

主席報告

Chairman's report

二零一四年發生了不少事情，不僅對議會影響深遠，而且對整個業界也都非同小可。議會在本年度的具體工作，會員可以參閱〈總幹事報告〉，我在這裡主要想談談對業界有重大影響的幾件事情。



自從政府於三年前宣佈將成立旅遊業監管局之後，議會以及整個業界就開始變得不一樣了。由於旅監局日後將是旅行社、導遊、領隊的單一監管機構，換言之議會在旅監局成立後就會卸下對三者的監管責任。為了應付這些巨大轉變，理事會特別成立了專責小組，與各方同業代表反覆磋商，最後在建議書中表明，即使在旅監局成立後，議會仍應繼續執行一些與監管無關的重要公共職能，包括處理突發事件，考核領隊和導遊，以及

Quite a number of events occurred in 2014, which had a huge impact not only on the TIC but also on the industry at large. Members may refer to the Executive Director's report for specific tasks carried out by the TIC during the year under review. I would however like to talk about several events whose significance to the industry is very big indeed.

Ever since the Government announced three years ago that it would establish the Travel Industry Authority (TIA), both the TIC and the entire industry have begun to differ from the past. As the TIA will be the sole body to regulate travel agents, tourist guides and tour escorts in the future, that means the TIC's regulatory duties over all of them will be gone after the TIA is established. To cope with the huge changes, the Board of Directors specially set up a task force, had repeated discussions with representatives of industry members, and finally stated in its proposal that the TIC should continue to perform important non-regulatory public functions (including handling emergency incidents, accrediting tour escorts and tourist guides, and conciliating disputes between outbound travellers and inbound visitors, and travel agents) and to enhance its industry functions (including organising more talks, forums and seminars for industry members) even after the establishment of the TIA.

If the TIC were to perform the various functions set out in the proposal in the future, it needed to gain wide support from members and amend its Memorandum and Articles of Association. The Board of Directors therefore decided to hold an Extraordinary General Meeting (EGM) on 26 March, and let all members vote on the proposal presented as a special resolution. Although a majority of the votes were in favour of the special resolution, it was not adopted since such votes did not reach the 75% threshold. Despite a majority of members having shown their support for the proposal, its base of support is still not broad enough because the TIC has to rally the largest number of travel agents around itself if it wishes to be able to perform its functions effectively and fight for the maximum interests for its members after the establishment of the TIA. Now that the Board of Directors has had a better understanding of the views of members, any proposals to be put forward by it should meet even better their expectations.

Many trade practitioners brought up some requests with the TIC because of repeated assaults on tourist guides since August this

調停旅客與旅行社的糾紛等。此外，議會還應加強為行業服務的業界功能，包括為業者多舉辦講座、論壇、研討會等。

假如議會日後要執行建議書中的各種功能，就必須得到會員的廣泛支持，而且需要修訂《組織章程大綱及細則》。理事會因此決定在三月二十六日召開特別會員大會，並且以特別決議案的形式，把建議書交給全體會員表決。結果特別決議案雖然獲得過半數出席大會的會員投票支持，但由於支持票數不足百分之七十五，因此未能通過。雖然多數會員支持理事會的建議書，但這仍不足夠，因為議會要在旅監局成立後繼續有所作為的話，就必須團結最大數目的旅行社，那樣才能為會員爭取最大利益。理事會現在對於會員的看法加深了瞭解，日後再提出建議時，應可更切合會員的期望。

自今年八月起，接連有導遊被旅客襲擊，不少同業因此向議會提出了一些訴求。議會十分關注這一問題，並已採取一連串跟進行動，包括約見保安局官員；向中國國家旅遊局報告有關事件；以及與接待內地入境團的旅行社、導遊、登記店舖代表會面並商討對策。經議會向保安局表達業界的關注後，入境事務處宣佈，旅客若觸犯香港法律，日後可能被拒

year by visitors. The TIC was very concerned about the problem and followed it up by taking a series of actions, including meeting Security Bureau officials, reporting the problem to the China National Tourism Administration (CNTA), and discussing possible solutions with representatives of travel agents, tourist guides and registered shops that provided reception services for tour groups from the mainland. The Immigration Department, after the concern of the industry had been raised with the Security Bureau by the TIC, announced that visitors might be denied entry to Hong Kong in future should they break the law in the city. The TIC also issued a statement strongly condemning any acts of violence. After repeated efforts by the TIC and the authorities, the number of such incidents has greatly reduced.

Apart from constantly attaching importance to the professional conduct of members and practitioners, the TIC has also showed much concern about their interests and business and working environment. Disputes between outbound travellers and inbound visitors on the one hand and members and practitioners on the other have always been handled impartially by the TIC without bias in an effort to uphold the image, reputation and interests of the whole industry. The TIC has always been more than willing to communicate and cooperate



- 會員都十分關心新監管制度設立後議會的路向。在三月二十六日召開的特別會員大會上，五百五十一家會員就議會所建議的未來職能表決。
- *Members are very concerned about what the TIC will become under the new regulatory system. A total of 551 members voted on the TIC's proposal on its future functions at the Extraordinary General Meeting held on 26 March.*

入境。議會並且發出聲明，強烈譴責任何暴力行為。在議會及當局的連番努力後，導遊被旅客暴力對待的事件已大幅減少。

一直以來，議會不僅重視會員及從業員的專業操守，而且也很關心兩者的權益以及他們的營商與工作環境。對於旅客與會員及從業員的紛爭，議會向來都公正處理，絕不偏袒任何一方，務求維護行業整體的形象、聲譽和利益。議會向來都樂意與會員及從業員溝通和合作，期望大家共同為行業的良好聲譽而努力。

除了上述事情外，我還想談談延續至今已經一個月的佔領運動。在金鐘、銅鑼灣及旺角一帶，佔領人士聚集多時，影響了廣大市民的日常生活和大小商戶的營商環境；旅遊業也是必然受到影響的行業，因為任何地方的旅遊業如要蓬勃發展，先決條件必然是政局穩定、治安良好。缺乏這個先決條件的話，即使景色多優美，主題公園多吸引，購物多方便，但也全都無補於事。旅遊業關係到三十多萬香港市民的就業，佔領運動假如持續下去，不僅旅遊業受損，香港的經濟及民生都會受到難以彌補的傷害。我撰寫這份〈主席報告〉時，佔領運動還未結束，但相信所有香港人都希望它早日和平結束，以免香港長遠受到損害。

最後，我在此衷心感謝各位理事及委員會委員，沒有他們在過去一年的努力，議會不可能跨過重重難關。我還特別要向議會辦事處的全體員工致謝：他們一向都盡心盡力

with members and practitioners with a view to promoting the good reputation of the industry together.

In addition to the above issues, I would also like to say a few words about the Occupy movement, which has lasted one month up until now. The Occupy protesters, having gathered around Admiralty, Causeway Bay and Mongkok for a considerable period of time, have affected the daily lives of the general public and the business environment of big and small businesses alike. Tourism is an industry that must also be affected because political stability and law and order are prerequisites for prosperous development of tourism in any



：議會邀請了政府資訊科技總監辦公室於六月二十日舉辦「旅遊業中小企和IT人有個約會」活動，讓會員認識如何善用資訊科技提升服務。

：The TIC invited the Office of the Government Chief Information Officer to organise the event "SMEs and ITs Business Matching for Travel Industry" on 20 June in order for members to understand how to make best use of IT to improve their services.

destinations. If these prerequisites are absent, the attractiveness of a destination will be gone no matter how beautiful its scenery is, how exciting its theme parks are, how convenient it is to shop there. Over 300,000 Hong Kong residents are employed by the tourism industry. Should the Occupy movement continue, tourism will not be the only victim: the economy of Hong Kong and the livelihood of Hong Kong people will also suffer irreparable losses. When I write this report, the movement has not yet ended. It is believed that all Hong Kong people hope that it will end soon and end peacefully, so that Hong Kong will not sustain long-term losses.



： 議會於八月二十七日舉辦「預防信用卡詐騙」講座，邀請了商業罪案調查科、銀行及信用卡公司代表主講。

： *The TIC held a talk on the prevention of credit card fraud on 27 August, with guest speakers from the Commercial Crime Bureau, banks and credit card companies.*

執行理事會及各委員會的決定，即使因為盡心盡力執行職務而遭受人身攻擊，也仍然堅守崗位，本著專業精神，為業界提供各種服務。此外，旅遊事務署等政府部門、中國國家旅遊局等內地及海外旅遊局、航空公司、酒店、相關機構等，在多方面提供幫助，議會十分感激。



主席

胡兆英 *MH, JP*

二零一四年十月二十八日

As a final note to this report, I would like to wholeheartedly thank all directors and committee members for their efforts during the past year, without which it would not have been possible for the TIC to overcome so many difficulties. I would like to extend my special thanks to all staff of the Executive Office, who have always dutifully and diligently carried out the decisions of the Board of Directors and various committees, and who, in spite of having been subjected to personal attacks because of dutiful and diligent performance of their duties, have continued to perform their duties dutifully and professionally in an effort to provide various kinds of service for the industry. The TIC is very grateful for the various assistance from government departments such as the Tourism Commission, mainland and overseas tourism bureaux such as the CNTA, airlines, hotels and related organisations.

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Chairman

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