



**為**了提高議會的透明度和公信力，理事會早前決定增加四名獨立理事，而五個與紀律處分或投訴處理相關的委員會，都一律會由獨立理事出任召集人。那五個委員會是規條委員會、內地來港旅行團規條委員會、導遊

及領隊審核委員會、購物事宜委員會、消費者關係委員會，由明年起全部都會有過半數的業外委員。這些安排的目的，是為了確保違規、違諾或投訴的個案都能公正地處理，相信會員都會贊同這個理念。

今年一月一日至十二月十五日的印花金額高達港幣三千一百三十四萬元，比去年同期上升了百分之二十五，打破了歷年紀錄，換算成外遊團營業額的話高達港幣一百零四億元。外遊業今年之所以有如此佳績，一方面固然因為經濟好景，市民的消费意欲大增，另一方面也因為會員不斷推陳出新，以多元化的旅遊產品吸引旅客。希望會員可以保持創新求變的靈活手腕，以及以客為先的服務態度。

來港旅遊方面，今年的旅客數字穩步上升，頭十個月比去年同期增加了百分之十左右，全年的增幅相信會稍高於這個水平。自從議會幾個月前接連推出多項監管措施後，投訴數字大幅減少了約百分之九十，這對香港旅遊業的形象非常有幫助，希望會員可以把出色的服務貫徹下去。

議會委託顧問公司進行的「旅遊業風險管理研究項目」已接近完成階段。顧問公司現正研究的，是集體購買責任保險的方案，以及融資的渠道，相信不久就會向會員正式公佈。不管最終是否能集體購買責任保險，通過這個研究項目，會員應已掌握了不少管理風險的心得，這對於業務的長遠發展定必助益甚大。☞

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To enhance the transparency and credibility of the TIC, the Board of Directors has recently decided to have four more Independent Directors and to appoint Independent Directors to be the convenors of the five committees responsible for handling disciplinary issues and complaint cases. They are the Compliance Committee, the Mainland China Inbound Tour Compliance Committee, the Tourist Guide and Tour Escort Deliberation Committee, the Committee on Shopping-related Practices and the Consumer Relations Committee; and each of them will from next year on have more than half of its members coming from outside the trade. The objective of such arrangements is to ensure that all cases concerning violations of rules or pledges, or visitor complaints will be impartially deliberated, which I believe members will all agree with.

From 1 January to 15 December 2007, the levy collected leapt 25% to HK\$31.34 million, breaking all previous records and amounting to HK\$10.4 billion in turnover of outbound packages. This was due, on the one hand, to the spending spree fuelled by a buoyant economy and, on the other hand, to diversified travel products devised by innovative members to attract travellers. I hope that members can all keep their ingenious flexibility in product design and their customers-are-king service attitude.

As to the inbound trade, the first 10 months of this year saw a steady increase of about 10% in visitor arrivals, and the year-end figure is expected to be a little higher than that. The many regulatory measures introduced by the TIC during the past few months have wiped out about 90% of visitor complaints, an exceptional feat highly conducive to the reputation of Hong Kong tourism. It is hoped that members can continue to provide good services.

The Research Project on Risk Management for the Travel Industry commissioned by the TIC is about to be completed. The consultancy tasked with the project is now devising a collective liability insurance scheme for the industry and looking for ways to finance it. An official report will soon be announced to members. Whether or not such an insurance scheme can be ultimately purchased, members should have already benefited from the project and mastered many risk management techniques, which will definitely be a big plus to the long-term development of their business. ☞

Joseph Tung