

新任獨立理事梁富華先生 New Independent Director Mr Leung Fu Wah MH, JP



梁富華先生是香港工會聯合會的副會長，在勞工界有豐富經驗。他於一九九一至二零零零年為勞工顧問委員會的僱員代表，二零零零至二零零四年為立法會勞工界功能界別議員。過去二十年，他曾擔任多項與僱員權益及勞資關係有關的公職，包括職業安全健康局成員、香港生產力促進局理事會委員；現為強制性公積金計劃諮詢委員會成員。他也曾擔任廣東省政協第八、九屆港區委員。

梁先生認為，旅遊業是香港極為重要的經濟支柱，僱員人數多達數十萬，受僱於酒店、食肆、旅行社、航空公司、旅客運輸等行業，範圍十分廣泛。行政長官在二零零九至一零年施政報告中，也視旅遊業為經濟發展重點之一。梁先生認為，能獲政府委任為議會獨立理事，與業界翹楚一同為促進香港經濟發展而努力，極具意義。

Mr Leung Fu Wah is Vice President of The Hong Kong Federation of Trade Unions and is very experienced in the labour sector. He was an employee representative of the Labour Advisory Board from 1991 to 2000 and the Legislative Councillor for the Labour Functional Constituency from 2000 to 2004. During the past 20 years, he has held various public offices related to employee rights and labour relations, including a member of the Occupational Safety and Health Council and a Council member of the Hong Kong Productivity Council; he is currently a member of the Mandatory Provident Fund Schemes Advisory Committee. He also served as a Hong Kong member of the eighth and ninth Guangdong Provincial Committee of the Chinese People's Political Consultative Conference.

Mr Leung remarked that the industry was a very important economic pillar for Hong Kong as it employed several hundred thousand people, covering a wide range of industries like hotels, restaurants, travel agents, airlines and passenger transport services. The Chief Executive also regarded the industry as one of the major economic development priorities in his 2009-10 Policy Address. Mr Leung found it very meaningful to have the chance to work with industry leaders for better development of Hong Kong's economy in his capacity as an Independent Director of the TIC.

會員週年大會 Annual General Meeting

議會第二十二屆會員週年大會已於二零零九年十一月二十五日，假座香港洲際酒店舉行，共有六百七十二家會員代表出席(六百五十四家為基本會員，十八家為普通會員)，打破了歷年紀錄。今年的理事選舉共有五名候選人競逐四個席位，結果譚光舜先生、黃進達先生、葉慶寧先生、姚思榮先生當選。



四名新當選理事(左至右)：姚思榮先生、譚光舜先生、葉慶寧先生、黃進達先生。

The four newly elected directors (left to right): Mr Yiu Si Wing, Mr Tommy Tam, Mr Freddy Yip and Mr Jason Wong.

今年週年大會的出席人數創出新高。

The attendance of this year's AGM hits a record high.

The 22nd Annual General Meeting (AGM) of the TIC was held on 25 November 2009 at the InterContinental Hong Kong hotel with a record attendance of 672 members (654 Ordinary Members and 18 Affiliate Members). There were five candidates running for four seats on the Board in the director's election, and Mr Tommy Tam, Mr Jason Wong, Mr Freddy Yip and Mr Yiu Si Wing were elected.

新任主席和名譽顧問 **New Chairman and Honorary Adviser**

理事會於二零零九年十二月三日的會議上，選出胡兆英先生為新一屆議會主席，任期為三年。上屆主席何栢靈先生六年來對議會工作盡心盡力，議會謹致以衷心謝意。理事會已委任何先生為名譽顧問。

Mr Michael Wu was elected as the new Chairman by the TIC Board at a meeting held on 3 December 2009 for a term of three years. The TIC has been indebted to Immediate Past Chairman Mr Ronnie Ho for his devotion to the TIC's work during the past six years. He was appointed by the Board as its Honorary Adviser.

三名獨立理事卸任 **Three independent directors retired**

朱樂生先生、羅祥國博士、黃德偉先生擔任議會獨立理事六年後卸任。黃先生於二零零九年十一月一日卸任；朱先生、羅博士則於十二月三十日卸任。三人服務議會期間貢獻良多，議會謹此致謝。

Mr Antonio Chu, Dr Law Cheung Kwok and Mr Alvin Wong retired from the TIC Board after six years of service. Mr Wong left office on 1 November 2009, and Mr Chu and Dr Law retired on 30 December. Their contribution to the TIC during their tenure of office is highly appreciated.

抗議法航及荷航削佣 **Say "no" to commission cuts by AF and KL**

自從法國航空及荷蘭航空宣佈將把旅行社佣金逐步削減至零後，議會曾多次去信兩家航空公司，要求擱置有關計劃，但對方始終拒絕讓步。議會於是在二零零九年十月十四日，假座九龍香格里拉大酒店召開特別會員大會。出席的八十八家會員一致通過決議，表明強烈反對兩家航空公司把佣金削減至零。議會並且就此事諮詢了一名資深大律師的意見，他認為航空公司實施零佣金是違反了與旅行社之間的銷售協議。議會已去信民航處，正式表達議會的意見，並且快將在報章刊登聲明，抗議法航及荷航取消旅行社佣金。

Ever since Air France and KLM have announced their plan to reduce agency commission progressively to zero, the TIC has written to the two airlines many times to demand abandonment of the plan but to no avail. The TIC therefore held an Extraordinary General Meeting (EGM) at the Kowloon Shangri-la Hotel on 14 October 2009. The 88 members present unanimously passed resolutions to express strong opposition to zero commission to be implemented by the two airlines. The TIC has consulted a senior counsel on

the matter, who has advised that implementation of zero commission is in breach of the contract between the airlines and travel agents. The TIC has written to the Civil Aviation Department to officially state its views, and will soon publish a statement in newspapers to protest against the two airlines' zero commission policy.



會員在特別會員大會上一致通過三個決議，以抗議法航及荷航削減佣金。
Members unanimously pass three resolutions at an EGM to protest against Air France and KLM's commission cuts.

提高議會透明度的新措施 **New measures to increase transparency of TIC**

為了進一步提高議會的透明度，議會的《會章》、《年報》、會議議程及會議紀錄將在議

The M&A, annual reports, and agendas and minutes of meetings of the TIC will be uploaded to its website in order to further enhance transparency.

會網站公開。《會章》和《年報》會載於供公眾瀏覽的部份，而理事會、委員會、工作小組的會議議程及會議紀錄則只供議會會員閱覽；紀律委員會的小組會議及上訴委員會的會議紀錄則不會公開。議會網站將於明年一月起張貼以上資料。

While the M&A and annual reports will be posted on the TIC website for public browsing, agendas and minutes of meetings of the Board, committees and working groups will only be accessed by TIC members; and minutes of disciplinary committees' panel meetings and the Appeal Board's meetings will not be released. The above information will be posted on the TIC website from January next year.

推廣誠信管理及內部管控 Promoting integrity management and internal control

為推動旅行社實行廉潔誠信的營商手法，議會響應廉政公署的呼籲，鼓勵旅行社推行良好內部管控措施，並且應制訂公司紀律守則，供董事和職員遵守。議會已向全體會員發出通告，並附上廉政公署提供的紀律守則範本給會員參考(通告C1236)。

To promote clean and ethical business practices in the travel industry, the TIC, in support of the appeal of the Independent Commission Against Corruption (ICAC), encourages travel agents to put in place sound internal controls and lay down a company code of conduct for their directors and staff. A circular enclosed with a sample code of conduct prepared by the ICAC has been sent to all members for their reference (Circular C1236).

議會開放日 TIC Open Day

議會於二零零九年十一月三日為會員舉辦開放日，共有二十多人參加。是次活動旨在增進會員對議會的瞭解，除了介紹議會辦事處各部門的運作外，還邀請了規條委員會前召集人黃德偉先生講解委員會的職責，以及處理涉嫌違規個案的程序。議會明年會再舉辦開放日，邀請其他委員會的召集人介紹其委員會的工作。



With an objective of increasing members' understanding of the TIC, an open day was organised for members on 3 November 2009. More than 20 participants showed up, and after being briefed on the work of the various departments of the Executive Office, they were given a talk by Mr Alvin Wong, former convenor of the Compliance Committee, on the duties of the Committee and the procedures for handling suspected violation cases. The TIC is going to organise more open days next year, during which convenors of other committees will be invited to explain the work of their committees to members.

規條委員會前召集人黃德偉先生向會員簡介委員會的工作。

Mr Alvin Wong, former convenor of the Compliance Committee, briefs members on its work.

免費資訊科技培訓課程 Free IT training courses

香港資訊科技商會獲政府資訊科技總監辦公室贊助，推行「旅遊業中小型企業資訊科技培訓計劃」(<http://ssp-ti.hkitf.org>)。商會在今年七月十日舉辦顧客關係管理座談會後，再於十月為議會會員舉辦四個免費培訓課程，內容包括顧客關係管理系統的運作，電郵營銷的步驟和方法，網站

The Hong Kong Information Technology Federation (HKITF) is carrying out a project, Sector-specific IT Training Programme for SMEs for Travel Industry (<http://ssp-ti.hkitf.org>), with sponsorship from the Office of the Government Chief Information Officer. Following a seminar on Customer Relationship Management (CRM) held on 10 July 2009, the HKITF organised four training courses for TIC members free of charge in October. The courses covered topics such as the operation of CRM systems, email marketing, website content

內容管理系統，如何選擇網站供應商，建立網站和網站升級的考慮因素，利用Facebook推廣公司業務等。會員反應熱烈，共有一百八十名旅行社職員參加。商會明年會再舉辦座談會及培訓課程。

management systems, how to choose website vendors, considerations for new websites and website upgrades, and marketing through Facebook. Members' response was encouraging, with 180 travel agency staff participated in the courses. More seminars and training courses will be held next year.

修訂「迫不得已理由」(第177號指引) Revised definition of "reasons beyond control" (Directive No. 177)

理事會已把《經營外遊團守則》中「迫不得已理由」的定義修訂如下(劃底線者為新增部份)：

「迫不得已理由」指戰爭、政治動盪、恐怖襲擊、天災、疫症、惡劣天氣、交通工具發生技術問題、載運機構臨時更改班次 / 時間表、罷工、工業行動、旅遊目的地政府 / 世界衛生組織發出旅遊警告、香港特區政府發出紅色 / 黑色外遊警示，以及其他業界不能控制的不利旅客外遊的情況。

此指引取代第一百三十六號指引，已經生效。

The Board has revised the definition of "reasons beyond control" in the Code of Business Practice on Outbound Package Tours as follows (the underlined parts are newly added):

"Reasons beyond control" mean hostilities, political unrest, terror attacks, natural disasters, pestilences, bad weather, technical problems to transport, changes to the frequency/timetable of any means of conveyance by its operator without advance notice, strikes, industrial action, travel advisories (warnings) issued by governments of the destinations/the World Health Organisation, red/black outbound travel alerts issued by the Hong Kong SAR Government, and any other situations of which the industry has no control and which are unfavourable to outbound trips of travellers.

This Directive supersedes Directive No. 136 and has already been in force.

力求所有個案得到公正處理(第178號指引) Striving for impartial treatment of all cases (Directive No. 178)

為確保購物事宜委員會、規條委員會、消費者關係委員會、會籍委員會、導遊及領隊審核委員會、上訴委員會所處理的個案都得到公正的處理，理事會已決定：

1. 出席處理個案的會議的委員名單屬機密資料(會籍委員會會議除外)，會員不可向任何掌握有關資料的人士索取。
2. 會員不可在處理個案的會議之前或之後，就會議處理的個案接觸或影響有關會議的委員。
3. 會員就有關個案回覆議會時，不可作出虛假或誤導性的陳述。

詳情請參閱第一百七十八號指引。此指引取代第一百零八號指引，已經生效。

To ensure that cases can be handled impartially by the Committee on Shopping-related Practices, the Compliance Committee, the Consumer Relations Committee, the Membership Committee, the Tourist Guide and Tour Escort Deliberation Committee and the Appeal Board, the Board has decided that:

1. The attendance list of the meetings which deliberate cases, except for that of the Membership Committee, is confidential information. Members must not attempt to obtain such information from anyone who possesses it.
2. Members must not contact or influence members of the meetings which deliberate cases before or after such meetings in relation to the cases.
3. When giving replies regarding their cases, members must not make false or misleading statements to the TIC.

Please see Directive No. 178 for details. This Directive supersedes Directive No. 108 and has already been in force.