相宜的價錢在簡單易用的網上平台投寄不多於30公斤的郵件，並為重型郵件提供快速郵遞服務；以及
- 我們會進一步優化領取郵件編號(MCN)服務，寄件人無需在郵件上提供本地郵寄地址，從而簡化服務流程。此外，我們還與受歡迎的網上購物平台合作，鼓勵他們提供「智郵站」給顧客作為收貨點，讓網購客人即使沒有申請領取郵件編號，也可以選擇在「智郵站」收取他們的網購物品。

### 為顧客提供更便捷的服務

- 我們將革新香港郵政網上購物平台「樂滿郵」，以加強商戶與網購客人的聯繫；
- 我們會研究與內地的網上購物平台合作，互相在對方的購物平台推出產品，藉此向內地網購客人推廣「香港信心產品」；以及
- 我們會在2018年建立網上平台，讓顧客可在網上申請郵政信箱服務，並在顧客的郵政信箱有郵件待領時，向他們發出電子訊息。

To ensure Hongkong Post's long-term sustainability, in the year ahead we will continue to engage in projects aimed at raising operational excellence, enhancing customer experience, providing innovative services, and meeting our future accommodation needs.

### OPERATIONAL EXCELLENCE THROUGH IT AND SERVICE INNOVATION

- We will make more extensive use of Global Positioning System (GPS) technology in our postal and hired vehicle fleet, to further enhance our operational efficiency;
- a new Mail Redelivery service has been put on trial from 1 April 2017. The service enables recipients of inward EMS and inward/local parcels to request redelivery of items for which delivery failed at the first attempt, for a fee;
- we will introduce an affordable, moderate speed delivery service with a user-friendly online interface, "Speedpost Economy", which will accept items up to a weight limit of 30kg and will provide a rapid delivery service for heavy items; and
- we will further enhance the Mail Collection Number (MCN) services to simplify the requirements for addressing by removing the need to provide the local address physically affixed on mail items. In addition, we will collaborate with popular online marketplaces and encourage them to include iPostal Stations as collection points, so that e-shoppers can select an iPostal Station to collect their merchandise without having to register for an MCN.

### ENHANCED CUSTOMER CONVENIENCE

- We will revamp the ShopThruPost platform to enable better interaction between merchants and e-shoppers;
- we will explore collaborations with Mainland e-marketplaces for cross-listing on their e-marketplaces to promote the "Hong Kong Trusted Product" status of ShopThruPost to Mainland e-shoppers; and
- we will set up an online platform in 2018 for e-Applications for the Post Office Box service, which will also enable e-notifications to be sent to customers regarding mail items awaiting collection in the Post Office Boxes.

## 重置香港郵政總部

香港郵政正與相關政府部門緊密合作，逐步推展香港郵政總部的重置工程。現時設於郵政總局大樓內的地區設施（包括櫃位局、郵政信箱組、派遞局和特快專遞組）將於中環區內重置，以配合區內的郵務需要；而香港郵政總部將在九龍灣重置。

## REPROVISIONING OF THE HONGKONG POST HEADQUARTERS

Hongkong Post is working closely with other relevant government departments to move forward the plans for reprovisioning the current Hongkong Post Headquarters. District-tied facilities that are currently housed in the General Post Office building, including the Counter Office, the Post Office Box Section, the Delivery Office, and the Speedpost Section, will be reprovisioned in Central District to meet the postal needs of the local community, while the Hongkong Post Headquarters will be relocated to Kowloon Bay.



## 服務承諾 Performance Pledges

2016/17 目標 Target	2016/17 表現 Performance	2017/18 目標 Target
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### 本地及國際郵件 Local and International Mail

1.	二〇一六年四月一日至二〇一六年五月三十一日期間: <b>From 1.4.2016 to 31.5.2016 :</b> 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 <b>Deliver locally posted ordinary and registered letters to local addressees by the following working day</b> 由二〇一六年六月一日起: <b>From 1.6.2016 onwards :</b> <b>小型信件:</b> 本地投寄普通及掛號小型信件於投寄後下一個工作天派達收件人 <b>Small Letters:</b> Deliver locally posted ordinary and registered Small Letters to local addressees by the following working day <b>大型信件及郵包:</b> 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 <b>Large Letters and Packets:</b> Deliver locally posted ordinary and registered Large Letters and Packets to local addressees within 2 working days	99.0%	99.8%	-
2.	大量經濟級郵件按服務簡章所列標準派遞 <b>Deliver Bulk Economy mail items according to the standards specified in the Service Leaflet</b>	99.5%	100%	99.5%
3.	香港郵政通函郵件於四個工作天內派達收件人 <b>Deliver Hongkong Post Circular items within 4 working days</b>	99.5%	100%	99.5%
4.	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 <b>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</b> 二〇一六年四月一日至二〇一六年五月三十一日期間: <b>From 1.4.2016 to 31.5.2016 :</b> 非高峰期 <sup>i</sup> 投寄當日或下一個工作天 <b>Non-peak periods<sup>i</sup> Within the same day or the following working day</b> 由二〇一六年六月一日起: <b>From 1.6.2016 onwards :</b> 非高峰期 <sup>i</sup> 小型信件: 投寄當日或下一個工作天 <b>Non-peak periods<sup>i</sup> Small Letters: Within the same day or the following working day</b> 大型信件及郵包: 投寄後兩個工作天內 <b>Large Letters and Packets: Within 2 working days following the day of posting</b> 高峰期 <sup>ii</sup> 小型信件、大型信件及郵包: 投寄後四個工作天內 <b>Peak periods<sup>ii</sup> Small Letters, Large Letters and Packets: Within 4 working days following the day of posting</b>	99.0%	99.9%	-
		99.0%	99.9%	99.0%
		99.0%	99.9%	99.0%
		90.0%	100%	90.0%

## 服務承諾 Performance Pledges

	2016/17 目標 Target	2016/17 表現 Performance	2017/18 目標 Target
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%	99.9%	99.0%
6. 本地及入口包裹於投寄日/抵港後兩個工作天內派達港島、九龍及新界區主要工商業區的收件人，其他地區則於三個工作天內派達 Deliver local and inward parcels within 2 working days after day of posting or arrival, to Hong Kong, Kowloon and major commercial and industrial areas in the New Territories, and within 3 working days to other areas	99.5%	99.8%	99.5%
7. 出口空郵包裹如於截郵時間前投寄，即可於以下所列時間遞送至指定離港航班的航空公司，但須視乎有否航班 Despatch outward air parcels, posted before the advertised latest time for posting, to the designated air carrier, subject to availability of flights			
非高峰期 <sup>i</sup> Non-peak periods <sup>i</sup> 兩個工作天內 Within 2 working days	99.0%	99.9%	99.0%
高峰期 <sup>ii</sup> Peak periods <sup>ii</sup> 五個工作天內 Within 5 working days	90.0%	100%	90.0%
8. 出口大量投寄空郵郵件如於截郵時間前投寄，即可於以下所列時間遞送至指定離港航班的航空公司，但須視乎有否航班 Despatch outward bulk air mail items, posted before the advertised latest time for posting, to the designated air carrier, subject to availability of flights			
非高峰期 <sup>i</sup> Non-peak periods <sup>i</sup> 三個工作天內 Within 3 working days	90.0%	100%	90.0%
高峰期 <sup>ii</sup> Peak periods <sup>ii</sup> 七個工作天內 Within 7 working days	90.0%	100%	90.0%

## 服務承諾 Performance Pledges

2016/17 目標 Target	2016/17 表現 Performance	2017/18 目標 Target
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### 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%	99.9%	99.5%
11. 入口特快專遞郵件如於上午六時前抵港，可於同一個工作天內派達收件人 Deliver inward Speedpost items on the same working day for items arriving before 6:00am	99.5%	99.6%	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%	99.3%	98.0%
14. 繁忙時間/高峰期 <sup>iii</sup> 顧客可在25分鐘內獲提供服務 Serve customers within 25 minutes during peak hours or periods <sup>iii</sup>	98.0%	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 Pledges

2016/17 目標 Target	2016/17 表現 Performance	2017/18 目標 Target
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### 電子核證服務 Certification Authority

21. 在下列指定工作天內辦妥有關香港郵政電子核證服務的申請： Process applications for Hongkong Post e-Cert within the working days stipulated below:			
<ul style="list-style-type: none"> <li>• 電子證書 (個人) e-Cert (Personal) 三天 3 days</li> <li>• 電子證書 (機構) e-Cert (Organisational) 十天 10 days</li> <li>• 電子證書 (加密) e-Cert (Encipherment) 十天 10 days</li> <li>• 電子證書 (伺服器) e-Cert (Server) 十天 10 days</li> </ul>	99.0%	100%	99.0%

### 熱線服務 Hotlines

22. 鈴聲三響即約12秒內接聽熱線電話 Answer calls to Hongkong Post Hotlines within 3 rings, i.e. within 12 seconds	90.0%	98.2%	90.0%
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### 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:			
<ul style="list-style-type: none"> <li>• 郵政信箱 Post Office Boxes</li> <li>• 郵件轉遞服務 Redirection Service</li> <li>• 開設大量投寄郵件按金帳戶 Opening of Deposit Accounts for posting of mail in bulk</li> <li>• 使用私用郵蓋印機 Use of Private Franking Machine</li> </ul>	100%	100%	100%
在四個工作天內辦妥下列服務的申請： Process applications for the following services within 4 working days:			
<ul style="list-style-type: none"> <li>• 簡便回郵服務 Freepost</li> <li>• 國際商業回郵服務 International Business Reply Service</li> <li>• 商業回郵服務 Business Reply Service</li> </ul>			
24. 一個工作天內辦妥香港郵政通函郵寄服務的申請 Process applications for Hongkong Post Circular Service by the following working day	100%	100%	100%
25. 一個工作天內辦妥特許郵遞服務的申請 Process applications for Permit Mailing Service by the following working day	99.0%	100%	99.0%

註：

- 2016/17年度之非高峰期：二〇一六年四月至十月及二〇一七年三月。  
2017/18年度之非高峰期：二〇一七年四月至十月及二〇一八年三月。
- 2016/17年度之高峰期：二〇一六年十一月至二〇一七年二月。  
2017/18年度之高峰期：二〇一七年十一月至二〇一八年二月。
- 高峰期包括集郵品發行首日、季節性繁忙日子如聖誕節和農曆新年、政府帳單繳款高峰期（即整個一月以及四月、七月和十月的最後一個星期）。各郵政局大堂已貼出高峰時段的詳情。

在計算各類郵件的投寄日及抵港日，以及評估服務承諾下的服務表現時，星期日及公眾假期不計算在內。

Notes:

- Non-peak periods for 2016/17: April - October 2016 and March 2017.  
Non-peak periods for 2017/18: April - October 2017 and March 2018.
- Peak periods for 2016/17: November 2016 - February 2017.  
Peak periods for 2017/18: November 2017 - February 2018.
- 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.

Sundays and public holidays are excluded for the purpose of determining the date of posting or arrival in Hong Kong for all mail items and for performance measurement under the performance pledges.

# 財務表現

Financial Performance

## 郵政署營運基金 Post Office Trading Fund

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# 主要數據

Key Figures

## 郵政署營運基金 Post Office Trading Fund

		2017 表現 Performance	2016 表現 Performance
(a) 固定資產回報率	Rate of return on Fixed Assets	<b>4.7%</b>	6.5%
(b) 收入(以百萬港元計)	Revenue (HK\$ million)	<b>4,881</b>	4,878
(c) 支出(以百萬港元計)	Expenditure (HK\$ million)	<b>4,728</b>	4,663
(d) 運作盈利(以百萬港元計)	Profit from operations (HK\$ million)	<b>153</b>	215
(e) 郵件量(以百萬件計)	Traffic (Million items)	<b>1,224</b>	1,197
(f) 固定資產投資(以百萬港元計)	Capital Investment (HK\$ million)	<b>111</b>	102
(g) 生產力(每人每小時處理的郵件)	Productivity (item per man-hour)	<b>139</b>	139
(h) 單位處理成本(港元)	Unit handling cost (HK\$)	<b>2.08</b>	1.98
(i) 職員人數	Total number of staff	<b>7,046</b>	6,934

# 審計署署長報告

Report of the Director of Audit

## 郵政署營運基金 Post Office Trading Fund



香港特別行政區政府  
審計署

獨立審計師報告  
致立法會

### 意見

茲證明我已審核及審計列載於第53至79頁郵政署營運基金的財務報表，該等財務報表包括於2017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，以及財務報表的附註，包括主要會計政策概要。

我認為，該等財務報表已按照香港會計師公會頒布的《香港財務報告準則》真實而中肯地反映郵政署營運基金於2017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430章)第7(4)條所規定的方式妥為擬備。

### 意見的基礎

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。我根據該等準則而須承擔的責任，詳載於本報告「審計師就財務報表審計而須承擔的責任」部分。根據該等準則，我獨立於郵政署營運基金，並已按該等準則履行其他道德責任。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。

## Audit Commission

The Government of the Hong Kong  
Special Administrative Region

Independent Auditor's Report  
To the Legislative Council

### Opinion

I certify that I have examined and audited the financial statements of the Post Office Trading Fund set out on pages 53 to 79, which comprise the statement of financial position as at 31 March 2017, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

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 2017, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance (Cap. 430).

### Basis for opinion

I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of my report. I am independent of the Post Office Trading Fund in accordance with those standards, and I have fulfilled my other ethical responsibilities in accordance with those standards. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

## 郵政署營運基金 Post Office Trading Fund

### 郵政署營運基金總經理就財務報表而須承擔的責任

郵政署營運基金總經理須負責按照香港會計師公會頒布的《香港財務報告準則》及《營運基金條例》第7(4)條擬備真實而中肯的財務報表，以及落實其認為必要的內部控制，使財務報表不存有因欺詐或錯誤而導致的重大錯誤陳述。

在擬備財務報表時，郵政署營運基金總經理須負責評估郵政署營運基金持續經營的能力，以及在適用情況下披露與持續經營有關的事項，並以持續經營作為會計基礎。

### 審計師就財務報表審計而須承擔的責任

我的目標是就整體財務報表是否不存有任何因欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並發出包括我意見的審計師報告。合理保證是高水平的保證，但不能確保按審計署審計準則進行的審計定能發現所存有的任何重大錯誤陳述。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們個別或滙總起來可能影響財務報表使用者所作出的經濟決定，則會被視作重大錯誤陳述。

在根據審計署審計準則進行審計的過程中，我會運用專業判斷並秉持專業懷疑態度。我亦會：

- 識別和評估因欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險；設計及執行審計程序以應對這些風險；以及取得充足和適當的審計憑證，作為我意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕內部控制的情況，因此未能發現因欺詐而導致重大錯誤陳述的風險，較未能發現因錯誤而導致者為高；

### Responsibilities of the General Manager, Post Office Trading Fund 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 HKFRSs issued by the HKICPA and section 7(4) of the Trading Funds Ordinance, 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.

In preparing the financial statements, the General Manager, Post Office Trading Fund is responsible for assessing the ability of the Post Office Trading Fund to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting.

### Auditor's responsibilities for the audit of the financial statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Audit Commission auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the Audit Commission auditing standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;

## 郵政署營運基金 Post Office Trading Fund

- 了解與審計相關的內部控制，以設計適當的審計程序。然而，此舉並非旨在對郵政署營運基金內部控制的有效性發表意見；
  - 評價郵政署營運基金總經理所採用的會計政策是否恰當，以及其作出的會計估計和相關資料披露是否合理；
  - 判定郵政署營運基金總經理以持續經營作為會計基礎的做法是否恰當，並根據所得的審計憑證，判定是否存在與事件或情況有關，而且可能對郵政署營運基金持續經營的能力構成重大疑慮的重大不確定性。如果我認為存在重大不確定性，則有必要在審計師報告中請使用者留意財務報表中的相關資料披露。假若所披露的相關資料不足，我便須發出非無保留意見的審計師報告。我的結論是基於截至審計師報告日止所取得的審計憑證。然而，未來事件或情況可能導致郵政署營運基金不能繼續持續經營；以及
  - 評價財務報表的整體列報方式、結構和內容，包括披露資料，以及財務報表是否中肯反映交易和事項。
- obtain an understanding of internal control relevant to the audit 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 Post Office Trading Fund's internal control;
  - evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the General Manager, Post Office Trading Fund;
  - conclude on the appropriateness of the General Manager, Post Office Trading Fund's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Post Office Trading Fund's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Post Office Trading Fund to cease to continue as a going concern; and
  - evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

審計署署長  
(審計署助理署長何作柱代行)  
2017年10月10日

審計署  
香港灣仔  
告士打道7號  
入境事務大樓26樓



Kenneth Ho  
Assistant Director of Audit  
for Director of Audit  
10 October 2017

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

# 全面收益表

## Statement of Comprehensive Income

截至2017年3月31日止年度 for the year ended 31 March 2017

(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	2017	2016
<b>營業額</b>	<b>Turnover</b>	3	<b>4,880,501</b>	4,878,596
運作成本	Operating costs	4	<b>(4,727,759)</b>	(4,663,390)
<b>運作盈利</b>	<b>Profit from operations</b>		<b>152,742</b>	215,206
其他收入	Other income	5	<b>98,264</b>	137,892
<b>名義利得稅前盈利</b>	<b>Profit before notional profits tax</b>		<b>251,006</b>	353,098
名義利得稅	Notional profits tax	6	<b>(41,298)</b>	(60,412)
<b>年度盈利</b>	<b>Profit for the year</b>		<b>209,708</b>	292,686
其他全面收益	Other comprehensive income		-	-
<b>年度總全面收益</b>	<b>Total comprehensive income for the year</b>		<b>209,708</b>	292,686
<b>固定資產回報率</b>	<b>Rate of return on fixed assets</b>	7	<b>4.7%</b>	6.5%

# 財務狀況表

## Statement of Financial Position

於2017年3月31日 as at 31 March 2017

(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	2017	2016
<b>非流動資產</b>	<b>Non-current assets</b>			
物業、設備及器材	Property, plant and equipment	8	2,566,779	2,609,568
無形資產	Intangible assets	9	88,429	54,681
持至期滿的證券	Held-to-maturity securities	10	201,592	201,649
外匯基金存款	Placement with the Exchange Fund	11	2,258,059	2,350,183
			<b>5,114,859</b>	5,216,081
<b>流動資產</b>	<b>Current assets</b>			
存貨	Stocks		6,901	6,562
應收帳款、按金及預付款項	Debtors, deposits and prepayments		457,971	251,820
應收關連人士帳款	Amounts due from related parties	19	20,257	18,336
應收外匯基金存款利息	Interest receivable from placement with the Exchange Fund		16,761	19,336
外匯基金存款	Placement with the Exchange Fund	11	169,680	-
持至期滿的證券	Held-to-maturity securities	10	-	582,279
銀行存款	Bank deposits		982,313	520,345
現金及銀行結餘	Cash and bank balances		139,812	147,953
			<b>1,793,695</b>	1,546,631
<b>流動負債</b>	<b>Current liabilities</b>			
按金及預收款項	Deposits and receipts in advance		(338,879)	(250,670)
應付帳款及應計費用	Creditors and accruals		(696,032)	(624,452)
僱員福利撥備	Provision for employee benefits	13	(77,713)	(92,137)
應付關連人士帳款	Amounts due to related parties	19	(409,691)	(449,803)
應付名義利得稅	Notional profits tax payable		(11,977)	(46,263)
			<b>(1,534,292)</b>	(1,463,325)
<b>流動資產淨值</b>	<b>Net current assets</b>		<b>259,403</b>	83,306
<b>總資產減去流動負債</b>	<b>Total assets less current liabilities</b>		<b>5,374,262</b>	5,299,387
<b>非流動負債</b>	<b>Non-current liabilities</b>			
遞延稅款	Deferred tax	12	(45,220)	(39,663)
僱員福利撥備	Provision for employee benefits	13	(496,936)	(490,983)
			<b>(542,156)</b>	(530,646)
<b>資產淨值</b>	<b>NET ASSETS</b>		<b>4,832,106</b>	4,768,741
<b>資本及儲備</b>	<b>CAPITAL AND RESERVES</b>			
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	2,093,383	2,030,018
			<b>4,832,106</b>	4,768,741



梁松泰

郵政署營運基金總經理

2017年10月10日

Gordon Leung

General Manager,

Post Office Trading Fund

10 October 2017

第57至79頁的附註為本財務報表的一部分。

The notes on pages 57 to 79 form part of these financial statements.



# 權益變動表

## Statement of Changes in Equity

截至2017年3月31日止年度 for the year ended 31 March 2017

(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

		2017	2016
年初結餘	Balance at beginning of year	4,768,741	4,647,294
年度總全面收益	Total comprehensive income for the year	209,708	292,686
年內已付股息	Dividend paid during the year	(146,343)	(171,239)
年終結餘	Balance at end of year	4,832,106	4,768,741

# 現金流量表

## Statement of Cash Flows

截至2017年3月31日止年度 for the year ended 31 March 2017  
(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	2017	2016
<b>營運項目的現金流量</b>			
運作盈利		<b>152,742</b>	215,206
物業、設備及器材折舊		<b>107,578</b>	117,271
無形資產攤銷		<b>9,102</b>	9,337
出售 / 註銷物業、設備及器材虧損		<b>2,970</b>	3,069
金融工具引致的未實現匯兌虧損		<b>2,941</b>	6,363
僱員福利撥備減少		<b>(8,471)</b>	(1,808)
應付帳款及按金增加 / (減少)		<b>163,579</b>	(228,014)
應付關連人士帳款(減少) / 增加		<b>(40,598)</b>	27,845
應收帳款及存貨增加		<b>(208,949)</b>	(3,577)
應收關連人士帳款增加		<b>(1,921)</b>	(836)
已付名義利得稅		<b>(70,027)</b>	(64,564)
		<b>108,946</b>	80,292
<b>來自營運項目的現金淨額</b>			
<b>投資項目的現金流量</b>			
原有限為三個月以上的銀行存款(增加) / 減少		<b>(641,313)</b>	625
購入持至期滿的證券		-	(323,559)
贖回持至期滿的證券		<b>578,916</b>	321,679
外匯基金存款增加		<b>(77,556)</b>	(122,521)
購置物業、設備及器材和無形資產		<b>(113,991)</b>	(114,385)
出售物業、設備及器材的收益		<b>77</b>	333
已收利息		<b>103,778</b>	143,513
		<b>(150,089)</b>	(94,315)
<b>用作投資項目的現金淨額</b>			
<b>融資項目的現金流量</b>			
已付股息		<b>(146,343)</b>	(171,239)
<b>用作融資項目的現金淨額</b>		<b>(146,343)</b>	(171,239)
<b>現金及等同現金減少淨額</b>		<b>(187,486)</b>	(185,262)
<b>年初的現金及等同現金</b>		<b>668,298</b>	853,560
<b>年終的現金及等同現金</b>	18	<b>480,812</b>	668,298

第57至79頁的附註為本財務報表的一部分。

The notes on pages 57 to 79 form part of these financial statements.

# 財務報表附註

## Notes to the Financial Statements

(除特別註明外，金額以港幣千元位列示。)

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

### 郵政署營運基金 Post Office Trading Fund

#### 1. 一般資料

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

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

#### 2. 主要會計政策

##### (a) 符合準則聲明

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

##### (b) 編製財務報表的基礎

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.

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，包括家具及裝置、設備及機械、車輛及電腦系統。

### Significant accounting policies (continued)

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

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

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

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

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

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

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

(除特別註明外，金額以港幣千元位列示。

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)

#### (c) 物業、設備及器材(續)

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

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

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

#### (d) 無形資產

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

無形資產的攤銷按估計可使用年期(5年)以直線法列入全面收益表。

### Significant accounting policies (continued)

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

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

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

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

#### (d) Intangible assets

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

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

(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.

(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

##### **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、銀行存款和現金及銀行結餘。

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

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

##### **持至期滿的證券**

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

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

### Significant accounting policies (continued)

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

##### (ii) Categorisation

##### **Loans and receivables**

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

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

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

##### **Held-to-maturity securities**

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

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

(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。如存在有關證據，減值虧損會按其資產的帳面值與原來實際利率用折現方式計算其預計未來現金流量的現值之間的差額，在全面收益表內確認。如減值虧損於其後的期間減少，而客觀上與減值虧損確認後發生的事件相關，則在全面收益表內作出回撥。

##### (g) 存貨

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

### 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.



(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)

#### (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則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.

(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)

#### (k) 名義利得稅

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

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

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

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

### 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.

(除特別註明外，金額以港幣千元位列示。

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

## 郵政署營運基金 Post Office Trading Fund

### 2. 主要會計政策(續)

#### (l) 收入的確認

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

#### (m) 終端費及徵費

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

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

### Significant accounting policies (continued)

#### (l) Revenue recognition

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

#### (m) Terminal dues and charges

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

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

(除特別註明外，金額以港幣千元位列示。

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)

#### (m) 終端費及徵費(續)

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

#### (n) 外幣換算

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

#### (o) 關連人士

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

#### (p) 新訂及經修訂香港財務報告準則的影響

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

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

### Significant accounting policies (continued)

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

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

#### (n) Foreign currency translation

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

#### (o) Related parties

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

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

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

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

(除特別註明外，金額以港幣千元位列示。

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

**郵政署營運基金 Post Office Trading Fund****3. 營業額****Turnover**

		2017	2016
一般郵遞服務	General mail services	<b>4,710,730</b>	4,709,574
雜項收入	Miscellaneous revenue	<b>169,771</b>	169,022
		<b>4,880,501</b>	4,878,596

**4. 運作成本****Operating costs**

		2017	2016
員工成本	Staff costs	<b>2,715,585</b>	2,641,037
一般郵務運作開支	General mail operating expenses	<b>1,652,336</b>	1,656,864
租金及管理費	Rental and management charges	<b>217,064</b>	203,421
折舊及攤銷	Depreciation and amortisation	<b>116,680</b>	126,608
中央行政費用	Central administration overheads	<b>13,813</b>	24,076
市場推廣費用	Marketing expenses	<b>9,986</b>	9,181
審計費用	Audit fees	<b>2,295</b>	2,203
		<b>4,727,759</b>	4,663,390

**5. 其他收入****Other income**

		2017	2016
來自以下非以公平值列帳的 金融資產的利息收入	Interest income from financial assets not at fair value		
持至期滿的證券	Held-to-maturity securities	<b>14,872</b>	20,727
外匯基金存款	Placement with the Exchange Fund	<b>74,982</b>	111,646
銀行存款	Bank deposits	<b>8,159</b>	5,313
銀行結餘及其他	Bank balances and others	<b>251</b>	206
		<b>98,264</b>	137,892

(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

### 6. 名義利得稅

(a) 於全面收益表內扣除的名義利得稅如下：

		2017	2016
<b>本期稅款</b>	<b>Current tax</b>		
本年度名義利得稅的撥備	Provision for notional profits tax for the year	<b>35,741</b>	56,467
<b>遞延稅款</b>	<b>Deferred tax</b>		
暫時性差異的產生及轉回	Origination and reversal of temporary differences	<b>5,557</b>	3,945
<b>名義利得稅</b>	<b>Notional profits tax</b>	<b>41,298</b>	60,412

### Notional profits tax

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

(b) 稅項支出與會計溢利按適用稅率計算的對帳如下：

		2017	2016
名義利得稅前盈利	Profit before notional profits tax	<b>251,006</b>	353,098
按香港利得稅率16.5% (2016: 16.5%) 計算的稅項	Tax at Hong Kong profits tax rate of 16.5% (2016: 16.5%)	<b>41,416</b>	58,261
一次性稅項寬減	One-off tax reduction	<b>(20)</b>	(20)
不可扣減開支的稅項影響	Tax effect of non-deductible expenses	<b>1,476</b>	3,850
非應課稅收入的稅項影響	Tax effect of non-taxable revenue	<b>(1,574)</b>	(1,679)
名義稅項支出	Notional tax expense	<b>41,298</b>	60,412

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

### 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% (2016: 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% (2016: 5.9%) per year as determined by the Financial Secretary.

(除特別註明外，金額以港幣千元位列示。)

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

**郵政署營運基金 Post Office Trading Fund**
**8. 物業、設備及器材**
**Property, plant and equipment**

		土地及樓宇 Land and buildings	傢具及裝置 Furniture and fittings	設備及機械 Plant and machinery	車輛 Motor vehicles	電腦系統 Computer systems	總計 Total
<b>成本</b>	<b>Cost</b>						
於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	Additions	-	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
於2016年4月1日	At 1 April 2016	<b>3,268,907</b>	<b>488,283</b>	<b>573,654</b>	<b>73,213</b>	<b>128,066</b>	<b>4,532,123</b>
購入	Additions	-	<b>23,151</b>	<b>37,947</b>	<b>3,194</b>	<b>3,791</b>	<b>68,083</b>
出售 / 註銷	Disposals	-	<b>(32,376)</b>	<b>(33,585)</b>	<b>(2,519)</b>	<b>(13,762)</b>	<b>(82,242)</b>
<b>於2017年3月31日</b>	<b>At 31 March 2017</b>	<b>3,268,907</b>	<b>479,058</b>	<b>578,016</b>	<b>73,888</b>	<b>118,095</b>	<b>4,517,964</b>
<b>累計折舊</b>	<b>Accumulated depreciation</b>						
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
於2016年4月1日	At 1 April 2016	<b>956,998</b>	<b>415,185</b>	<b>438,354</b>	<b>53,950</b>	<b>58,068</b>	<b>1,922,555</b>
年內費用	Charge for the year	<b>27,116</b>	<b>21,328</b>	<b>36,314</b>	<b>7,391</b>	<b>15,429</b>	<b>107,578</b>
出售 / 註銷回撥	Written back on disposal	-	<b>(29,764)</b>	<b>(32,915)</b>	<b>(2,518)</b>	<b>(13,751)</b>	<b>(78,948)</b>
<b>於2017年3月31日</b>	<b>At 31 March 2017</b>	<b>984,114</b>	<b>406,749</b>	<b>441,753</b>	<b>58,823</b>	<b>59,746</b>	<b>1,951,185</b>
<b>帳面淨值</b>	<b>Net book value</b>						
<b>2017年3月31日</b>	<b>31 March 2017</b>	<b>2,284,793</b>	<b>72,309</b>	<b>136,263</b>	<b>15,065</b>	<b>58,349</b>	<b>2,566,779</b>
2016年3月31日	31 March 2016	2,311,909	73,098	135,300	19,263	69,998	2,609,568

(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

### 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

		2017	2016
<b>成本</b>	<b>Cost</b>		
年初	At beginning of year	<b>320,254</b>	366,940
購入	Additions	<b>42,850</b>	23,045
出售 / 註銷	Disposals	<b>(64,475)</b>	(69,731)
年終	At end of year	<b>298,629</b>	320,254
<b>累計攤銷</b>	<b>Accumulated amortisation</b>		
年初	At beginning of year	<b>265,573</b>	324,353
年內費用	Charge for the year	<b>9,102</b>	9,337
出售 / 註銷回撥	Written back on disposal	<b>(64,475)</b>	(68,117)
年終	At end of year	<b>210,200</b>	265,573
<b>帳面淨值</b>	<b>Net book value</b>		
年終	At end of year	<b>88,429</b>	54,681

### 10. 持至期滿的證券

### Held-to-maturity securities

		2017	2016
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	<b>201,592</b>	201,649
– 非上市	– Unlisted	-	582,279
		<b>201,592</b>	783,928
剩餘年期：	Remaining maturity:		
不多於一年	Within one year	-	582,279
一年以上	Over one year	<b>201,592</b>	201,649
		<b>201,592</b>	783,928



(除特別註明外，金額以港幣千元位列示。

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

## 郵政署營運基金 Post Office Trading Fund

### 11. 外匯基金存款

外匯基金存款總結餘為24.277億港元(2016: 23.502億港元)，其中21.7億港元(2016: 21.7億港元)為本金，2.577億港元(2016: 1.802億港元)則為報告期結束日已入帳但尚未提取的利息。本金包含12億港元(「首項存款」)和9.7億港元(「次項存款」)。該兩項存款為期六年(由存款日起計)，期內不能提取本金。

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日起生效的三年期政府債券)在上一個年度的平均年度收益，兩者取其較高者，下限為0%。2017年固定息率為每年2.8%，2016年為每年3.3%。

營運基金已為首項存款續期，為期六年，並且於2017年5月首項存款到期時提取所有首項存款已賺取的利息。

### 12. 遞延稅款

在財務狀況表內確認的遞延稅款的主要組成部分及其年內變動如下：

### Placement with the Exchange Fund

The total balance of the placement with the Exchange Fund amounted to HK\$2,427.7 million (2016: HK\$2,350.2 million), being the principal sums of HK\$2,170 million (2016: HK\$2,170 million) plus interest paid but not yet withdrawn at the end of the reporting period of HK\$257.7 million (2016: HK\$180.2 million). The principal sums consisted of HK\$1,200 million (the "First Placement") and HK\$970 million (the "Second Placement"). The term of the placements is 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 2.8% per annum for the year 2017 and at 3.3% per annum for the year 2016.

The POTF has renewed the First Placement for another six years and withdrawn all the interest earned from the First Placement upon maturity of the First Placement in May 2017.

### Deferred tax

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

		超逾有關折舊及攤銷折舊免稅額 Depreciation allowances in excess of the related depreciation and amortisation	其他暫時性差異 Other temporary differences	總計 Total
2015年4月1日結餘	Balance at 1 April 2015	36,982	(1,264)	35,718
於全面收益表扣除	Charged to statement of 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
2016年4月1日結餘	Balance at 1 April 2016	<b>40,695</b>	<b>(1,032)</b>	<b>39,663</b>
於全面收益表扣除	Charged to statement of comprehensive income	<b>5,213</b>	<b>344</b>	<b>5,557</b>
2017年3月31日結餘	Balance at 31 March 2017	<b>45,908</b>	<b>(688)</b>	<b>45,220</b>

(除特別註明外，金額以港幣千元位列示。

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

## 郵政署營運基金 Post Office Trading Fund

### 13. 僱員福利撥備

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

### Provision for employee benefits

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

### 14. 營運基金資本

此為政府對營運基金的投資。

### Trading fund capital

This represents the Government's investment in the POTF.

### 15. 發展儲備

### Development reserve

		2017	2016
年初及年終結餘	Balance at beginning and end of year	<b>243,664</b>	243,664

2017年3月31日結餘為未承擔的資金，可用作將來業務的發展。

The balance at 31 March 2017 is uncommitted and is earmarked for future development.

### 16. 保留盈利

### Retained earnings

		2017	2016
年初結餘	Balance at beginning of year	<b>2,030,018</b>	1,908,571
年度總全面收益	Total comprehensive income for the year	<b>209,708</b>	292,686
已支付屬截至2016年3月31日止年度的股息	Dividend paid in respect of the year ended 31 March 2016	<b>(146,343)</b>	-
已支付屬截至2015年3月31日止年度的股息	Dividend paid in respect of the year ended 31 March 2015	-	(112,617)
已支付屬截至2014年3月31日止年度的股息	Dividend paid in respect of the year ended 31 March 2014	-	(58,622)
年終結餘	Balance at end of year	<b>2,093,383</b>	2,030,018

(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.)

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### 17. 擬發股息

在截至2017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% (2016: 50%) 目標派息比率，營運基金擬發1.049億元股息(2016: 1.463億港元)。

### Proposed dividend

For the year ended 31 March 2017, the POTF proposed a dividend of HK\$104.9 million (2016: HK\$146.3 million), based on the total comprehensive income for the year and the target dividend payout ratio of 50% (2016: 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

		2017	2016
現金及銀行結餘	Cash and bank balances	139,812	147,953
銀行存款	Bank deposits	982,313	520,345
		<b>1,122,125</b>	668,298
減：原有期限為三個月以上的銀行存款	Less: Bank deposits with original maturity over three months	<b>(641,313)</b>	-
現金及等同現金	Cash and cash equivalents	<b>480,812</b>	668,298

### Cash and cash equivalents

### 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3.310億港元(2016: 2.488億港元)；
- (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2.070億港元(2016: 2.214億港元)；

### 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\$331.0 million (2016: HK\$248.8 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\$207.0 million (2016: HK\$221.4 million);

(除特別註明外，金額以港幣千元位列示。

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

## 郵政署營運基金 Post Office Trading Fund

### 19. 與關連人士的交易 (續)

- (c) 營運基金向關連人士購入固定資產，包括各郵政局的裝修工程、購置土地及樓宇、設備及機械、電腦系統及車輛。這些資產的成本總額為2,080萬港元(2016：1,490萬港元)；
- (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700萬港元(2016：1,120萬港元)已從營運基金的相關開支中扣除。截至2017年3月31日，結轉入下一個年度的政府撥款結餘達1,640萬港元(2016：1,690萬港元)；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2017年3月31日止的年度，該八所租賃物業合共獲得豁免3,230萬港元的名義市值租金(2016：3,290萬港元)。

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，收費則按全部收回成本基礎徵收。由關連人士供應的固定資產按全部成本計算。

截至2017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\$20.8 million (2016: HK\$14.9 million);
- (d) the POTF received government grants relating to the provision of electronic services through a contractor. During the year, government grants of HK\$7.0 million (2016: HK\$11.2 million) were deducted from the related expenses incurred by the POTF. As at 31 March 2017, the balance of government grants carried forward to the next year amounted to HK\$16.4 million (2016: HK\$16.9 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 2017, the notional market rentals waived for these eight leased premises amounted to HK\$32.3 million (2016: HK\$32.9 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 2017 are set out in the statement of financial position.

(除特別註明外，金額以港幣千元位列示。

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

## 郵政署營運基金 Post Office Trading Fund

### 20. 承擔

#### (a) 資本承擔

在2017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：

		2017	2016
已核准及簽約	Authorised and contracted for	28,809	49,965
已核准但尚未簽約	Authorised but not yet contracted for	111,574	83,418
		<b>140,383</b>	133,383

#### (b) 經營租賃承擔

在2017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：

		2017	2016
一年以內	Not later than one year	124,252	112,337
一年後但不多於五年	Later than one year but not later than five years	294,141	254,864
五年後	Later than five years	1,160,175	1,223,969
		<b>1,578,568</b>	1,591,170

### 21. 財務風險管理

#### (a) 投資政策

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

### Commitments

#### (a) Capital commitments

At 31 March 2017, the POTF had capital commitments, so far as not provided for in the financial statements, as follows:

#### (b) Operating lease commitments

At 31 March 2017, the total future minimum lease payments under non-cancellable operating leases for leased properties were payable as follows:

### Financial risk management

#### (a) Investment policy

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

(除特別註明外，金額以港幣千元位列示。

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

## 郵政署營運基金 Post Office Trading Fund

### 21. 財務風險管理(續)

#### (b) 貨幣風險

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

年內，營運基金在全面收益表內確認的匯兌收益淨額為50萬港元(2016：匯兌虧損淨額1,470萬港元)。

下表總結營運基金於報告期結束日的外幣風險額：

		2017		2016	
		資產	負債	資產	負債
		Assets	Liabilities	Assets	Liabilities
美元	US dollar	318,951	22,134	282,703	16,507
人民幣	Renminbi	66	4	156,015	7
歐元	Euro	11,336	3,529	10,451	2,599
特別提款權	Special Drawing Rights	152,668	464,372	72,204	287,925
其他外幣	Other foreign currencies	12,555	15	18,723	401
		<b>495,576</b>	<b>490,054</b>	540,096	307,439

管理層認為下一個財政年度的美元兌港元匯率在合理情況下可能增加/減少0.5%。如有關增加/減少在報告期結束日發生，本年度的總全面收益將會增加/減少120萬港元(2016：110萬港元)。

管理層亦認為下一個財政年度的特別提款權及美元以外其他貨幣兌港元匯率在合理情況下可能增加/減少5%。如有關增加/減少在報告期結束日發生，本年度的總全面收益將會減少/增加1,220萬港元(2016：140萬港元)。

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

### Financial risk management (continued)

#### (b) Currency risk

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

During the year, the POTF recognised a net exchange gain of HK\$0.5 million (2016: a net exchange loss of HK\$14.7 million) in the statement of comprehensive income.

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

		2017		2016	
		Assets	Liabilities	Assets	Liabilities
美元	US dollar	318,951	22,134	282,703	16,507
人民幣	Renminbi	66	4	156,015	7
歐元	Euro	11,336	3,529	10,451	2,599
特別提款權	Special Drawing Rights	152,668	464,372	72,204	287,925
其他外幣	Other foreign currencies	12,555	15	18,723	401
		<b>495,576</b>	<b>490,054</b>	540,096	307,439

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\$1.2 million (2016: HK\$1.1 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\$12.2 million (2016: HK\$1.4 million).

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

(除特別註明外，金額以港幣千元位列示。)

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

## 郵政署營運基金 Post Office Trading Fund

### 21. 財務風險管理 (續)

#### (c) 利率風險

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

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

現金流量利率風險指金融工具的未來現金流量會因市場利率變動而波動的風險。營運基金無須面對重大的現金流量利率風險，因為其持有的主要金融工具並不是浮息的。

#### (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's exposure to cash flow interest rate risk is small as it has no major floating-rate investments.

#### (d) Credit risk

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

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

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

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

## 郵政署營運基金 Post Office Trading Fund

### 21. 財務風險管理 (續)

#### (d) 信貸風險 (續)

外匯基金存款的信貸風險屬於低。

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

		2017	2016
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-	201,592	416,649
A1 至 A3 / A+ 至 A-	A1 to A3 / A+ to A-	-	367,279
		201,592	783,928

營運基金持有金融資產所須承擔的最高信貸風險相等於在報告期結束日的帳面值。

#### (e) 流動資金風險

流動資金風險指機構在履行與金融負債相關的責任時遇到困難的風險。

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

#### (f) 其他財務風險

營運基金因於每年1月釐定的外匯基金存款息率 (註11) 的變動而須面對財務風險。於2017年3月31日，在2016年和2017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1,010萬港元 (2016：980萬港元)。

### Financial risk management (continued)

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

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

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

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

#### (e) Liquidity risk

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

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

#### (f) Other financial risk

The POTF is exposed to financial risk arising from change in the interest rate on the placement with the Exchange Fund which is determined every January (note 11). It was estimated that, as at 31 March 2017, a 50 basis point increase / decrease in the interest rates for 2016 and 2017, with all other variables held constant, would increase / decrease the profit for the year and reserves by HK\$10.1 million (2016: HK\$9.8 million).



(除特別註明外，金額以港幣千元位列示。

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

## 郵政署營運基金 Post Office Trading Fund

### 22. 已頒布但於截至2017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2017年3月31日止會計年度尚未生效及沒有提前在本財務報表中採納的修訂、新準則及詮釋。與營運基金有關的該等修訂、新準則及詮釋包括：

	在以下日期或之後開始的會計期間生效		Effective for accounting periods beginning on or after
香港財務報告準則第9號： 「金融工具」	2018年1月1日	HKFRS 9, Financial Instruments	1 January 2018
香港財務報告準則第15號： 「來自客戶合約之收入」	2018年1月1日	HKFRS 15, Revenue from Contracts with Customers	1 January 2018
香港財務報告準則第16號： 「租賃」	2019年1月1日	HKFRS 16, Leases	1 January 2019

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 2017

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 2017 and which have not been early adopted in these financial statements. These include the following which may be relevant to the POTF:

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





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