

# MPFA Staff and the Community

This chapter describes how the MPFA cares for its staff and how the staff cares for the community. The MPF System is a social programme, and the MPFA is established with the mission to ensure the provision of retirement protection for Hong Kong's workforce through an effective and efficient system of prudential regulation and supervision of privately managed provident fund schemes. We treasure staff who share this goal and our corporate core values of "Commitment", "Quality", Teamwork" and "Community Perspective". Linked with the MPFA's mission, "Community Perspective" has well been demonstrated by our staff's involvement in community services and activities.

**REMUNERATION AND BENEFITS** The remuneration package of the MPFA comprises a fixed basic salary and a performance-linked variable pay. The variable pay is discretionary and is to reward staff according to their performance. We offer other fringe benefits to staff, including annual leave, medical and dental benefits, insurance coverage and MPF.

The remuneration of the top management staff of the MPFA is disclosed in the notes to the Financial Statements on page 85.

**TRAINING AND DEVELOPMENT** As part of our continuous effort to enhance human resources capability, we implemented various training and staff development programmes during the year. These include management development programmes aiming at developing creative thinking and leadership skills, sharing sessions on MPF business knowledge, as well as team building programmes. In addition, training sessions were conducted to equip our staff with professional knowledge and technical skills, such as those related to legal, accounting and investment knowledge, media handling, inspection and investigation, and information technology. Staff members in the Supervision Division were trained on the skills and techniques to assess approved MPF trustees' adoption of the Compliance Standards issued by the MPFA.



We have enhanced the exposure of managers to seminars and conferences, with 57 managers having participated in overseas and local seminars and conferences to widen their professional exposure and network. A summary of all staff training and development sessions, organization development and culture building programmes, together with seminars and conferences attended, is at Appendix 12. The number of sessions/events organized or attended came to over 130, with a total attendance of more than 2 400.

We have drawn up a model for conducting training needs analysis and measuring the effectiveness and sustainability of training. Regarding the development of a career advancement policy, we have formulated an initial model on the career pathing for the Inspectorate grades. Besides, career advancement exercises for several grades, including managerial and supporting grades, have been implemented.

### **OCCUPATIONAL SAFETY AND HEALTH**

To ensure a healthy and safe working environment for our staff, we completed in 2004 the replacement of office furniture with items conforming to the requirements of an optimal workstation as described in the guidelines issued by the Labour Department. Since then, the MPFA has, as required by the Occupational Safety and Health legislation, continued to assess the risk of new workstations to the safety and health of the users, and review the risk assessment whenever there are user or physical changes to the workstations.

### **MPFA's CORE VALUES**

In our organization development and culture building activities, we continued to promote our four core values, namely, "Commitment", "Quality", "Teamwork" and "Community Perspective". Quality and teamwork were the emphases in 2005-06.

We examined the approaches and methodologies of quality management and reviewed their relevance to and usage in the MPFA. Sharing sessions were held with managers on quality management concepts and practices in the MPFA and other organizations. It was acknowledged that quality improvement has been continuously made through communication, knowledge sharing, organization reviews, process reviews, IT automation and internal audit.



As regards team building, special sessions for the reorganized Supervision Division and Enforcement Division were conducted to speed up the familiarization and bonding process among team members. For the organization as a whole, social activities were organized to foster cohesiveness among staff.

### SHARING AND COMMUNICATION

We encourage the sharing of information and ideas in the MPFA. Through briefing sessions, staff shared their business knowledge and were informed of new developments in different areas of work in the organization. After attending conferences and seminars, staff members also shared the information with other colleagues through debriefings.

To ensure that our staff understand the MPFA's corporate directions and values, special briefing sessions were conducted before the start of the financial year to cascade the 2005-06 Corporate Plan, its objectives and emphases. A series of follow-up sessions were also held to solicit views from working-level staff on implementation of the Corporate Plan. As for the development of the 2006-07 Corporate Plan, ideas and comments gathered at departmental/divisional workshops formed part of the input to the corporate planning workshop for senior staff, at which corporate objectives and strategies were discussed. Individual departments/divisions also participated in the development of the corporate plan programmes under the agreed corporate objectives and strategies.

To encourage staff to contribute ideas to improve work process and quality, working environment and corporate image, a collection box has been set up to collect their suggestions. The MPFA also participated in an employee attitude survey conducted by Watson Wyatt to gain an understanding on how employees feel about their work and the MPFA.

### STAFF RECOGNITION

We attach great importance to recognizing the good performance of our staff. For the third year, a staff recognition programme was implemented to promote the corporate core values and reward staff members who demonstrate such values in concrete behaviour. A total of 134 staff members received the awards, which were presented in December 2005.



Externally, MPFA staff members have been publicly recognized for their service excellence. Apart from commendation letters received from members of the public, a Senior Officer of the Complaints and Enquiries Section won a General Award in the Ombudsman's Awards 2005. This is the third consecutive year we won the Ombudsman's Awards, which are an affirmation and recognition of MPFA's dedication to customer service and professionalism in complaints handling.



Staff members receive awards under the staff recognition programme at the Christmas party 2005.



Ms. Terry Cheung, Senior Officer (Complaints and Enquiries), wins an Ombudsman's Award.

### STAFF WELFARE AND SOCIAL ACTIVITIES

During the year, the MPFA published four issues of the Staff Newsletter The Orchard. The Staff Welfare Committee organized a number of social activities, including a movie evening, bowling and badminton competitions and a Christmas Party. The interest clubs formed under the Committee, such as Basketball Club, Football Club, Hiking Club and Parents Club, also continued to organize activities for their members to further enhance cohesion.



Staff competing in the badminton court.



MPFA's soccer team is second runners-up in the Public Organizations Challenge League 2005.



## MPFA Staff and the Community (cont'd)

The MPFA took part in the Supervisory Cup Basketball Competition and the Public Organizations Challenge League of 2005, both jointly organized by six financial regulators. The events provided an opportunity for our basketball and soccer teams to demonstrate their skills and team spirit.

**GREEN POLICY** The MPFA promotes the principle of environmental protection in its operations. We install energy-saving fluorescent lamps and transformers in the office, arrange for waste paper to be shredded for recycling purpose, and use recycled toner cartridges for printers. Surplus furniture and out-dated computer equipment, with all data erased, are donated to organizations in need.

**CARING FOR THE COMMUNITY** “Community Perspective” is one of the MPFA’s core values. We were involved in various community and fund-raising activities during the year. We participated in the Community Chest Green Day on 3 June 2005 in support of environmental protection initiatives. All our staff participated in the Dress Casual Day 2005 organized by the Community Chest, winning the award for the Second Highest Participation Rate in the Companies and Organization Category. We raised money on the “Lai See Day” to support the work of the Salvation Army. Staff representatives also participated in the Seventh Sowers Action Challenging 12 Hours Charity Marathon in October 2005 and the charity walkathon organized by the Fu Hong Society in March 2006, raising money in support of the education for children in mountainous regions of China as well as the services for the disabled.



Participating in the Sowers Action charity marathon ...



## MPFA Staff and the Community (cont'd)

In October 2005, 40 volunteers of the MPFA took part in Po Leung Kuk's "Age Concern Program". They visited 80 old people living alone in Wanchai, chatted with them and presented gift packs to them. Our staff also gave blood on a blood donation day held in the office premises in January 2006. In the interest of the public and enabling staff to contribute to the community in their own spare time outside normal working hours, approval has been given for individual staff members to take part in other voluntary services organized by not-for-profit bodies.



... and the charity walkathon organized by the Fu Hong Society.



Showing our care for the elderly living alone.

### MPFA – A CARING ORGANIZATION

In 2005, the MPFA participated in the Caring Company Scheme run by the Hong Kong Council of Social Service. The objective of the Scheme is to build a caring community spirit through cultivating corporate citizenship and strategic partnership among the business, public and social service sectors. We are pleased to have been awarded the "Caring Organization 2005-2006" logo in recognition of the MPFA's care for its employees and the community at large.



Awarded the "Caring Organization 2005-2006" logo.

同心展關懷

caringorganization 2005/06

Awarded by The Hong Kong Council of Social Service  
香港社會服務聯會頒發

