



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

2015

ANNUAL
REPORT

5th
Anniversary

5th Anniversary Commemorative Bulletin cum
Annual Report 2015

五周年紀念特刊及年報2015

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聯合調解專線辦事處五周年誌慶

持平守正
以和為綢

律政司司長袁國強





香港特別行政區政府
發展局局長



SECRETARY FOR DEVELOPMENT
Government of the Hong Kong Special
Administrative Region

聯合調解專線辦事處五周年誌慶

排難解紛
功在社群

發展局局長陳茂波





聯合調解專線辦事處五周年誌慶

調和融合
促貿興商

工業貿易署署長麥靖宇





聯合調解專線辦事處
五週年誌慶

排解爭議 共建諧和

市區重建局 敬賀



From The Hong Kong Bar Association

In the past 5 years, the Joint Mediation Helpline Office (JMHO) has provided mediation referral service to the people of Hong Kong on non-profit making basis. I am confident that in the years ahead, the JMHO will continue to serve Hong Kong, and achieve greater success in the areas of promotion of mediation as an effective means of dispute resolution.

The Hong Kong Bar Association (HKBA) is committed to promote the effective use of mediation and arbitration in resolving local and international commercial disputes. On behalf of the HKBA, I would like to congratulate the JMHO on its 5th anniversary and wish the Office every success in its efforts to uphold Hong Kong SAR as a center for dispute resolution in Asia Pacific Region.

Ms Winnie Tam SC
 Chairman
 The Hong Kong Bar Association

欣逢貴辦成立五週年，我謹代表香港大律師公會向貴辦全體同仁表示衷心的祝賀！祝貴辦之調解服務蒸蒸日上。

過去五年，貴辦為香港市民提供非牟利的調解員轉介服務，成績有目共睹。

香港大律師公會一向致力推動以調解及仲裁服務解決商業糾紛，重視與調解／仲裁機構和其他持份者的合作，提高業內水平。祝願貴辦能為香港作為亞太區法律服務及解決爭議中心，作出更多貢獻。



香港大律師公會主席
 譚允芝資深大律師

From The Law Society of Hong Kong

On behalf of The Law Society of Hong Kong, I have great pleasure in sending this message of congratulations to Joint Mediation Helpline Office (JMHO) in reaching its 5th Anniversary.

On this special occasion, I congratulate the JMHO again on its achievements, and wish to extend to them my best wishes for every success in its future endeavours.

Thomas So
President
The Law Society of Hong Kong



香港建築師學會
The Hong Kong Institute of Architects



**Congratulatory Message
The 5th Anniversary Celebration of
the Joint Mediation Helpline Office**

On behalf of the Hong Kong Institute of Architects, I would like to offer my warmest congratulations to the Joint Mediation Helpline Office (JMHO) on her 5th Anniversary celebration. We also take this opportunity to express my appreciation to your significant contribution to the effective use of mediation in resolving local and international disputes in professional and commercial industries.

I sincerely wish the JMHO and its members every success in their future endeavors.

Vincent Ng, JP, FHKIA, Registered Architect, APEC Architect
President
The Hong Kong Institute of Architects

From Senior Citizen Home Safety Association

Senior Citizen Home Safety Association wishes to congratulate the Joint Mediation Helpline Office ("JMHO") on its 5th Anniversary.

The Association is commissioned by the Hong Kong Government in providing support to elderly owners who are affected by compulsory sale for land redevelopment. Over the past five years, JMHO has offered professional support to seniors who are affected by compulsory sale of their properties, and have demonstrated the effectiveness of the use of mediation for dispute resolution. We thank JMHO for caring for seniors in Hong Kong, and we wish JMHO many successes in the years to come!

Irene Leung
Chief Executive Officer
Senior Citizen Home Safety Association



From Edward Shen, Former Director of JMHO

Being the then Chairman of the Contract and Dispute Resolution Committee of the Hong Kong Institute of Architects, I was HKIA's representative on the Board of Directors of the JMHO. From its first incorporation in April of 2010, JMHO members and staff have worked tirelessly to provide assistance to parties seeking to settle disputes by mediation, to promote and advance mediation as a means to resolve disputes, and to enhance knowledge and skills in the effective use of mediation in both local and international disputes.

On this fifth anniversary of JMHO, I wish to give my heartiest congratulations and commendation to all the professional bodies that constituted JMHO for a job well done, and trust JMHO will continue to serve the community with the best mediation service and assistance.



Edward Shen

Executive Director

for SRT (S&P) Architects Ltd



Congratulations to

Joint Mediation Helpline Office

on its 5th Anniversary

With compliments

of



香港建築師學會
The Hong Kong Institute of Architects



THE HONG KONG INSTITUTE OF
SURVEYORS

香港測量師學會

Joint Dispute Resolution Committee
Joint Panel of Arbitrators
Joint Panel of Mediators

<http://www.jdrc.com.hk/>

Congratulations to

Joint Mediation Helpline Office

on its 5th Anniversary

Hong Kong Institute of Arbitrators



The Law Society of Hong Kong Mediation-Related Services

Promotion of Mediation:

The Law Society of Hong Kong ("Society") fully recognises the benefits of mediation and strongly believes that solicitors who act as "Advocates in Mediation" and "Solicitor-Mediators" do play an important role in the development of mediation in Hong Kong. To enhance the standard of mediators, the Society takes the lead in setting the best practice of the mediation profession and the standards of mediators. The Society offers a range of mediation services to the public, such as:

Mediator Nomination Scheme:

The Society maintains two panels of admitted mediators, namely the Panel of Admitted General Mediators and the Panel of Admitted Family Mediators. A list of mediators on these two Panels is available on the website of the Law Society. Parties can jointly apply to the Society for nomination of a Solicitor-Mediator to handle their cases.

Mediation Helpline and Enquiries:

The Society provides enquiry service on mediation and related matters to the public through the Mediation Helpline (Tel: 8200 8002) and public enquiry services.

Training:

The Society also provides a range of training programmes on mediation and alternative dispute resolution methods.

Enquiry:

The Law Society of Hong Kong
3/F, Wing On House,
71 Des Voeux Road, Central
Telephone: (852) 2846 0582
Fax: (852) 2845 0387
E-mail: mediation@hklawsoc.org.hk
Website: <http://www.hklawsoc.org.hk>

香港律師會 調解相關服務

推廣調解：

香港律師會("律師會")完全認同調解的好處，並深信從事「調解中的代表」及「律師-調解員」的律師，在香港調解的發展中扮演著重要角色。為了提升調解員的質素，律師會在制定業界的可實踐模式和調解員資歷評審方面一直擔當倡導者的角色。律師會亦為公眾提供各種調解服務，例如：

調解員提名服務計劃：

律師會制定了兩類認可調解員名冊，分別為「一般調解員名冊」及「家事調解員名冊」。公眾及執業者可於律師會的網頁瀏覽上述調解員名冊。各方當事人可同共向律師會申請委任一名律師-調解員以處理他們的個案。

調解諮詢專線及查詢服務：

律師會設有調解諮詢專線(電話:8200 8002)和查詢熱線，向公眾提供調解及相關事宜的資訊。

培訓：

律師會亦定期提供不同的調解及另類爭議解決方式的培訓。

查詢：

香港律師會
香港中環德輔道中七十一號
永安集團大廈三字樓
電話：(852) 2846 0582
圖文傳真：(852) 2845 0387
電子郵件：mediation@hklawsoc.org.hk
網址：<http://www.hklawsoc.org.hk>



香港和解中心
Hong Kong Mediation Centre

Congratulatory message from Hong Kong Mediation Centre

Hong Kong Mediation Centre (HKMC) would like to extend our warmest congratulations to the Joint Mediation Helpline Office (JMHO) on the occasion of its 5th Anniversary. Congratulations on reaching an important milestone with finesse.

Over the past 5 years, the JMHO has been devoting itself fully to promote effective use of mediation in dispute resolution. We are very impressed by your constant effort put in assisting parties who seek to settle disputes by mediation, and your contribution in enhancing knowledge among professionals in the field of mediation. We sincerely express our appreciation and heartfelt gratitude to the JMHO for its exceptional accomplishment in these years. We wish the JMHO all the success in its future endeavors.

Hong Kong Mediation Centre



祝 贺 辞

尊敬的联合调解专线办事处各位主席、同仁：

值此贵会成立五周年之际，我谨代表上海经贸商事调解中心（SCMC）的全体同仁向贵会致以最诚挚的问候和最真诚的祝福。

沪港两地有着不可隔断的共同传统和文化渊源。特别是自 1997 年香港回归以来，沪港两地各方面的交流日益扩大。我们高兴地看到，在贵会陈主席、文主席的领导下，沪港两地调解机构之间的联系和合作越来越紧密，越来越成熟。特别是我们共同打造的“沪港商事调解论坛”得到了社会和学届的重视和认可。谱写了沪港两地调解机构合作的新篇章，为沪港两地调解事业提供了更多的示范和宝贵经验。

再次祝颂贵会事业发达，前程似锦。恭祝贵会各位同仁身体健康，万事如意！

上海经贸商事调解中心

张巍

2015.12.8

Congratulations to

Joint Mediation Helpline Office

on its 5th Anniversary

**The Chartered Institute of
Arbitrators (East Asia Branch)**

With compliments

of

Financial Dispute Resolution Centre

The Hong Kong Mediation Accreditation Association Limited ("HKMAAL") would like to extend our warmest congratulations to the Joint Mediation Helpline Office (JMHO) on the occasion of its 5th Anniversary.

Over the past 5 years, the JMHO has provided assistance to parties seeking to settle disputes by mediation. It has made good progress in advancing mediation as a dispute resolution mechanism and providing mediator referral services to disputing parties. We sincerely express our appreciation and gratitude to the JMHO for its contribution to Hong Kong's mediation industry. We wish the JMHO every success in its future endeavours.

聯合調解專線辦事處五週年誌慶

忠於所事 業績斐然



香港大律師公會敬賀

聯合調解專線辦事處五週年誌慶

口碑載道

繼往開來

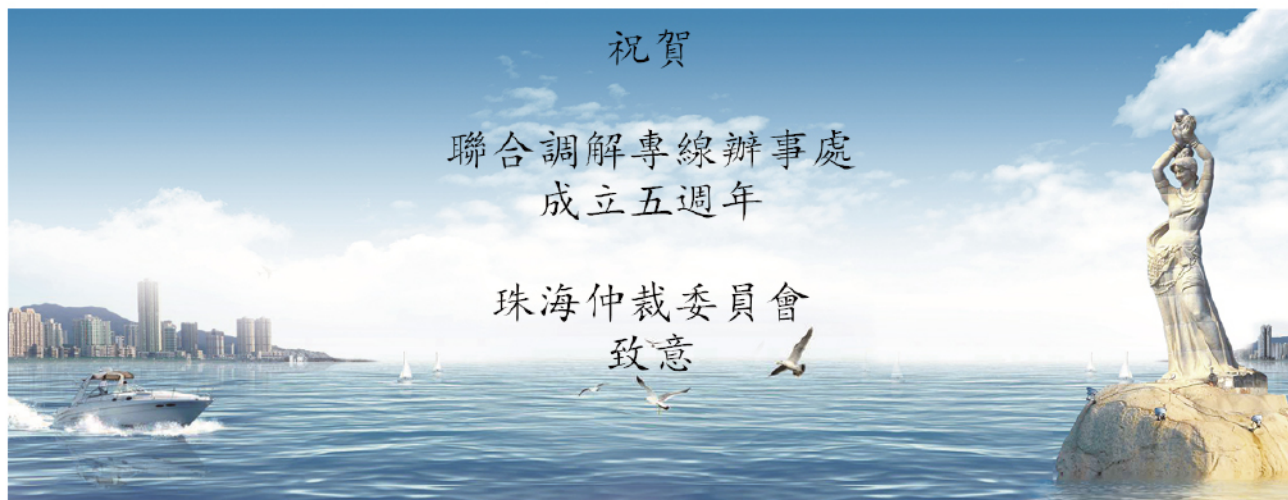
(黎耀權律師行)敬賀

聯合調解專線辦事處五週年誌慶

口碑載道

繼往開來

香港調解會敬賀



祝賀

聯合調解專線辦事處
成立五週年



香港中華廠商聯合會
The Chinese Manufacturers' Association of Hong Kong

致意

Gary Soo's Chambers

Gary Soo's Chambers was first set up in 2004 as a boutique set of chambers with the focus on areas of civil litigation involving commercial and construction disputes, international arbitration and other forms of alternative dispute resolution.

Our practice has by now expanded to include other areas of laws for the needs of our clients.

Barrister-at-Laws

Gary K.L. SOO
Andrew H.K. HUNG
Harrison C.H. CHEUNG
Honik H.K. IP
Solomon L.F. LAM
Vincent S.C. CHAN

Vincent M.K. LI
Eric Y.M. CHUNG
Henry C. TSIN
Oscar K.S. TAN
Matthew W.W. CHEUNG

Rooms 2106-08, Tower One, Lippo Centre, Queensway, Admiralty, Hong Kong.

t: +852 28696325 f: +852 2869 6302 e: email@gschambers.hk w: www.gschambers.hk

hklti 香港法律培訓學院 Hong Kong Legal Training Institute

“Legal training always is the crucial difference.”

To this end, Hong Kong Legal Training Institute (HKLTI) is dedicated to providing stimulating experience in legal training and continuing professional development with a view to equipping all participants with the essential knowledge and skills for effective and practical applications.

Room 503, Tower Two, Lippo Centre, Queensway, Admiralty, Hong Kong.

t: +852 2869 6325 f: +852 2869 6302 e: email@hklti.hk w: www.hklti.hk



聯合調解專線辦事處五周年誌慶

同心同德 再創新猷

陳炳煥 銀紫荊星章 太平紳士

聯合調解專線辦事處義務顧問及創會主席

敬賀聯合調解專線辦事處成立五周年

服務社群，推動調解發展
凝聚業界，共譜和諧華章

一眾調解評核員

Foreword

前言

We have the pleasure to present this 5th Anniversary Special Issue and 2015 Annual Report of the Joint Mediation Helpline Office ("JMHO") to celebrate and reflect on the advances made by JMHO in the field of mediation over the past five years. The tradition for 5th Anniversary often has a theme of Wood. Wood symbolises strength, solidarity and warmth. We are grateful that JMHO has been blessed by these values in its past five years, and has aspired to share these values with all its partners and service recipients in the mediation industry.

Back in July 2010, The Hong Kong Mediation Council, the Hong Kong Bar Association, the Law Society of Hong Kong, the Chartered Institute of Arbitrators (East Asia Branch), the Hong Kong Institute of Arbitrators, the Hong Kong Institute of Architects, the Hong Kong Institute of Surveyors and the Hong Kong Mediation Centre joined hands to set up the JMHO. The mission was to provide one-stop mediation referral services for parties in need of mediation services, and serve as a platform for operating various kinds of mediation services and schemes to enhance mediation as an effective dispute resolution mechanism. All services provided by JMHO are on non-profit making basis.

過去五年，聯合調解專線辦事處（JMHO）在調解領域不斷進步，竿頭日上。為此JMHO特意預備了五周年特刊及年報2015，來紀念這些年來努力的成果。傳統上，五周年與木有著密不可分的關係，象徵著力量、團結和溫暖。JMHO在過去五年一直努力不懈，協助各方斡旋，與合作夥伴和服務使用者戮力同心，希望調解業界能幼苗成木，鬱鬱蔥蔥。

2010年7月，香港調解會、香港大律師公會、香港律師會、特許仲裁學會（東亞分會）、香港仲裁司學會、香港建築師學會、香港測量師學會及香港和解中心攜手成立了JMHO，旨在為需要調解服務的人士提供一站式的調解轉介服務，作為提供不同的調解服務及計劃的運作平台，讓調解成為有效的爭議解決機制。JMHO提供的所有服務均以非牟利為基礎。

Anniversaries always provide an opportunity for reflection. From humble beginnings, JMHO worked its ways to serve the public in need of mediation under public or charitable funding. It experimented innovative mediation schemes (such as the now-concluded Pilot Mediation Scheme under the Land (Compulsory Sales for Redevelopment) Ordinance (Cap 545), and the newly incepted Minor Dispute Mediation Pilot Scheme). It ventured projects to promote Hong Kong mediation across mainland China, organized workshops and conferences for professionals and Small and Medium Enterprises ("SME"), arranged exhibitions and trainings to advocate the use of mediation, promoting the newly enacted Mediation Ordinance (Cap.620) in 2013, and conducted many other jobs and projects to advocate the effective use of mediation in resolving local and international disputes. All these require generous support from funding partners, and many efforts and contributions from friends and partners, towards whom we forever owe our big debt and gratitude.

Anniversaries are also a time for looking forward. Since its inception, JMHO has been juggling with limited resources, without backup from long-term, stable funds. These are severe constraints that JMHO has to battle and resolve before it could continue its missions and tenure. No doubt JMHO and its secretariat will keep working on all the on-going projects and commitments with their best efforts and courage. They shall also spare no effort in pledging for additional resources and forging new partnerships, to enable it to advance new frontiers and embrace further challenges. The goal is to realize the missions endowed by its founding members, i.e. to promote mediation as a dispute resolution, without having fallen by the wayside. To this end, we shall continue to count on all your kind support and, as always, we shall pay our highest tribute to all your priceless contributions.

This special edition for the 5th Anniversary of JMHO is dedicated to all past, present and future fellow partners, friends, supporters and office bearers of JMHO. To JMHO, the past five years have been a meaningful journey. We are sure the coming years will be just as exciting.

風雨砥礪，歲月如歌，周年紀念往往是回顧過去的好機會。JMHO一直默默耕耘，以公共和慈善資金為有需要的公眾提供調解服務，期間不斷嘗試別出機杼的調解計劃，如已完成的《土地（為重新發展而強制售賣）條例》（第545章）調解先導計劃，以及新開展的小型糾紛調解先導計劃。為了推廣在2013年生效的《調解條例》（第620章），JMHO在內地致力推動香港的調解服務，為專業人士、中小企籌辦論壇及工作坊，安排展覽與訓練課程，以提倡調解的應用。此外，JMHO亦展開不少的工作及計劃，推廣調解作為有效解決本地和國際爭議的方法。凡此種種，實在有賴資助夥伴的慷慨解囊，還有各方好友的鼎力相助，我們謹此表達深深的感激。

承先啟後，繼往開來，周年紀念同樣是展望未來的好時機。自成立以來，JMHO左支右絀，缺乏長期而穩定的資金支援，但為了要繼續完成其使命及工作，這是必須跨越的挑戰。毫無疑問，JMHO及其秘書處會繼續完成所有計劃，並盡力履行一切承諾，尋找額外的資源和建立新的夥伴關係，以拓展新的領域，迎接更大的挑戰。JMHO旨在實踐創會成員訂定的使命——推廣調解繼續成為爭議解決方法之一。最後，我們繼續有賴你們的支持，並感謝你們的付出。

我們衷心為所有過去、現在和將來的合作夥伴、好友、支持者和JMHO幹事呈獻五周年紀念特刊。過去五年，JMHO經歷了一段有意義的旅程。我們相信，未來將更令人熱切期待。

Highlights of Our 5-year History and Milestones

過去5年的重點回顧及里程碑

2010

I. JMHO Opening Ceremony on 12 July 2010

聯合調解專線辦事處開幕典禮 2010年7月12日



2011

I. Opening Ceremony of Pilot Mediation Scheme under Land (Compulsory Sale for Redevelopment) Ordinance (Cap 545) on 27 January 2011

《土地（為重新發展而強制售賣）條例》【第545章】調解先導計劃開幕典禮 2011年1月27日



II. One-day Conference in Hong Kong – “Mediation Practice Model after Civil Justice Reform” on 4 April 2011.

為期一天的「民事司法制度改革後的調解實踐模式」香港調解研討會 2011年4月4日



2012

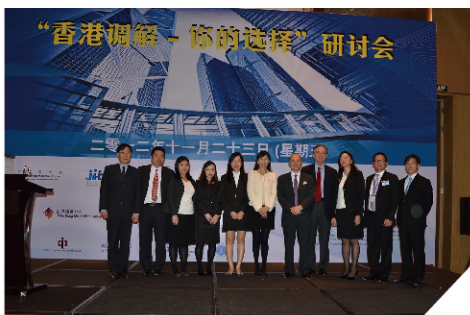
I. The 1st Shanghai-HK Commercial Mediation Forum on 3 March 2012

第一屆滬港商事調解論壇 2012年3月3日



II. One-day Conference in Huizhou – “Mediation in Hong Kong – Your Options” on 23 November 2012

“香港調解——你的選擇”研討會【惠州】 2012年11月23日



I. Mediation Conference in Hong Kong – “The Amazing Changes with the New Mediation Ordinance and Latest Development in Hong Kong Mediation” on 17 December 2013.

香港調解研討會——「香港調解之改變——新調解條例及最新發展」
2013年12月17日



II. Visits from foreign delegates

海外交流團探訪



2014

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Highlights of Our 5-year History and Milestones
過去5年的重點回顧及里程碑

I. Mediation Week 2014

a) Financial Dispute Resolution Centre – Opening day on 26 March 2014

金融糾紛調解中心——開放日 2014年3月26日



b) Seminar for Civil Aid Service on 23 March 2014

為民衆安全服務隊舉辦的講座 2014年3月23日



II. Exhibition Booth (Hall 1E-B13) and seminar at "The World SME Expo" organized by HKTDC on 4-6 December 2014

香港貿發局——「國際中小企博覽」展覽攤位(展覽館1E-B13)及講座 2014年12月4-6日



III. One-Day Mediation Conference "Mediate Disputes to Enhance Harmony in doing Business between Hong Kong and China cum the 2nd Shanghai-Hong Kong Commercial Mediation Forum on 27 November 2014

香港調解研討會——「香港調解創造和諧營商環境暨第二屆滬港商事調解論壇」
2014年11月27日



IV. Visits from foreign delegates

海外交流團探訪



TODAY's JMHO

今天的聯合調解專線辦事處

Annual Report 2015

年報2015

THE BOARD OF DIRECTORS

董事局

Chairman 主席

Mr. Antony MAN Chi Chuen
文志泉先生

Member Organization 成員機構

Hong Kong Institute of Surveyors
香港測量師學會

Directors 董事

Mr. Frankie KWAN Wai King[^]
關衛擎先生

Hong Kong Mediation Centre
香港和解中心

Mr. Alex LAI Yip Hung
黎業鴻先生

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)

Mr. Paul SHIEH Wing Tai SC
石永泰先生, SC

Hong Kong Bar Association
香港大律師公會

Ms. 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

Mr. YEUNG Man Sing*
楊文聲先生

Hong Kong Mediation Council
香港調解會

Ms. Cecilia WONG NG Kit Wah
黃吳潔華女士

The Law Society of Hong Kong
香港律師會

Immediate Past Directors 前任董事

Mr. Andrew CHIU Ka Yin
趙家賢先生

Hong Kong Mediation Centre
香港和解中心

Ms. Jody SIN Kar Yu
冼迦好女士

Hong Kong Mediation Council
香港調解會

[^] Date of Appointment: 6 January 2015 委任日期：2015年1月6日

* Date of Appointment: 27 August 2015 委任日期：2015年8月27日

Alternate Directors 後補董事

Ms. Chiann BAO 鮑其安女士	Hong Kong Mediation Council 香港調解會
Dr. Simon CHEE Wai Hung 池偉雄先生	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
Ms. Amy WONG Yan~ 黃欣女士	Hong Kong Mediation Centre 香港和解中心
Mr. Osmond LAM Kwok Fai 林國輝先生	Hong Kong Bar Association 香港大律師公會
Mr. Lawrence LEE Tsz Hang 李子衡先生	Chartered Institute of Arbitrators (East Asia Branch) 特許仲裁學會(東亞分會)
Mr. LAM Sek Kong 林錫光先生	Hong Kong Institute of Arbitrators 香港仲裁司學會
Ms. Sylvia SIU Wing Yee, JP 蕭詠儀女士, 太平紳士	The Law Society of Hong Kong 香港律師會

Immediate Past Alternate Director 前任後補董事

Mr. KWOK Chi Min 郭志棉先生	Hong Kong Mediation Centre 香港和解中心
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~ Date of Appointment: 13 August 2015 委任日期：2015年8月13日

Advisor**顧問**

Mr. CHAN Bing Woon, SBS, JP	陳炳煥先生，銀紫荊星章，太平紳士
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Honorary Secretary**義務秘書**

Mr. Gary SOO Kwok Leung	蘇國良先生
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Assistant Honorary Secretary**義務助理秘書**

Mr. Oscar TAN Khain Sein (Terms of service until July 2015)	陳慶生先生 (任期至2015年7月)
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Honorary Treasurer**義務司庫**

Mr. David FONG Shiu Man	方兆文大律師
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Honorary Auditor**義務核數師**

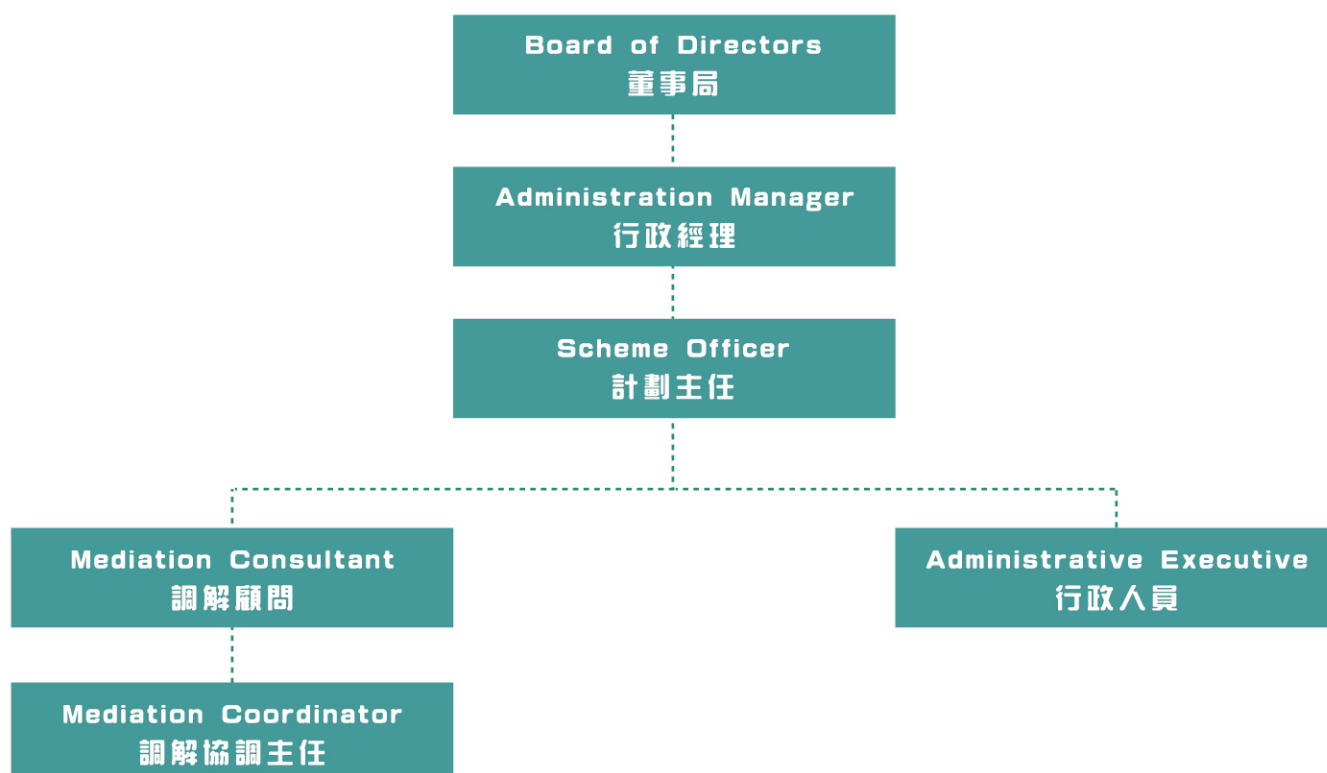
Mabel Chan & Co.	陳美寶會計師事務所
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SECRETARIAT 秘書處

Ms. Hilda CHEUNG Wing Sze 張詠詩女士	Administration Manager 行政經理
Ms. Inti TUNG Kit Ching 董潔情女士	Scheme Officer 計劃主任
Ms. Vanessa LI Ka Ying 李嘉瑩女士	Administrative Executive 行政人員
Mr. Oscar TAN Khain Sein 陳慶生先生	Consultant 顧問
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

Organization Chart

組織架構圖



Chairman's Message

主席的話



Mr. Antony MAN
文志泉先生

The year of 2015 marked the 5th anniversary of the Joint Mediation Helpline Office ("JMHO"). While celebrating the modest achievements it has attained in the past five years, JMHO strived to live up its mission to promote mediation in Hong Kong, while continued to juggle with limited resources in providing affordable and accessible mediation services to the public. In this remarkable year, JMHO implemented several projects to promote the use of mediation as an alternative dispute resolution method in Hong Kong and the mainland China, at the same time maintained its daily, readily accessible mediation referral services for the public in need. In addition, JMHO ventured into new funding opportunities, and launched a brand-new mediation pilot scheme for resolving minor disputes through mediation. I am pleased to report that, amid resources constraints and increasing competition in the mediation industry, JMHO has been able to accomplish its goals and deliver impressive achievements in the past busy year.

Minor Dispute Mediation Pilot Scheme (MDMPS)

JMHO has successfully applied for funding from the Hong Kong Jockey Club Charities Trust for the launch of this new mediation pilot scheme. The scheme aims at providing mediation promotion and services for resolving disputes under HK\$100,000, including arranging the provision of mediation services at a proportionate cost to the parties in need. JMHO independently administers the scheme. The scheme commenced on 2 November 2015, and is scheduled to run for 2 years. We are encouraged to note that, so far JMHO has received over 60 enquiries about participation in the scheme, and 4 cases have already been referred to mediation under funding support from the scheme. To effect wider promotion of the MDMPS, JMHO will arrange radio broadcasting, bus television advertisement, public talks and other publicities to reach the public and invite appropriate parties to utilize the scheme.

2015年是聯合調解專線辦事處(JMHO)的五周年紀念。過去五年，為了向公眾提供價錢相宜且方便可信的調解服務，儘管受到資源所限，JMHO依然貫徹目標，努力促進香港調解行業的發展。在這與眾不同的一年，JMHO推動了多項計劃，藉以在香港和中國內地推廣使用調解作為另類解決爭議的方法，同時為有需要的大眾市民提供調解轉介服務。此外，JMHO努力尋找新的贊助機會，並實行一項新的調解先導計劃，以調解方式處理小型糾紛。在資源限制及行內競爭下，我很開心JMHO在過去一年已成功達成目標及完成使命。

小型糾紛調解先導計劃 (MDMPS)

JMHO成功從香港賽馬會慈善信託基金申請款項，藉以推行新的調解先導計劃。計劃旨在推廣調解及提供調解服務，以解決涉及爭議金額低於港幣十萬元的糾紛，包括以符合比例的收費提供調解服務予有需要人士。這個計劃由JMHO獨立管理，於2015年11月2日展開，預計運作兩年。目前為止，JMHO已收到超過60個有關參與計劃的查詢，當中4個案件獲計劃資助後，已轉介進行調解，情況令人鼓舞。為了讓更多人認識MDMPS，JMHO會安排電台廣播、巴士電視廣告、公開講座及其他宣傳活動，並邀請合適的人士參與計劃。

The MDMPS is first of its kind in Hong Kong. It is expected that the MDMPS can assist parties in need to resolve minor disputes through mediation instead of litigation, so as to save money and time, and enhance social harmony.

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

JMHO continued to actively implement the BUD Fund project in the past year. The project aims at enhancing the overall competitiveness of Hong Kong Mediation as a brand to all involved in the Mainland market. Funding is granted by the Trade and Industry Department of the Government of HKSAR. In 2015, JMHO organized the "Advanced Mediation Skills Workshop" on 10th September 2015 to highlight the skills and methods needed for resolving cross-border mediation. It has also collaborated with the authorities and commissions in the mainland China to co-organize one seminar in Shenzhen on 29th June 2015 and another seminar in Zhuhai on 22nd September 2015, both for promoting mediation skills and rules for resolving cross border commercial disputes, in particular in Free Trade Zones in mainland China. The BUD Fund project is conducive to steering closer and wider cross-border cooperation between mediators, professionals and small and medium enterprises in Hong Kong and the mainland China. It is expected that these exchanges can encourage wider use of mediation to resolve disputes in China's economic and free trade zones.

SME Development Fund (SDF)

Under funding received from the Trade and Industry Department of the Government of Hong Kong, JMHO organized a seminar for the small and medium enterprises (SMEs) on 11th December 2015, promoting mediation in resolving customer complaints faced by the small and medium enterprises (SMEs). The seminar received enthusiastic support from SME participants. It is expected that until June 2016, JMHO will deliver 5 seminars and 1 conference for the promotion of mediation among SMEs.

在香港，MDMPS是同類計劃中最先面世的。預料MDMPS能夠協助有需要的人士，透過調解而非訴訟解決小型糾紛，從而節省金錢及時間，並促進社會和諧。

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)

過去一年，JMHO繼續積極實行BUD專項基金計劃。項目旨在提升「香港調解」品牌在整個內地市場的競爭力。有關款項由香港特別行政區政府工業貿易署撥出。在2015年，JMHO於9月10日舉辦「高級調解技巧工作坊」，講解中港商事調解所需的技巧和方法。JMHO亦與中國內地的官方機構及委員會合作，分別於6月29日及9月22日在深圳和珠海舉辦講座，目的是宣傳處理中港商事糾紛的調解技巧及規則，特別是關於中國內地自由貿易區的糾紛。

BUD專項基金項目有助促進中港兩地的調解員、專業人士、以至中小企業更緊密而廣泛的跨境合作。我們預料，這些交流能夠鼓勵更多人使用調解處理涉及中國經濟與自由貿易區的糾紛。

中小企業發展支援基金(SDF)

在獲得香港政府工業貿易署資助下，JMHO於2015年12月11日為中小企業舉辦一場講座，講解如何運用調解技巧打造優質服務並輕鬆化解客戶投訴。這個講座會得到中小企業參加者的熱烈回響。預料到2016年6月，JMHO將透過舉辦5場講座及1場研討會向中小企推廣調解。

Professional Services Development Assistance Scheme (PSDAS)

In August 2015, JMHO has successfully completed the PSDAS, as marked by the publication of the mediation booklet, "Mediation & Dispute Resolution handbook (Second Edition)". The booklet provides valuable information and practical guidelines, and insightful comments, from seasoned mediation practitioners. Copies have been distributed to the NGOs, libraries, stakeholders and fellow mediation practitioners for wider dissemination. E-copy is also available at JMHO's website for public access.

A "Research Study on Hong Kong Mediation Services-Standard Practice and Procedure" was also conducted under the funding from PSDAS. The research aimed at collecting data about existing mediation practices, and exploring room for improvement. The research has been successfully concluded, and its report completed and published in January 2015.

Mediation Promotion Activities

During the past year, JMHO has carried out many other numerous projects and activities for the promotion of mediation in Hong Kong. Below are some highlights.

JMHO co-organized a seminar with Hong Kong University of Science and Technology Business School on 20th May 2015 and invited internationally renowned and local experienced mediation specialists to share their experiences in a cross-cultural context.

The JMHO is also one of the members of Guangdong, Hong Kong & Macau Mediation Alliance (GHMMA). The members of GHMMA meet regularly to discuss the working plan of the alliance aiming to promote commercial mediation in Guangdong, Hong Kong and Macau. In November 2015, a mediation training course organized by GHMMA and administrated by JMHO was held in Shenzhen. The course has been accredited by Hong Kong Mediation Accreditation Association Limited (HKMAAL) as satisfying the stage one requirement for entering into stage two assessment for accreditation as a HKMAAL General Mediator. This is an innovative attempt to organize cross-border training for people in the mainland China and Macau who are interested to be accredited as mediators in Hong Kong.

專業服務發展資助計劃 (PSDAS)

2015年8月，JMHO正式出版調解小冊子——《調解及爭議解決手冊(第二版)》，為PSDAS計劃劃上完美的句號。小冊子由經驗豐富的調解從業員協助撰寫，內容翔實，指引清晰，見解獨到。為了使調解的概念更加普及，小冊子已分派給非政府組織、圖書館、持份者以至所有調解從業員。公眾亦可從JMHO的網站取得小冊子的電子版本。

在PSDAS資金資助下，我們開展了「香港調解服務研究：標準實踐及程序」的研究項目。是項研究旨在收集有關調解實踐的數據，並找尋改進空間。研究已經圓滿結束，相關報告亦已完成，並於2015年1月出版。

調解推廣活動

過去一年，為了在香港推廣調解服務，JMHO舉辦了多項不同計劃及活動。例如，

2015年5月20日，JMHO與香港科技大學商學院合辦一研討會，廣邀本港以至國際間享負盛名的調解專家，分享在跨文化環境下工作的經驗。

聯合調解專線辦事處是粵港澳商事調解聯盟(“聯盟”)成員之一，各成員會定期開會商討聯盟的工作計劃以於廣東、香港及澳門推廣商事調解。2015年11月，由聯盟舉辦並由JMHO提供行政支援的調解訓練課程於深圳舉行。這個課程獲得香港調解資歷評審協會有限公司(“調評會”)認可，符合第一階段資格，修畢後可進入第二階段評核，以成為調評會認可的綜合調解員。為有興趣成為香港認可調解員的中國內地及澳門專業人士舉辦跨境訓練，可謂一個新的嘗試。

In addition, JMHO has also successfully applied for funding from the Rotary Peace Programme, to administer a 40-hour general mediation training course in Hong Kong developed based on the accreditation standards of HKMAAL in December 2015.

In order to reach out to the general public, JMHO set up a booth in the SME Expo at the Hong Kong Convention and Exhibition Centre on 3rd-5th December 2015, to broaden the public's knowledge on JMHO's services and promoting mediation to the public.

URRC Pilot Scheme for Community Venue for Mediation

The Urban Renewal Authority (URA) and JMHO have extended their cooperation in relation to the Pilot Project for Community Venue for Mediation. The arrangements for the provision of meeting facilities for the Pilot Project have been extended for one year. The project is administered by JMHO, as a support of the Government's policy to promote the wider use of mediation and extend the use of the mediation rooms at the Urban Renewal Resources Centre ("URRC").

I would like to take this opportunity to express my sincere gratitude towards all the Directors and members of various committees, for their invaluable guidance, inspiration and unfailing support, without which we could not have gone this far in the past years. The efforts and perseverance of our staff in the Secretariat are also commendable and much appreciated. Empowered with your support and goodwill, I am confident that JMHO will remain blessed with continuous growth and more accomplishments in the coming years.



Antony MAN Chi-Chuen
Chairman

除此之外，JMHO成功申請到國際扶輪和平基金計劃(Rotary Peace Programme)的資助，以調評會的評審標準，為2015年12月在香港舉行的一個40小時綜合調解訓練課程提供行政支援。

為了加深普羅大眾對調解的認識和了解JMHO提供的調解服務，我們在2015年12月3至5日，假香港會議展覽中心舉行的國際中小企博覽設立了展示攤位。

「市建一站通」社區調解場地先導計劃

市區重建局(URA)與JMHO延長了社區調解場地先導計劃的合作。為先導計劃提供會議場地的合作期延長了一年。這個計劃交由JMHO管理，以示政府對促進更廣泛使用調解服務，以及擴大使用「市建一站通」資源中心會議室的政策支持。

本人希望借此次機會，向所有董事及各個委員會的成員表達誠致的謝意，感謝他們寶貴的指導、啟發與一貫的支持，否則我們在過去幾年根本難以走遠。秘書處員工們的努力與堅持同樣值得稱頌，我們深表感激。有了你們鼎力支持和善意的鼓勵，本人有信心在不久的將來，JMHO會持續成長，成就更多。



文志泉先生
主席

Honorary Secretary's Report

(As at 31 December 2015)

義務秘書報告

(截至 2015年12月31日)



Mr. Gary SOO
蘇國良先生

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Honorary Secretary's Report
義務秘書報告

1. General Mediation Services Overview

This year, the JMHO continued to provide mediation referral services to the general public. Since its operation in 2010, JMHO totally received 536 applications. The rate of making successful referral is 36.01%, with 193 cases successfully referred to Participating Service Providers ("PSPs"). 152 mediations were conducted, 68 of which had been settled, exclusive of 17 cases settled after a written request for mediation had been made and 1 case settled after mediation was completed. The overall settlement rate is 51%.

The nature of the disputes

Business (15.7%), Personal Injuries (11.3%), Finance (11.3%) and Debt (10.7%) are the 4 most common types of disputes.

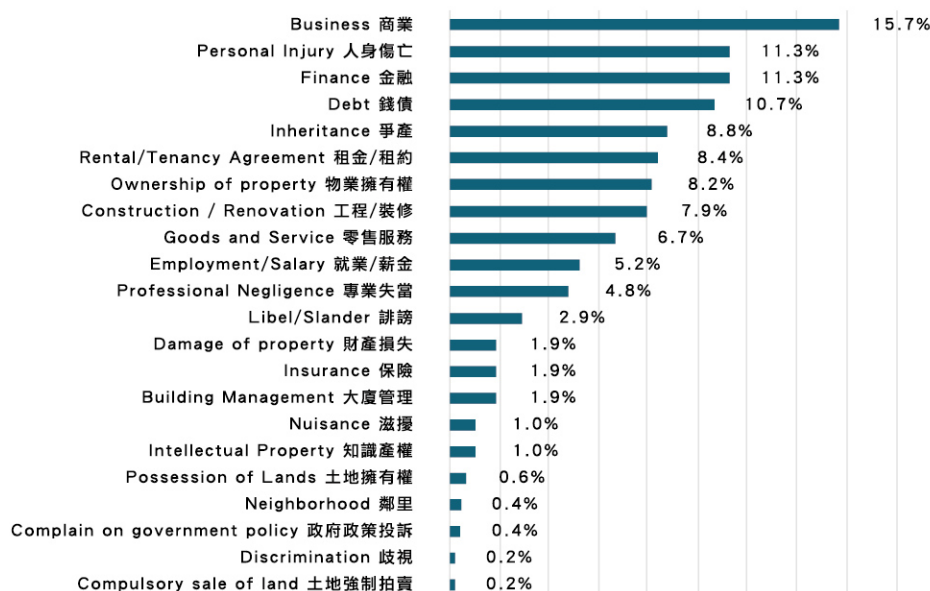
1. 一般調解服務概況

今年，JMHO一如以往，向普羅大眾提供調解轉介服務。自2010年開業至今，JMHO總共收到536項申請。成功轉介比率為36.01%，其中193項成功轉介給調解服務機構（「PSPs」）。期間共進行152次調解，當中68個案例已成功和解，不包括17個案例於提出書面請求調解後和解，以及1宗在調解結束後和解。總和解率為51%。

爭議性質

商業(15.7%)、人身傷亡(11.3%)、金融(11.3%)和錢債(10.7%)為最常見的4種爭議性質。

Nature of Dispute 爭議性質



Amount of dispute

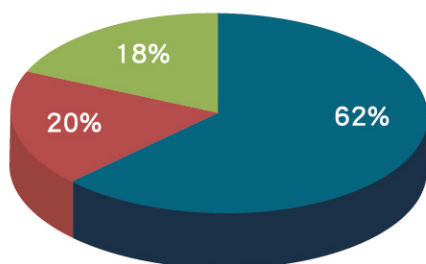
Amongst all applications, the amount in dispute ranges from HK\$0.01M to over HK\$5M

爭議金額

在所有申請中，爭議的金額範圍從港幣一萬元到超過港幣五百萬元。

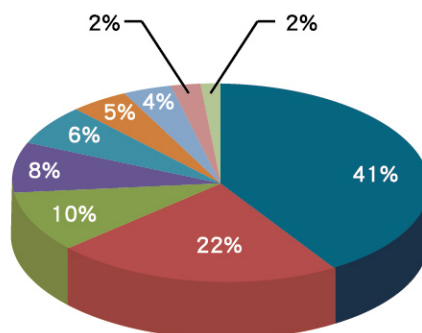
Amount of Dispute 爭議金額

- 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



Sources of Applications / Enquiries 申請/查詢來源

- MIO 司法機構調解資訊中心
- FDRS 金融糾紛調解中心
- High Court/District Court 法院
- Website 網頁
- Gov't sectors/NGOs 政府部門/非牟利機構
- Family/Friends 家人/朋友
- Lawyer/Legal Consultant 律師/法律顧問
- TV 電視
- Others(PSP, newspaper) 其他(如調解服務機構, 報章)



2. URRC Pilot Project for Community Venue for Mediation

The Urban Renewal Authority ("URA"), 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.

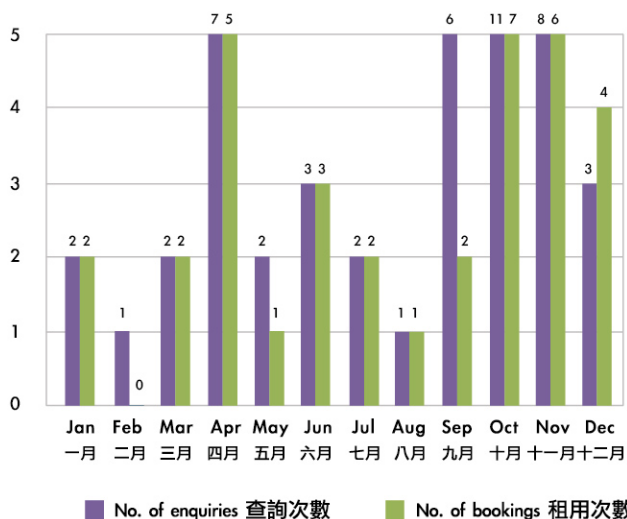
The number of enquiries and bookings and time used for these rooms for the year ended 31 December 2015 are as follow:

2.「市建一站通」社區調解場地先導計劃

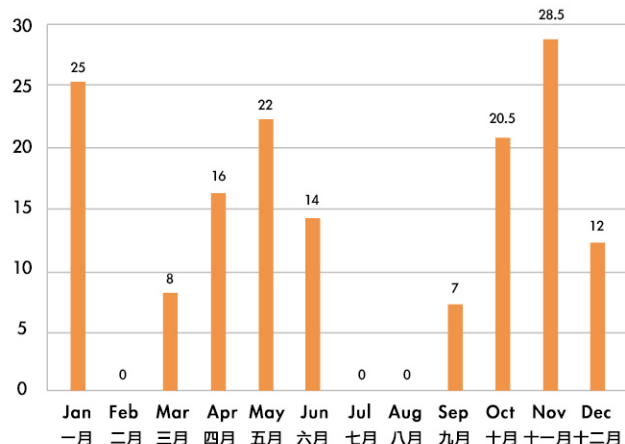
市區重建局支持政府提倡多加運用調解作為解決爭議的方法的政策，擴大使用「市建一站通」資源中心的會議室，用作由律政司司長出任主席的調解工作小組推出並由聯合調解專線辦事處執行的「市建一站通」社區調解場地先導計劃。

截至2015年12月31日，調解室的查詢、租用次數和使用時間如下：

No. of enquiries and bookings 查詢及租用次數



Time used (hours) 使用時間【小時】



Highlights for the Year 2015

2015年度的重點回顧

Professional Service Development Assistance Scheme (PSDAS) 專業服務發展資助計劃



Under this project, a promotion booklet entitled "Mediation & Dispute Resolution Handbook" has been produced and distributed with an aim to promote valuable information and guidelines on mediation.

在這個計劃下，我們制作及對外派發「調解及爭議解決手冊」的小冊子，以宣傳有關調解資訊及指引。

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)

With the funding support from the BUD project, we have promoted "Hong Kong Mediation" to mainland China by way of conducting the seminars and two half-day seminars were organized in Shenzhen and Zhuhai on 29 June 2015 and 22 September 2015 respectively.

在BUD專項基金資助下，我們透過講座、工作坊及研討會向中國內地以宣傳“香港調解”。



SME Development Fund 中小企業發展支援基金

One seminar co-organized with Hong Kong Retail Management Association was held on 11 December 2015. It aims to promote mediation in resolving customer complaints faced by the small and medium enterprises (SMEs).

2015年12月11日，與香港零售管理協會合辦了一個以推廣調解解決中小企面對顧客投訴為目標的講座。



Other Mediation Promotion Activities 其他調解推廣活動

"Mediate First Pledge" Reception 2015

organized by Department of Justice and supported by JMHO.

「調解為先承諾書」招待會2015 由律政司主辦，JMHO協辦。



A Mediation Seminar co-organised with the HKUST Business School was held on 20 May 2015 - "The Mediator's Role at the Table: A Panel Discussion with Audience Participation - How a Mediator Help Facilitate negotiation in Cross-cultural Commercial Dispute".

2015年5月20日，與香港科技大學商學院合辦一個調解研討會——「調解員在談判桌上的角色：與聽眾進行小組討論——在跨文化的商業糾紛中，調解員如何協助促進調解」。



Mediation Talks and Workshops for the Land (Compulsory Sale for Redevelopment Ordinance (Cap 545)

The JMHO has continually supported the Senior Citizen Home Safety Association (SCHSA) to promote mediation to the minority owners, who are affected by compulsory sale under the Land (Compulsory Sale for Redevelopment) Ordinance (LCSRO). In 2015, 2 public talks for the minor owners and 3 workshops to social workers were conducted.

《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

JMHO繼續支持長者安居協會(SCHSA)向受《土地(為發展而強制售賣)條例》影響的小業主宣傳調解服務。2015年，我們為小業主舉辦了兩次公開演講，並為社工舉辦了三個工作坊。



Exhibition Booth at HKTDC World SME Expo on 3-5 December 2015

2015年12月3-5日，在香港貿發局「國際中小企博覽」的展覽攤位



Visits & Overseas Delegations 探訪、海外考察及交流

We appreciate the opportunity to receive the delegates from mainland and overseas. In 2015, we are pleased to have delegates from Xinjiang and Guizhou to visit JMHO. There was also interview with overseas Journalists (UK and Japan) on 11 May 2015.

我們非常歡迎內地及海外的交流團。在2015年，我們很高興接待來自新疆及貴州的交流團。在2015年5月11日，我們也接受海外記者(英國及日本)的訪問。



Mediation Trainings - Administrative Support 調解培訓 - 行政支援

Commercial Mediation Training organized by Guangdong, Hong Kong & Macau Mediation Alliance and administrated by JMHO was held on 7, 8, 14, 15, 21, 22 November 2015.

2015年11月7、8、14、15、21、22日，粵港澳商事調解聯盟舉辦了商事調解訓練課程，並由JMHO提供行政支援。



Peace through Mediation - Rotary Peace and Harmony for Our Society – General Mediation Training Course organized by Rotary District 3450 and administrated by the JMHO was held on 5, 6, 9, 10, 12, 13 December 2015.

2015年12月5、6、9、10、12、13日，國際扶輪3450地區舉辦了「扶輪共建和平及和諧社會計劃：以調解促進和平」——綜合調解訓練課程，並由JMHO提供行政支援。



Financial Report

財務報告

The directors present herewith their report and the audited financial statements for the year ended 31 March 2015.

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 2015 and the state of the company's affairs as at that date are set out in the company's financial statements on pages 46 to 56.

Property, plant and equipment

Details of the movements in property, plant and equipment during the year are set out in note 10 to the financial statements.

Directors

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

董事特此出示他們截至2015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

本公司的主要活動為提供及推動調解服務。
此與之前年度活動沒有重大改變。

業績

本公司截至2015年3月31日止年度的業績以及該日為止之本公司狀態列示於財務報表46至56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10。

董事

在本年度以及截至此報告日在任的董事為:-

CHIU Ka Yin Andrew 趙家賢先生	-resigned on 6 January 2015 於2015年1月6日辭任
LAI Yip Hung 黎業鴻先生	
LEUNG Wai Keung 梁偉強先生	
MAN Chi Chuen 文志泉先生	
SHIEH Wing Tai Paul SC 石永泰先生 SC	
SIN Kar Yu 冼珈妤女士	-resigned on 27 August 2015 於2015年8月27日辭任
SIU Wing Yee Sylvia, JP 蕭詠儀女士JP	
WONG Kwai Huen Albert JP 王桂壠先生JP	-resigned on 11 December 2014 於2014年12月11日辭任

Directors (cont'd) 董事 (續)

WONG NG Kit Wah Cecilia 黃吳潔華女士	-appointed on 11 December 2014 於2014年12月11日委任
KWAN Wai King Frankie 關衛擎先生	-appointed on 6 January 2015 於2015年1月6日委任
YEUNG Man Sing 楊文聲先生	-appointed on 27 August 2015 於2015年8月27日委任

Alternate directors 候補董事

BAO Chiann 鮑其安女士	-alternate director to SIN Kar Yu 後補冼迦舒女士
CHEE Wai Hung Simon 池偉雄先生	-alternate director to LAI Yip Hung 後補黎業鴻先生
CHENG Wai Hung Nelson 鄭偉雄先生	-alternate director to MAN Chi Chuen 後補文志泉先生
KWAN Wai King Frankie 關衛擎先生	-resigned as alternate director to CHIU Ka Yin Andrew on 6 January 2015 於2015年1月6日辭任後補趙家賢先生
LAM Kwok Fai Osmond 林國輝先生	-alternate director to SHIEH Wing Tai Paul 後補石永泰先生
LEE Tsz Hang 李子衡先生	-alternate director to LEUNG Wai Keung 後補梁偉強先生
NG So Kuen 伍素娟女士	-resigned as alternate director to SIU Wing Yee Sylvia on 6 October 2014 於2014年10月6日辭任後補蕭詠儀女士JP
WONG NG Kit Wah Cecilia 黃吳潔華女士	-resigned as alternate director to WONG Kwai Huen Albert on 11 December 2014 於2014年12月11日辭任後補王桂壩先生
SIU Wing Yee Sylvia, JP 蕭詠儀女士JP	-appointed as alternate director to WONG Ng Kit Wah Cecilia on 11 December 2014 於2014年12月11日委任後補黃吳潔華女士
LAM Sek Kong 林錫光先生	-appointed as alternate director to SIU Wing Yee Sylvia on 6 October 2014 於2014年10月6日委任後補蕭詠儀女士JP
KWOK Chi Min 郭志棉先生	-appointed as alternate director to KWAN Wai King Frankie on 1 January 2015 and resigned as alternate director to KWAN Wai King Frankie on 13 August 2015 於2015年1月1日委任後補關衛擎先生及於2015年8月13日辭任後補關 衛擎先生
WONG Yan Amy 黃欣女士	-appointed as alternate director to KWAN Wai King Frankie on 13 August 2015 於2015年8月13日委任後補關衛擎先生

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.

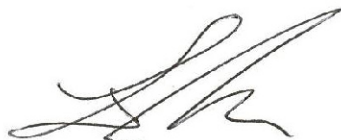
Event after the reporting period

Details of significant event occurring after the balance sheet date are set out in note 11 to the financial statements.

Auditor

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

On behalf of the Board



Chairman

Hong Kong, 14 December 2015

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簽訂關於由任何個人、商號或公司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

在本年度結束或在年度任何期間並無任何以本公司作為當事人一方，或本公司董事有直接或非直接的重大利益之重要合約。

結算日後事項

有關資產負債結算後之事項之詳情載於財務報表附註11。

核數師

於本公司應屆股東週年大會上將提交一項決議案續聘陳美寶會計師事務所出任核數師。

承董事會命



主席

2015年12月14日於香港

Independent auditor's report

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

We have audited the financial statements of Joint Mediation Helpline Office (the "company") set out on pages 46 to 56, which comprise the balance sheet as at 31 March 2015, and the statement of income and expenditure, the statement of changes in funds and the cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory notes.

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 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 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 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.

獨立審核報告

致聯合調解專線辦事處股東
(於香港註冊組織有限公司)

本核數師(以下簡稱「我們」)已審核刊載於第46至56頁的聯合調解專線辦事處(「貴公司」)的財務報表,包括於2015年3月31日之財務狀況表,綜合損益表、資產負債表、權益變動表及現金流量表,以及重大會計政策概要及其他解釋資料。

董事就綜合財務報表須承擔之責任

董事須要負起依香港會計師公會以及香港公司條例頒布之香港私人企業財務報告準則真實和公正地編寫財務報表,且如有需要,董事須以內部控制確保財務報表不受欺詐或錯誤所導致之不實表述所影響。

核數師的責任

我們的責任則為根據審核結果表達意見。此報告依照香港公司條例405條僅為 貴公司而編寫,而非為其他目的。我們不就本報告書之內容,對任何其他人士負責或承擔法律責任。我們依照香港會計師公會頒布之香港審計準則執行審核。該準則要求我們遵守道德要求,以及規劃和執行審核,以合理確定此等財政報表不存有任何重大錯誤陳述。

審核涉及執行政序以獲取有關財務報表所載金額及披露資料之審核憑證。所選定之程序取決於核數師之判斷,包括評估由於欺詐或錯誤而導致財務報表存有重大錯誤陳述之風險。在作出該些風險評估時,審核人員會考慮與 貴公司編製及真實而公正地列報財務報表相關之內部監控措施,以設計適當之審核程序。但目的並不包括對 貴公司之內部監控之成效發表意見。審核亦包括評價 貴公司董事採用之會計政策之合適性及所作出之會計估計之合理性,以及評價財務報表之整體列報方式。

我們相信,我們所獲得之審核憑證是充足和適當地為我們之意見提供基礎。

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 2015 and of its deficit and cash flows for the year ended 31 March 2015 in accordance with the Hong Kong Financial Reporting Standard for Private Entities and have been properly prepared in compliance with the Hong Kong Companies Ordinance.



Certified Public Accountants
Hong Kong, 14 December 2015

意見

我們認為，該等財務報表是根據香港財務準則真實而公允地反映了 貴公司於2015年3月31日的財務狀況及 貴公司截至該日止年度之虧損及現金流量，並已按照香港公司條例之披露規定適當地編制。



執業會計師
香港，2015年12月14日

Statement of income and expenditure 綜合損益表
Year ended 31 March 2015 截至2015年3月31日止年度

		2015	2014
	Notes	HK\$	HK\$
	附註		
Income 收入	4	298,213	749,156
 Surplus on the project – Enhancing the knowledge of Professionals and Potential Users on the New Mediation Ordinance and Mediation Service in Hong Kong			
盈餘項目 - 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	5	9,779	110,936
 Surplus/(deficit) on the project – Building, Developing and Promoting 'Hong Kong Mediation' as a Brand for Professionals and Potential Users in targeting the Mainland Market			
盈餘/(虧損)項目 - 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	6	-	-
Expenditure 支出	7	(1,095,638)	(1,240,401)
Deficit for the year 年度虧損		(787,646)	(380,309)
		=====	=====

Balance sheet as at 31 March 2015 於2015年3月31日資產負債表

	Note	2015 HK\$	2014 HK\$
Non-current asset 非流動資產			
Property, plant and equipment 物業、機器及設備	10	5,891	29,912
		-----	-----
Current asset 流動資產			
Bank balances and cash 銀行存款		788,652	892,334
		-----	-----
Current liabilities 流動負債			
Grants payable 應付資助		659,938	-
Interest payable 應付利息		5	-
		-----	-----
		659,943	-
		-----	-----
Net current assets 淨流動資產		128,709	892,334
		-----	-----
		134,600	922,246
		-----	-----
Fund and reserve 基金和儲備			
General fund 一般基金		134,600	922,246
		-----	-----

Approved by the board of directors on 14 December 2015
董事於2015年12月14日核准



Chairman 主席



Director 董事

Statement of changes in funds 權益變動表

Year ended 31 March 2015 截至2015年3月31日止年度

	General fund 一般基金 HK\$
Balance at 31 March 2014 於2014年3月31日之結餘	922,246
Deficit for the year 年度虧損	(787,646)
Balance at 31 March 2015 於2015年3月31日之結餘	134,600

Cash flow statement 現金流量表

Year ended 31 March 2015 截至2015年3月31日止年度

	2015 HK\$	2014 HK\$
Operating activities 經營活動		
Deficit for the year 本年度虧損	(787,646)	(380,309)
Adjustment for 項目調整:		
Depreciation of property, plant and equipment 物業、機器及設備折舊	24,021	24,022
Operating cash flows before movements in working capital 營運週轉金變動前的營業現金流量	(763,625)	(356,287)
Increase/(decrease) in grants payable 應付資助增加/(減少)	659,938	(328,125)
Increase in interest payable 應付利息增加	5	-
Net cash used in operating activities 淨經營活動所用之現金	(103,682)	(684,412)
Net decrease in cash and cash equivalents 現金及現金等價物之淨值減少	(103,682)	(684,412)
Cash and cash equivalents at the beginning of the year 於年初現金及現金等價物總額	892,334	1,576,746
Cash and cash equivalents at the end of the year 於年結現金及現金等價物總額	788,652	892,334
Analysis of the balances of cash and cash equivalents 現金及等同現金餘額分析		
Bank balances 銀行存款	788,652	892,334

1. General information

Joint Mediation Helpline Office 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 Queen-sway, 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 have been prepared 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 basis:

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

(b) Government grants

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.

Government grants are recognised in statement of income and expenditure on a systematic basis over the periods in which the company recognises as expenditure or the related costs for which 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 balance sheet and transferred to statement of income and expenditure 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 statement of income and expenditure in the period in which they become receivable.

1. 一般資料

聯合調解專線辦事處是一家於香港註冊組織和有限公司。其登記辦公室和主要營業地址為香港金鐘道三十八號高等法院大樓LG1樓LG102室。本公司主要營業活動為提供及推動調解服務。

2. 編製財務報表之基準及主要會計政策

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(“私人企業HKFRS”)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) 收益確認

倘經濟利益可能流入該公司，且收益能可靠計量，則按以下基準確認收益：

- (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。

(b) 政府補貼

除非能合理確定本公司將符合所附帶之條件及將獲發有關補貼，否則政府補貼不予確認。

政府補貼按系統基準於各期間在收益表內確認時，本公司特別將政府補貼擬補償的相關成本確認為開支，而以要求本公司購買、建造或收購非流動資產為主要條件的政府補貼乃於綜合財務狀況報表有關資產賬面值扣除，並按相關資產的可使用年期轉撥至收益表。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貼，於其應收取的期間在收益表扣除或計入收益表。

2. Basis of preparation and principal accounting policies (cont'd)

(c) 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.

(d) 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

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

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.

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.

(e) Impairment of non-financial assets

At each balance sheet date, property, plant and equipment is 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.

(f) Cash and cash equivalents

Cash and cash equivalents includes cash at bank and on hand.

2. 編製財務報表之基準及主要會計政策(續)

(c) 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。當款項延遲且效果重大時，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。

(d) 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：

租賃改良	相關租賃年限
傢俱和設備	20 %

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。

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。

(e) 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。

(f) 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。

2. Basis of preparation and principal accounting policies (cont'd)

(g) Other receivables

Other receivables is measured at amortised cost using the effective interest method except where the receivables are interest free loans made to related parties without any fixed repayment terms or the effect of discounting would be immaterial. At each balance sheet date, the carrying amounts of trade and other receivables are reviewed to determine whether there is any objective evidence that the amounts are not recoverable. If so, an impairment loss is recognised immediately in profit or loss.

(h) Other payables

Other payables is 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.

(i) Provisions

Provision is 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.

(j) Related parties

A party is considered to be related to the company if:

(a) the party is a person or a close member of that person's family (close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity) and that person

(i) has control or joint control over the company;

(ii) has significant influence over the company; or

(iii) is a member of the key management personnel of the company or of a parent of the company; or

(b) the party is an entity where any of the following conditions applies:

(i) the entity and the company are members of the same group;

(ii) one entity is an associate or joint venture of the other entity;

(iii) the entity and the company are joint ventures of the same third party;

(iv) one 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;

(vi) the entity is controlled or jointly controlled by a person identified in (a); and

(vii) a person identified in (a)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).

2. 編製財務報表之基準及主要會計政策(續)

(g) 其他應收款項

其他應收款使用實際利率法的攤餘成本計量，除非該應收賬款是給予有關連人士及並無固定還款期的免息貸款，或貼現不會帶來重大的影響。在每一報告期末，需審核應收貿易款項和其他應收款的賬面金額，以確定是否存在任何客觀證據表明金額不可收回。如果存在，立即在損益表中確認減值虧損。

(h) 其他應付款項

除了關連人士所提供之免息和沒有固定還款期之貸款或應付款項折讓後的影響不大外，其他應付款項最初應按交易金額作計量，其後以實際利率法的攤餘成本計量。

(i) 撥備

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。

(j) 關連人士

倘屬以下人士，則視作與本公司有關聯：

(a) 有關人士為該人士或該人士之近親（該人士的近親為與該實體交易時預期可能影響該人士或受該人士影響的家庭成員）

(i) 控制或共同控制本公司；

(ii) 對本公司有重大影響；或

(iii) 為本公司或本公司母公司之主要管理層成員。

(b) 倘有關人士為符合下列任何條件之實體：

(i) 該公司與本公司屬同一公司之成員公司；

(ii) 一間實體為另一實體之聯營公司或合營企業（或其他實體之母公司，子公司或同系子公司）；

(iii) 該實體與本公司均為同一第三方之合營企業；

(iv) 一間實體為第三方實體之合營企業，而另一實體為該第三方實體之聯營公司；

(v) 實體為本公司或與本公司有關連之實體就僱員利益設立之離職福利計劃；

(vi) 實體受(a)內所識別人士控制或共同控制；及

(vii) (a)(i)內所識別人士對實體有重大影響力或屬該實體（或該實體之母公司）之主要管理層成員。

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.

Carrying value of non-current assets

Non-current assets, including property, plant and equipment. These carrying amounts are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amounts may not be recoverable. In estimating the recoverable amounts of assets, various assumptions, including future cash flows to be associated with the non-current assets and discount rates, are made. If future events do not correspond to such assumptions, the recoverable amounts will need to be revised, and this may have an impact on the company's results of operations or financial position.

Useful lives of property, plant and equipment

The company's management estimates the useful lives of its property, plant and equipment. This estimate is based on the historical experience of the actual useful lives of property, plant and equipment of similar nature and functions. It could change significantly as a result of technical obsolescence. Management will increase the depreciation charges where useful lives are less than previously estimated lives, or it will write-off or write-down technically obsolete or non-strategic assets that have been abandoned or sold.

4.Income

Mediation service income 調解服務收入
Seminar fee income 研討會收入
Other income 其他收入

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。

非流動資產賬面值

非流動資產（包括物業、廠房及設備）。檢討這些賬面值因活動或環境的變化出現減值，賬面值可能無法收回。在估計資產之可收回金額時作出多項假設，包括與非流動資產有關之未來現金流量及貼現率。倘未來事項與該等假設不符，可收回金額將需要作出修訂，此修訂可能影響本公司之經營業績或財務狀況。

物業、廠房及設備的可使用年期

本公司會釐定其物業、廠房及設備的可使用年期。此項估計乃根據類似性質及功能之物業、傢俬裝修及設備實際可使用年期之過往經驗而作出，並會因應技術革新及競爭對手就劇烈行業週期所作行動而有重大變化。如何使用年期較之前的估計為短，則管理層會提高折舊開支，或將已報廢或售出之技術過時或非策略資產撇銷或撇減。

4.收入

	2015 HK\$	2014 HK\$
Mediation service income 調解服務收入	141,470	722,680
Seminar fee income 研討會收入	151,485	20,976
Other income 其他收入	5,258	5,500
	-----	-----
	298,213	749,156
	=====	=====

5. Surplus on the project – Enhancing the Knowledge of Professionals and Potential Users on the New Mediation Ordinance and Mediation Service in Hong Kong

5. 盈餘項目 – 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

	2015 HK\$	2014 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	-	14,690
-In-kind contribution 實物	7,500	16,286
-In-kind manpower 人力資源	234,675	288,000
Government grant 政府補助	-	283,125
Interest income 利息收入	-	4
Seminars and workshops income 研討會及工作坊收入	11,700	28,300
Sponsorship income 贊助收入	-	60,000
	253,875	690,405
Expenditure 支出		
Bank charges 銀行收費	1,390	390
Courier expenses 快遞費用	-	248
Interest payable to government 支付政府利息	4	-
MPF expenses 強積金	-	8,250
Photography expenses 攝影費用	-	14,300
Printing expenses 印刷費	727	3,223
Refreshment expenses 茶點費	-	5,930
Salary 薪酬	234,675	524,250
Souvenir expenses 紀念品費	-	10,063
Venue expenses 場地費	7,300	12,815
	244,096	579,469
Surplus 淨盈餘	9,779	110,936
	=====	=====

The company has successfully applied for 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 dealings and operations in Hong Kong. Further, the PSDAS Project also aims at matching the implementation of the New Mediation Ordinance.

Total budget of the PSDAS Project amounted to HK\$1,250,500. The PSDAS Project commenced on 1 March 2013 with a tenure of two years. During the year ended 31 March 2015, significant disbursements of funds was provided including manpower expenses, photography expenses and venue expenses, etc.. 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.

本公司已成功申請專業服務發展資助計劃 ("PSDAS")，計劃名為「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」。計劃旨在補足政府推廣使用調解的政策、提升調解專業服務及水平以配合調解條例的實施及發展和推廣在香港從事交易或運作的本地、國內及海外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益處的認知。

在PSDAS項目預算總額為港幣1,250,500元。該計劃於2013年3月1日開始為期兩年。截至2015年3月31日止，資金顯著支出包括人力資源開支，攝影費用和場地費用。本公司已交付活動和物料，包括研討會，會議，提供網上視頻下載，和關於新調解條例和調解服務推廣冊子等。

6. Surplus/(deficit) on project – Building, Developing and Promoting 'Hong Kong Mediation' as a Brand for Professionals and Potential Users in targeting the Mainland Market

6. 盈餘/(虧損)項目 - 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

	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	15,000
Government grant 政府補助	396,303
Interest income 利息收入	5
Seminars and workshops income 研討會及工作坊收入	29,200

	440,508
Expenditure 支出	-----
Backdrop and banner 佈景板及橫幅	6,254
Bank charges 銀行收費	2,363
Courier expenses 快遞費用	1,400
Miscellaneous 雜項	7,560
MPF expenses 強積金	3,420
Name Badges and Name Plates 姓名胸章及銘牌	1,530
Photography expenses 攝影費用	16,025
Printing expenses 印刷費	26,394
Salary 薪酬	217,032
Promotional flyers 宣傳單張	360
Publication and Invitation Packages 刊物及邀請函	3,030
Speakers' honorarium 演講者酬金	2,000
Travel and Accommodation 差旅和住宿	1,040
Venue expenses 場地費	152,100

	440,508

Surplus/(deficit) 盈餘/(虧損)	-
	=====

The company has successfully applied for dedicated fund on Branding, Upgrading and Domestic Sales ("BUD") with project entitled "Building, Developing 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 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. Further, the BUD Project also aims at matching the implementation of the New Mediation Ordinance.

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 2015, 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 April 2015 to 31 March 2017), the company will continue to deliver similar events and materials.

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 ("BUD")，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」(簡稱「BUD專項基金」)。該計劃的目的是建立「香港調解」的品牌，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，並促進有效利用調解解決所有本地和國際爭端的。此外，BUD計劃還致力於匹配執行新的調解條例。

BUD計劃總預算為港幣3,562,400元。計劃於2014年4月1日開始為期三年。於2015年3月31日止年度，經費支出提供了包括人力資源費用，攝影費用和場地用等等。本公司已交付的活動和材料，包括在香港和中國內地的研討會，工作坊和研討會。對於BUD計劃（2015年4月1日至2017年3月31日）餘下期內，本公司將繼續提供類似的活動和材料。

7. Expenditure

7. 支出

	2015	2014
	HK\$	HK\$
Administrative staff salaries 行政職員薪酬	148,206	419,571
In-kind manpower – PSDAS Administrative salary 人力資源 – PSDAS行政職員薪酬	173,250	-
Bank charges 銀行手續費	1,750	1,051
Consultants' salaries 顧問薪酬	143,362	476,719
In-kind manpower – PSDAS consultant's salary 人力資源 – PSDAS顧問薪酬	61,425	-
Cash contribution – BUD 現金捐款 – BUD專項基金	15,000	
Depreciation 折舊	24,021	24,022
Insurance 保險	32,618	32,163
Information technology and website 資訊技術和網站	34,954	44,714
Legal and professional fees 法律和專業費用	105	1,600
Mandatory Provident Funds 強制公積金	25,790	21,315
Mediator Fee Refund 調解員服務費退款	45,000	-
Officers' salaries 職員薪酬	241,063	54,800
Postage and courier 郵費及速遞費	306	625
Printing 印刷費	32,670	25,926
Promotion 廣告費	17,153	8,126
Seminar and workshop 研討會和討論會	24,558	43,741
Staff recruitment 職員招聘	3,840	1,760
Stationary and photocopy 文具和影印	10,436	20,425
Sundry 雜費	21,840	8,728
Telecommunication 電話費	-	41,115
Travelling 出差費	-	14,000
Utilities 水電費	38,291	-
	-----	-----
	1,095,638	1,240,401
	=====	=====

8. Directors' remuneration

All directors acted in honorary capacities and did not receive any remuneration during the year.

8. 董事薪酬

本公司於年內沒有向董事支付酬金。

9. Income tax expense

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.

9. 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。

10. Property, plant and equipment

10. 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 2014 and 31 March 2015 截至2014年4月1日和2015年3月31日	62,403	57,706	120,109
	-----	-----	-----
Accumulated depreciation 累計折舊:			
At 1 April 2014 2014年4月1日	49,924	40,273	90,197
Charge for the year 本年度費用			
	12,479	11,542	24,021
	-----	-----	-----
At 31 March 2015 2015年3月31日	62,403	51,815	114,218
	-----	-----	-----
Carrying amount 帳面價值:			
At 31 March 2015 2015年3月31日	-	5,891	5,891
	=====	=====	=====

11. Event after the reporting period

11. 報告期後事件

On 1 April 2015, the company entered into an agreement for Organisation Support Programme – “Development Fund on SME” with the Government of the Hong Kong Special Administrative Region. The tentative completion date of the project will be on 31 March 2016. The estimated project revenue and costs are HK\$807,750 and HK\$712,750 respectively.

於2015年4月1日，本公司與香港特區政府簽訂了機構支援計劃 – 「中小企業發展支援基金」的協議。該項目的初步竣工日期為2016年在3月31日，估計項目的收入和成本分別為港幣807,750及港幣712,750。

12. Approval of financial statements

12. 財務報表核准

These financial statements were approved and authorised for issue by the company's Board of Directors on 14 December 2015.

此財務報表經本公司董事會於2015年12月14日許可及授權發行。

若以上文件的英文及中文版本出現矛盾，一概以英文版本為準。

Acknowledgement

鳴謝

This special edition of Annual Report for 2015 also marks the 5th Anniversary of the Joint Mediation Helpline Office ("JMHO"). In this important and memorable occasion, we acknowledge, with utmost gratitude, the unfailing and continual support and company of all of our patrons, partners, friends, fellow mediators and participants of our many schemes, events and activities. Without all your goodwill and precious contributions, JMHO would not have been able to come to this far in the past five years.

We would like to express our most sincere thanks to all our directors and alternate directors, past and present, and our founding members for offering their precious time and expertise to JMHO during their tenure. A special gratitude we give to our founding Chairman, Mr. Chan Bing Woon, SBS, JP, whose inspirations, wisdom, enthusiasm and guidance stimulated and enabled the growth of JMHO in this competitive field as a mediation service provider.

Furthermore we would also like to acknowledge with much appreciation the crucial supports offered by our collaborating partners, including the Judiciary and the Department of Justice of the Government of the HKSAR, the Trade and Industry Department, the Development Bureau and the Home Affairs Department of the Government of HKSAR, Urban Renewal Authority, the Hong Kong Jockey Club Charities Trust, the Senior Citizen Home Safety Association, other governmental and non-governmental organizations, stakeholders, sponsors, and many other friends and supporters. Their generosity and contributions enabled us to grow and achieve our missions to promote mediation on a non-profit making basis. We also dedicate special thanks to Messrs. Mabel Chan & Co. for compiling the JMHO' s financial statements for many years.

The daily operations of JMHO certainly rely heavily on the staff in the JMHO Secretariat, to whom we thank for their extensive energy, diligence and for the many hours spent in implementing all the projects in JMHO under severe resources constraints, and collating materials for this special report.

The achievements that we are able to share with you in this special report would not see the light of day were it not for the generosity and contributions offered by all of you. We extend our deepest thanks to all your ongoing support. And we count on all of you to further our humble mission- to provide continual high quality mediation services to the public at JMHO- in the coming years.


這份年報2015特刊也標誌著聯合調解專線辦事處(JMHO)成立五周年。在這個重要而值得紀念的日子，我們向所有贊助人、夥伴、好友、各位調解員，以及參加過我們各項計劃、活動的人士致以最衷心的謝意，感謝你們一貫而持續不斷的支持，陪伴我們走過這一段路。過去五年，沒有你們鼎力的支持和善意的鼓勵，JMHO也許無法走到這裡。

我們也衷心感謝所有現任及前任董事與後補董事，亦非常感激創會成員們任內為JMHO付出寶貴的時間與經驗。在此，我們特別感謝創會主席陳炳煥，銀紫荊星章，太平紳士。在提供調解服務這個競爭激烈的範疇，陳先生的啟發、智慧、熱情和指導，促進了JMHO的茁壯成長。

此外，我們感謝一眾合作夥伴的重要支持，包括香港特別行政區的司法機構及律政司、工業貿易署、發展局及民政事務總署、市區重建局、香港賽馬會慈善信託基金、長者安居協會，其他政府及非政府機構、持份者、贊助人，以至各方好友與支持者。他們的慷慨和貢獻，使我們能一直壯大，並達成以非牟利運作模式宣傳調解服務的目標。我們也非常感謝陳美寶會計師事務所多年來為JMHO編製年度財務報表。

JMHO要維持日常運作，實在仰賴秘書處諸位員工的努力。在極度有限的資源制肘下，他們花了巨大的心思、時間，以執行JMHO所有的計劃，並為這份特別報告進行精心校勘。

如果沒有你們慷慨的支持與貢獻，我們在特別報告內分享的一切根本難以實現。我們再次向你們持續不斷的支持致以最誠致的感謝。我們繼續需要你們的支援，以實現我們的目標——在可見的將來，讓JMHO向普羅大眾提供持續的、高質素的調解服務。



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