



Annual Report 年報 2013



Joint Mediation Helpline Office
聯合調解專線辦事處

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Corporate Information 公司資料

The Board of Directors 董事局

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Mr. Antony MAN Chi Chuen 文志泉先生

Hong Kong Institute of Surveyors 香港測量師學會

Director 董事:

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Hong Kong Institute of Architects 香港建築師學會

Mr. Richard LEUNG Wai Keung 梁偉強先生

Chartered Institute of Arbitrators (East Asia Branch)
特許仲裁學會 (東亞分會)

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Hong Kong Bar Association 香港大律師公會

Ms. Jody SIN Kar Yu 冼迦好女士

Hong Kong Mediation Council 香港調解會

Ms. Sylvia SIU Wing Yee, JP 蕭詠儀女士

Hong Kong Institute of Arbitrators 香港仲裁司學會

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Hong Kong Mediation Centre 香港和解中心

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The Law Society of Hong Kong 香港律師會

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Hong Kong Mediation Council 香港調解會

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Hong Kong Institute of Architects 香港建築師學會

Mr. Nelson CHENG Wai Hung 鄭偉雄先生

Hong Kong Institute of Surveyors 香港測量師學會

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Hong Kong Mediation Centre 香港和解中心

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Mr. Lawrence LEE Tsz Hang 李子衡先生

Chartered Institute of Arbitrators (East Asia Branch)

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Ms. Catherine NG So Kuen 伍素娟女士

Hong Kong Institute of Arbitrators 香港仲裁司學會

Ms. Cecilia WONG NG Kit Wah 黃吳潔華女士

The Law Society of Hong Kong 香港律師會

Advisor 顧問:

Mr. CHAN Bing Woon, SBS, JP 陳炳煥先生

Honorary Treasurer 義務司庫:

Mr. David FONG Shiu Man 方兆文先生

Honorary Secretary 義務秘書:

Mr. Gary SOO Kwok Leung 蘇國良先生

Honorary Auditor 義務核數師:

Mabel Chan & Co. 陳美寶會計師事務所

Assistant Honorary Secretary 助理義務秘書:

Mr. Oscar TAN Khain Sein 陳慶生先生

Secretariat 秘書處

Ms. Hilda CHEUNG Wing Sze 張詠詩女士
Ms. Inti TUNG Kit Ching 董潔情女士

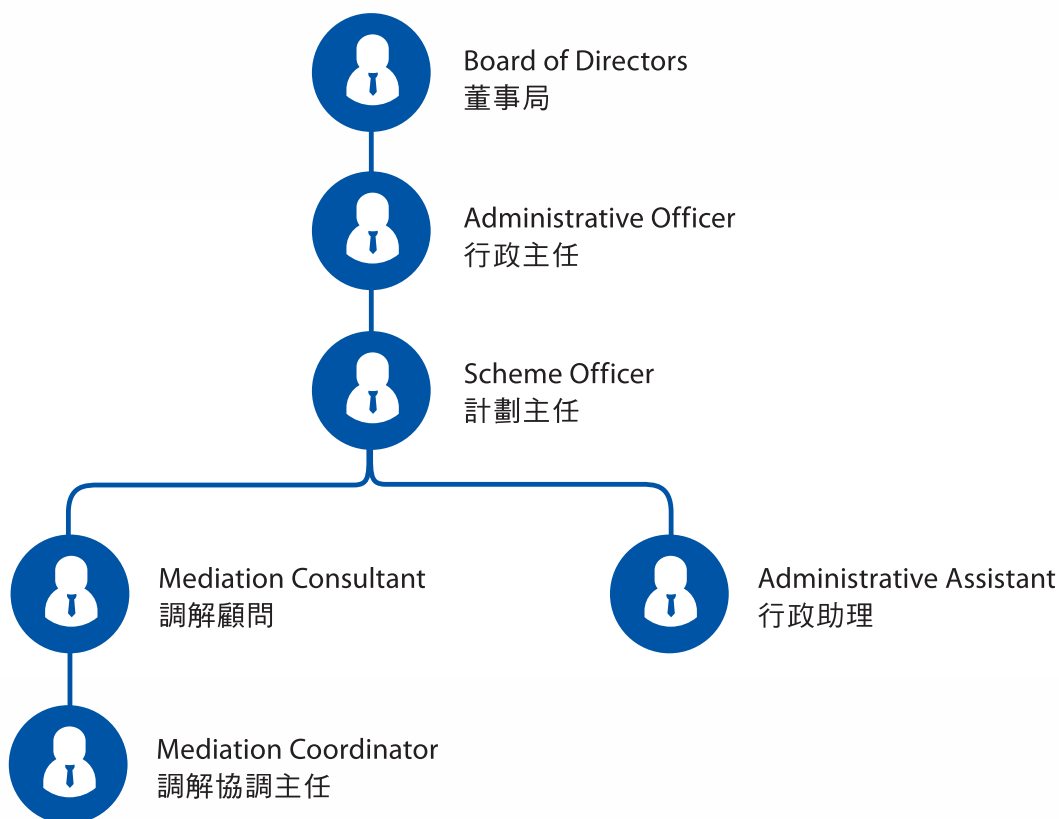
Administrative Officer 行政主任
Scheme Officer 計劃主任

Ms. Cindy FONG Yan Yan 方欣欣女士
Ms. Cecilia TAM Kit Wa 譚潔華女士
Mr. Roy Bowie YIP Wing San 葉榮榮先生

Mediation Consultant 調解顧問
Mediation Consultant 調解顧問
Mediation Consultant 調解顧問

Ms. Isabella LAM Wai Ping 林慧萍女士
Ms. Melody LEUNG Ting Yan 梁婷欣女士
Mr. Brian NG Sze Hung 吳思雄先生
Mr. Leo YAU Lut Pong 丘律邦先生

Mediation Coordinator 調解協調主任
Mediation Coordinator 調解協調主任
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Mediation Coordinator 調解協調主任



Chairman's Report 主席報告



Mr. Antony MAN Chi-Chuen
文志泉先生

Year 2013 is a good year for the mediation field in Hong Kong. The establishment of the Hong Kong Mediation Accreditation Association Ltd., the objective of which is to become the premier and single accreditation body of Hong Kong, is a notable milestone for the industry players. Besides, other mediation-related organisations and activities flourished and made a concerted effort to promote mediation as an alternative dispute resolution method in Hong Kong. These are all conducive to the overall development of mediation in Hong Kong. Against this backdrop, the Joint Mediation Helpline Office (JMHO) faced increasing competition in terms of resources and operations. Despite all these challenges, I am pleased to report that the JMHO has delivered another year of solid performance in 2013. Below is a brief account of the various achievements and some updates for our members in relation to our progress in the year of 2013.

2013年對香港調解界是好的一年。香港調解資歷評審協會有限公司之成立，其宗旨是要成為香港創造優秀調解資歷評審機制，是調解行業的重要里程碑。除此之外，其他調解組織和活動，亦共同努力推廣調解成為香港解決紛爭的另一方法。這些全部都有助於香港調解界的整體發展。在此背景下，在資源和運作上，聯合調解專線辦事處(JMHO)面對不斷增加的競爭。縱使有這些挑戰，我很高興宣佈JMHO在2013年度表現穩健。以下我將簡述本處於2013年所達致的各項成就及本處的最新資訊。

In order to get in line with the charitable and tax exemption status of the JMHO, in 2012 the Board of Directors decided to apply to omit the word "Limited" from the company name "Joint Mediation Helpline Office Limited". This would better reflect JMHO's nature as a non-governmental charitable organisation to serve general public interest on mediation services. In 2013, consequential amendments to the Memorandum and Articles of Association were made and the Company Registry has accepted our application. The company name is now successfully changed to "Joint Mediation Helpline Office".

JMHO received an invitation for quotation from the Development Bureau of the Government of the HKSAR for provision of administration, consultancy, publicity and training services for the Land (Compulsory Sale For Redevelopment) Ordinance Pilot Mediation Scheme ("PMS"). With prior experience in administering the PMS, JMHO has successfully obtained continuous financial support from the Development Bureau to carry on the administration of the PMS despite keen competition from other applicants. Achievement aside, there are challenges ahead. During the term, the Board of Directors has deliberated the establishment of a special committee to consider training courses organized by institutions other than JMHO to prepare mediators for admission onto the PMS List of Mediators. With a growing number of service providers in the same field, there is no room for complacency and JMHO must continue to strive to excel in all aspects.

為了配合JMHO的慈善和免稅地位，董事局決定申請從公司名稱“聯合調解專線辦事處有限公司”刪除“有限公司”字眼。這將較佳地反映JMHO作為非政府慈善組織，為一般大眾提供調解服務的性質。在2013年，本處的組織章程大綱及章程細則已作出修改，而公司註冊處已接受我們的申請。本處名稱現在已成功變更為“聯合調解專線辦事處”。

JMHO收到香港特別行政區政府發展局為《土地（為重新發展而強制售賣）條例》調解先導計劃（“PMS”）提供行政、諮詢、宣傳和培訓服務的報價邀約。憑藉之前管理PMS的經驗，儘管競爭激烈，JMHO已成功取得來自發展局的財務支援以執行PMS管理。撇開成就而言，前面仍有許多挑戰。在此期間，董事局已商議成立特別委員會，來考慮JMHO以外之機構所辦理的PMS調解員名單認可訓練課程。在相關服務供應者增加的情況下，JMHO實不能滿足於現狀，而必須在各方面持續努力以追求精益求精。

Chairman's Report 主席報告

In another Professional Services Development Assistance Scheme (PSDAS) project, "Enhancing the knowledge of professionals and potential users' on the new Mediation Ordinance and Mediation Service in Hong Kong", JMHO had organized 4 mediation seminars centered around the new Mediation Ordinance and involved various professionals, including mediators, medical practitioners, architects and surveyors. In addition, a one-day local conference was also organized on 17 December 2013. Around 143 professionals and potential mediation users were attracted to participate in the conference.

The Board of Directors also decided to apply for the Dedicated Fund on Branding, Upgrading and Domestic Sales (BUD) from the Trade and Industry Department, which aims at building, developing and promoting "Hong Kong Mediation" as a brand to professionals and potential users in the Mainland Market. This is certainly an innovative way of promoting local mediation services to the mainland market.

I owe deep thanks to my fellow Directors and members of various committees for their invaluable support and guidance. Special thanks should be given to our Advisor, Mr Chan Bing Woon SBS JP, who is sitting on the Secretary for Justice's Steering Committee on Mediation chairing its Public Education and Publicity Sub-committee. Without his assistance, JMHO would

關於另一個專業服務發展資助計劃 (PSDAS)，旨在「提升專業人士及潛在調解用戶對新調解條例及香港調解服務的認知」，JMHO在此計劃下共籌辦了4個調解研討會，題目以新調解條例為中心，當中亦涉及各種不同專業範疇，包括調解員、醫療執業人員、建築師和測量師。除此之外，歷時一天的本地會議亦於2013年12月17日舉行。大約有143位專業調解人員和調解服務潛在使用者參與該會議。

董事局亦決定向工業貿易署申請發展品牌、升級轉型及拓展內銷市場(BUD)的專項基金，為專業人士及潛在調解用戶針對內地市場構建、發展及推廣『香港調解』此品牌。這無疑是推廣內地市場調解服務的一個創新方式。

本人深深感謝各董事成員以及不同委員會成員無價的支持和指導。特別感謝為我們擔任顧問的陳炳煥先生 SBS JP，陳先生現為律政司調解督導委員會公眾教育及宣傳小組委員會主席。假如沒有陳先生的協

not have gained valuable insights of the corresponding governmental policies and concerns while promoting its services. I would also like to thank my colleagues in the Secretariat for their hard work and assistance during the last term.

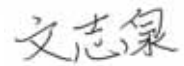
Benjamin Franklin once said, "without continual growth and progress, such words as improvement, achievement and success have no meaning." While JMHO was in good progress in 2013, we are aware that the challenges remain. Surely, growth entails challenges but JMHO has always in the past been able to push our boundaries, go out of our comfort zone venturing uncharted areas where mediation may be used to resolve disputes. May this spirit of innovation continue to guide us in 2014 so that JMHO will continue to grow together with the mediation industry at large.

助，JMHO將無法得悉相關政府政策和議題的重要見解，以推動其服務。我亦要感謝秘書處同仁在去年的努力和協助。

班傑明·富蘭克林 (Benjamin Franklin) 曾說：如果沒有持續的成長和進步，諸如改進、成就以及成功這些字眼便毫無意義。雖然JMHO在2013年有不錯的表現，我們知道考驗仍然繼續。當然，成長會產生挑戰，但JMHO在過去總能盡最大能力，擴展我們的領域，開拓以調解解決紛爭的未知領域。希望此創新精神在2014年繼續帶領我們，以讓JMHO繼續與調解業齊頭並進。



Antony Man
Chairman
31 December 2013



文志泉
主席
2013年12月31日



Honorary Secretary's Report 義務秘書報告



Mr Gary SOO Kwok-Leung
蘇國良先生

General Mediation Services Overview

JMHO continued to provide mediation referral services to the general public. Since its operation in 2010, JMHO totally received 404 applications, representing an increase in 26.6% compared to the previous term. The rate of making successful referral is 36.88%, with 149 cases successfully referred to Participating Service Providers ("PSPs"). 121 mediations were conducted, 58 of which had been settled, including 13 cases settled after a written request for mediation had been made. The overall settlement rate is 53%. These figures reflect one of the major challenges encountered by JMHO. With higher awareness of mediation and more services providers in the market, members of the public who seek for mediation services have more choices at their avail. Mediation referral services provided by JMHO is but one of the many options available to assist disputants in finding a mediator. As the majority of cases referred by JMHO are litigated cases, the parties usually have sufficient resources to find their own mediator. In light of this limitation, it is necessary for JMHO to continue to identify new sources of cases in future, and expand its scope of mediation referral services to go beyond those already started litigation.

一般調解服務概況

JMHO一如以往，向普羅大眾提供調解轉介服務。自開業至今，JMHO總共收到404項申請，較之前年度增加26.6%。成功轉介比率為36.88%，其中149項成功轉介給調解服務機構（“PSPs”）。本處共進行121項調解，其中58項已經解決，包括13項在書面請求調解後解決。總和解率是53%。這些數字反映JMHO所遇到的主要挑戰之一。現今大眾對調解服務有更多認識，市場上亦有更多服務提供者，在此情況下，尋求調解服務的大眾有更多的選擇。由於JMHO轉介的大部分案件為訴訟案件，當事人通常有足夠的資源找到他們自己的調解員。在此限制下，JMHO在未來必須繼續找出新的個案來源，且擴大其調解轉介範圍到現有的訴訟範圍以外。

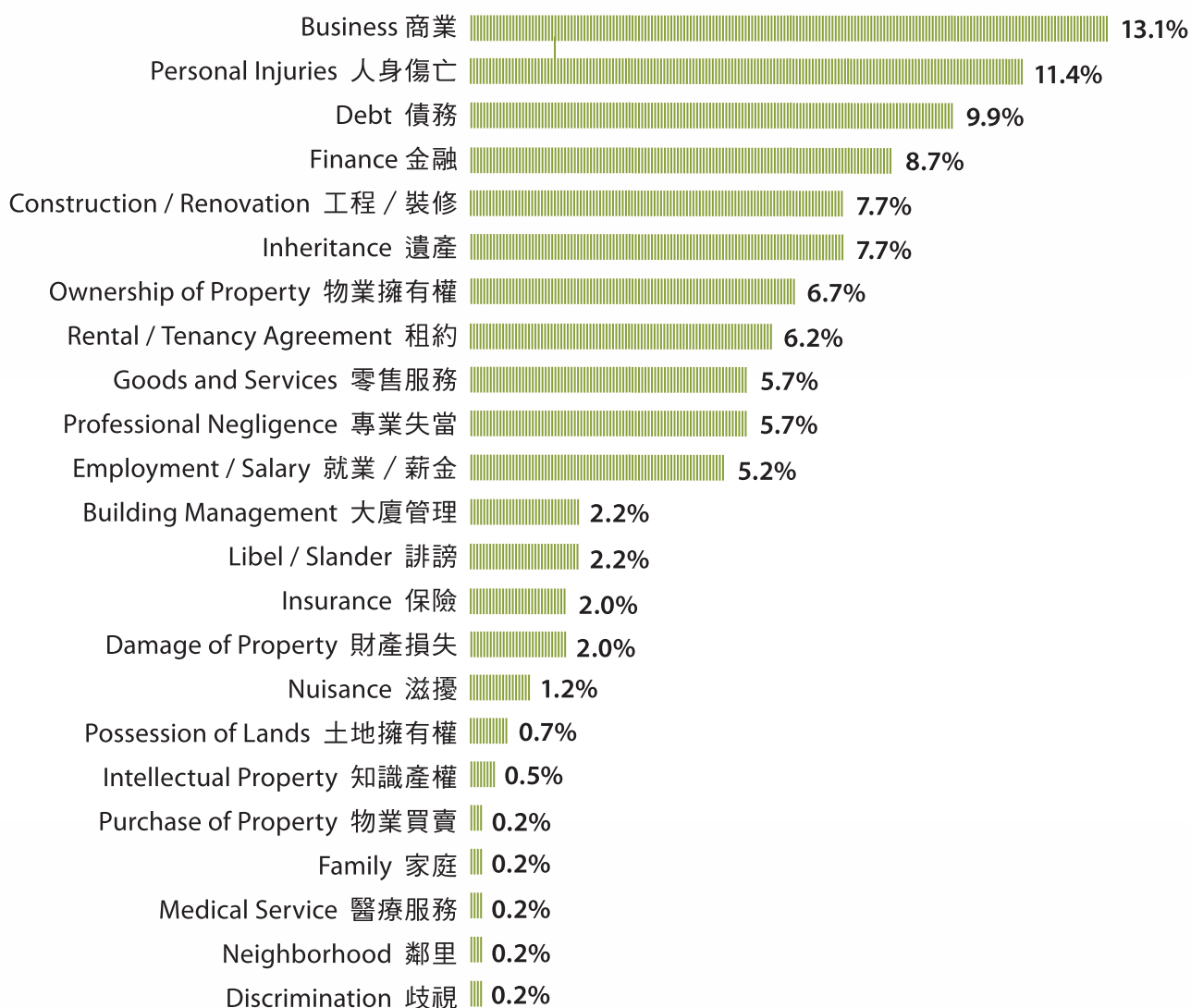
The nature of the disputes

Business (13.1%), Personal Injuries (11.4%), Debt (9.9%) and Finance (8.7%) are the 4 most common types of disputes.

爭議性質

商業 (13.1%)、人身傷亡 (11.4%)、債務 (9.9%)和金融 (8.7%)為最常見出現的4種爭議性質。

Nature of Dispute 爭議性質



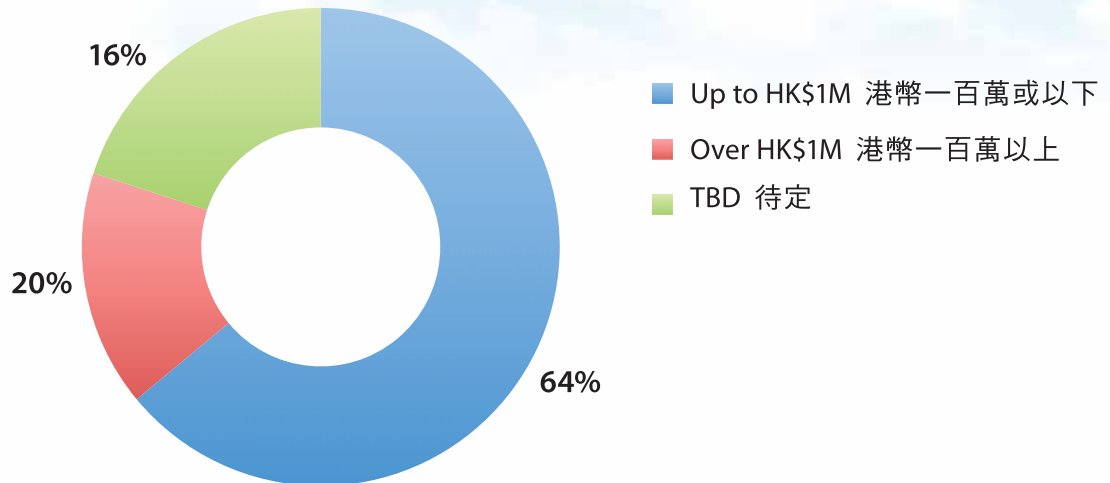
Honorary Secretary's Report 義務秘書報告

Amount of dispute

Amongst all applications, the amount in dispute ranges from HK\$0.01M to over HK\$5M.

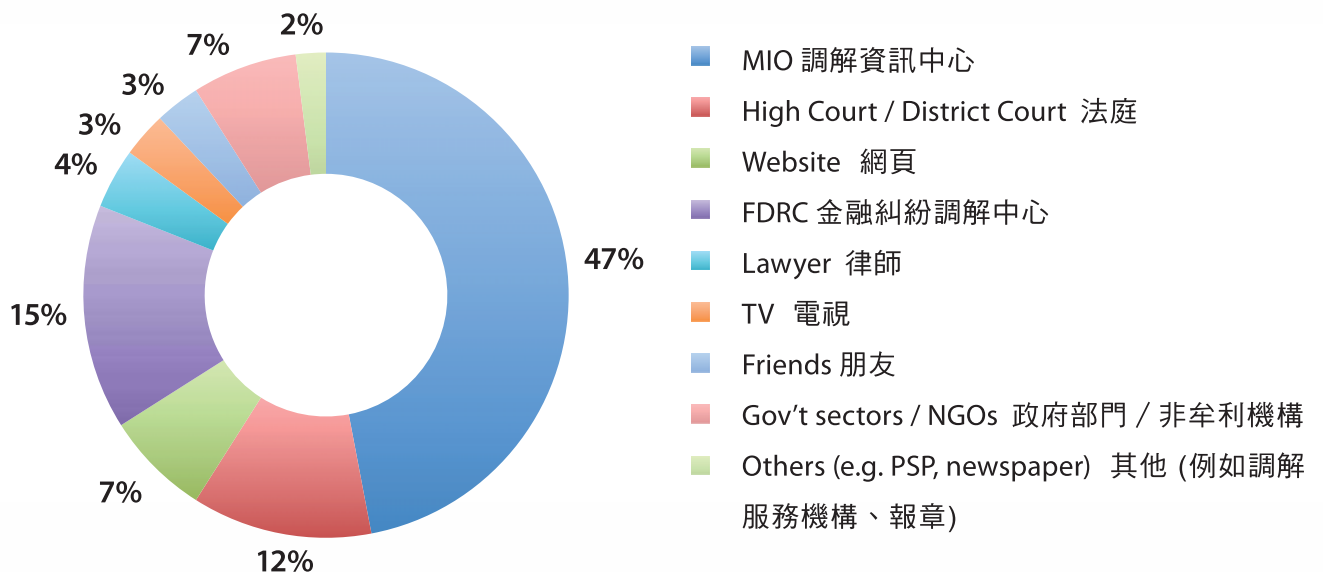
爭議金額

在所有申請案中，爭議的金額範圍從港幣1萬到超過港幣5百萬。



Source of Applications/Enquiries

申請/查詢來源



Land (Compulsory Sale for Redevelopment) Ordinance Pilot Mediation Scheme (LCSRO Scheme)

The Pilot Mediation Scheme under the Land (Compulsory Sale for Redevelopment) Ordinance (Cap 545) ("PMS") has been in operation for the third year. JMHO, with its competitive edge built up in the past year, has successfully secured another year's continuous support from the Development Bureau to carry on the administration of the PMS.

The Scheme had received 52 applications and 203 enquiries in accumulation. Amongst these cases, 26 mediators had been appointed; and the Scheme had achieved an overall settlement rate of 76.7%, inclusive of parties reaching settlement agreement after request for mediation being filed by a party; and 61.5% of the cases were settled at the mediation meeting. We also have 2 successful applications for subsidy of mediator's fee for elderly owners from the Development Bureau. To review the suitability, effectiveness and efficiency of PMS, a research has been commissioned by the Development Bureau and conducted by the University of Hong Kong. JMHO has been actively supporting the research by sharing information and arranging interviews with Participating Service Providers ("PSPs") and mediators.

This year, JMHO collaborated with the Senior Citizens Home Safety Association (SCHSA) and organized 5 public talks and issued 1 monthly magazine for the elderly to promote PMS and educate the public on mediation. A half-day training workshop had been organized as one of the eligibility requirements for mediators who wish to be included in the PMS List of Mediators. As at 31 December 2013, there are now 225 mediators on the List, with 86 mediators newly applying for inclusion in the mediators' list during this term.

《土地(為重新發展而強制售賣)條例》(第545章) 調解先導計劃

《土地(為重新發展而強制售賣)條例》(第545章)調解先導計劃("PMS")已經進行第三年。JMHO，以去年建立的競爭優勢，繼續獲得來自發展局的另一年度支援，以執行PMS管理。

此計劃總計已收到52項申請以及203項查詢。從這些個案中，有26位調解員獲委任；同時此計劃達成的總體和解率為76.7%，包括在一方申請調解之時與另一方當事人達成和解協議，以及61.5%的個案在調解會議中解決。我們亦有2項成功為長者小業主向發展局申請調解員費用資助的個案。為了檢視PMS的適用性、有效性和效率，發展局已委託香港大學進行研究。JMHO亦已主動支援此研究，當中包括分享資訊及安排調解服務機構("PSPs")和調解員進行訪問。

在此年度，JMHO與長者安居協會(SCHSA)協調及舉辦5個公開講座，以及為長者發行一份月刊，來宣傳PMS和增加大眾對調解的認識。亦舉辦半日調解訓練講座，作為加入PMS調解員名單之調解員要求的資格之一。截至2013年12月31日，有225位調解員已列入名單中，其中86位調解員在此期間申請加入PMS調解員名單。

Our Events 辦事處活動

Project Deliverables under Professional Service Development Assistance Scheme (PSDAS)

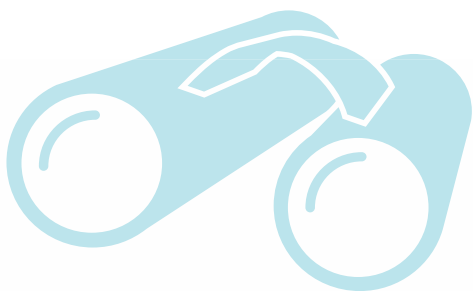
專業服務發展資助計劃下的發展項目

Seminar

4 seminars with a total attendance of 326 people were organized to mediators, medical practitioners, architects and surveyors with the essential and up-to-date knowledge on the new Mediation Ordinance; and to enhance their roles and functions in mediation under the new Mediation Ordinance.

研討會

為調解員、醫療執業人員、建築師和測量師舉辦總共4場研討會，與 326 位與會者討論新調解條例的重要以及最新資訊；同時提升他們在新調解條例下的調解角色和作用。





Conference

“The Amazing Changes with the New Mediation Ordinance and Latest Development in Hong Kong Mediation”

One day local Mediation Conference with a total attendance of 143 people was organized to professionals, mediators, government officials and potential mediation business users from different industries.

會議

“香港調解之改變 - 新調解條例及最新發展”

為來自不同產業專家、調解員、政府官員及調解服務潛在使用者舉辦為期一天的會議，共計143人參與。



Promotional Events under Land (Compulsory Sale for Redevelopment) Ordinance Pilot Mediation Scheme (LCSRO Scheme)

《土地（為重新發展而強制售賣）條例》（第545章）調解先導計劃下的推廣活動

5 Public Talks 五個公開講座

- **Public talk at Urban Renewal Resource Centre on 26 April 2013**
2013年4月26日大角咀市建一站通公開講座



- **Public talk at To Kwa Wan on 31 May 2013**
2013年5月31日土瓜灣區公開講座

- **Public talk at Kennedy Town on 19 July 2013**
2013年7月19日中西區堅尼地城社區綜合大樓公開講座





► Public talk at Urban Renewal Resource Centre on 26 July 2013
2013年7月26日大角咀市建一站通公開講座



► Public talk at Quarry Bay on 23 September 2013
2013年9月23日東區公開講座

Half Day Training Workshop

半日調解訓練講座



► Training workshop at Urban Renewal Resource Centre on 14 September 2013
2013年9月14日大角咀市建一站通調解訓練講座

Delegation 考察及交流



► Receiving delegations from Qinghai, Macau, Samoa and Tibet
接待來自青海、澳門、薩摩亞和西藏的代表團



Acknowledgement 鳴謝

It has been a busy and fruitful year for JMHO. I wish to acknowledge the tremendous contributions of, and extend our sincere appreciation to our retired directors and alternate directors for all their invaluable contributions and tireless efforts paid to guiding JMHO throughout their tenure.

Special thanks are dedicated to the Judiciary and the Department of Justice of the Government of the HKSAR, and the Secretariat of JMHO, whose goodwill and support are critical to the success and continuation of JMHO's mission to provide high quality mediation referral services to the general public.

We also owe great gratitude to the Senior Citizen Home Safety Association, Home Affairs Department, various government departments and non-governmental organizations, and all our stakeholders, sponsors, partners and friends who have offered precious time, guidance and all types of support towards JMHO's operations and works, without which JMHO would not have made able to achieve so much in the year of 2013. We are also very grateful towards Messrs. Mabel Chan & Co. for compiling the financial statement for the year ended 31 March 2013.

Thank you all for your invaluable support in making 2013 a fruitful one for JMHO.

對JMHO而言，本年度既忙碌又充實。本人要感謝我們的卸任董事和後補董事的重要貢獻，同時為他們在任期內的無價奉獻以及不懈的付出，表示我們摯誠的感激。

特別感謝香港特別行政區政府司法機構、律政司、以及本處秘書處，他們善意的支持，使JMHO能繼續為普羅大眾提供優質調解轉介服務。

我們亦對長者安居協會、民政事務總處、不同政府部門、非政府組織以及所有我們的持份者、贊助人、合夥人以及朋友們表示衷心的感激，他們為JMHO提供寶貴時間、作出指導、以及為JMHO的營運和工作提供各種支援。若無他們的幫助，JMHO亦無法達到2013年的成就。我們也非常感謝陳美寶會計師事務所撰寫截至2013年3月31日止的年度財務報表。

感謝您們所有無價的支持，讓JMHO在2013年成果豐碩。



Financial Report 財務報告

Report of the directors

The directors present herewith their report and the audited financial statements for the year ended 31 March 2013.

Principal activities

The principal activities of the company are providing and promoting mediation services. There has been no significant change in this activity compared with the previous year.

Results

The results of the company for year ended 31 March 2013 and the state of the company's affairs as at that date are set out in the company's financial statements on pages 23 to 33.

Property, plant and equipment

Details of the movements in property, plant and equipment during the year are set out in note 8 to the financial statements.

Directors

The directors who held office during the year and up to the date of this report were:-

董事會報告書

董事謹此呈奉本公司截至2013年3月31日止年度的報告以及經審核的財務報表。

主要活動

本公司的主要營運活動為提供及推動調解服務。此與之前年度營運活動沒有重大改變。

業績

本公司截至2013年3月31日止年度的業績以及該日為止之本公司財務狀況列示於財務報表23至33頁。

物業、廠房及設備

物業、機器及設備在此年度的變動明細列示於財務報表附註8。

董事

在本年度以及截至此報告日在任的董事為：-

此僅為中文譯本，一切以英文版本為準。

Bing Woon CHAN 陳炳煥先生	
Kwai Huen Albert WONG 王桂壠先生	
Wing Yan, Winston SIU 蕭詠仁先生	- resigned on 8 January 2013 辭任
Edward SHEN 沈埃迪先生	- resigned on 22 April 2013 辭任
Chi Chuen MAN 文志泉先生	
Shiu Man David FONG 方兆文先生	- resigned on 19 June 2012 辭任
Kumar RAMANATHAN 林孟達先生	- resigned on 11 March 2013 辭任
Lester Garson HUANG 黃嘉純先生	- resigned on 24 May 2013 辭任
(alternate to Kwai Huen Albert WONG 後補王桂壠先生)	
Ping Chiu TSANG 曾炳超先生	- resigned on 8 January 2013 辭任
(alternate to Wing Yan, Winston SIU 後補蕭詠仁先生)	
Kwok Keung YUEN 袁國強先生	- resigned on 30 June 2012 辭任
(alternate to Kumar RAMANATHAN 後補林孟達先生)	
Chiann BAO 鮑其安女士 (alternate to Bing Woon CHAN 後補陳炳煥先生)	
Man Sing YEUNG 楊文聲先生	- resigned on 19 June 2012 辭任
(alternate to Shiu Man David FONG 後補方兆文先生)	
Yip Hung LAI 黎業鴻先生	
Wai Hung Nelson CHENG 鄭偉雄先生 (alternate to Chi Chuen MAN 後補文志泉先生)	
K.H. Kenneth CHUNG 鍾建康先生	- resigned on 4 October 2012 辭任
Y.H. Robert PANG 彭耀鴻先生 (alternate to Wing Yee Sylvia SIU 後補蕭詠儀女士)	
Kwok Fai Osmond LAM 林國輝先生	- appointed on 14 August 2012 委任
(alternate to Kumar RAMANATHAN 後補林孟達先生)	
Kwun Chung LEE 李冠忠先生	- appointed on 19 June 2012 委任
(alternate to Wai Keung LEUNG 後補梁偉強先生)	
Wai Keung LEUNG 梁偉強先生	- appointed on 19 June 2012 委任
Wing Yee Sylvia SIU 蕭詠儀女士	- appointed on 4 October 2012 委任
Chi Wang TANG 鄧智宏先生	- appointed on 8 January 2013 委任
Ka Yin Andrew CHIU 趙家賢先生	- appointed on 8 January 2013 委任
(alternate to Chi Wang TANG 後補鄧智宏先生)	
Wing Tai Paul, SHIEH 石永泰先生	- appointed on 11 March 2013 委任
Wai Hung Simon CHEE 池偉雄先生	- appointed on April 2013 委任
(alternate to Yip Hung LAI 後補黎業鴻先生)	
Kit Wah Cecilia NG WONG 黃吳潔華女士	- appointed on 24 May 2013 委任
(alternate to Kwai Huen Albert WONG 後補王桂壠先生)	

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Financial Report 財務報告

In accordance with Articles 36 and 37 of the company's Articles of Association, all directors retire at every two years and eligible, offer themselves for re-election.

The company did not enter into any contract with the directors or any person engaged in the full-time employment of the company, whereby any individual, firm or body corporate undertakes the management and administration of the whole, or any substantial part of any business of the company.

Directors' interests in contracts

No contracts of significance, to which the company was a party and in which a director of the company had a material interest, whether directly or indirectly, subsisted at the end of the year or at any time during the year.

Auditor

A resolution to re-appoint the retiring auditor, Mabel Chan & Co., will be proposed at the forthcoming annual general meeting.

依據本公司公司章程第36和37條，所有董事每兩年辭任並有資格連任。

本公司沒有與董事或任何在本公司從事全職工作之人士簽訂關於由任何個人、商號或法人團體承擔本公司全部或任何重要部分業務之管理和行政的合約。

董事的合約利益

於年結日或在年度任何期間，本公司並無簽訂致使本公司的董事直接或間接享有重大利益之重大合約。

核數師

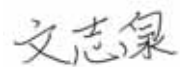
續聘陳美寶會計師事務所為本公司核數師的決議案會將在應屆股東週年大會上提呈。

On behalf of the Board



Chairman
Hong Kong, 28 Oct 2013

承董事會命



主席

2013年10月28日於香港

此僅為中文譯本，一切以英文版本為準。

Independent auditor's report

To the members of Joint Mediation Helpline Office Limited
(Incorporated in Hong Kong with limited liability by
guarantee)

We have audited the financial statements of Joint Mediation Helpline Office Limited (the "company") set out on pages 23 to 33, which comprise the balance sheet as at 31 March 2013, and the statement of income and expenditure, the statement of changes in fund and the cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory information.

Directors' responsibility for the financial statements

The directors are responsible for the preparation of financial statements that give a true and fair view in accordance with the Hong Kong Financial Reporting Standard for Private Entities issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. This report is made solely to you, as a body, in accordance with Section 141 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for our contents of this report. We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain

獨立核數師報告書

致聯合調解專線辦事處有限公司全體成員
(於香港註冊成立的擔保有限公司)

本核數師(以下簡稱「我們」)已審核列載於第23至33頁的聯合調解專線辦事處(以下簡稱「貴公司」)的財務報表，其中包括於2013年3月31日的資產負債表與截至該日止年度的收益表，權益變動表及現金流量表，以及主要會計政策概要及其他附註資料。

董事就財務報表須承擔的責任

貴公司董事須根據香港會計師公會頒佈之私營企業香港財務報告準則及香港公司條例負責編製財務報表，以令財務報表作出真實而公平的反映，及落實其認為編制財務報表所必要之內部監控，以使該等財務報表不存在由於欺詐或錯誤而導致之重大錯誤陳述。

核數師的責任

我們的責任是根據我們的審核對該等財務報表作出意見。我們的報告僅按照香港公司條例第141條為股東(作為一個團體)而編製，並不為其他任何目的。我們概不就本報告的內容向任何其他人士承擔任何義務或接受任何責任。我們已根據香港會計師公會頒佈之香港審計準則進行審核。這些準則要求我們遵守道德規範，並規劃及執

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reasonable assurance about whether the financial statements are free from material misstatement.

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

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the state of the company's affairs as at 31 March 2013 and of its deficit and cash flows for the year then ended in accordance with the Hong Kong Financial Reporting Standard for Private Entities and have been properly prepared in accordance with the Hong Kong Companies Ordinance.



Certified Public Accountants
Hong Kong, 28 Oct 2013

行審核，以合理確定此等財務報表是否不存有任何重大錯誤陳述。

審核涉及執行程式以獲取有關財務報表所載金額及披露資料的審核憑證。所選定的程式取決於核數師的判斷，包括評估由於欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險。在評估該等風險時，核數師考慮與該公司編製財務報表以作出真實而公平的反映相關的內部控制，以設計適當的審核程式，但目的並非對公司內部控制的效能發表意見。審核亦包括評價董事所採用會計政策的合適性及所作出會計估計的合理性，以及評價財務報表的整體列報方式。

我們相信，我們已取得充足和適當的審核憑證，可為我們的審核意見提供了基礎。

意見

我們認為有關財務報表已按照私營企業香港財務報告準則真實而公平地反映 貴公司於2013年3月31日之事務狀況，及貴公司截至該日止年度之赤字及現金流量，並已按照香港公司條例規定妥為編製。

執業會計師
香港，2013年10月28日

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Statement of income and expenditure 收益表**Year ended 31 March 2013 截至2013年3月31日止年度**

	Note 附註	2013 HK\$	2012 HK\$
Income 收入	4	965,878	2,940,637
Expenditure 支出	5	(1,571,107)	(1,481,477)
(Deficit) / surplus before tax 稅前(赤字) / 盈餘		(605,229)	1,459,160
Income tax credit 所得稅利益	7	-	71,600
(Deficit) / surplus for the year 年度(赤字) / 盈餘		(605,229)	1,530,760

Balance sheet as at 31 March 2013 於2013年3月31日資產負債表

	Note 附註	2013 HK\$	2012 HK\$
Non-current asset 非流動資產			
Property, plant and equipment 物業、機器及設備	8	53,934	77,956
Current assets 流動資產			
Other receivables 其他應收帳款		-	188,667
Bank balances 銀行存款		1,576,746	1,641,161
		1,576,746	1,829,828
Current liability 流動負債			
Other payables 其他應付款項		328,125	-
Net current assets 淨流動資產		1,248,621	1,829,828
		1,302,555	1,907,784
Fund and reserve 基金和儲備			
General fund 一般基金		1,302,555	1,907,784

Approved by the board of directors on 28 Oct 2013

上述財務報表已於2013年10月28日獲董事會通過，並由下列董事代表簽署：

Chairman 主席

Director 董事

The notes on pages 25-33 form an integral part of these financial statements

第25到33頁附註構成財務報表的一部份

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Statement of changes in fund 權益變動表
Year ended 31 March 2013 截至2013年3月31日止年度

	General fund 一般基金 HK\$
Balance at 31 March 2012 於2012年3月31日	1,907,784
Deficit for the year 年度赤字	<u>(605,229)</u>
Balance at 31 March 2013 於2013年3月31日	<u>1,302,555</u>

The notes on pages 25-33 form an integral part of these financial statements
第25到33頁附註構成財務報表的一部份
此僅為中文譯本，一切以英文版本為準。

Notes to the financial statements 財務報表附註
Year ended 31 March 2013 截至2013年3月31日止年度

	2013	2012
	HK\$	HK\$
Operating activities 經營活動		
(Deficit) / surplus before tax 稅前(赤字) / 盈餘	(605,229)	1,459,160
Adjustments for 項目調整：		
Depreciation of property, plant and equipment 物業、機器及設備折舊	24,022	22,125
Operating cash flows before movements in working capital	(581,207)	1,481,285
營運預資金變動前的經營現金流量		
Decrease in other receivable 其他應收款項減少	188,667	78,000
Increase / (decrease) in other payables 其他應付款項增加 / (減少)	328,125	(1,033,333)
Net cash (used in) / generated from operating activities	(64,415)	525,952
淨經營活動(所用) / 產生的現金		
Investing activities 投資活動		
Purchases of property, plant and equipment 購買物業、機器及設備	-	(19,971)
Net cash used in investing activities 淨投資活動所用的現金	-	(19,971)
Net (decrease) / increase in cash and cash equivalents	(64,415)	505,981
現金及現金等價物之淨值(減少) / 增加		
Cash and cash equivalents at the beginning of the year 於年初現金及現金等價物總額	1,641,161	1,135,180
Cash and cash equivalents at the end of the year 於年結現金及現金等價物總額	1,576,746	1,641,161
Analysis of the balances of cash and cash equivalents 現金及現金等值物餘額分析		
Bank balances 銀行存款	1,576,746	1,641,161

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Notes to the financial statements
Year ended 31 March 2013

1. General information

Joint Mediation Helpline Office Limited is a company incorporated in Hong Kong and limited by guarantee. The address of its registered office and principal place of business is LG102, High Court Building, 38 Queensway, Hong Kong. The principal activities of the company are providing and promoting mediation services.

2. Basis of preparation and principal accounting policies

The financial statements have been prepared under historical cost basis and in accordance with Hong Kong Financial Reporting Standard for Private Entities (the “HKFRS for Private Entities”) issued by the Hong Kong Institute of Certified Public Accountants (“HKICPA”) and the Hong Kong Companies Ordinance.

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

(a) Revenue recognition

Revenue is recognised when it is probable that the economic benefits will flow to the company and when the revenue can be measured reliably, on the following bases:

- (i) Mediation service and seminar income are recognised when the relevant services are rendered.
- (ii) Other income is recognised on an actual receipt basis.

財務報表附註
截至2013年3月31日止年度

1. 一般資訊

Joint Mediation Helpline Office Limited 聯合調解專線辦事處有限公司是一家於香港註冊成立的擔保有限公司。其註冊辦事處和主要營業地址為LG102, High Court Building, 38 Queensway, Hong Kong。本公司主要營業活動為提供及推動調解服務。

2. 編製基礎和主要會計政策

這些財務報表已依歷史成本基礎並依香港會計師公會(“HKICPA”)以及香港公司條例頒佈之香港私人企業財務報告準則編製。

這些財務報表編製適用的主要會計政策如下。除非另有陳述，這些政策與所有年度呈現的一致。

(a) 收入確認

收入是在經濟利益可能流入本公司且收入可明顯衡量時以下列基礎確認：

- (i) 調解服務和研討會收入在相關服務提供時確認。
- (ii) 其他收入於實際收到時確認。

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(b) Employee benefit obligations

Salaries, annual bonuses, paid annual leave, contributions to defined contribution retirement plans and the cost of non-monetary benefits are accrued in the year in which the associated services are rendered by employees. Where payment or settlement is deferred and the effect would be material, these amounts are stated at their present values.

Payments to the Mandatory Provident Fund Retirement Benefits Scheme (the "MPF Scheme") are charged as an expense when employees have rendered service entitling them to the contributions.

(c) Property, plant and equipment

Items of property, plant and equipment are stated at cost less accumulated depreciation and any accumulated impairment losses.

Depreciation is charged so as to allocate the cost of assets less residual values, if any, over their estimated useful lives, using the straight-line method. The following annual rates are used for the depreciation of property, plant and equipment:

Furniture and equipment	20 %
Leasehold improvement	over the term of the related lease

If there is an indication that there has been a significant change in the depreciation rate, useful life or residual value of an asset, the depreciation of that asset is revised prospectively to reflect the new expectations.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

(b) 員工福利義務

薪金、年度紅利、已支付年度休假、界定退休計劃供款以及非貨幣福利是以向員工提供相關服務時應計。當款項延遞且效果重大時，這些金額要以現值表達。

支付給強制性公積金計劃（“MPF計劃”）於員工已提供服務，且讓他們有資格獲本公司供款時確認費用。

(c) 物業、機器及設備

物業、機器及設備項目是成本減去累積折舊以及任何累積減損損失。

折舊是以直線法將資產成本減去殘值，若有的話，以經濟耐用年限分攤。下列是物業、機器及設備折舊使用的每年比率：

傢俱和設備	20 %
租賃改良	相關租賃年限

如果資產的折舊率、使用年限或殘值顯示有重大改變，則該資產的折舊要以反映最新預計的方式修正。

如果資產的帳面價值大於其預計可回收金額，則資產的帳面價值要立即減到其可回收金額。

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Gain or loss on disposal or retirement of an item of property, plant and equipment is the difference between the net disposal proceeds and the carrying amount of the relevant item, and is recognised in profit or loss.

(d) Impairment of non-financial assets

At each balance sheet date, property, plant and equipment are reviewed to determine whether there is any indication that those assets have suffered an impairment loss. If there is an indication of possible impairment, the recoverable amount of any affected asset is estimated and compared with its carrying amount. If estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount, and an impairment loss is recognised immediately in profit or loss.

If an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately in profit or loss.

(e) Leases

Leases where substantially all the risks and rewards of ownership of assets remain with the lessor are accounted for as operating leases. Rentals payable under operating leases are charged to profit or loss on a straight-line basis over the term of the relevant lease.

物業、機器及設備處置或退役的利得或損失為淨處分收益和相對項目帳面價值的差異，且要確認為利潤或損失。

(d) 非財務資產減損

在各資產負債表日，須要檢視物業、機器及設備以判斷那些資產是否已有減損跡象，如有減損跡象，須估計資產的可回收金額，並與其帳面價值作比較。如果估計可回收金額較低，則帳面價值要減少到其估計可回收金額，且立即在收益表確認減損損失。

如果減損損失後續反轉，此資產的帳面價值要增加到修正的可回收金額估計，但不能超過之前年度未認定減損損失的金額。減損損失回轉要立即確認損益。

(e) 租賃

在租賃資產所有權的重大風險和報酬屬於出租人須要計入營業租賃。依營業租賃應付的租金須依相關租賃年限以直線法計入收益表。

(f) Other payables

Other payables are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method except where the payables are interest free loans made by related parties without any fixed repayment terms or the effect of discounting would be immaterial.

(g) Cash and cash equivalents

Cash and cash equivalents includes cash at bank and on hand, demand deposits and other short-term highly liquid investments with original maturities of three months or less. Bank overdraft is shown within borrowings in current liabilities in the balance sheet.

(h) Provision

Provisions are recognised when the company has a present obligation as a result of a past event, and it is probable that the company will be required to settle that obligation. Provisions are measured at the directors' best estimate of the expenditure required to settle the obligation at the balance sheet date, and are discounted to present value where the effect is material.

(i) Related parties

For the purpose of these financial statements, related party includes a person and entity as defined below:

- (a) A person or a close member of that person's family is related to the company if that person:
 - (i) is a member of the key management personnel of the company or of a parent of the company;
 - (ii) has control over the company; or
 - (iii) has joint control or significant influence over the reporting entity or has significant voting power in it.

(f) 其他應付款項

除非應付款項是由關聯人士借出，並無任何固定償還期限的無利息借款，或其折現效果不重大，否則其他應付款須以交易價格在一開始確認且後續以有效利息法衡量分攤成本。

(g) 現金及現金等價物

現金及現金等價物包括存於銀行之現金及手上現金、活期存款和其他三個月或以內到期之短期高度流動投資。銀行透支會出現在資產負債表流動負債下的借款。

(h) 預備金

當本公司現在有過去事件的義務，且本公司很可能需要解決該義務時要確認預備金。預備金以董事在資產負債表日對所需解決義務的最佳估計衡量，同時在結果重大時以現值表達。

(i) 關聯人士

為財務報表目的，關聯人士包括下列定義的人和機構：

- (a) 一個人或該人親近家庭成員為本公司關聯人士，如果該人：
 - (i) 是本公司或本公司母公司關鍵管理人員；
 - (ii) 可控制本公司；或
 - (iii) 對報告機構有聯合控制、或重大影響力、或有重大表決權。

此僅為中文譯本，一切以英文版本為準。

(b) An entity is related to the company if any of the following conditions applies:

- (i) the entity and the company are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
- (ii) either entity is an associate or joint venture of the other entity (or of a member of a group of which the other entity is a member).
- (iii) both entities are joint ventures of a third entity.
- (iv) either entity is a joint venture of a third entity and the other entity is an associate of the third entity.
- (v) the entity is a post-employment benefit plan for the benefit of employees of either the company or an entity related to the company. If the reporting entity is itself such a plan, the sponsoring employers are also related to the plan.
- (vi) the entity is controlled or jointly controlled by a person identified in (a).
- (vii) a person identified in (a)(i) has significant voting power in the entity.

3. Key sources of estimation uncertainty

Estimations are continually evaluated. They are based on historical experience and other factors, including expectations of future.

The company makes estimates concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results.

(b) 如果下列情況適用，一個機構為本公司的關聯人士：

- (i) 此機構和本公司為相同集團成員（表示各母公司、子公司和聯屬公司與其他方有關）。
- (ii) 該方是其他方之聯營公司或合資公司（或他方機構為成員的集團成員）
- (iii) 雙方為第三方機構的合資。
- (iv) 任一機構是第三機構的合資，同時其他機構與第三機構有關。
- (v) 此機構是本公司或與本公司有關機構員工福利的期後就業利益計劃。如果報告機構本身是一項計劃，則贊助僱主也與此計劃有關。
- (vi) 此機構為(a)項定義之人士控制或聯合控制。
- (vii) 在(a)(i)定義之人士對此機構有重大表決權。

3. 估計不確定性的關鍵來源

估計是持續評估的。它們是以歷史經驗和其他因素，包括未來期望為基礎。

本公司作出與未來有關的估計。會計估計結果在定義上很少會等於實際結果。

此僅為中文譯本，一切以英文版本為準。

4. Income

4. 收入

	2013	2012
	HK\$	HK\$
Mediation service income 調解服務收入	814,290	2,740,833
Seminar fee income 研討會收入	143,588	189,103
Other income 其他收入	8,000	10,701
	<u>965,878</u>	<u>2,940,637</u>

5. Expenditure

5. 支出

	2013	2012
	HK\$	HK\$
Administrative staff salaries 行政職員薪酬	425,326	381,702
Bank charges 銀行手續費	272	500
Consultants' salaries 顧問薪酬	399,938	337,200
Depreciation 折舊	24,022	22,125
Entertainment 交際費用	-	1,366
Insurance 保險	39,003	57,742
Information Technology and website 資訊技術和網站	55,672	46,117
Legal and professional fees 法律和專業費用	105	1,427
Mandatory Provident Funds 強制公積金	33,479	25,047
Officers' salaries 職員薪酬	280,154	195,726
Postage and courier 郵費及速遞費	1,175	7,742
Printing 列印	23,377	17,512
Promotion 廣告	3,244	71,820
Seminar and workshop 研討會和討論會	146,382	225,711
Staff recruitment 職員招聘	3,000	4,225
Staff training 職員訓練	13,800	-
Stationery and photocopy 文具和影印	18,724	29,224
Sundry 雜費	20,895	1,869
Travelling 出差費	32,024	6,792
Utilities 水電費	50,515	47,630
	<u>1,571,107</u>	<u>1,481,477</u>

此僅為中文譯本，一切以英文版本為準。

6. Directors' remuneration

No remuneration or other emoluments were paid or payable to the directors during the year ended 31 March 2013.

7. Income tax credit

No provision for Hong Kong profits tax has been made as the company was granted exemption from tax under Section 88 of the Inland Revenue Ordinance.

Income tax credit for previous year was related to written back of provision under exemption of Section 88 of Inland Revenue Ordinance.

6. 董事報酬

在2013年3月31日結束年度期間，並無支付或應付董事的報酬或其他薪酬。

7. 所得稅利益

並無香港利得稅撥備，因為本公司依稅務條例第88條認定免稅。

前一年的所得稅利益為依稅務條例第88條認定免稅規定相關的回撥。

8. Property, plant and equipment

8. 物業、機器及設備

	Leasehold improvement 租賃改良	Furniture and equipment 傢俱和設備	Total 合計
	HK\$	HK\$	HK\$
Cost 成本:			
At 1 April 2012 and at 31 March 2013 於2012年4月1日和2013年3月31日	62,403	57,706	120,109
Accumulated depreciation 累計折舊:			
At 1 April 2012 於2012年4月1日	24,962	17,191	42,153
Charge for the year 本年度折舊	12,481	11,541	24,022
At 31 March 2013 於2013年3月31日	37,443	28,732	66,175
Carrying amount 帳面價值:			
At 31 March 2013 於2013年3月31日	24,960	28,974	53,934

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9. Comparative figures

Certain comparative figures had been reclassified to conform with current year's presentation.

9. 比較數字

某些比較數字已經重新分類以符合現今年度的表達。

10. Approval of financial statements

These financial statements were approved and authorised for issue by the company's Board of Directors on 28 Oct 2013.

10. 財務報表核准

此財務報表經本公司董事會於2013年10月28日許可及授權發行。

此僅為中文譯本，一切以英文版本為準。

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