



2016

ANNUAL REPORT

年 報



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

(In Alphabetical Order of Surname) (以英文姓氏排列)

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Ms. Cecilia WONG NG Kit Wah 黃吳潔華女士	The Law Society of Hong Kong 香港律師會
Mr. YEUNG Man Sing 楊文聲先生	Hong Kong Mediation Council 香港調解會

(In Alphabetical Order of Surname) (以英文姓氏排列)

Immediate Past Directors 前任董事	Member Organisation 成員機構
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Mr. Paul SHIEH Wing Tai, SC 石永泰先生，資深大律師	Hong Kong Bar Association 香港大律師公會

①, ② Date of Appointment: 12 December 2016 委任日期：2016 年 12 月 12 日

(In Alphabetical Order of Surname) (以英文姓氏排列)

Alternate Directors 後補董事	Member Organisation 成員機構
Mr. Maurice Joseph CHAN ③ 陳聰枋先生	Hong Kong Institute of Arbitrators 香港仲裁司學會
Dr. Simon CHEE Wai Hung 池偉雄先生	Hong Kong Institute of Architects 香港建築師學會
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Ms. Amy WONG Yan 黃欣女士	Hong Kong Mediation Centre 香港和解中心

(In Alphabetical Order of Surname) (以英文姓氏排列)

Immediate Past Alternate Directors 前任後補董事	Member Organisation 成員機構
Ms. Chiann BAO 鮑其安女士	Hong Kong Mediation Council 香港調解會
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Mr. Osmond LAM Kwok Fai 林國輝先生	Hong Kong Bar Association 香港大律師公會
Mr. LAM Sek Kong 林錫光先生	Hong Kong Institute of Arbitrators 香港仲裁司學會
Dr. Lawrence LEE Tsz Hang 李子衡博士	Chartered Institute of Arbitrators (East Asia Branch) 特許仲裁學會(東亞分會)
Mrs. Sylvia SIU Wing Yee, JP 蕭詠儀女士 · 太平紳士	Hong Kong Institute of Arbitrators 香港仲裁司學會

③ Date of Appointment: 28 December 2016 委任日期：2016 年 12 月 28 日

④ Date of Appointment: 22 September 2016 委任日期：2016 年 9 月 22 日

⑤, ⑥, ⑧ Date of Appointment: 12 December 2016 委任日期：2016 年 12 月 12 日

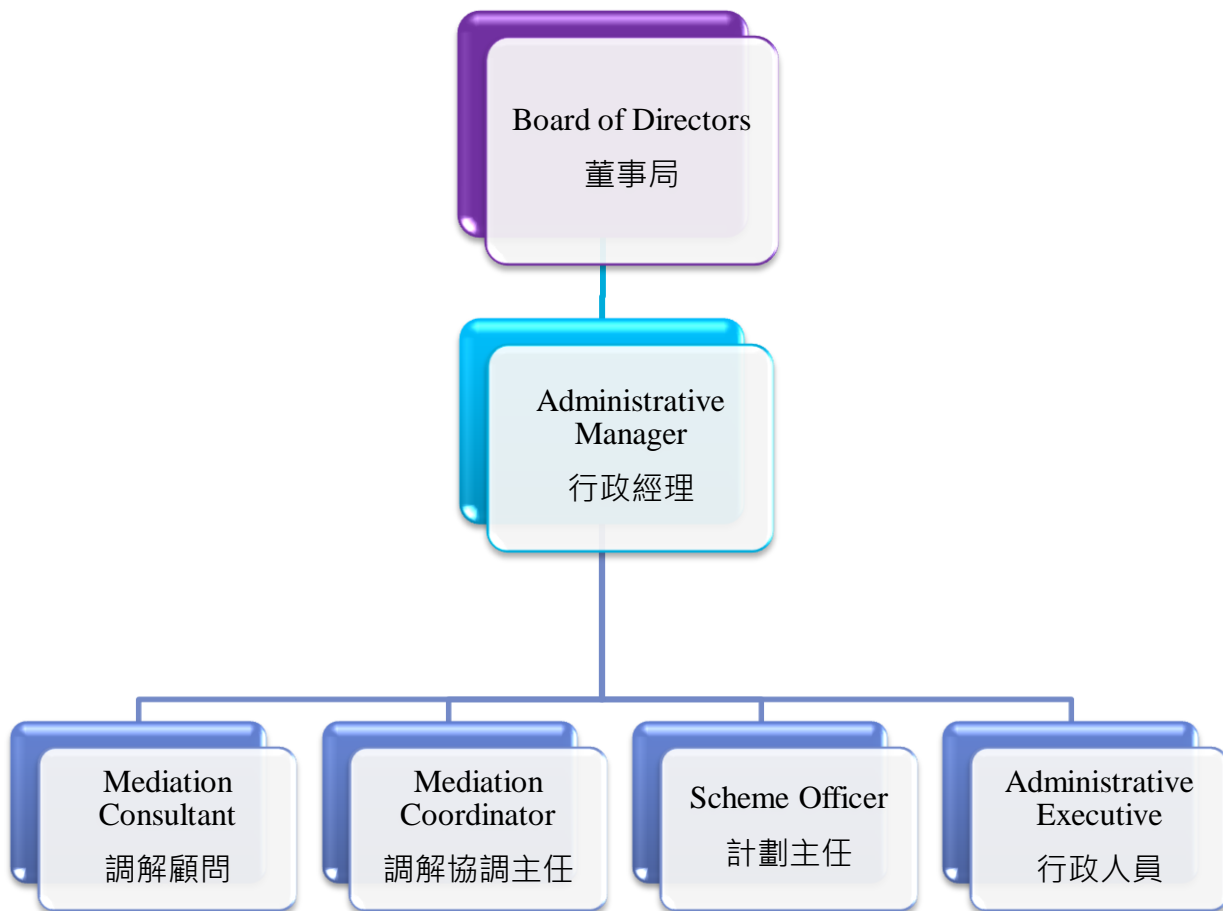
⑦ Date of Appointment: 17 August 2016 委任日期：2016 年 8 月 17 日

Honorary Advisor and Founding Chairman	榮譽顧問及創會主席
Mr. CHAN Bing Woon, SBS, JP	陳炳煥先生，銀紫荊星章，太平紳士
Honorary Secretary	義務秘書
Mr. Gary SOO Kwok Leung	蘇國良先生
Assistant Honorary Secretary	義務助理秘書
Mr. Oscar TAN Khain Sein (Date of appointment: 1 July 2016)	陳慶生先生 (委任日期：2016 年 7 月 1 日)
Honorary Treasurer	義務司庫
Mr. David FONG Shiu Man	方兆文先生
Honorary Auditor	義務核數師
Roger Kam & Co.	甘志成會計師事務所

Secretariat 秘書處

Ms. Inti TUNG Kit Ching 董潔情女士	Administrative Manager 行政經理 Mediation Consultant 調解顧問
Ms. Louise AU Wai Ngo 歐偉娥女士	Scheme Officer 計劃主任
Ms. Vanessa LI Ka Ying 李嘉瑩女士	Administrative Executive 行政人員
Ms. Cindy FONG Yan Yan 方欣欣女士	Mediation Consultant 調解顧問
Ms. Cecilia TAM Kit Wa 譚潔華女士	Mediation Consultant 調解顧問
Mr. Roy Bowie YIP Wing San 葉榮榮先生	Mediation Consultant 調解顧問
Mr. Brian NG Sze Hung 吳思雄先生	Mediation Coordinator 調解協調主任

Organisation Chart 組織架構圖



Chairman's Message 主席的話

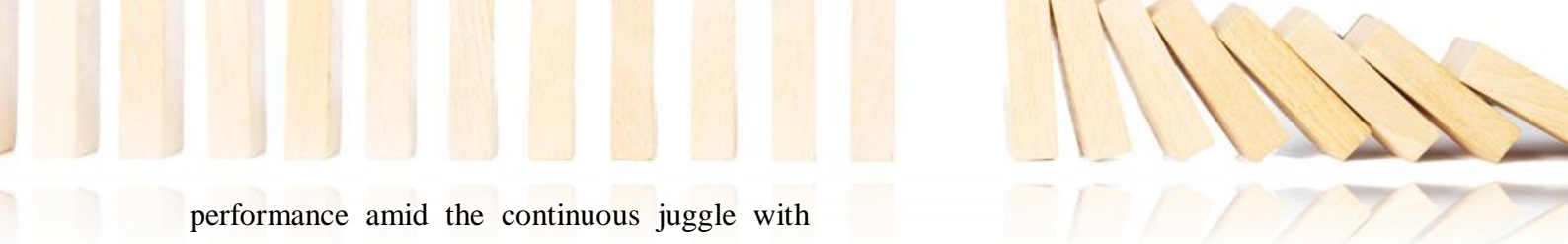
Mr. Antony MAN

文志泉先生



Stepping beyond the celebrative and memorable milestone of the 5th anniversary, the Joint Mediation Helpline Office (“JMHO”) has experienced yet another busy and fruitful year in accomplishing its mission to promote mediation in Hong Kong and the Mainland China in 2016. This year, the JMHO maintained its daily, readily accessible mediation referral services, as well as provided mediation services under the Minor Dispute Mediation Pilot Scheme (“MDMPS”). I am pleased to note that the JMHO has been more acquainted with the general public as a preferred frontline mediation service provider in Hong Kong. This is revealed by the distinctive increase in the number of general enquiries from the public for mediation services during this period of time, which is certainly a very encouraging sign for the JMHO. In addition, the JMHO continued to organise events to promote the use of mediation as an alternative dispute resolution method to the enterprises in Hong Kong as well as to the professionals in Mainland China under government funding. I am pleased that the JMHO managed to keep up with the satisfactory

慶祝並跨越了五週年這難忘的里程碑，聯合調解專線辦事處(「調解專線」)在 2016 年繼續履行在香港及中國內地推廣調解的使命，經歷了又一個繁忙及豐富的年頭。今年，調解專線繼續提供常設的調解轉介服務，及開設小型糾紛調解先導計劃(「先導計劃」)提供調解服務。我很高興得悉這段期間市民向調解專線查詢服務的次數顯著增加，反映了普羅大眾視調解專線為優先選擇的香港調解服務機構。這對調解專線而言，是一個非常令人鼓舞的現象。此外，調解專線繼續在政府資助下，為香港企業和中國內地的專業人士舉辦活動，以推廣調解作為另類爭議解決方法之一。縱使面對資源有限及日益激烈的競爭，我很高興調解專線仍勉力不懈，做出令人滿意的成績。



performance amid the continuous juggle with limited resources and the increasing competition from other mediation service providers.

Minor Dispute Mediation Pilot Scheme (“MDMPS”)

Funded by the Hong Kong Jockey Club Charities Trust and administered independently by the JMHO, the MDMPS runs for a period of 2 years starting from 2 November 2015. The MDMPS aims at providing mediation promotion and services for resolving disputes under HK\$100,000. Under the MDMPS, the JMHO provides free mediation consultation services and arranges the provision of mediation services at a proportionate cost.

In order to promote MDMPS and reach more potential service users of the scheme, radio advertisement and bus RoadShow advertisement were placed in 2016. 12 public talks were delivered to members of the public, lawyers, social workers and District Councillors. Leaflets and posters were also disseminated to NGOs such as St. James Settlement and the Chinese YMCA of Hong Kong and government departments such as Home Affairs Department and Social Welfare Department to increase the penetration of the information about the scheme among the general public. The promotion is due to continue for the second year of MDMPS.

Dedicated Fund on Branding, Upgrading and Domestic Sales (“BUD Fund”)

The JMHO has been actively implementing the deliverables under the BUD Fund granted by the Trade and Industry Department of the Government of Hong Kong. This year, the JMHO organised 3 seminars in Shanghai, Nansha and Hong Kong respectively, 1 one-day

小型糾紛調解先導計劃(「先導計劃」)

先導計劃由香港賽馬會慈善信託基金捐助並由調解專線獨立管理，自 2015 年 11 月 2 日起生效，為期兩年。先導計劃旨在推廣調解及為爭議金額少於港幣十萬元的個案提供調解服務。在先導計劃下，調解專線提供免費調解諮詢，並以符合比例的收費向有需要的市民提供調解服務。

為了推廣先導計劃，從而接觸更多有需要的人士，調解專線於 2016 年在電台廣播及巴士路訊通(RoadShow)投放廣告，並向公眾人士、律師、社會工作者及區議員等舉行了十二次公開講座。此外，我們亦向香港聖雅各福群會、香港中華基督教青年會等非政府機構，以及民政事務署、社會福利署等政府部門派發宣傳單張及海報，以加深市民對先導計劃的了解。先導計劃第二年亦會以同類活動進行推廣。

發展品牌、升級轉型及拓展內銷市場的專項基金(「BUD 基金」)

調解專線繼續積極推行香港政府工業貿易署批出的 BUD 基金資助項目。今年，調解專線分別在上海、南沙和香港舉辦了三次講座，亦於上海舉辦了為期一天的論壇及在香港舉辦了工作坊，共獲得超過 300 名與會者參加及支持。我



conference in Shanghai and 1 workshop in Hong Kong under the BUD Fund. Over 300 participants participated and supported our events. In particular, it was our honour to have the Secretary of Justice, Mr. Rimsky Yuen, SC to be our Guest of Honour at the 3rd Shanghai-Hong Kong Commercial Mediation Conference in Shanghai. His tremendous supports definitely motivated us to promote mediation in Hong Kong and the Mainland China.

SME Development Fund (“SDF”)

The JMHO has successfully completed the project funded by SDF operated by the Trade and Industry Department of the Government of Hong Kong on 30 June 2016. The project aimed at promoting the use of mediation in resolving disputes among SMEs. This year, the JMHO conducted 4 seminars and a one-day conference under this project to promote the use of mediation in resolving business, workplace and consumer disputes, as well as equip SMEs with the essential knowledge on law and commercial mediation. The events were well-received by over 700 SME representatives.

Mediation Promotion Activities

During the past year, the JMHO endeavoured to promote mediation to the public and facilitate the continuous professional development of mediators in Hong Kong by carrying out many other projects and activities, as highlighted below:-

Mediation Training Course organised by Rotary and administered by the JMHO

Building on the successful collaboration between the Rotary and the JMHO under the Rotary Peace Programme last year, the JMHO administered another general mediation training

們更榮幸地邀請到香港律政司司長袁國強資深大律師在上海舉行的第三屆滬港商事調解論壇上擔任榮譽嘉賓，他的支持和鼓勵促使我們更積極地於香港及中國內地推廣調解。

中小企業發展支援基金(「SDF」)


調解專線已於 2016 年 6 月 30 日成功完成由香港政府工業貿易署管理的 SDF 基金資助項目。該項目旨在向中小型企業推廣使用調解以解決糾紛。今年，調解專線在該項目下舉辦了四次講座和一次為期一天的研討會，以推廣使用調解在解決商業、職間及與客戶之間的糾紛，並為中小企業提供法律和商業調解的基本知識。這些活動共得到 700 多名中小企業代表的廣泛支持。

調解推廣活動

在過去一年，調解專線致力向公眾推廣調解，並通過舉辦不同項目和活動，促進香港調解員的持續專業發展，具體如下：

由扶輪社主辦並由調解專線管理的調解培訓課程

秉承去年扶輪社與調解專線在扶輪社和平計劃(Rotary Peace Programme)下的成功合作經驗，調解專線於 2016 年 2 月為由扶輪社舉辦的綜合調解訓



course organised by the Rotary in February 2016. The course was accredited by the Hong Kong Mediation Accreditation Association Limited (“HKMAAL”). We are pleased that 20 participants have satisfied the Stage 1 requirement of HKMAAL for entering into Stage 2 Assessment for accreditation as a General Mediator.

Promotion of Mediation for cases under Land (Compulsory Sales for Redevelopment) Ordinance (Cap 545)

In 2016, the JMHO continued its collaboration with the Senior Citizens Home Safety Association in organising various events to promote the use of mediation and enhance mediators’ skills in resolving disputes with regard to the Land (Compulsory Sale for Redevelopment) Ordinance (Cap 545). This year, 3 district talks and 1 public talk were delivered to members of the public and 2 mediation workshops were also organised for mediators.

Mediation Workshops – “Psychology of Conflict and Mediating Minor Disputes”

With the implementation of MDMPS, the JMHO organised two Mediation Workshops entitled “Psychology of Conflict and Mediating Minor Disputes” in September and October 2016 respectively to equip mediators with the essential skills in dealing with minor disputes. The contents of the workshops were well-received and participants found them valuable and practical. The JMHO shall continue its mission to enhance the knowledge and upgrade skills in dispute resolution amongst professionals and mediators in the future by organising events that facilitate their continuous professional development.

練課程提供行政支援。該課程獲香港調解資歷評審協會有限公司(「調評會」)認可。我們很高興有 20 名學員符合調評會認可綜合調解員第一階段的要求，並可繼而進入第二階段的評核。

推廣有關《土地(為重新發展而強制售賣)條例》(第 545 章)個案的調解

調解專線於 2016 年繼續與長者安居協會合作舉辦各項活動推廣以調解解決《土地(為重新發展而強制售賣)條例》(第 545 章)所引起的糾紛，及提高調解員在處理這類型個案的相關技巧。今年，我們向市民舉辦了三次地區講座和一次公開講座，同時亦為調解員舉辦了兩次調解工作坊。

調解工作坊：「衝突心理學和調解小型糾紛」

隨著先導計劃的推行，調解專線分別於 2016 年 9 月和 10 月舉辦了兩次名為「衝突心理學和調解小型糾紛 (Psychology of Conflict and Mediating Minor Disputes)」的調解工作坊，透過工作坊讓調解員提升處理小型糾紛的應用技巧。工作坊內容備受與會者好評，認為很有價值和實用。調解專線在未來將繼續通過舉辦持續專業發展的活動，從而提升專業人士及調解員在爭議解決方面的知識和技巧。

Cross-border Promotion of Mediation

The JMHO has been devoted to promote mediation across the border. This year, the JMHO, as one of the members of the Guangdong, Hong Kong & Macau Mediation Alliance (“GHMMA”), attended the regular meeting of GHMMA held on 13 December 2016 to discuss the working plan to promote commercial mediation in the three regions. In addition, the JMHO co-organised the 1st Qianhai Hong Kong-Related Commercial Mediation Forum on 28 May 2016 which was attended by professionals from across the border.

URRC Pilot Scheme for Community Venue for Mediation

The Urban Renewal Authority (“URA”) and the JMHO have extended their cooperation in relation to Pilot Scheme for Community Venue for Mediation, which is administered by the JMHO, for another year, until 31 March 2017. The extension was based on the successful cooperation between the URA and the JMHO over the past years in promoting the wider use of mediation and extending the use of mediation rooms at the Urban Renewal Resources Centre (“URRC”). In 2016, the time used for the mediation rooms at URRC reached 211.5 hours, which is a record high since the commencement of the scheme in 2014.

Despite being subjected to continuous resources constraints, I am pleased to report that the JMHO has completed another year of impressive works. I would like to express our utmost sincere gratitude and appreciation towards all our directors, member organisations, the Judiciary and Department of Justice who offered precious guidance and support during the past year, without which it would not have been possible for the JMHO to achieve that much.

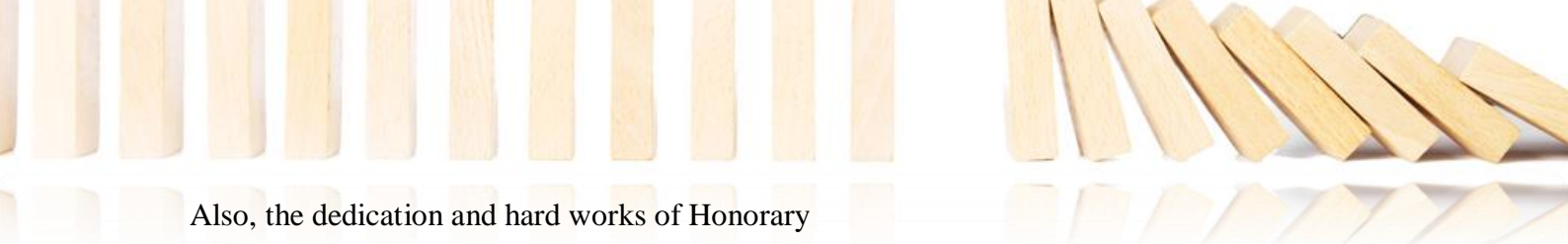
跨境推廣調解

調解專線一直致力於香港及境外推廣調解。今年，調解專線作為粵港澳商事調解聯盟(「GHMMA」)成員之一，於2016年12月13日參加了GHMMA的定期會議，討論促進三地商業調解的工作計劃。此外，調解專線與GHMMA於2016年5月28日亦合辦了第一屆前海涉港商事調解論壇，吸引了跨地區的專業人士參加。

「市建一站通」社區調解場地先導計劃

市區重建局(「市建局」)及調解專線再次延續「市建一站通」社區調解場地先導計劃的合作一年，直至2017年3月31日，並由調解專線繼續提供行政管理。過去多年來，市建局和調解專線一直合作推廣更廣泛使用調解服務和擴大「市建一站通」(「URRC」)調解會議室的使用。在2016年，URRC的調解會議室使用時間達到了211.5小時，創出自2014年計劃開始以來的最高紀錄。

儘管持續面對資源不足的限制，我很高興，調解專線完成了碩果累累的一年。我謹向所有董事、成員機構、司法機構和律政司在過去一年提供的寶貴指導和支持表示衷心謝意。沒有這些支持和機遇，調解專線很難取得如此卓越的成績。此外，非常感謝義務秘書、助理義務秘書、義務司庫、義務核數師及秘書處各同事，他們辛勤及熱誠工作促使所有項目順利推行。



Also, the dedication and hard works of Honorary Secretary, Assistant Honorary Secretary, Honorary Treasurer, Honorary Auditor and staff of the Secretariat are highly commendable and conducive to the smooth implementation of all the projects during this period.

Moving forward, the JMHO will strive to get more support from different sources, to obtain adequate funding to allow its continuous operation on a non-profit basis. This unique status and mission of the JMHO - as a non-profit making mediation service provider in Hong Kong- has all along posed many challenges to the operation of the JMHO. We will continue to explore all sorts of suitable funding possibilities with creativity and perseverance, and count on the generosity and support of our fellow members and friends. Let us look forward to a new year of accomplishments and opportunities at the JMHO for wider and better promotion of mediation for the general public.



Antony MAN Chi-Chuen
Chairman

展望將來，調解專線將努力從不同渠道爭取更多支持，務求獲得足夠的資金，繼續在非牟利的基礎上持續運作。調解專線作為香港的非牟利調解服務提供者這獨特的地位和使命，一直對調解專線的運作帶來許多挑戰。我們將以創意和毅力探討各種合適的資助項目，並盼望我們的同事和朋友繼續給予慷慨與支持。期待調解專線在新一年能體現更多的成就和機會，更廣泛地促進及推廣調解。



文志泉
主席

Honorary Secretary's Report 義務秘書報告

(As at 31 December 2016 截至 2016 年 12 月 31 日)

Mr. Gary SOO 蘇國良先生



1. General Mediation Services Overview

This year, the JMHO continued to provide mediation referral services to the general public. Since its operation in 2010, the JMHO received 581 applications in total. The rate of making successful referral is 35.6%, with 207 cases successfully referred to Participating Service Providers. 159 mediations were conducted, 71 of which had been settled, exclusive of 19 cases settled after a written request for mediation had been made and 1 case settled after mediation was completed. The overall settlement rate is 50.8%.

Nature of Dispute

Business (14.2%), Finance (10.0%), Debt (9.9%) and Personal Injury (9.5%) are the 4 most common types of disputes.

一般調解服務概況

今年，調解專線一如以往，向普羅大眾提供調解轉介服務。自 2010 年開業至今，調解專線總共收到 581 項申請，其中 207 項成功轉介給調解服務機構（「PSPs」），轉介比率至 35.6%。至今，共 159 宗案件進行了調解，當中 71 宗已成功和解，不包括 19 宗案件於提出書面調解申請後和解，以及 1 宗在調解完成後和解。總成功率為 50.8%。

爭議性質

商業(14.2%)、金融(10.0%)、錢債(9.9%)和人身傷亡(9.5%)為最常見的 4 種爭議性質。

Nature of Dispute 爭議性質



Amount of Dispute

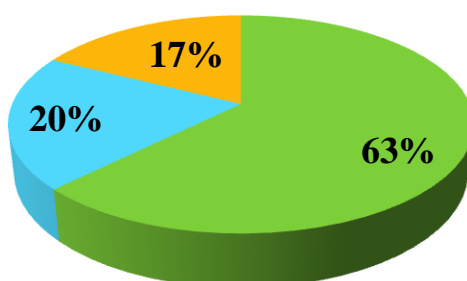
Amongst all applications, the amount in dispute ranges from HK\$0.01M to over HK\$5M.

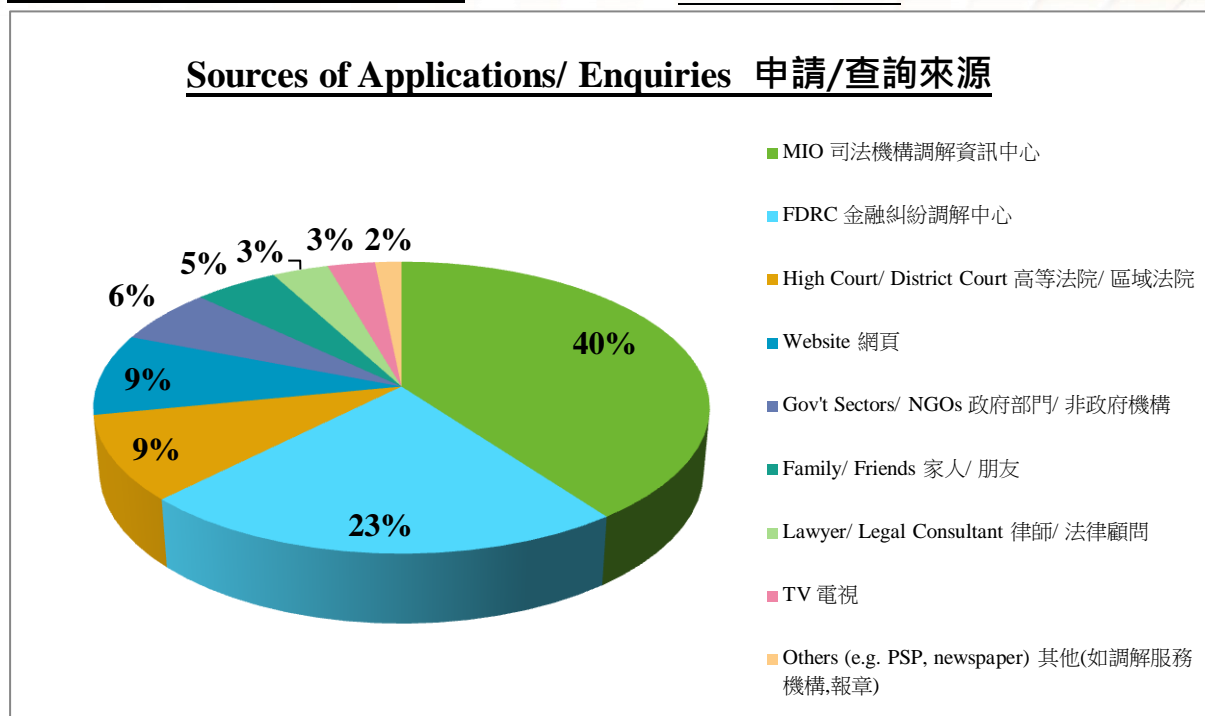
爭議金額

申請個案的爭議金額涵蓋港幣一萬元到超過港幣五百萬元。

Amount of Dispute 爭議金額

■ Up to HK\$1M 港幣一百萬或以下 ■ Over HK\$1M 港幣一百萬以上 ■ TBD 待定





Note: MIO = Mediation Information Office of the Judiciary
 FDRC = Financial Dispute Resolution Centre

2. Minor Dispute Mediation Pilot Scheme (“MDMPS”)

Funded by the Hong Kong Jockey Club Charities Trust and independently administered by the JMHO, the MDMPS, which aims at providing mediation services for resolving disputes under HK\$100,000, has been in full operation for a year. In 2016, the JMHO received 343 enquiries, conducted 79 consultations and handled 43 applications, of which 13 cases were referred to mediation, under the MDMPS. 12 mediations were conducted, 10 of which were settled, exclusive of 2 cases that were settled after a written request for mediation had been made. The overall settlement rate is 85.7%. Amongst the applications received, Construction/ Renovation (25.6%), Business/ Partnership (14.0%), Goods and Services (11.6%) and Possession of Premises (9.3%) are the 4 most common types of disputes.

小型糾紛調解先導計劃(「先導計劃」)

先導計劃由香港賽馬會慈善信托基金捐助及由調解專線獨立管理，成立旨在為港幣十萬元以下的爭議提供調解服務。至今，先導計劃已全面運作了一年。於2016年，調解專線共收到343項有關先導計劃的查詢，提供了79次免費調解諮詢及處理了43項申請，當中13宗案件已根據先導計劃轉介進行調解。已完成調解的案件有12宗，當中10宗成功和解，另外2宗案件於提出書面調解申請後自行和解。總成功率為85.7%。於所有申請當中，最常見的4種爭議類別為工程/裝修(25.6%)、商務/合作夥伴(14.0%)、零售服務(11.6%)和物業擁有權(9.3%)。

3. URRC Pilot Scheme for Community Venue for Mediation

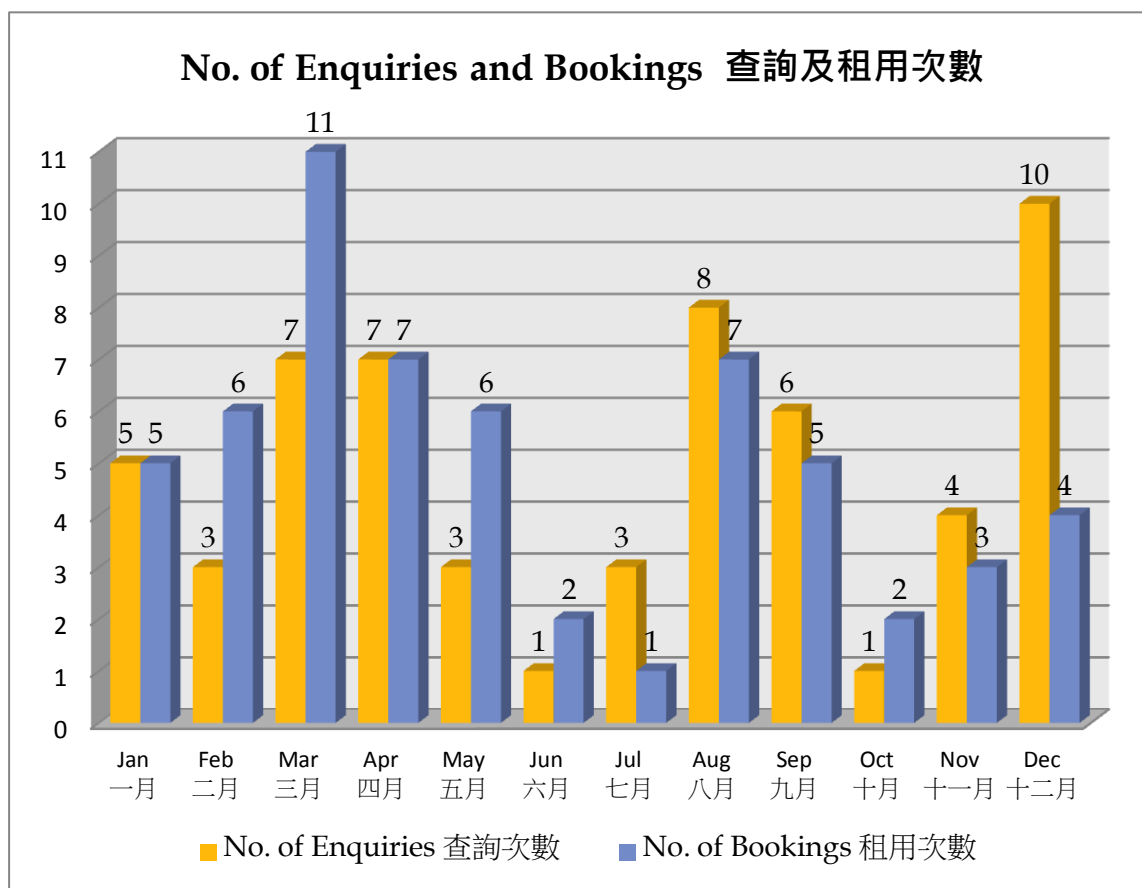
The Urban Renewal Authority, in support of the Government's policy to promote the wider use of mediation to resolve disputes in Hong Kong, extended the use of its mediation rooms at the Urban Renewal Resource Centre ("URRC") for the URRC Pilot Scheme for Community Venue for Mediation introduced by the Working Group on Mediation chaired by the Secretary for Justice and administered by the JMHO.

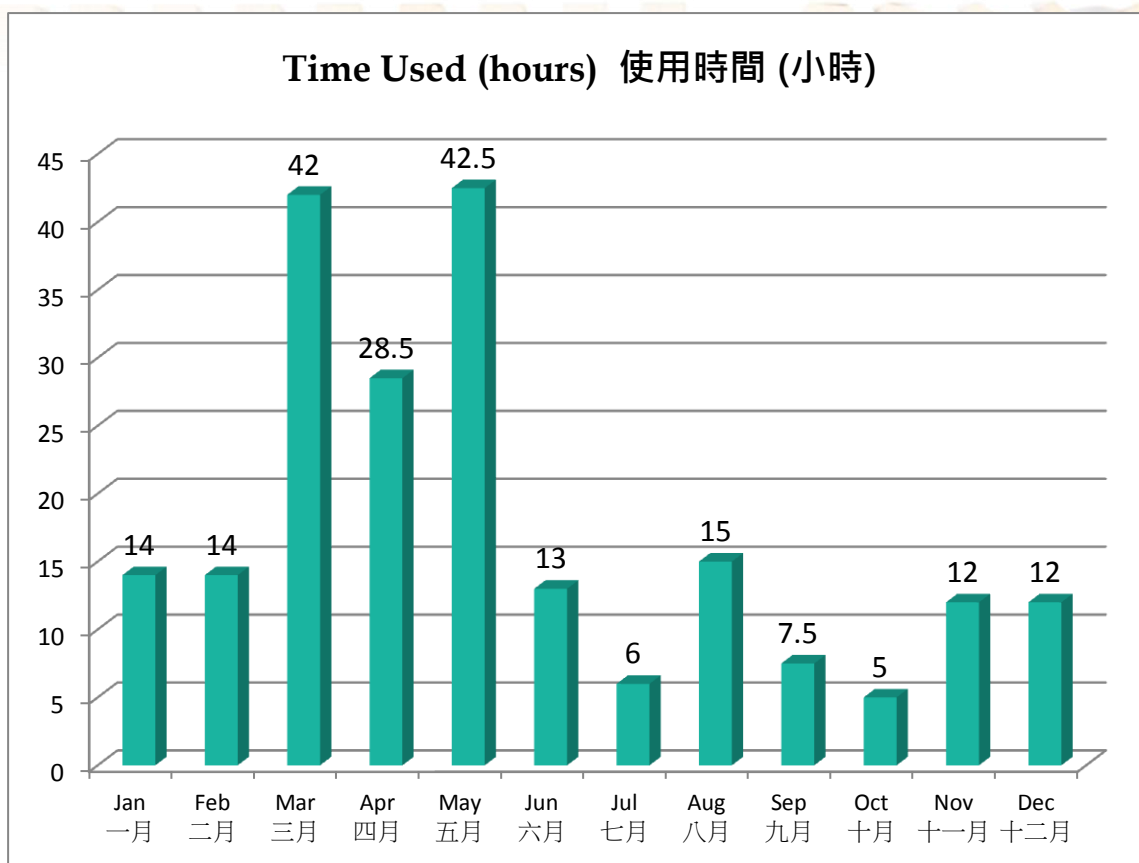
The number of enquiries and bookings and time used for these rooms for the year ended 31 December 2016 are as follows:-

「市建一站通」社區調解場地先導計劃

市區重建局為支持政府推廣更廣泛使用調解服務解決香港糾紛的政策，因此擴大「市建一站通」資源中心會議室的使用範圍，以支持由律政司司長轄下調解工作小組推出，並由調解專線執行的《「市建一站通」社區調解場地先導計劃》。

截至 2016 年 12 月 31 日，調解場地的查詢、租用次數和使用時間如下：





Highlights for the Year 2016

2016 年度的重點回顧

Dedicated Fund on Branding, Upgrading and Domestic Sales (“BUD Fund”)

發展品牌、升級轉型及拓展內銷市場的專項基金（「BUD 專項基金」）

A one-day mediation conference entitled “The 3rd Shanghai-Hong Kong Commercial Mediation Conference” and a seminar on commercial mediation were jointly organised by the JMHO, the Hong Kong Mediation Council and Shanghai Commercial Mediation Centre on 17 and 18 March 2016 at Shanghai International Convention Centre.

調解專線、香港調解會和上海經貿商事調解中心於 2016 年 3 月 17 日和 18 日在上海國際會議中心聯合舉辦了為期一天的「第三屆滬港商事調解論壇」及一場商事調解研討會。



The JMHO also co-organised a seminar with the China Nansha International Arbitration Centre on 21 September 2016 in Nansha.

調解專線亦於 2016 年 9 月 21 日與中國南沙國際仲裁中心於南沙聯合舉辦了一場調解研討會。



A mediation workshop was organised locally on 23 November 2016 for mediators and a seminar was organised on 2 December 2016 for local enterprises.

於 2016 年 11 月 23 日及 2016 年 12 月 2 日，調解專線亦為香港的調解員及企業分別舉辦了一場調解工作坊及調解講座。



SME Development Fund (“SDF”)

中小企業發展支援基金

4 seminars and a one-day conference were organised for SMEs in 2016.

於 2016 年，調解專線共為中小企業舉辦了四次調解講座及一次為期一天的調解論壇。



Minor Dispute Mediation Pilot Scheme (“MDMPS”)

小型糾紛調解先導計劃（「先導計劃」）

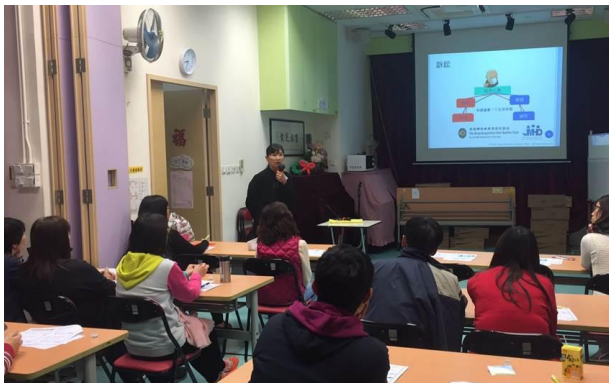
The Grand Launching Ceremony of the MDMPS was held on 28 January 2016 at the Clubhouse of the Law Society of Hong Kong.

先導計劃的開幕典禮於 2016 年 1 月 28 日在香港律師會會所舉行。



This year, 12 talks were delivered to District Councillors, social service practitioners, lawyers and the general public to promote the MDMPS and encourage the general public in need to utilise the scheme.

調解專線今年內共舉行了 12 次講座，向區議員、社會服務工作者、律師和市民推廣並鼓勵有需要人士使用先導計劃。



On 18 October 2016, the JMHO was invited to conduct a live interview in a radio programme entitled “Stand by Me”, which was broadcasted on RTHK Radio 5, to promote the MDMPS.

於 2016 年 10 月 18 日，調解專線應邀出席香港電台第 5 台廣播的電台節目《有你同行》，推廣先導計劃。



Other Mediation Promotion Activities

其他調解推廣活動

Mediation Workshops 調解工作坊

The JMHO organised two mediation workshops entitled “Psychology of Conflicts and Mediating Minor Disputes” on 6 September and 22 October 2016 respectively.

調解專線於 2016 年 9 月 6 日及 10 月 22 日分別舉辦了兩場《衝突心理學及小型糾紛調解工作坊》。



Talks and Workshops on the Land (Compulsory Sale for Redevelopment) Ordinance (Cap 545) 《土地(為重新發展而強制售賣)條例》(第 545 章)調解講座及工作坊

The JMHO co-organised 4 talks for the general public and 2 workshops for mediators with the Senior Citizen Home Safety Association.

調解專線與長者安居協會分別為公眾及調解員合辦了四場公開講座及兩場調解工作坊。



Mediation Training – Administrative Support 為調解訓練提供行政支援



The JMHO provided administrative support to a general mediation training course organised by the Rotary in February 2016.

調解專線於 2016 年 2 月為扶輪社舉行的綜合調解訓練課程提供行政支援。

Cross-border Promotion of Mediation 跨境調解推廣

The JMHO co-organised with the Shenzhen Qianhai Cooperation Zone People's Court, Shenzhen Court of International Arbitration, Guangdong, Hong Kong & Macau Mediation Alliance and Hong Kong Chamber of Commerce Qianhai for the 1st Qianhai Hong Kong-Related Commercial Mediation Forum on 28 May 2016.

於 2016 年 5 月 28 日，調解專線聯合深圳前海合作區人民法院、深圳國際仲裁院、粵港澳商事調解聯盟及深圳前海香港商會舉辦第一屆「前海涉港商事調解論壇」。



Visits 探訪



This year, the JMHO received delegates from Anhui, Tianjin, Qinghai, Xinjiang and Zhuhai. Students from HKU Space also visited the JMHO on 5 April 2016 to learn about the operation of JMHO.

今年，調解專線接待了來自安徽、天津、青海、新疆和珠海的交流團。香港大學附屬學院的學生亦於2016年4月5日參觀調解專線的辦事處及了解其運作。

Financial Report 財務報告

(本中文譯本僅供參考之用。如中文譯本之文義與英文原文有歧義，概以英文原文為準。)

Report of the Directors 董事報告

The directors submit their report together with the audited financial statements for the year ended 31 March 2016.

董事提呈截至2016年3月31日止年度的報告書及經審計財務報表。

Principal Activities

The principal activities of the company are providing and promoting mediation services.

主要業務

本公司的主要業務為提供及推廣調解服務。

Results

The results of the company for the year ended 31 March 2016 and the state of the company's affairs at that date are set out in the financial statements on pages 28 to 43.

業績

本公司截至2016年3月31日止年度的業績及於該日之本公司業務狀況列示於財務報表第28至43頁。

Reporting Exemption and Business Review

The company falls within the reporting exemption for the financial year. Accordingly, the company is exempt from complying with certain reporting requirements including preparing a business review.

「在提交報告方面獲豁免」及業務審視

本公司於本財政年度符合「在提交報告方面獲豁免」的條件，因此，本公司獲豁免遵循某些報告規定，包括擬備業務審視。

Directors

The directors of the Company during the year and up to the date of this report were:-

董事

本公司本年度以及截至此報告日止的董事為：

MAN Chi Chuen (Chairman) 文志泉 (主席)

KWAN Wai King Frankie 關衛擎

LAI Yip Hung 黎業鴻

LEUNG Wai Keung 梁偉強

SHIEH Wing Tai Paul 石永泰

SIU Wing Yee Sylvia 蕭詠儀

WONG NG Kit Wah Cecilia 黃吳潔華

YEUNG Man Sing 楊文聲 (appointed on 27/8/2015)(於2015年8月27日獲委任)

SIN Kar Yu 冼迦妤 (resigned on 27/8/2015)(於2015年8月27日辭任)

Directors (Continued)**董事(續)**

<u>Alternate directors 候補董事</u>	<u>Alternate to 代替</u>	
CHEE Wai Hung Simon 池偉雄	LAI Yip Hung 黎業鴻	
CHENG Wai Hung Nelson 鄭偉雄	MAN Chi Chuen 文志泉	
LAM Kwok Fai Osmond 林國輝	SHIEH Wing Tai Paul 石永泰	
LAM Sek Kong 林錫光	SIU Wing Yee Sylvia 蕭詠儀	
LEE Tsz Hang 李子衡	LEUNG Wai Keung 梁偉強	
WONG Yan Amy 黃欣	KWAN Wai King Frankie 關衛擎	(appointed on 13/8/2015) (於 2015 年 8 月 13 日獲委任)
Melissa Kaye PANG 彭韻儀	WONG NG Kit Wah Cecilia 黃吳潔華	(appointed on 17/8/2016) (於 2016 年 8 月 17 日獲委任)
Sarah GRIMMER	YEUNG Man Sing 楊文聲	(appointed on 22/9/2016) (於 2016 年 9 月 22 日獲委任)
KOWK Chi Min 郭志棉	KWAN Wai King Frankie 關衛擎	(resigned on 13/8/2015) (於 2015 年 8 月 13 日辭任)
SIU Wing Yee Sylvia 蕭詠儀	WONG NG Kit Wah Cecilia 黃吳潔華	(resigned on 17/8/2016) (於 2016 年 8 月 17 日辭任)
BAO Chiann 鮑其安	YEUNG Man Sing 楊文聲	(resigned on 22/9/2016) (於 2016 年 9 月 22 日辭任)

Management Contracts

The company did not enter into any contract, other than the contracts of service with any director of the company or any person engaged in the full-time employment of the company, by which a person or company undertakes the management and administration of the whole or any substantial part of any business of the company.

管理層合約

本公司沒有與董事或任何在本公司從事全職工作之外的人士簽訂關於承擔本公司全部或任何重要部分業務之管理和行政合約。



Auditor

During the year, Mabel Chan & Co., Certified Public Accountants resigned and Messrs Roger Kam & Co., Certified Public Accountants (Practising) were appointed as honorary auditor of the company.

The financial statements have been audited by Messrs Roger Kam & Co., Certified Public Accountants (Practising), who retire and, being eligible, offer themselves for re-appointment at the forthcoming annual general meeting.

On behalf of the board

MAN Chi Chuen

Chairman

Hong Kong, 9 December 2016

核數師

在本年度，陳美寶會計師事務所辭任本公司之義務核數師，而甘志成會計師事務所則被委任為本公司之義務核數師。

甘志成會計師事務所已審計本公司於本年度之財務報表。甘志成會計師事務所將於應屆股東週年大會退任，且符合資格並願意膺選連任。

代表董事會

文志泉

主席

香港，2016 年 12 月 9 日

Independent Auditor's Report 獨立核數師報告

To the Members of Joint Mediation Helpline Office (incorporated in Hong Kong with limited by guarantee)

We have audited the financial statements of Joint Mediation Helpline Office ("the company") set out on pages 28 to 43, which comprise the statement of financial position as at 31 March 2016, and the statement of comprehensive income, statement of changes in general funds and statement of cash flows 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 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 405 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 the 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

致聯合調解專線辦事處成員 (於香港註冊成立的擔保有限公司)

本核數師(以下簡稱「我們」)已審計列載於第 28 至 43 頁的聯合調解專線辦事處(以下簡稱「貴公司」)的財務報表，此財務報表包括於 2016 年 3 月 31 日的財務狀況表，以及截至該日止年度之全面收益表、基金變動表和現金流量表，以及主要會計政策概要及其他附註解釋資料。

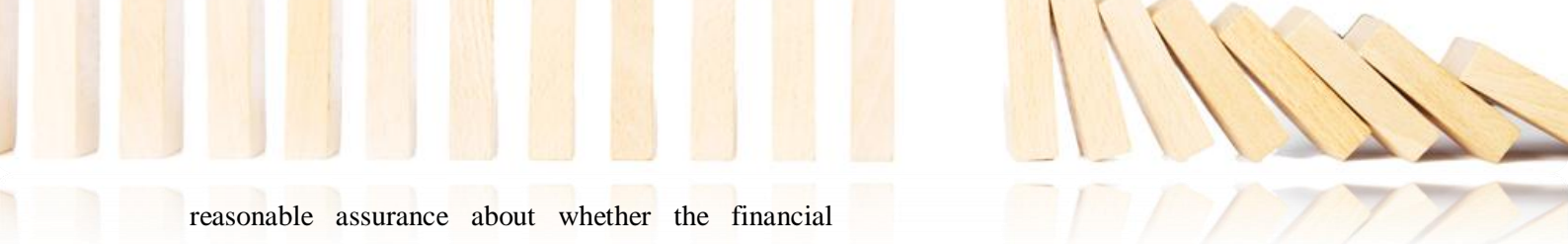
董事就財務報表須承擔的責任

董事須負責根據香港會計師公會頒布的《私營企業香港財務報告準則》及香港《公司條例》擬備真實而中肯的財務報表，並對其認為為使財務報表的擬備不存在由於欺詐或錯誤而導致的重大錯誤陳述所必需的內部控制負責。

核數師的責任

我們的責任是根據我們的審計對該等財務報表發表意見。此報告根據香港《公司條例》第 405 條而編寫，而非為其他目的。我們不就本報告內容對任何其他人士負責或承擔法律責任。

我們已根據香港會計師公會頒佈的《香港審計準則》進行審計。該等準則要求我們遵守道德規範，並規劃及執行審計，以對財務報表是否不存在任何重大錯誤陳述獲取合理保證。



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 financial position of the company as at 31 March 2016, and of its financial performance and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standard for Private Entities and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

Roger Kam & Co
Certified Public Accountants (Practising)
Hong Kong, 9 December 2016

審計涉及執执行程序以獲取有關財務報表所載金額及披露資料的審計憑證。所選擇的程序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擬備真實而中肯的財務報表相關的內部控制，以設計適當的審計程序，但目的並非對公司內部控制的有效性發表意見。審計亦包括評價董事所採用會計政策的恰當性及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，我們所獲得的審計憑證能充足和適當地為我們的審計意見提供基礎。

意見

我們認為，該等財務報表已根據《私營企業香港財務報告準則》真實而中肯地反映貴公司於2016年3月31日的財務狀況，及截至該日止年度之財務表現及現金流量，並已遵照香港《公司條例》妥為擬備。

甘志成會計師事務所
執業會計師
香港，2016年12月9日

JOINT MEDIATION HELPLINE OFFICE 聯合調解專線辦事處

STATEMENT OF COMPREHENSIVE INCOME 全面收益表

For the Year ended 31 March 2016 截至 2016 年 3 月 31 日止年度

		Note 附註	2016 HK\$	2015 HK\$
Revenue	收入	5	1,137,395	298,213
(Deficit)/ surplus on the project	項目(虧損)/ 盈餘			
Enhancing the knowledge of Professionals and Potential Users on the New Mediation Ordinance and Mediation Service in Hong Kong	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			
Surplus on the project	項目盈餘	6	(69,341)	9,779
Building, Developing and Promoting “Hong Kong Mediation” as a Brand for Professionals and Potential Users in targeting the Mainland Market	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」品牌			
Surplus on the project	項目盈餘	7	-	-
Equipping SMEs with dispute Resolution Skills in Utilising Mediation	裝備中小企業應用調解技巧排難解紛			
Expenditure	支出	8 9	- (948,249)	- (1,095,638)
Surplus/ (deficit) before tax	稅前盈餘/ (虧損)		119,805	(787,646)
Taxation	稅項	11	-	-
Surplus/ (deficit) and total comprehensive surplus/ (deficit) for the year	本年度盈餘/ (虧損)及綜合盈餘/ (虧損)		<u>119,805</u>	<u>(787,646)</u>

The notes on pages 32 to 43 form an integral part of these financial statements.

第 32 至 43 頁的註釋為此財務報表一部份。

JOINT MEDIATION HELPLINE OFFICE 聯合調解專線辦事處

STATEMENT OF FINANCIAL POSITION 財務狀況表

At 31 March 2016 於 2016 年 3 月 31 日

		Note 附註	2016 HK\$	2015 HK\$
Non-current assets	非流動資產			
Property, plant and equipment	物業、廠房及設備	12	1,897	5,891
Current assets	流動資產			
Other receivable	其他應收賬		264,898	-
Cash and bank balances	現金及銀行結餘		1,138,724	788,652
			1,403,622	788,652
Current liabilities	流動債務			
Grants payable	應付資助		1,135,114	659,938
Accrued expenses	應付費用		16,000	-
Interest payable	應付利息		-	5
			1,151,114	659,943
Net current assets	流動資產淨值		252,508	128,709
Net Assets	資產淨值		254,405	134,600
General Fund	一般基金			
Accumulated surplus	累計盈餘		254,405	134,600

Approved and authorised for issue by the Board of Directors on 9 December 2016.

董事會於 2016 年 12 月 9 日核准及授權發佈。

MAN Chi Chuen 文志泉
Director 董事

LAI Yip Hung 黎業鴻
Director 董事

The notes on pages 32 to 43 form an integral part of these financial statements.

第 32 至 43 頁的註釋為此財務報表一部份。



JOINT MEDIATION HELPLINE OFFICE 聯合調解專線辦事處

STATEMENT OF CHANGES IN GENERAL FUNDS 基金變動表

For the Year ended 31 March 2016 截至 2016 年 3 月 31 日止年度

		Accumulated surplus 累計盈餘 HK\$
Balance at 1 April 2014	於 2014 年 4 月 1 日之結餘	922,246
Total comprehensive deficit for the year	本年度綜合虧損	(787,646)
Balance at 31 March 2015	於 2015 年 3 月 31 日之結餘	134,600
Total comprehensive surplus for the year	本年度綜合盈餘	119,805
Balance at 31 March 2016	於 2016 年 3 月 31 日之結餘	254,405

The notes on pages 32 to 43 form an integral part of these financial statements.

第 32 至 43 頁的註釋為此財務報表一部份。

JOINT MEDIATION HELPLINE OFFICE 聯合調解專線辦事處

STATEMENT OF CASH FLOWS 現金流量表

For the Year ended 31 March 2016 截至 2016 年 3 月 31 日止年度

		Note 附註	2016 HK\$	2015 HK\$
Cash flows from operating activities	經營活動的現金流量			
Surplus/ (deficit) before tax	稅前盈餘/ (虧損)		119,805	(787,646)
Adjustments for:-	項目調整:			
Interest income	利息收入	5/6/7/8	(15)	-
Depreciation	折舊	9	3,994	24,021
Operating surplus/ (deficit) before changes in working capital	營運資金變動前之經營盈餘/ (虧損)		123,784	(763,625)
Increase in other receivable	其他應收款增加		(264,898)	-
Increase in grants payable	應付資助增加		475,176	659,938
Increase in accrued expenses	應付費用增加		16,000	-
(Decrease)/ increase in interest payable	應付利息(減少)/ 增加		(5)	5
Net cash generated from/ (used in) operating activities	經營活動所產生/ (所耗用)之現金流量淨額		350,057	(103,682)
Cash flows from investing activities	投資活動的現金流量			
Bank interest received	已收銀行利息		15	-
Net cash generated from investing activities	投資活動所產生的現金流量淨額		15	-
Net increase/ (decrease) in cash and cash equivalents	現金及現金等價物之淨增加/ (減少)		350,072	(103,682)
Cash and cash equivalents at beginning of the year	於年初的現金及現金等價物		788,652	892,334
Cash and cash equivalents at end of the year	於年末的現金及現金等價物		1,138,724	788,652
Analysis of the balances of cash and cash equivalents	現金及現金等價物的餘額分析			
Cash and bank balances	現金及銀行結餘		1,138,724	788,652

The notes on pages 32 to 43 form an integral part of these financial statements.

第 32 至 43 頁的註釋為此財務報表一部份。

JOINT MEDIATION HELPLINE OFFICE 聯合調解專線辦事處
NOTES TO THE FINANCIAL STATEMENTS 財務報表附註
For the Year ended 31 March 2016 截至 2016 年 3 月 31 日止年度

1. General
一般資料

The Company was incorporated in Hong Kong as a limited by guarantee. The Company's registered office is LG102, High Court Building, 38 Queensway, Hong Kong. The principal activities of the company are providing and promoting mediation services.

本公司為一家在香港註冊成立的擔保有限公司，主要業務為提供及推廣調解服務。本公司的註冊地址為香港金鐘道三十八號高等法院大樓 LG1 樓 LG102 室。

2. Basis of Preparation of Financial Statements
編製財務報表之基準

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

本公司之財務報表乃按照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》的要求而編製。本財務報表根據歷史成本慣例編製。

3. Significant Accounting Policies
主要會計政策

The financial statements have been prepared in accordance with generally accepted accounting principles in Hong Kong and with accounting standards issued by the HKICPA.

本財務報表乃按照香港普遍採納之會計原則及香港會計師公會頒佈的會計準則編製。

(a) Property, plant and equipment 物業、廠房及設備

Property, plant and equipment are stated at cost less accumulated depreciation and any accumulated impairment losses.

物業、廠房及設備按成本減累積折舊及累積減值虧損(如有)列賬。

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

物業、廠房及設備以直線法根據其預計可用年期計算折舊。主要折舊年率如下:

Leasehold improvement
裝修及改善工程

Over the term of related lease
按租賃限期

Office equipment
辦公室設備

- 20%

3. Significant Accounting Policies (Continued) 主要會計政策 (續)

(a) Property, plant and equipment (continued) 物業、廠房及設備 (續)

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.

如資產的折舊率、使用年限或殘值顯示有重大改變，則該資產的折舊須要以前瞻的方式修正，以反映新的預計。

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.

如資產的賬面價值大於其預計可收回金額，則資產的賬面價值要立即減至其可收回金額。

(b) Other receivables 其他應收款項

Other receivables are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for impairment of other receivables is established when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of the receivables.

其他應收款項最初按交易金額確認，其後則以實際利率法按攤銷成本計算及扣除減值準備。當有客觀證據顯示公司未能按照應收款項原本的條款收回款項時，須要作出減值準備。

(c) Cash and cash equivalents 現金及現金等價物

Cash and cash equivalents includes cash 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 on the statement of financial position.

現金及現金等價物包括手上現金、銀行存款，及於購入後三個月或三個月內期滿的短期高流動投資。銀行透支在財務狀況表上的流動負債的借款中列示。

(d) Other payables 其他應付款

Other payables are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

其他應付款項最初應按交易金額計量，其後以實際利率的攤餘成本計量。



3. Significant Accounting Policies (Continued) 主要會計政策 (續)

(e) Revenue recognition 收益確認

Revenue is measured at the fair value of the consideration received or receivable. Provided it is probable that the economic benefits will flow to the company and the revenue and costs, if applicable, can be measured reliably, revenue is recognised in profit or loss as follows:-

收益按照已收或應收的代價之公允值計量。倘經濟利益流入本公司，且收益及成本能可靠計量，收益按以下基準於損益中確認：

- (i) Donation income is recognised when the donation is received.
捐款收入是在收到現金時予以確認。
- (ii) Bank interest income is recognised on a time-proportion basis using the effective interest method.
銀行利息收入是依據時間比例按實際利率法確認。
- (iii) Mediation services, seminar income and grant income are recognised when the relevant services are rendered.
調解服務、研討會收入和補助收入在提供服務時確認。
- (iv) Other income is recognised on an actual receipt basis.
其他收入於實際收到款項時確認。

(f) Government grants 政府補助

Government grants are not recognised until there is reasonable assurance that the company will comply with the conditions attaching to them and that the grants will be received.

當能夠合理保證本公司符合補助的附帶條件，且會獲授政府補助時，方會確認政府補助。

Government grants are recognised in profit or loss on a systematic basis over the periods in which the company recognises as expenditure or the related costs for the grants are intended to compensate. Specifically, government grants whose primary condition is that the company should purchase, construct or otherwise acquire non-current assets are recognised as deferred revenue in the statement of financial position and transferred to profit or loss over the useful lives of the related assets. Government grants that are receivable as compensation for costs and expenditure already incurred or for the purpose of giving immediate financial support to the company with no future related costs are recognised in profit or loss in the period in which they become receivable.

政府補助有系統地於各期間在損益中確認時，本公司將政府補助擬補償的相關成本確認為開支。特別要求公司購買、建造或收購非流動資產為主要條件的政府補助乃於財務狀況報表確認為遞延收益，並為相關資產的可使用年期轉撥至損益。作為補償費用或損失而已產生的應收取或為了給予本公司即時財務支援而無日後相關成本的政府補助，於其應收取的期間於損益中確認。

3. Significant Accounting Policies (Continued) 主要會計政策 (續)

(g) Employee benefits 員工福利

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.

薪酬、年度紅利、已支付年度休假、界定退休計劃的供款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，這些金額要以現值呈列。

The company operates a Mandatory Provident Fund Scheme (the MPF scheme) under the Hong Kong Mandatory Provident Fund Schemes Ordinance for employees employed under the jurisdiction of the Hong Kong Employment Ordinance and not previously covered by the defined benefit retirement plan. The MPF scheme is a defined contribution retirement plan administered by independent trustees. Under the MPF scheme, the employer and its employees are each required to make contributions to the plan at 5% of the employees' relevant income, subject to a cap of monthly relevant income of HK\$30,000. Contributions to the plan vest immediately.

本公司根據香港《強制性公積金計劃條例》為在香港僱傭條例管轄下受僱、但並無設定福利退休計劃涵蓋的僱員設有強制性公積金計劃（強積金計劃）。強積金計劃是由獨立受託人管理的固定供款退休計劃。根據強積金計劃，僱主及僱員均須按僱員有關入息的 5% 繳款，但每月相關入息上限為港幣三萬元。計劃的供款立刻歸屬於該僱員。

(h) Related parties 關聯方

- i) a person or a close member of that person's family is related to the company if that person is a member of the key management personnel of the company.
如果該人士是本公司的主要管理層成員，該人士或其近親成員則與公司有關。
- ii) a person or a close member of that person's family is related to the company if that person has control over the company or has joint control or significant influence over the company or has significant voting power in it.
如果該人士對公司有控制權或對公司有共同控制權或重大影響力或對公司有重大投票權，該人士或其近親成員則與公司有關。
- iii) 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).
該實體與本公司屬同一集團之成員公司(即各母公司、附屬公司及同系附屬公司彼此間有關聯)。
- iv) either entity is an associate or joint venture of the entity (or of a member of a group of which the other entity is a member).
一間實體為另一實體的聯營公司或合營公司(或另一實體為成員公司之集團旗下成員公司之聯營公司或合營公司)。
- v) both entities are joint ventures of a third entity.
兩間實體均為同一第三方的合營公司。

3. Significant Accounting Policies (Continued) 主要會計政策 (續)

(h) Related parties (continued) 關聯方 (續)

- vi) either entity is a joint venture of a third entity and the other entity is an associate of the third entity.
一間實體為第三方實體的合營公司，而另一實體為該第三方實體的聯營公司。
- vii) 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.
實體為本集團或與本集團有關聯之實體就僱員利益設立的離職福利計劃。倘本集團本身為該計劃，則提供資助的僱主亦與本集團有關聯。
- viii) the entity is controlled or jointly controlled by a person identified in (i) and (ii).
實體受(i)及(ii)所識別人土控制或受共同控制。
- ix) a person identified in (i) has significant voting power in the entity.
於(i)所識別人土對實體有重大影響力。

4. Key Sources of Estimation Uncertainty 估計不確定性的主要來源

Property, plant and equipment and depreciation

物業、廠房及設備與折舊

Property, plant and equipment are stated at cost less accumulated depreciation and identified impairment losses. The estimation of useful lives impacts the level of annual depreciation expense recorded. Property, plant and equipment are evaluated for possible impairment on a specific asset basis or in groups of similar assets, as applicable. This process requires management's estimate of future cash flows generated by each asset or group of assets. For an instance where this evaluation process indicates impairment, the relevant asset's carrying amount is written down to the recoverable amount and the amount of the write-down is charged against the results of operations.

物業、廠房及設備按成本減累計折舊及已識別減值虧損於財務狀況表列賬。其可使用年期之估計影響年度折舊開支之水平。物業、廠房及設備按特定資產基準或以類似資產組別(如適用)評估是否可能減值。此過程需管理層估計各資產或資產組別產生之未來現金流量。在此評估過程顯示減值之任何情況下，適當資產之賬面值會撇減至可收回金額，而減值虧損金額自損益扣除。

5. Revenue 收入

		2016 HK\$	2015 HK\$
MDMPS application fee	《小型糾紛調解先導計劃》申請費	1,400	-
Donation income	捐款收入	266,398	-
Interest income	利息收入	1	-
Mediation service income	調解服務收入	8,008	141,470
Other income	其他收入	251,985	5,258
Seminar fee income	研討會收入	483,917	151,485
Service income	服務收入	3,500	-
Sponsorship income	贊助收入	122,186	-
		<u>1,137,395</u>	<u>298,213</u>

6. (Deficit)/ Surplus on the Project – Enhancing the Knowledge of Professionals and Potential Users on the New Mediation Ordinance and Mediation Service in Hong Kong 項目(虧損)/ 盈餘 - 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

		2016 HK\$	2015 HK\$
Income	收入		
Contribution from JMHO	由聯合調解專線辦事處提供		
- In-kind contribution	- 實物捐助	-	7,500
- In-kind manpower	- 人力資源	-	234,675
Government grant	政府補助	180,875	-
Interest income	利息收入	5	-
Seminars and workshops income	研討會及工作坊收入	-	11,700
Reversal of overprovision of in-kind contribution (note (i))	回撥以前年度的實物捐助(注(i))	(16,286)	-
Reversal of overprovision of cash contribution (note (i))	回撥以前年度的現金捐助(注(i))	(14,690)	-
		<u>149,904</u>	<u>253,875</u>
Expenditure	支出		
Bank charges	銀行費用	-	1,390
Interest payable to government	支付政府利息	-	4
Postage and courier expenses	郵費及速遞費用	50	-
Printing expenses	印刷費用	-	727
Consultant salaries	顧問薪酬	244,500	234,675
Venue expenses	場地費用	-	7,300
Reversal of overprovision of bank charge (note (i))	回撥以前年度的銀行費用(注(i))	(1,240)	-
Reversal of overprovision of printing expenses (note (i))	回撥以前年度的印刷費用(注(i))	(3,950)	-
Reversal of overprovision of venue expenses (note (i))	回撥以前年度的場地費用(注(i))	(20,115)	-
		<u>219,245</u>	<u>244,096</u>
(Deficit)/ surplus	(虧損)/ 盈餘	<u>(69,341)</u>	<u>9,779</u>

6. (Deficit)/ Surplus on the Project – Enhancing the Knowledge of Professionals and Potential Users on the New Mediation Ordinance and Mediation Service in Hong Kong (Continued)

項目(虧損)/ 盈餘 - 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 (續)

Note (i): After the completion of the project on 31 August 2015, an independent auditor has performed and prepared an assurance report covering the project period from 1 March 2013 to 31 August 2015. Overprovision in both income and expenses in previous financial years are found. Such overprovision was corrected by reversal from the account during 2016 financial year.

註(i): 該項目於 2015 年 8 月 31 日完成後，獨立核數師完成有關由 2013 年 3 月 1 日至 2015 年 8 月 31 日止期間的鑒證報告。發現過去財政年度之收入及支出出現過度撥備情況，此等過度撥備已於 2016 財政年度回撥更正。

The Company has successfully applied for the Professional Services Development Assistance Scheme (“PSDAS”) with project entitled “Enhancing the Knowledge of Professionals and Potential Users on the New Mediation Ordinance and Mediation Service in Hong Kong” (the “PSDAS Project”). The objective of the project is to complement the policy of the Hong Kong Government in promoting the use and benefits of mediation in Hong Kong, and to promote awareness amongst the business and professionals who are conducting commercial transactions or dealing and operations in Hong Kong. Further, the PSDAS Project also aims at matching the implementation of the New Mediation Ordinance.

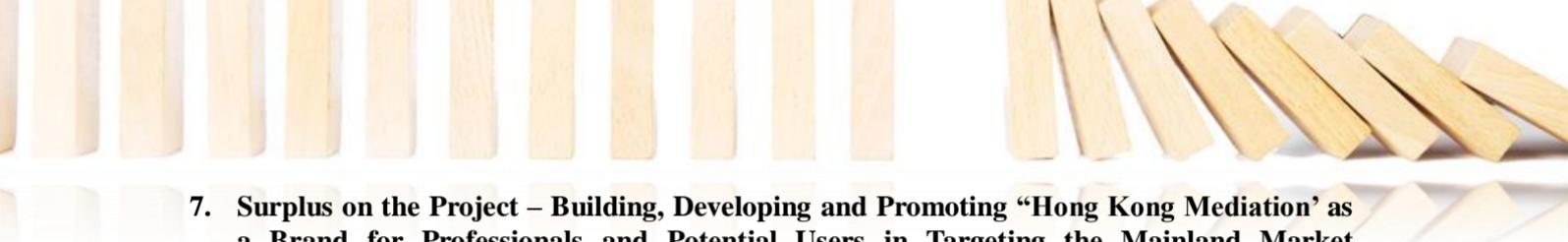
本公司已成功申請「專業服務發展資助計劃」的資助，舉辦名為「提升專業人士及潛在調解用戶對新《調解條例》及香港調解服務的認知」的項目(「PSDAS 項目」)，該項目旨在補足政府推廣使用調解的政策，提升在香港從事交易或運作的商界及專業人士對調解條例的特點及在香港進行調解的的認知。另外，PSDAS 項目亦旨在配合新《調解條例》的實施。

Total budget of the PSDAS project amounted to HK\$1,250,500. The PSDAS Project commenced on 1 March 2013 and ended at 31 August 2015. During the year ended 31 March 2016, significant disbursements of funds were provided including manpower expenses and postage and courier. The company has delivered events and materials including seminars, conferences, on-line video available for download, and promotion booklet on the New Mediation Ordinance and Mediation Services in Hong Kong.

PSDAS 項目之總預算為開支為港幣 1,250,500 元。PSDAS 計劃於 2013 年 3 月 1 日開始推行，並於 2015 年 8 月 31 日結束。於 2016 年 3 月 31 日止年度期間，主要經費包括人力資源費用、郵費和速遞費。已舉辦的活動包括研討會、會議、於網站提供會議的錄影片段供下載、製作有關新《調解條例》及香港的調解服務的宣傳小冊子。

7. Surplus on the Project – Building, Developing and Promoting “Hong Kong Mediation” as a Brand for Professionals and Potential Users in Targeting the Mainland Market
項目盈餘 - 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」品牌

		2016 HK\$	2015 HK\$
Income	收入		
Contribution from Joint Mediation Helpline Office	由聯合調解專線辦事處提供		
- Cash contribution	- 現金捐款	10,000	15,000
Government grant	政府補助	749,616	396,303
Interest income	利息收入	6	5
Seminars and workshops income	研討會及工作坊收入	8,000	29,200
		<u>767,622</u>	<u>440,508</u>
Expenditure	支出		
Backdrop and banner	佈景板及橫幅	36,423	6,254
Bank charges	銀行費用	3,739	2,363
Insurance	保險	1,257	-
Mandatory provident fund expenses	強積金支出	8,532	3,420
Name badges and name plates	姓名胸章及名牌	-	1,530
Photography expenses	攝影費用	42,040	16,025
Postage and courier expenses	郵費速遞費用	1,537	1,400
Printing and stationeries expenses	印刷及文具費用	26,046	26,394
Professional fee	專業費	8,000	-
Promotional flyers	宣傳單張	-	360
Publication and invitation packages	刊物及邀請函	5,556	3,030
Recruitment expenses	招聘費用	880	-
Salaries	薪酬	410,524	217,032
Seminar workshop	研討會工作坊	7,399	-
Speakers' honorarium	演講者酬金	7,000	2,000
Sundry expenses	雜費	9,627	7,560
Travel and accommodation	差旅及住宿	94,208	1,040
Utilities expenses	公用事業費用	154	-
Venue expenses	場地費用	104,700	152,100
		<u>767,622</u>	<u>440,508</u>
Surplus	盈餘	<u>-</u>	<u>-</u>



7. Surplus on the Project – Building, Developing and Promoting “Hong Kong Mediation” as a Brand for Professionals and Potential Users in Targeting the Mainland Market (Continued)

項目盈餘 - 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」品牌 (續)

The Company has successfully applied for the dedicated fund on the Branding, Upgrading and Domestic Sales (“BUD”) with project entitled “Building, Development and Promoting ‘Hong Kong Mediation’ as a Brand for Professionals and Potential Users in targeting the Mainland Market” (the “BUD Project”). The objective of the project is to build up the brand of ‘Hong Kong Mediation’ for the assisting parties involved in the Mainland market who are seeking to settle disputes by mediation and complement the policy of the Hong Kong Government and promote the effective use of mediation in resolving local and international disputes for all. Furthermore, the BUD Project also aims at matching the implementation of the New Mediation Ordinance.

本公司已成功申請「發展品牌、升級轉型及拓展內銷市場的專項基金」的資助，所舉辦的計劃名為「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」品牌」(「BUD 項目」)。該項目的目的是建立「香港調解」品牌，用於協助各方參與內地市場並正在尋求以調解解決糾紛和配合香港政府的政策，並促進及有效利用調解解決所有本地和國際爭端。此外，BUD 項目還致力於配合新《調解條例》之執行。

Total budget of the BUD Project amounts to HK\$3,562,400. The BUD Project commenced on 1 April 2014 with a tenure of three years. For the year ended 31 March 2016, disbursements of funds was provided including manpower expenses, photography expenses and venue expenses, etc. The company has delivered events and materials including seminars, workshops and conferences in Hong Kong and Mainland China. For the remaining tenure of the BUD project (1 Apr 2016 to 31 March 2017), the company will continue to delivery similar events and material.

BUD 項目之總預算為港幣 3,562,400 元。計劃於 2014 年 4 月 1 日開始為期三年。於 2016 年 3 月 31 日止年度期間，經費支出包括人力資源費用、攝影費用和場地費用等等。本公司已舉辦的活動包括在香港及中國內地舉辦研討會和工作坊。有關 BUD 項目的餘下期內 (由 2016 年 4 月 1 日至 2017 年 3 月 31 日)，本公司將繼續提供類似的活動和資料。

8. Surplus on the Project – Equipping SMEs with Dispute Resolution Skills in Utilising Mediation

項目盈餘 - 裝備中小企業應用調解技巧排難解紛

		2016 HK\$	2015 HK\$
Income	收入		
Government grant	政府補助	217,850	-
Interest income	利息收入	3	-
		<u>217,853</u>	<u>-</u>
Expenditure	支出		
Advertisement and promotion	廣告及宣傳費用	64,469	-
Backdrop and banner	佈景板及橫幅	2,716	-
Bank charges	銀行費用	1,170	-
Name badges and name plates	姓名胸章及名牌	90	-
Photography expenses	攝影費用	4,790	-
Postage and courier	郵費及速遞費	308	-
Printing expenses	印刷費用	3,657	-
Recruitment expenses	招聘費用	880	-
Salaries	薪酬	108,250	-
Sundry expenses	雜費	1,618	-
Travel and accommodation	差旅及住宿	65	-
Venue expenses	場地費用	29,840	-
		<u>217,853</u>	<u>-</u>
Surplus	盈餘	<u>-</u>	<u>-</u>

The company has successfully applied for SME Development Fund (“SDF”) with the project entitled “Equipping SMEs with Dispute Resolution Skills in Utilising Mediation” (the SDF project). The objective of the project is to provide workshops for individuals to make use of the mediation skills in real life situation.

本公司已成功申請「中小企業發展支援基金」(「SDF」)撥款資助，舉辦名為「裝備中小企業應用調解技巧排難解紛」項目(「SDF計劃」)。該項目的目的為通過舉辦工作坊傳授調解之技巧，讓參加者可以於日常生活中應用。

Total budget of the SDF project amounts to HK\$612,750. The SDF Project commenced on 1 April 2015 with a tenure of 1 year. For the year ended 31 March 2016, disbursements of funds was provided including manpower expenses, advertisement and promotion expenses and venue expenses, etc. The company has delivered events and materials including seminars, workshops, videos and advertisements and promotional leaflets.

SDF 項目之總預算為港幣 612,750 元。項目於 2015 年 4 月 1 日開始為期 1 年。於 2016 年 3 月 31 日年度期間，經費支出包括人力資源費用，廣告宣傳費用和場地費用等等。本公司已舉辦的活動包括研討會、工作坊、製作影片及廣告品及宣傳小冊子。

9. Expenditure 支出

		2016 HK\$	2015 HK\$
Advertising and promotion	廣告及宣傳費用	106,291	17,153
Bank charges	銀行費用	3,481	1,750
Cash contribution – BUD	現金捐款 – BUD	10,000	15,000
Consultants' salaries	顧問薪酬	123,900	143,362
Depreciation	折舊	3,994	24,021
Information technology and website	資訊科技及網頁	28,950	34,954
Insurance	保險	42,647	32,618
Legal and professional fee	法律及專業費用	9,400	105
Mandatory provident fund expenses	強積金支出	18,449	25,790
Meal	員工伙食	38,449	-
Mediator fee refund	調解員服務費退款	-	45,000
Photography expenses	攝影費用	800	-
Postage and courier	郵費及速遞費用	3,837	306
Printing and stationary	印刷及文具	61,676	43,106
Recruitment expenses	招聘費用	5,680	3,840
Refund of government grant on accumulated surplus from project PSDAS	退回政府資助 – PSDAS	51,374	-
Salaries	薪酬		
- Administrative staff salaries	- 行政人員薪酬	259,385	148,206
- In-kind manpower - PSDAS	- 人力資源 - PSDAS	-	173,250
Administrative salaries	行政職員薪酬		
- In-kind manpower - PSDAS	- 人力資源 - PSDAS	-	61,425
Consultant's salaries	顧問薪酬		
- Officers' salaries	- 職員薪酬	67,858	241,063
Seminar and workshop	研討會及工作坊	56,025	24,558
Sundry expenses	雜費	754	21,840
Travelling and accommodation	差旅及住宿	5,719	-
Utilities expenses	公用事業費用	23,865	38,291
Venue expenses	場地費用	25,715	-
		<u>948,249</u>	<u>1,095,638</u>

10. Directors' Remuneration 董事酬金

Directors' remuneration disclosed pursuant to section 383(1) of the Hong Kong Companies Ordinance is as follows:-

根據香港《公司條例》第 383(1)條規定披露的董事酬金詳情如下：

	2016 HK\$	2015 HK\$
As directors 作為董事	-	-
For management 作為管理層	-	-
	<u>-</u>	<u>-</u>

11. Taxation 稅項

No provision for Hong Kong profits tax has been made in the financial statements as the company is exempt from Hong Kong Profits tax under section 88 of the Inland Revenue Ordinance (2015: HK\$Nil).

本公司根據《稅務條例》第 88 條，獲豁免繳付香港利得稅，因此並無為香港利得稅作出撥備 (2015 年: 無)。

12. Property, Plant and Equipment 物業機器及設備

		Leasehold improvement 裝修及改善 工程 HK\$	Office equipment 辦公室設 備 HK\$	Total 合計 HK\$
Cost	成本			
At 1 April 2015	於 2015 年 4 月 1 日			
and 31 March 2016	及 2016 年 3 月 31 日	62,403	57,706	120,109
Accumulated depreciation	累計折舊			
At 1 April 2015	於 2015 年 4 月 1 日	62,403	51,815	114,218
Charge for the year	本年度費用	-	3,994	3,994
At 31 March 2016	於 2016 年 3 月 31 日	62,403	55,809	118,212
Net book value	賬面淨值			
At 31 March 2016	於 2016 年 3 月 31 日	-	1,897	1,897
At 31 March 2015	於 2015 年 3 月 31 日	-	5,891	5,891

13. Company Limited by Guarantee 擔保有限公司

The company was registered as a company limited by guarantee. In accordance with Article 7 of the Company's Memorandum of Association, the company was incorporated by member's guarantee with every member's liability not exceeding HK\$100.

本公司是香港註冊成立擔保有限公司。根據公司《組織章程》第 7 條，本公司是由各會員擔保成立，每名會員擔保承擔的責任不超過港幣 100 元。

Acknowledgement 鳴謝

The JMHO would like to extend its heartfelt gratefulness towards the following member organisations of the JMHO:-

- | | |
|---|----------------|
| ✚ The Hong Kong Mediation Council | ✚ 香港調解會 |
| ✚ The Hong Kong Bar Association | ✚ 香港大律師公會 |
| ✚ The Law Society of Hong Kong | ✚ 香港律師會 |
| ✚ The Chartered Institute of Arbitrators (East Asia Branch) | ✚ 特許仲裁學會(東亞分會) |
| ✚ The Hong Kong Institute of Arbitrators | ✚ 香港仲裁司學會 |
| ✚ The Hong Kong Institute of Architects | ✚ 香港建築師學會 |
| ✚ The Hong Kong Institute of Surveyors | ✚ 香港測量師學會 |
| ✚ The Hong Kong Mediation Centre | ✚ 香港和解中心 |

調解專線衷心感謝以下成員機構：

The JMHO would also like to express its most sincere thanks to the following patrons, partners and friends (in alphabetical order) for the invaluable support in the past year.

調解專線誠摯感激以下贊助者、合作機構（按英文字母順序）及各位朋友在過去一年的寶貴支持！

- | | |
|---|------------------|
| ✚ 1st Step Association | ✚ 自強協會 |
| ✚ China Nansha International Arbitration Centre | ✚ 中國南沙國際仲裁中心 |
| ✚ Christian Family Service Centre | ✚ 基督教家庭服務中心 |
| ✚ Consumer Council | ✚ 消費者委員會 |
| ✚ Department of Justice | ✚ 香港律政司 |
| ✚ Eastern District Council | ✚ 東區區議會 |
| ✚ Federation of Hong Kong Industries | ✚ 香港工業總會 |
| ✚ Financial Dispute Resolution Centre | ✚ 金融糾紛調解中心 |
| ✚ Guangdong, Hong Kong & Macau Mediation Alliance | ✚ 粵港澳商事調解聯盟 |
| ✚ Home Affairs Department | ✚ 香港民政事務總署 |
| ✚ Hong Kong Family Welfare Society | ✚ 香港家庭福利會 |
| ✚ Hong Kong Housing Authority | ✚ 香港房屋委員會及房屋署 |
| ✚ Hong Kong Housing Society | ✚ 香港房屋協會 |
| ✚ Hong Kong Jockey Club Charities Trust | ✚ 香港賽馬會慈善信託基金 |
| ✚ Hong Kong Mediation Accreditation Association Limited | ✚ 香港調解資歷評審協會有限公司 |

Acknowledgement 鳴謝

- | | |
|--|----------------|
| ✚ Hong Kong Promotion Association for Small and Medium Enterprises | ✚ 香港中小企業發展促進會 |
| ✚ Hong Kong Retail Management Association | ✚ 香港零售管理協會 |
| ✚ Hong Kong Science and Technology Parks Corporation | ✚ 香港科技園 |
| ✚ Hong Kong Social Worker Association | ✚ 香港社會工作人員協會 |
| ✚ Hong Kong Social Workers' General Union | ✚ 香港社會工作者總工會 |
| ✚ Hong Kong Trade Development Council | ✚ 香港貿易發展局 |
| ✚ Kowloon City Baptist Church Neighbourhood Elderly Centre | ✚ 九龍城浸信會長者鄰舍中心 |
| ✚ Kowloon City District Council | ✚ 九龍城區議會 |
| ✚ Kwun Tong District Council | ✚ 觀塘區議會 |
| ✚ Rotary International District 3450 | ✚ 國際扶輪 3450 地區 |
| ✚ Senior Citizen Home Safety Association | ✚ 長者安居協會 |
| ✚ Shanghai Commercial Mediation Centre | ✚ 上海經貿商事調解中心 |
| ✚ Social Welfare Department | ✚ 香港社會福利署 |
| ✚ St. James Settlement | ✚ 聖雅各福群會 |
| ✚ Tai Po District Council | ✚ 大埔區議會 |
| ✚ The Chinese General Chamber of Commerce | ✚ 香港中華總商會 |
| ✚ The Chinese Manufacturers' Association of Hong Kong | ✚ 香港中華廠商聯合會 |
| ✚ The Chinese YMCA of Hong Kong | ✚ 香港中華基督教青年會 |
| ✚ The Hong Kong General Chamber of Small and Medium Business | ✚ 香港中小型企業總商會 |
| ✚ The Hong Kong Island Social Services Charity Foundation Limited | ✚ 香港島各界聯合會 |
| ✚ The Judiciary of Hong Kong | ✚ 香港司法機構 |
| ✚ The Office of the Ombudsman, Hong Kong | ✚ 香港申訴專員公署 |
| ✚ Trade and Industry Department | ✚ 香港工業貿易署 |
| ✚ Urban Renewal Authority | ✚ 市區重建局 |
| ✚ Wong Tai Sin District Council | ✚ 黃大仙區議會 |
| ✚ Yuen Long District Council | ✚ 元朗區議會 |
| ✚ Zhuhai Court of International Arbitration | ✚ 珠海國際仲裁院 |



Contact Us 聯絡我們

Address 地址	:	Room LG102, LG1/F, High Court Building, 38 Queensway, Admiralty, Hong Kong 香港金鐘道 38 號高等法院大樓 LG1 樓 LG102 室
Telephon 電話	:	(852) 2901 1224
Fax 傳真	:	(852) 2899 2984
Email 電郵	:	email@jointmediationhelpline.org.hk
Website 網頁	:	www.jointmediationhelpline.org.hk
Facebook 面書	:	www.facebook.com/JointMediationHelpline