

總幹事報告

Executive Director's report



高鐵香港段與港珠澳大橋去年底通車後，今年上半年外遊業及入境業本來都生意暢旺，但怎料六月中反修例示威活動爆發，市況急速逆轉，尤其是經營入境業務的會員，情況更為惡劣。議會四出與各方磋商後，援助也紛紛而至，希望能為會員爭得稍為喘息的機會。以下我會回顧議會在過去一年主要的工作；至於主席在他的報告已談及的事務，則稍為簡述一下。

After the Hong Kong Section of the High Speed Rail and the Hong Kong-Zhuhai-Macao Bridge were opened late last year, the business of the outbound and inbound industries was thriving in the first half of this year, only to be disrupted when anti-extradition bill protests erupted in mid-June, impacting particularly hard on those members carrying on inbound business. The TIC therefore has approached many parties for assistance, which has then been offered in abundance, thus providing some respite for members. I will review in the following the major undertakings by the TIC during the past year, mentioning briefly those issues already covered in the Chairman's report.

With the Travel Industry Authority about to be established, whether the TIC can continue to serve the industry in the future depends very much on the arrangements for its transformation. As is mentioned by the Chairman in his report, when the consulting firm was about to finish its consultancy report after months of effort, the eruption of protests made the TIC redirect its resources temporarily to supporting members. That said, it is expected that the report will be ready by early next year and consultation with all members on the transformational arrangements will then be conducted.



- ◇ 今年一月十五及十六日，總幹事於教育局舉辦的兩場研討會中，向中小學代表講解組辦境外遊學團要注意的事項。
- ◇ On 15 and 16 January 2019, the Executive Director spoke to representatives of primary and secondary schools at two seminars hosted by the Education Bureau on the points to note when study tours outside Hong Kong are organised.

旅遊業監管局成立在即，議會日後能否繼續為業界服務，實與轉型安排息息相關。不過，正如主席在報告所說，雖然顧問公司經過多個月的工作後，快將完成顧問報告，但因為示威爆發，使議會需要暫時把資源轉往對會員的支援上面。儘管如此，明年初顧問公司應可完成報告，屆時即可就議會的轉型安排諮詢全體會員。

近年來內地入境團很多都前往紅磡及土瓜灣一帶用膳及購物，因而令當區居民甚為不便。議會不僅與多個政府部門及區議員等不斷磋商，還於三月成立了協調小組，成員包括旅行社、登記店舖、導遊、旅遊車營運商、維港遊營辦商、團餐食肆等，希望通過協商來解決相關問題。此外，議會於四月決定，所有在上述地區接待內地入境團的店舖登記申請，都需要提交旅客人流管理方案，務求減少對居民的影響。

對經營外遊業務的會員來說，印花機可說向來是日常運作的一部份。不過，議會自去年十月底得悉印花機的供應商將於今年七月終止服務後，立即全力協助會員轉用電子印花系統。除了為會員舉辦幾十場培訓工作坊外，還設立電話熱線，方便會員查詢。到目前為止，所有會員都已轉用電子印花系統，為會員的網上業務帶來重大便利。

Many inbound tours from the mainland have visited Hung Hom and To Kwa Wan to have meals and go shopping in recent years, causing much inconvenience to the residents in the districts. Apart from regularly discussing with many government departments and the District Councillors, the TIC also set up a coordination group in March, with members from travel agents, registered shops, tourist guides, tour coach operators, night cruise operators, restaurants catering for tour groups, etc, in the hope of resolving the problem through coordination. The TIC also decided in April that for all applications for registration of shops in the above districts, the shops were required to submit crowd management measures in order to reduce the influence on the local residents.

As far as members carrying on outbound business were concerned, franking machines had long been part of their daily operations. These machines, however, have been completely replaced by the e-levy system by now, thanks to the determined efforts of the TIC, which, after having been notified by the supplier of franking machines in late October last year that it would cease to provide services from July this year, had organised dozens of training workshops and set up enquiry hotlines to help members switch to the new system. Now that all members have been linked to the e-levy system, they will be well suited to develop online business.

With government funding and more than a year's effort, the Tourism Platform for Belt and Road (B&R) and Greater Bay Area (GBA) built by the TIC was launched in late October. Consisting



- ◇ 議會於四月十七日及九月三十日舉行簡介會，邀請海關代表向會員講解《商品說明條例》。
- ◇ The TIC organised briefings on 17 April and 30 September 2019, at which representatives from the Customs and Excise Department were invited to explain to members the Trade Descriptions Ordinance.



- ◇ 議會與香港數碼港管理有限公司於七月三日合辦商業配對活動，讓會員與資訊科技公司代表商談合作機會。
- ◇ The TIC and Hong Kong Cyberport Management Company Limited jointly organised a business matching function on 3 July 2019 in order for members to discuss cooperation opportunities with IT companies.

議會於去年獲政府撥款，建立「一帶一路及大灣區旅遊平台」；經過一年多努力後，平台已於十月底面世。平台分為資訊區、產品區及商務區，旨在協助會員把握一帶一路及大灣區所帶來的機遇，聯繫會員與相關國家及城市的同業，以及為外遊和入境旅客提供一帶一路及大灣區的旅遊資訊。政府今年再向議會提供額外撥款，藉以推動業界開發更多大灣區及一帶一路的旅遊產品，以及為旅遊從業員提供培訓資助。

一直以來，自僱領隊及導遊在執行職務時，市場上都沒有為他們而設的工作保險。議會由去十月開始，與多家保險公司、三個相關委員會、多個領隊和導遊工會不停磋商，希望能為他們設立工作保險的保障。經過約一年努力，終於在今年九月推出自僱領隊與導遊的工作保險計劃。有關計劃明年一月生效，會員委派工作給自僱領隊和導遊時，必須確保他們得到工作保險的保障，並且向他們提供保費津貼。

以上所述，都是議會今年內較為重要的事務。可是，自從六月中示威活動爆發以來，議會又額外添加了更為迫切而繁重的新工作：與不同單位磋商，為會員推出種種紓困措施。關於各項措施的詳情，議會已在網站及通告向會員詳細解釋，因此這裡就只簡述較為重大的幾項好了。

在直接推行的措施方面，議會已退回會費，發出公開信呼籲業主減租，豁免內地入境團的團隊確認書登記

of an Information Zone, Product Zone and Business Zone, it is aimed at assisting members in seizing the opportunities brought by the B&R Initiative and the GBA, connecting members with industry players from the relevant countries and cities and providing B&R and GBA tourism information for both outbound travellers and inbound visitors. Additional funding was allocated to the TIC this year in order to give impetus to the industry to devise more GBA and B&R tourism products and provide training subsidies for the traders.

For a long time, when self-employed tour escorts and tourist guides perform their duties, there had been no work insurance policies on the market tailor-made for them. In order for them to be covered by work insurance, the TIC had negotiated with several insurance companies, three of its relevant committees and several trade unions of tour escorts and tourist guides since October last year. After about one year of hard work, the TIC was finally able to launch the work insurance schemes for self-employed tour escorts and tourist guides in September this year. Under the schemes, which will take effect from January next year, members must ensure that self-employed tour escorts and tourist guides are covered by work insurance and also offer premium subsidies to them when assigning work to them.

The above were some of the more important tasks the TIC carried out this year. On top of them, however, there were more urgent and heavy tasks the TIC had to undertake since protests broke out in mid-June: negotiating with different parties in order to roll out a wide range of relief measures for members. Since the details of such measures have already been explained in detail on the TIC website and in circulars sent to members, I will only briefly mention several essential ones here.

費，發出臨時旅行社司機證(機場用)，以及擴大培訓項目資助計劃的資助範圍，使持證導遊為達到持續專業進修計劃的要求而進修時，每人最多可獲港幣一千元資助。

至於其他相關機構與組織的援助，包括僱員再培訓局推出「特別·愛增值」計劃，讓業者報讀培訓課程，從而每月獲發最多港幣四千元特別津貼，以及香港旅遊發展局豁免業界參與其展銷會或洽談會的費用，放寬「小型企業會議、獎勵旅遊及國際會議訪港團體資助計劃」的申請要求等等。

此外，政府更動用約港幣一億元，推出了「旅行社鼓勵計劃」，向旅行社提供現金鼓勵：旅行社每接待一名入境過夜旅客，可獲港幣一百二十元，而為每名外遊旅客提供指定外遊產品或服務，則可獲港幣一百元，以五百名合資格旅客為上限。還有李嘉誠基金會，在議會主動聯絡後積極回應，應該不久就會公佈對業界的支援計劃。

對業界來說，今年肯定是令人無法忘懷的一年。示威活動於六月中爆發，並且至今仍沒有停止的跡象，令市況頓然由好變壞；八月至十月，內地入境團的數目大減九成，而外遊印花費在這三個月也下降了兩成。

As far as direct measures were concerned, the TIC had refunded membership fees to members, appealed to landlords for rental reduction in an open letter, issued the Temporary Travel Agent Driver Pass (Airport Use) for members, and extended the scope of the Training Programme Subsidy Scheme so that Tourist Guide Pass holders can each be granted up to a subsidy of HK\$1,000 to fulfil the requirements of the Continuing Professional Development Scheme for Tourist Guides.

As regards other measures provided by related institutions and organisations, they included the Employees Retraining Board (ERB)'s Love Upgrading Special Scheme, under which the traders may attend courses and be offered a special allowance of up to \$4,000 per month, and the Hong Kong Tourism Board (HKTB)'s waiver of the trade's participation fees for joining its travel trade shows and travel missions, relaxation of application requirements for its Funding Support for Small-sized Meeting, Incentive & Convention Groups, etc.

The Government has even allocated about HK\$100 million in order for the Travel Agents Incentive Scheme to provide cash incentives for travel agents: they will be paid HK\$120 for each overnight inbound visitor they serve and HK\$100 for each outbound traveller who has bought designated outbound products or services, with the number of eligible inbound visitors and outbound travellers capped at 500. There is also the Li Ka Shing Foundation, which, after being contacted by the TIC, has responded positively and will soon announce its support for the



- ◇ 電子印花系統自今年七月一日起已全面取代印花機。為協助會員順利轉用新系統，議會開辦了三十多場培訓工作坊。
- ◇ The e-levy system has completely replaced all franking machines from 1 July 2019. The TIC hosted more than 30 training workshops to help members switch smoothly to the new system.



- ◇ 議會今年繼續為會員舉辦多場旅遊知識講座，介紹伊朗、關島、台灣、澳洲、塞舌爾、澳門、法國等地的最新旅遊資訊。
- ◇ The TIC has continued to organise travel knowledge talks to provide members with updated tourism information on such places as Iran, Guam, Taiwan, Australia, Seychelles, Macao and France.

不過，要真正復甦，不能靠紓困措施，首要條件必然是停止暴力。只有社會回復平靜，入境業及外遊業才能逐漸回復往日的光輝。

最後，我謹代表議會向所有提供援助的政府部門、相關機構與組織，包括旅遊事務署、旅發局、香港機場管理局、僱員再培訓局等等，致以衷心感謝。此外，我也在這裡向以下人士及機構致謝：議會的理事、委員及辦事處職員，民航處、香港航空公司代表協會及各航空公司，以及各地的旅遊部門與組織等等。



總幹事
陳張樂怡

二零一九年十一月二十日

industry.

This year is certainly a year that will hardly be forgotten by the industry. There has so far been no sign of abating since the protests broke out in mid-June, thus abruptly turning the market from a boom to a slump: from August to October, the number of inbound tours from mainland China had drastically dropped by 90% and the outbound levy had also decreased by 20% in these three months. A full recovery could hardly be dependent on relief measures, but rather, first and foremost, on a cessation of violence. Only after the return of calm to society could the inbound and outbound industries gradually regain lost ground.

Finally, I would like to thank wholeheartedly on the TIC's behalf all those government departments and related institutions and organisation which have assisted us, including the Tourism Commission, the HKTB, the Airport Authority Hong Kong, the ERB, etc. I would also like to thank the following persons and organisations: the TIC's directors, committee members and staff of the Executive Office, the Civil Aviation Department, the Board of Airline Representatives Hong Kong and airlines, the tourism bureaux and organisations in different places, and many more.

Alice Chan
Executive Director

20 November 2019