

Corporate Social Responsibility

MPFA's corporate social responsibility ("CSR") statement is:

"We strive for a sustainable future through our commitment to the retirement protection of Hong Kong's workforce, and in the process through making responsible and caring efforts towards our staff, the environment and the community."

With "Community Perspective" as one of its core values, MPFA is committed to integrating CSR principles into its daily operations and contributing to the sustainable development of the community. We persist in our efforts to foster sustainable development of the MPF System in the interest of the population in Hong Kong, having due regard for economic, environmental and social developments.

CSR governance

The CSR Committee, chaired by Chief Corporate Affairs Officer and comprising representatives of different divisions and departments, steers the direction of MPFA's CSR developments and considers ways to facilitate staff participation in CSR-related activities. The Committee formulates annual plans of CSR initiatives and regularly evaluates their effectiveness.

Continuous efforts have been made to explore new opportunities to enhance our CSR practices in our daily operations.

Environmental protection

Reduce paper consumption

To reduce paper consumption and enhance operational efficiency, we promote the use of information technology systems to automate operations, both within the organization and throughout the industry. Systems launched during the year include:

- E-Payment for MPF Transfer system (launched in June 2014 in collaboration with the Hong Kong Monetary Authority and the Hong Kong Interbank Clearing Limited) – automates payments for the transfer of MPF accrued benefits between trustees, saving paper cheques for over 500 000 transfers a year and shortening the transfer processing time from 3 – 4 weeks to 2 – 3 weeks on average;
- Electronic means to make payment and send reports to trustees for allocating contributions recovered from defaulting employers to scheme members' accounts (launched in March 2015) – apart from saving paper, the average processing time from the receipt of cheque payment from defaulting employers to the clearance of the payment from MPFA by trustees is estimated to be shortened from 19 to 11 working days; and
- Employee Self Service system (launched in March 2015) – allows individual employees of MPFA to access their personal information, training records, pay advice and annual tax return electronically.

These are in addition to other automated processes already in place, and our continuous efforts to promote paperless practices in the workplace.



Launch of the E-Payment for MPF Transfer system

Corporate Social Responsibility (continued)

Reduce energy consumption

In respect of energy conservation, the frequency of Green Days, on which lighting for the general office areas is switched off during lunch time, has been increased from two times a week to three since September 2014. In addition, the automatic switch-off time of office lighting after office hours has been advanced by an hour.

Reuse and recycle

As regards the use of environmentally friendly products, we extended the use of recycled paper to two more printed stationery items this year, making a total of eight items printed on recycled paper to minimize the use of natural resources. The sticky note pads we order are made of paper with certification by the Forest Stewardship Council, and the plastic bags we use in filing are also degradable.

In addition to our head office, the office at Kwai Fong joined the food waste recycling scheme organized by the building management office to collect recyclable food wastes for decomposition and transformation into fertilizer.

MPFA was awarded in 2014-15 the Class of Excellence Wastewi\$e Label under the Hong Kong Awards for Environmental Excellence for the fifth consecutive year in recognition of its continuous efforts in promoting environmental protection and waste reduction. While we maintain our various environment-friendly measures established throughout the years, we are specifically recognized this year for attaining a higher goal in donation of used computer equipment to charities for recycling.

Caring for the community

Community service and charitable activities

With persistent support from the CSR Committee and the Volunteer Team, staff members and their families and friends clocked up more than 2 900 hours of volunteer service during the year. These include a variety of charitable activities and community services to the elderly and to young students. Some of them are set out below:

2014	
May 2014 – Mar 2015	Regular visits and phone calls to elderly residents in the Wong Tai Sin district organized by a local social service group
24 May	Support to the hotlines of “Community for the Chest” fund-raising television show organized by The Community Chest of Hong Kong and a local television broadcasting company
10 & 31 May	Rice-dumpling wrapping competition and rice-dumpling distribution, organized by a local social service group – visiting and distributing rice-dumplings, gift packs and greeting cards to the elderly living alone in the Wong Tai Sin district
Jun – Jul, Sep	Acting as tutors for an English Interview Workshop Project, organized by a group of external volunteers, to improve the English standard and job interview skills of about 50 Form Five and Six students; providing venue and volunteer interviewers to support the “downtown” interviews of 16 students
6 Jul	Gathering with 80 elderlies at Shatin Multi-Service Centre for the Elderly of the Evangelical Lutheran Church of Hong Kong
19 Jul	Speaking with Confidence Programme 2014 for 18 students studying in local secondary schools to give them the opportunity to converse and present in English with confidence
6 Sep	Visiting the elderly in Chuk Yuen Estate before the Mid-Autumn Festival, organized by a local social service group
2 Nov	Sowers Action Challenging 12 Hours Charity Marathon, organized by the Sowers Action – participating in the event and providing support at the finishing point

2015

11 Jan	Hong Kong and Kowloon Walk for Millions, organized by The Community Chest of Hong Kong
8 Feb	Volunteers for Seniors Day, organized by HOPE Worldwide – visiting and bringing “Lucky Bags” to the elderly living alone in public housing estates



We support and care about the elderly and young students

Corporate Social Responsibility (continued)

In support of students with special needs, summer internship placements were offered to three students of the Hong Kong Red Cross Princess Alexandra School in 2014.

Outside Hong Kong, MPFA staff participated in a programme organized by the China Care Fund and provided financial support to three high school students in Qinghai and Gansu Provinces in support of their high school studies. Individual staff members also joined the programme to contribute personally to funding the education of high school students in Guangdong, Guangxi, Qinghai and Gansu Provinces. During the year, two staff members visited the students in Qinghai sponsored by colleagues.



A visit to students under sponsorship in Qinghai Province

In 2014-15, MPFA staff raised over \$80,000 in charitable donations for the benefit of The Community Chest of Hong Kong, the Senior Citizen Home Safety Association, and students in remote poor areas on the Mainland.



Staff members joined The Community Chest Walk for Millions

Web accessibility

To facilitate barrier-free and convenient access to the information and services on MPFA's website for members of the public, including those with special needs, we have enhanced the website with web accessibility designs. For this, our website was granted a Silver Award in the Web Accessibility Recognition Scheme 2015 co-organized by the Office of the Government Chief Information Officer and the Equal Opportunities Commission, a recognition of our efforts in making our website accessible to all.



MPFA won a Silver Award in the Web Accessibility Recognition Scheme 2015

Workplace quality

Valuing our staff

We place great value on our staff. Remuneration packages of our staff are reviewed regularly to ensure that they stay competitive. In view of the importance of staff development, we offer adequate and appropriate training and development programmes to staff at all levels to enhance their competencies for their roles. There are also team building events to enhance bonding of team members, and secondment opportunities to fellow regulators to enrich staff's experience. To recognize performance and enable staff to realize their potentials, we offer career development opportunities for our staff through promotion and lateral transfer. During the year, our efforts in staff training and development were recognized by the renewal of the Manpower Developer Award granted by the Employees Retraining Board. Here are some key figures relating to our staff:



Team spirit at work among executives at the corporate planning workshop

Total approved headcount as of 31 March 2015	661
Staff costs over total expenditure in 2014-15	66.72%
Turnover rate in 2014-15	11.52%
Number of promotions / lateral transfers during 2014-15	37
Instances of training and development activities in 2014-15 (including new staff orientation, training programmes on business and professional knowledge and soft skills, etc)	2 494

With an aim to recognize contributions from our staff and foster a stronger recognition culture, we presented 240 awards under our Employee Recognition Framework to recognize our staff's commitment to the core values of MPFA, namely, Commitment, Quality, Teamwork and Community Perspective, and for their exemplary contributions.

Externally, two staff members won The Ombudsman's Awards for Officers of Public Organizations. This is the twelfth consecutive year that our staff members have won the award in recognition of their service excellence to the public.



The Ombudsman presented The Ombudsman's Award to our staff

Corporate Social Responsibility (continued)

Understanding that two-way communication between management and staff is vital to an engaged workforce, we continue to reinforce communication through various channels, enabling staff to understand the latest developments of the organization and providing them with opportunities to share their views and concerns. These channels include communication sessions with the Managing Director, corporate bulletin and staff newsletters, topical sharing sessions by relevant executives, a number of different inter-departmental fora, etc.

Workplace safety

In 2014-15, a total of 221 assessments were conducted in compliance with the occupational safety and health legislation to assess and re-assess the risks of workstations to the safety and health of staff members. Suitable accessories such as keyboard drawers, document holders, footrests etc were provided to them accordingly.

For the fourth consecutive year, MPFA was awarded "Excellent Class" certificates under the Indoor Air Quality ("IAQ") Certification Scheme by the Government's IAQ Information Centre in recognition of the good IAQ management of our offices. A Premises and Facilities Management Committee has been set up since 2012 to serve as a communication channel for staff to raise comments, suggestions and concerns regarding the overall working environment with the objectives of maintaining a congenial working environment and seeking further improvement.

Workplace wellness

Maintaining a happy, healthy and engaged workforce is our priority. To this end, we strive to provide a caring workplace for our staff, placing importance on their physical and mental well-being as well as their engagement with the organization. The measures we took during the year include:

- offering different events to promote the well-being of staff: lunch-time seminars on health issues, on-site health screening, free flu vaccination for some staff members, and discounted health checks;
- organizing activities through our Staff Welfare Committee outside office hours to promote work-life balance, including interest classes, day tours to the countryside for staff and their family members, annual dinner, money management workshop for staff and their kids, sports activities among staff or competitions with other regulators or organizations; and
- enhancing our commitment as an equal opportunity employer by employing persons with disabilities, becoming an Employer Organization in the Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme, advocated by the Labour and Welfare Bureau of the Hong Kong Special Administrative Region Government.

Caring Organization

MPFA has been awarded the 10 Years Plus Caring Organization logo by the Hong Kong Council of Social Service in recognition of our ongoing commitment to caring for our staff, the environment and the community. Three MPFA Volunteer Team members were selected as MPFA's Caring Ambassadors under the Caring Company Scheme to recognize their strong support for our community programmes.



MPFA's Caring Ambassadors



Staff actively participated in various activities including Annual Dinner, interest classes, outings and sports competitions