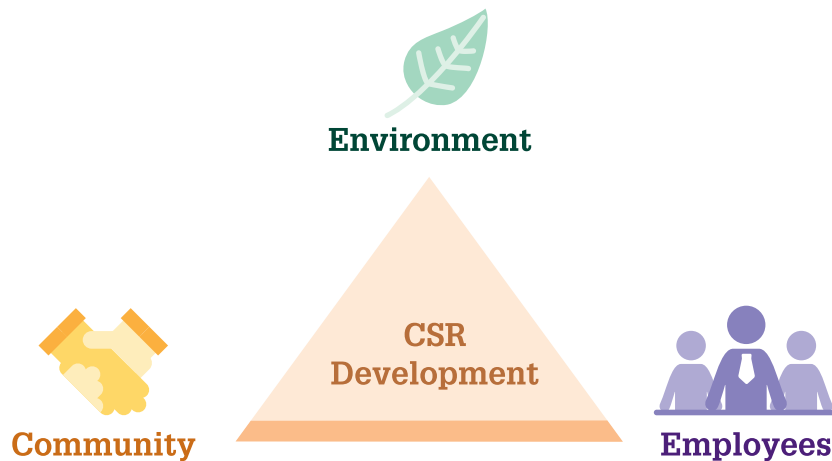


## Corporate Social Responsibility

MPFA strives for a sustainable future through building a retirement savings system that is valued by Hong Kong people, and in the process makes responsible and caring efforts towards our staff, the environment and the community, particularly the elderly.

— Corporate social responsibility policy statement, MPFA

With “Community Perspective” as one of its core values, MPFA is committed to integrating corporate social responsibility (“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, and pursue initiatives to protect the environment, extend our care to the community and enhance the well-being of our employees.




### CSR Governance

CSR in MPFA is overseen by the CSR Committee, chaired by Chief Corporate Affairs Officer and comprising representatives of the Staff Welfare Committee, the Volunteer Team and different divisions and departments. It steers the direction of MPFA’s CSR strategic developments, promotes and enhances awareness of CSR within the organization, coordinates corporate wide CSR-related programmes, formulates annual plans of CSR initiatives and regularly evaluates their effectiveness.


### Environmental Protection

#### Reduce paper consumption

To reduce paper consumption and enhance operational efficiency, we promote the use of information technology systems. Systems launched during the year which had the effect of reducing paper consumption include:

-  the Payment Notice Handling System which supports the issuance of payment notices to employers in a new format (i.e. multiple outstanding contribution periods are covered in a single payment notice, and multiple payment notices relating to the same employer are printed with machine-readable codes for identification to be inserted into a single envelope) for saving paper, improving clarity of information and enhancing operational efficiency; and

## Corporate Social Responsibility




 the enhanced Leave Application System which facilitates online submission of applications by staff members for sick leave, maternity leave, paternity leave and jury leave, in addition to annual leave and compassionate leave.

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

### Reduce energy consumption

With the support of the majority of our staff, the frequency of Green Days, on which lighting for the general office areas is switched off during lunch time, has been further increased to every working day since August 2015.

The renovation of the new head office at Kowloon Commerce Centre also adopted the following environmentally friendly measures and design:

-  all lighting installations comply with the Buildings Energy Efficiency Ordinance;
-  LED spotlights are used at the reception and enquiry counter area and on logo walls; and
-  lighting which is more environmentally friendly with better energy efficiency and lower heat emission are used.

## 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 1 900 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:

**6 & 13 Jun 2015**



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 Wong Tai Sin district

**Jun – Sep 2015**



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 80 Form Five and Six students; providing venue and volunteer interviewers to support the “downtown” interviews of 20 students

For our newly-built data centre in the new head office, environmental protection design and technologies were introduced to increase the cooling efficiency of the Computer Room Air Conditioning (CRAC) system. Besides, servers and network equipment with higher energy efficiency are also used.

### Reuse and recycle

To minimize construction waste and reduce consumption of materials during office relocation and new office renovations, most of the existing office furniture items (e.g. filing cabinets, main desks, meeting tables and chairs) that are still in good condition are reused in the new head office.

MPFA was awarded in 2015-16 the Excellence Level of Wastewi\$e Certificate (formerly Wastewi\$e Label) in the Hong Kong Green Organisation Certification led by the Environmental Campaign Committee under the Environment Bureau for the sixth consecutive year in recognition of its continuous efforts in promoting environmental protection and waste reduction. MPFA so far has attained a total of 20 Wastewi\$e goals relating to paper saving, materials recycling and green procurement. 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 reuse and recycling.

## Corporate Social Responsibility

19 Sep 2015



A visit to the elderly in Chuk Yuen Estate before the Mid-Autumn Festival, organized by a local social service group, distributing mooncakes and gift packs

1 Nov 2015



Sowers Action Challenging 12 Hours Charity Marathon, organized by the Sowers Action — participating in the event and providing support at the finishing point

24 Jan 2016



Volunteers for Seniors Day, organized by HOPE Worldwide — visiting and bringing “Lucky Bags” to the elderly living alone in public housing estates

10 Jan 2016



Hong Kong and Kowloon Walk for Millions, organized by the Community Chest



## Corporate Social Responsibility



The MPFA offered summer internship placements to 21 students in 2015. In support of students with special needs, three of the placements were offered to students of the Hong Kong Red Cross Princess Alexandra School.

Outside Hong Kong, MPFA staff participated in a programme organized by the China Care Fund and provided financial support to four 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 Qinghai and Gansu Provinces.

In 2015–16, MPFA staff raised over \$69,000 in charitable donations for the benefit of the Community Chest, Po Leung Kuk, a district elderly community centre and students in remote poor areas on the Mainland.

The MPFA Volunteer Team received an award from the Hong Kong Sheng Kung Hui Welfare Council in 2015 in recognition of its outstanding services and care to the community. This is the third time that the Volunteer Team is recognized by this biennial award scheme.



### Web accessibility

Subsequent to receiving the 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) in recognition of our efforts in making our website accessible to all including those with special needs, we continuously enhanced our website with additional web accessibility design elements. For this, the MPFA website was granted a Gold Award in the Web Accessibility Recognition Scheme 2016.



### Workplace Quality

#### Appreciating people

Staff are our most valuable asset. We are committed to supporting our staff in developing their potentials. In 2015-16, we reviewed our training and development framework to better address the needs of MPFA and our staff. With the aim of fostering a coaching culture in MPFA where managers embed the role of a coach, we organized a series of coaching workshops to enhance managers' skills as a coach. Some members of our senior management team attended leadership programmes to bring insights to the organization. Meanwhile, there are team building activities to boost the morale and team spirit of staff, and internal secondment opportunity to facilitate knowledge and experience exchange. Remuneration packages of our staff are reviewed regularly to ensure competitiveness. Career development opportunities, such as advancements and lateral transfers, are offered to realize staff's potentials. Various awards of recognition are presented under our Employee Recognition Framework to recognize staff's realization of the core values of MPFA and their exemplary contributions. Externally, two staff members won The Ombudsman's Awards for Officers of Public Organizations in 2015. This is the thirteenth consecutive year that our staff members won the award in recognition of their service excellence to the public.





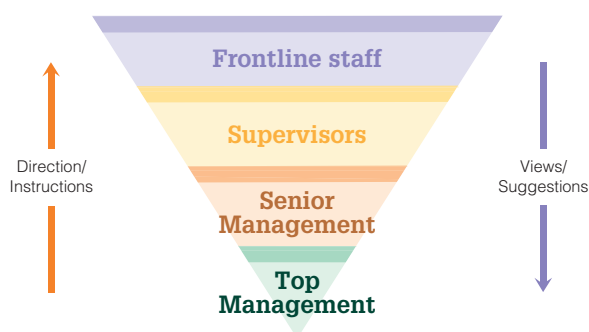
## Corporate Social Responsibility

Below are some key figures relating to our staff:

Approved headcount (as at 31.3.2016)	646
Staff cost over total expenditure (1.4.2015 – 31.3.2016)	62.24%
Turnover rate (1.4.2015 – 31.3.2016)	16.64%
Numbers of advancements and lateral transfers (1.4.2015 – 31.3.2016)	42
Instances of training and development activities (1.4.2015 – 31.3.2016) (including new staff orientation, training programmes on business and professional knowledge and soft skills, etc)	2 510

All-round communication between management and staff is vital to an engaged workforce. While the direction and instructions of the top management should be conveyed to all levels of the organization, it is equally important for the views and suggestions of frontline staff, who have day-to-day interaction with our stakeholders, to be communicated to the middle and senior management for improving operations and to the top management for strategic planning purposes. We 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 the Managing Director's communication sessions with all staff in small groups, corporate bulletin and staff newsletters, topical sharing sessions by relevant executives, a number of different inter-departmental fora, etc.

### Information Flow



### Workplace safety

In 2015-16, a total of 437 assessments were conducted to comply with the occupational safety and health legislation to assess and re-assess the risks of workstations to the safety and health of our staff. Suitable accessories such as keyboard drawers, document holders, footrests etc were provided to them accordingly.

To maintain a congenial working environment, members of the Premises and Facilities Management Committee who are staff

representatives of different departments met regularly to collect and consider the comments and suggestions from staff members.

For the fifth 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.



### Workplace wellness

Cultivating a happy, healthy and engaged workforce is our priority. We are devoted to creating a caring workplace for our staff, focusing on their physical and mental well-being, their relationship with family, as well as their engagement with the organization. We took a number of measures in 2015-16 including:



offering different events to promote the well-being of staff and their relationship with family such as lunch-time seminars on health issues and managing kids' emotions, on-site health screening, free flu vaccination and discounted health checks; and



joining the “Say Yes to Breastfeeding” campaign to promote breastfeeding, providing a breast-feeding friendly environment for female staff such as designated staff room and allowing “Mother’s Breaks” for lactation purpose.

## Corporate Social Responsibility

In addition, through the Staff Welfare Committee and interest clubs, different activities and regular interest classes have been arranged. These include food-making and home décor classes; indoor and outdoor sports activities among staff including badminton, hiking and soccer; internal bowling competition and external basketball competition with other regulators, etc.

### Annual dinner 2015



### Cooking classes



### Sports games



### Arts & crafts workshops



### 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.

