

**Joint Mediation Helpline Office
Adverse Weather Arrangements**

1. Strong Wind Signal No.3 or below / Amber or Red Rainstorm Warning Signal

Normal service

2. Black Rainstorm Warning Signal

If the signal is in force <u>before office hours</u>	
Enquiry and consultation service	Service will resume normal within 2 hours if the signal is lowered before 2:00pm and if situation allows.
Pre-arranged mediation	If the signal is in force after 8:00am, the mediation in the morning session (10:00am to 2:00pm) shall be re-scheduled. If the signal is in force after 12:00pm, the mediation in the afternoon session (2:00pm to 6:00pm) shall be re-scheduled.
If the signal is hoisted <u>during office hours</u>	
Enquiry and consultation service	Normal service
Pre-arranged mediation	If the signal is hoisted after the scheduled time of the mediation, the mediation shall continue. If the signal is in force after 12:00pm, the mediation in the afternoon session (2:00pm to 6:00pm) shall be re-scheduled.

3. Gale or Storm Signal No. 8 or above

If the signal is in force <u>before office hours</u>	
Enquiry and consultation service	Service will resume normal within 2 hours if the signal is lowered before 2:00pm and if situation allows.
Pre-arranged mediation	If the signal is in force after 8:00am, the mediation in the morning session (10:00am to 2:00pm) shall be re-scheduled. If the signal is in force after 12:00pm, the mediation in the afternoon session (2:00pm to 6:00pm) shall be re-scheduled.
If the signal is hoisted <u>during office hours</u>	
Enquiry and consultation service	Services will be suspended.
Pre-arranged mediation	The mediation shall be re-scheduled.

Remarks: JMHO shall contact the affected parties regarding the re-arrangement by email or by phone where necessary.

聯合調解專線辦事處
惡劣天氣下的服務安排

1. 3 號或以下強風信號/ 黃色暴雨或紅色暴雨警告信號

所有服務維持正常

2. 黑色暴雨警告信號

如信號在辦公時間前懸掛	
查詢及調解諮詢服務	如信號在下午 2 時前除下，而情況許可的話，服務將會在 2 小時內恢復。
已安排的調解會議	如信號在上午 8 時或以後仍然生效，已安排在早上(上午 10 時至下午 2 時)的調解會議將會改期。如信號在中午 12 時或以後生效，已安排在下午(下午 2 時至下午 6 時)的調解會議將會改期。
如信號在辦公時間內發出	
查詢及調解諮詢服務	所有服務維持正常
已安排的調解會議	如信號在調解會議開始後發出，會議將繼續進行，直到完結。如信號在中午 12 時或以後仍然生效，已安排在下午(下午 2 時至下午 6 時)的調解會議將會改期。

3. 8 號或以上烈風或暴風信號

如信號在辦公時間前懸掛	
查詢及調解諮詢服務	如信號在下午 2 時前除下，而情況許可的話，服務將會在 2 小時內恢復。
已安排的調解會議	如信號在上午 8 時或以後仍然生效，已安排在早上(上午 10 時至下午 2 時)的調解會議將會改期。如信號在中午 12 時或以後仍然生效，已安排在下午(下午 2 時至下午 6 時)的調解會議將會改期。
如信號在辦公時間內發出	
查詢及調解諮詢	服務將會暫停
已安排的調解會議	調解會議將會改期

註：調解專線將就有關的更改在需要時以電話或電郵方式聯絡受影響人士。