



## 新任屬會代表張健明先生 New HATA representative Mr Ken Chang

張健明先生是康美旅行社有限公司顧問及高級業務經理，由二零一七年十二月五日起以香港旅行社協會代表的身份加入理事會，現任內地來港旅行團事務委員會召集人、購物事宜委員會副召集人，以及管治、訓練委員會的委員。

張先生早在九十年代就已參與議會的工作，曾任副主席、名譽秘書、來港旅遊委員會召集人等，二零零九年卸任理事後仍一直擔任不同委員會的委員。這麼多年來，他喜見理事會成員增加了，處理事務的範疇更廣，而最重要的是業界和業外理事仍然合作無間，都以自己的專長和經驗服務議會。

張先生說，議會的監管職能將交予快將成立的旅遊業監管局，屆時可以有更多空間和資源加強商會的角色，例如多為業界舉辦宣傳推廣活動，開拓更多商機等。

Mr Ken Chang, Consultant and Senior Operation Manager of Hong Mei Travel Services Company Limited, joined the TIC

Board on 5 December 2017 as the representative of the Hong Kong Association of Travel Agents (HATA). He is now Convenor of the Mainland China Inbound Tour Affairs Committee, Deputy Convenor of the Committee on Shopping-related Practices, and a member of the Governance and Training Committees.

Mr Chang started participating in the TIC's work as early as the 1990s, having served as Deputy Chairman, Honorary Secretary and Convenor of the Inbound Committee, and has continued to join various committees after retiring from the Board in 2009. He was glad to see an expanded Board with more members and a wider scope of responsibilities over these many years, and most importantly, that trade and non-trade directors had maintained good cooperation, contributing their expertise and experience to the Board.

As the TIC's regulatory functions would be transferred to the Travel Industry Authority (TIA) to be established soon, Mr Chang expected that the TIC could make use of more resources to strengthen its role as a trade association, such as organising more promotional activities and identifying more business opportunities for the industry.



## 新當選業界理事崔定邦先生 Newly elected trade director Mr Timothy Chui

崔定邦先生是臨風國際有限公司行政總裁，於去年會員週年大會首次當選理事，現為內地來港旅行團事務委員會委員。他感謝會員給他服務業界的機會。

崔先生希望以入境旅遊經營者的身份，充當入境旅行社和相關各方之間的橋樑，加強彼此溝通，使議會和政府瞭解他們的困難。他會致力於向業界分享使用社交媒體的經驗，協助業者利用社交媒體平台推廣，以加強競爭力。

崔先生認為，廣深港高速鐵路和港珠澳大橋即將開通、加上「一帶一路」政策和粵港澳大灣區規劃，內地遊客來港會更頻繁，要求也會更高，除了觀光購物外，也期望參加綠色旅遊、深度遊等。旅行社要在轉變中的市場立足，就要設計更具特色的旅遊產品，吸引更多旅客來港。

Mr Timothy Chui is Chief Executive Officer of Long Wind International Limited. Elected to the Board for the first time at

last year's Annual General Meeting (AGM), he is currently a member of the Mainland China Inbound Tour Affairs Committee. He thanked members for giving him the opportunity to serve the trade.

As an inbound tour operator, Mr Chui wished to act as the bridge between inbound agents and related parties in order that the government and the TIC could understand their difficulties. He would also strive to share his experience in using social media with traders, helping them enhance competitiveness by launching promotions on social media platforms.

With the commissioning of the Guangzhou-Shenzhen-Hong Kong Express Rail Link and the Hong Kong-Zhuhai-Macao Bridge, the launch of the Belt and Road Initiative and the development of the Guangdong-Hong Kong-Macao Bay Area, Mr Chui expected an increase in mainland visitors more demanding and interested in more diverse activities such as green and in-depth travel apart from sightseeing and shopping. In order to gain a foothold in the ever-changing market, travel agents should develop distinctive travel products to draw more visitors to Hong Kong.



## 新當選業界理事沈朝生先生 Newly elected trade director Mr Jason Shum

沈朝生先生是南華(快捷)旅行社有限公司執行董事，自二零零三年起從事旅遊業，在二零一七年會員週年大會上當選理事，現為議會名譽司庫，以及管治委員會、人事及財務委員會、機場建設費專責小組的成員。

沈先生一直積極參與議會事務，在二零一三至一七年間以香港旅行社協會代表的身份加入理事會，並曾任規條委員會、會籍委員會、公共關係委員會、票務委員會的委員。

沈先生也熱心參與業界公職，現任香港旅行社協會執委會成員、香港旅遊發展局成員，還曾任國際航空協會審訂旅行社商會的執行委員。沈先生希望旅行社能不斷自我提升，保持競爭力，向顧客提供優質的服務。

Mr Jason Shum, Executive Director of Nan Hwa (Express) Travel Service Limited, joined the travel industry in 2003, and was elected to the TIC Board at the AGM held in 2017. He is currently TIC Honorary Treasurer and serves on the Governance Committee, the Staff and Finance Committee and the Task Force on Airport Construction Fee.

Mr Shum has been actively participating in the TIC's work. He served on the Board as HATA's representative from 2013 to 2017 and was a member of the Compliance, Membership, Public Relations and Ticketing Committees.

An active member in the industry, Mr Shum is an executive committee member of HATA and a Board member of the Hong Kong Tourism Board, and was an executive committee member of the Society of IATA Passenger Agents. He hoped that traders could keep upgrading themselves so as to maintain competitiveness and provide quality services for customers.



## 連任業界理事鄧雯蕙女士 Re-elected trade director Ms Karen Tang

鄧雯蕙女士是瓦努阿圖國家旅遊有限公司董事總經理，二零一五年首次當選理事，去年在會員週年大會上連任。她現任香港華商旅遊協會執行委員，以及瓦努阿圖國家旅遊局大中華及東南亞辦事處代表。

鄧女士期望能透過加入理事會，為業界出一分力，維護同業的權益。她認為現時網上旅行社、酒店、航空公司的網站，經常以極低價錢銷售旅遊產品，令中小型旅行社難以生存。她建議議會在行業培訓方面提供更多支援，提升行業的形象，這也應是議會將來的工作方向。

鄧女士希望議會多聆聽同業的聲音，理解會員面對的困難。議會在處理消費者對會員的投訴時，宜先瞭解事件始末，再研究雙方的陳述，務求以公平、公正的方式處理糾紛。

Ms Karen Tang is Managing Director of Vanuatu National Travel Limited. She was first elected to the Board in 2015 and was re-elected at last year's AGM. Ms Tang is currently an executive committee member of the Federation of Hong Kong Chinese Travel Agents and a representative of the Tourism Department of Vanuatu (Greater China and Southeast Asia).

Ms Tang wished to contribute to the industry and safeguard the interests of traders by becoming a member of the Board. She considered that the low-priced travel products offered by online travel agents as well as the websites of hotels and airlines had threatened the survival of small- and medium-sized travel agents. She suggested that the TIC should provide more support in industry training and enhance the industry's image, which indicated future directions for the TIC.

Ms Tang hoped that the TIC would listen to its members' views and understand their difficulties. When handling consumers' complaints against members, the TIC should first have a grasp of the whole story and then deliberate the representations of both parties so that disputes could be handled in a fair and impartial manner.



## 新當選業界理事姚柏良先生 MH Newly elected trade director Mr Perry Yiu MH

姚柏良先生是香港中旅港澳遊管理有限公司董事總經理，於去年會員週年大會上首次當選理事。他現任訓練委員會召集人、管治委員會委員，以及「旅行社資訊科技發展配對基金先導計劃」評審委員會的委員。

身為業界一份子，姚先生希望加入理事會為業界發聲，改善營商環境，推動行業健康發展。資訊科技日新月異，消費者可直接向酒店、航空公司等購買旅遊服務，使擔當中介人的旅行社日見經營困難。業界要自我裝備，提升競爭力，才能應付新挑戰。

議會的角色轉變在即，姚先生認為應諮詢業界意見和取得業內共識，以確立未來的定位。他希望旅遊業監管局能聽取業界人士的意見，並且兼顧業界和消費者的利益。

Mr Perry Yiu, Managing Director of China Travel (HK & Macau Tour) Management Hong Kong Limited, was elected to the

Board for the first time at last year's AGM. He is now Convenor of the TIC Training Committee, and a member of the Governance Committee and the Vetting Committee of the Pilot Information Technology Development Matching Fund Scheme for Travel Agents.

Being a member of the industry, Mr Yiu wished to speak for the trade at the Board, improve the business environment and promote the healthy development of the industry. With the advances in information technology, consumers could purchase travel services directly from hotels and airlines, making travel agents, the intermediaries, difficult to survive. To rise to the new challenges, the trade had to upgrade themselves and increase their competitiveness.

Talking about the TIC's future roles, Mr Yiu considered reaching a consensus among traders after consultation to be necessary for the TIC to secure a firm footing in the future. He hoped that the TIA could listen to the opinions of the trade and strike a right balance between the interests of consumers and traders.

## 二零一七至一八年度理事會 Board of Directors 2017/2018

主席：黃進達先生  
副主席：徐王美倫女士、馬煜文先生  
名譽秘書：馬豪輝先生\* *GBS, JP*  
名譽司庫：沈朝生先生  
理事：陳黃穗女士\* *BBS, JP*、張健明先生、周雪鳳女士\*、崔定邦先生、梁天龍先生、梁富華先生\* *BBS, MH, JP*、梁家駒先生\* *JP*、李國英先生\* *BBS, MH, JP*、李毅立先生、廖健昇先生\*、盧輝華先生、羅啟邦先生、馬逢國議員\* *SBS, JP*、吳熹安先生 *MH*、吳權藝先生、潘榮輝先生\*、施俊明先生、譚光舜先生、鄧雯蕙女士、湯麟華先生、謝思明博士\*、王吉顯先生\*、楊傳亮先生\* *BBS, JP*、姚柏良先生 *MH*

(名譽顧問：胡兆英先生 *BBS, MH, JP*)

(\*獨立理事)

以上資料截至二零一八年三月二十六日。關於理事會、上訴委員會、各委員會及工作小組的最新資料，請瀏覽議會網站：[www.tichk.org](http://www.tichk.org) → 「議會」 → 「組成」。

Chairman: Mr Jason Wong  
Deputy Chairmen: Mrs Gianna Hsu and Mr Martin Ma  
Honorary Secretary: Mr Ma Ho Fai\* *GBS, JP*  
Honorary Treasurer: Mr Jason Shum  
Directors: Mrs Pamela Chan\* *BBS, JP*, Mr Ken Chang, Ms Dilys Chau\*, Mr Timothy Chui, Mr David Leung, Mr Leung Fu Wah\* *BBS, MH, JP*, Mr Johnny K K Leung\* *JP*, Mr Li Kwok Ying\* *BBS, MH, JP*, Mr Leo Li, Mr Alex Liu\*, Mr Larry Lo, Mr Roy Lo, the Hon Ma Fung Kwok\* *SBS, JP*, Mr Ng Hi On *MH*, Mr Roy Ng, Mr Jimmy Poon\*, Mr Steve C M Sy, Mr Tommy Tam, Ms Karen Tang, Mr Warren Tong, Dr Tony Tse\*, Mr Peter Wong\*, Mr Charles Yang\* *BBS, JP* and Mr Perry Yiu *MH*

(Honorary Adviser: Mr Michael Wu *BBS, MH, JP*)

(\*Independent directors)

The above information is accurate as at 26 March 2018. For the latest information on the Board of Directors, the Appeal Board, committees and working groups, please visit the TIC website at [www.tichk.org](http://www.tichk.org) → "The Council" → "Composition".

## 粵港澳共同推動大灣區旅遊 Concerted effort to promote tourism in Bay Area

為了探討粵港澳大灣區的旅遊發展潛力，議會與香港旅遊發展局於二零一七年十二月二十一日，



◆十一名大灣區城市的旅遊協會代表簽署合作協議。  
*Eleven tourism organisation representatives in the Bay Area sign a cooperation agreement.*

在香港會議展覽中心合辦「粵港澳大灣區旅遊界合作峰會」，約有三百名來自國家旅遊局、粵港澳大灣區政府機構和旅遊局代表，以及旅遊界人士出席。

會上十一名三地旅遊協會的代表簽署了《粵港澳大灣區旅遊界合作協議書》，承諾攜手開發區內的旅遊資源。議會是簽署方之一，將繼續與大灣區各地旅遊業協會保持緊密合作，協助業界開拓更豐富的「一程多站」旅遊線路，使業者得以充份把握大灣區旅遊發展的機遇。

The Guangdong-Hong Kong-Macao Bay Area Travel Trade Summit was jointly organised by the TIC and the Hong Kong Tourism Board (HKTB) on 21 December 2017 at the

Hong Kong Convention and Exhibition Centre to explore the potential of tourism development in the Bay Area. About 300 people attended the event, including those from the China National

Tourism Administration, government organisations and tourism associations in the Bay Area, as well as members of the tourism sector.

A cooperation agreement was signed at the summit by 11 representatives of tourism organisations in the Bay Area, under which they pledged to join hands in developing tourism resources in the region. The TIC, a signatory to the agreement, will continue to maintain close ties with the trade associations in the Bay Area in an effort to enable traders to fully grasp the opportunities of tourism development in the Bay Area by assisting the trade in devising new itineraries and more diversified multi-destination routes.

## 理工大學、專業教育學院的就業展覽 Career exhibitions at PolyU and IVE

議會於三月參加了兩個大專學院的就業活動：三月十六日在香港理工大學酒店及旅遊業管理學院舉行的「Career Day 2018」，以及三月二十日在香港專業教育學院(黃克競分校)酒店、服務及旅遊學系舉行的「Career Expo 2018」。議會在兩次活動上向學生派發會員提交的職位空缺資料，並讓會員免費借用議會攤位，向學生介紹其職位空缺。

The TIC participated in two career exhibitions hosted by two tertiary institutions in March, namely the Career Day 2018 held at the School of Hotel and Tourism Management (SHTM) of The Hong Kong Polytechnic University (PolyU) on 16 March, and the Career Expo 2018 held at the Department of Hotel, Service and Tourism Studies of the Hong Kong Institute of Vocational Education (IVE) (Haking Wong Campus) on 20 March. At both events, the TIC distributed information sheets

of job vacancies offered by travel agents to students, and let agents use its booth to introduce their vacancies to the students.



## 代收機場建設費對旅行社確有影響 Travel agents affected by collection of Airport Construction Fee

議會委託了香港理工大學酒店及旅遊業管理學院於二零一七年九月至十一月期間展開獨立研究，以瞭解不同類別的旅行社，代航空公司收取機場建設費在財政和運作上會否有影響。研究結果顯示，代收機場建設費確實增加了旅行社的工作量和財政負擔，因此機場管理局應向旅行社給予補償，合理的補償率為每收取港幣一百元機場建設費補償港幣三點六一至三點八零元。

上述研究結果已分別獲票務委員會與理事會確認，議會將約見香港航空公司代表協會，商討如何補償旅行社。

An independent study on whether different categories of travel agents are affected financially and operationally by the

collection of the Airport Construction Fee (ACF) for airlines was commissioned by the TIC and conducted by the SHTM of PolyU between September and November 2017. The findings of the study reveal that since collecting the ACF for airlines has definitely increased the workload and financial burden of travel agents, the Airport Authority should compensate travel agents, with a reasonable compensation rate being HK\$3.61 to HK\$3.80 for every HK\$100 of the ACF collected.

The above findings have already been endorsed by the Ticketing Committee and the Board of Directors respectively, and the TIC will soon meet the Board of Airline Representatives in Hong Kong to discuss how travel agents should be compensated.

## 保障個人資料及網絡安全講座 Seminar on personal data protection and cyber security

由於有幾家旅行社被黑客攻擊並勒索，議會於一月二十九日舉辦「保障個人資料及網絡安全」講座，邀請了個人資料私隱專員黃繼兒先生、警務處網絡安全及科技罪案調查科高級督察黃迪奇先生主講，約有六十名旅行社代表出席。

私隱專員建議旅行社委派高層管理人員監督私隱事宜，建立偵測資料外洩的有效機制，並向員工提供相關培訓。如發生資料外洩事故，應立即聯絡執法部門及資訊科技專家。專員還鼓勵業界推行私隱管理系統，以妥善管理其持有的個人資料。

黃督察則講解了常見的網絡攻擊手法，提醒與會者切勿打開可疑電郵的附件及連結，定期為資料備份，管理人員也須提高員工對網絡安全的意識，建立事故回應機制等。會員可閱覽通告C1708，以取得更多相關資訊。

In view of cyber attacks on several travel agents with extortion threats involved, the TIC held a seminar on personal data protection and cyber security on 29 January, at which Mr Stephen Wong, the Privacy

Commissioner for Personal Data, and Mr Dicky Wong, Senior Inspector, the Cyber Security and Technology Crime Bureau of the Hong Kong Police Force, were invited to speak to around 60 agent representatives.

The Privacy Commissioner suggested that travel agents should appoint senior managers to monitor privacy matters, establish effective mechanisms to detect data leakage, and provide staff members with relevant training. In the event of data leakage, they should contact law-enforcement agencies and IT experts immediately. He also encouraged the trade to implement privacy management systems so as to properly manage the personal data possessed by them.

Inspector Wong explained common types of cyber attacks and reminded the attendees not to open attachments and hyperlinks in suspicious emails. They should also back up their data regularly, raise their employees' awareness of cyber security and establish an incident response mechanism. Members may refer to Circular C1708 for more information on the matter.



◆個人資料私隱專員黃繼兒先生講解旅遊業界如何保障個人資料私隱。  
Privacy Commissioner Mr Stephen Wong talks about how the travel industry can protect personal data privacy.

## 預算案大力支持旅遊業界 Budget to give impetus to travel industry

「旅行社資訊科技發展配對基金先導計劃」(「先導計劃」)，於二零一六年獲政府撥款港幣一千萬元成立。計劃推出以來，總共有一百一十四家會員旅行社申請資助成功。由於反應理想，財政司長已建議在二零一八至一九年度財政預算案中額外撥款港幣三千萬元，用以優化「先導計劃」。議會相信此舉可鼓勵更多中小型旅行社開發資訊科技項目，提升網絡安全，增強公眾對業界的信心。

為協助業界開拓「一帶一路」、「大灣區」及廣深港高速鐵路和港珠澳大橋開通帶來的旅遊商機，財政司長建議撥款港幣三百萬元給議會，以開發關於「一帶一路」沿線國家及「大灣區」城市旅遊資源的網上平台，並且撥款港幣一百萬元，以便議會安排香港旅行社訪問「大灣區」，從而加強與內地業界合作並開拓商機。

此外，財政司長還建議給香港旅遊發展局額外撥款，以落實旅遊事務署去年公佈的《香港旅遊業發展藍圖》。

The Pilot Information Technology Development Matching Fund Scheme for Travel Agents (Pilot Scheme) was established in 2016 with government funding of HK\$10 million. Since its launch, a total of 114 member agents have suc-

cessfully applied for subsidies. In view of the good response, the Financial Secretary has proposed in the 2018-19 Budget that an additional funding of HK\$30 million will be allocated to enhance the Pilot Scheme. The TIC believes that this will encourage more SME travel agents to develop IT projects to enhance cyber security and boost the public's confidence in the trade.

To assist the trade in exploring tourism business opportunities brought by the Belt and Road Initiative, the Bay Area, the Guangzhou-Shenzhen-Hong Kong Express Rail Link and the Hong Kong-Macao-Zhuhai Bridge, the Financial Secretary has proposed to allocate HK\$3 million to the TIC for developing a web-based tourism resource platform about Belt and Road countries and Bay Area cities; and HK\$1 million for arranging for Hong Kong's travel agents to visit the Bay Area to forge closer ties with the mainland trade and open up business opportunities.

Additionally, the Financial Secretary has proposed to allocate extra funding to the HKTB to implement the Development Blueprint for Hong Kong's Tourism Industry announced by the Tourism Commission last year.

## 「危機管理及投訴處理」講座 Seminar on crisis management and complaint handling

旅行社不時要應付各種難題，例如旅行團意外、消費者糾紛、敏感資料外洩等，如處理恰當，可保護甚至提升公司的形象和聲譽。為加強會員處理危機的技巧，議會於一月二十三日舉辦「危機管理及投訴處理」講座，邀請了香港調解仲裁中心主席蘇文傑先生主講，約有五十名旅行社代表出席。蘇先生講解了最近生效的《道歉條例》，指出條例的目標是提倡和鼓勵爭端當事人適時道歉，以和睦的方式排解爭端。他還分享了一些處理投訴的軟性技巧，以及用調解方式解決糾紛的好處。

Travel agents have to deal with various challenges from time to time, including tour accidents, consumer disputes and leakage of sensitive information. Handling these challenges properly can protect and even enhance corporate image and reputation. In a bid to sharpen members' skills in crisis handling, the TIC invited Mr Albert So, Chairman of the Hong Kong Mediation and Arbitration Centre, as the guest speaker of a seminar on crisis management and complaint handling

organised on 23 January. Some 50 agent representatives attended the seminar, at which Mr So explained the newly effective Apology Ordinance, whose objective is to promote and encourage the making of timely apologies in order to facilitate the amicable resolution of disputes. He also shared some soft skills in handling complaints, as well as the benefits of resolving conflicts by mediation.



## 電子印花徵費系統試行 Pilot run of e-levy system

由今年三月起，繳付印花徵費的方法，除印花機外，還新增一種：電子印花徵費系統。新系統目前已有幾家旅行社試用，如運作順暢，將於下半年全面推行。

為幫助旅行社熟習電子印花徵費系統，旅遊業賠償基金管理委員會設立了培訓網站，以便會員藉著試用帳戶來瞭解實際操作。詳情請參閱通告C1701，或與管理委員會秘書處電子印花項目團隊聯絡，電話：3151-7926。

From March this year, levy payments can be made through one more method apart from the franking machine: the e-levy system. Several travel agents are now piloting the system, which, if

smoothly operated, will be fully implemented in the second half of 2018.

A training site has been set up by the Travel Industry Compensation Management Board (TICFMB) to help travel agents gain hands-on experience through trial accounts and thus familiarise themselves with the e-levy system. For details, please refer to Circular C1701 or contact the TICFMB's e-levy project team on 3151-7926.

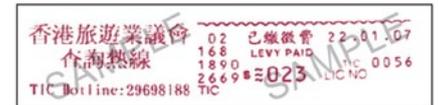


電子印花徵費號碼  
Levy collection number

旅行社名稱  
Name of travel agent

收據號碼  
Receipt number

◆電子印花樣本。  
Sample of e-levy stamp.



◆傳統印花樣本。  
Sample of conventional levy stamp.

## 旅遊業將設立資歷架構 Travel industry to set up Qualifications Framework



◆旅遊業諮委會一月三十一日召開首次會議。  
The first meeting of the Travel Industry Training Advisory Committee was held on 31 January.

議會訓練委員會三年前開始向業界推動設立資歷架構，在多次諮詢業界商會、從業員組織後，業界去年底終於就此達成共識。今年一月一日，教育局在資歷架構下成立「旅遊業行業培訓諮詢委員會」（旅遊業諮委會），共有十八名成員，由議會訓練委員會前召集人梁志群先生擔任主席，議會主席黃進達先生擔任副主席。其餘十六名成員包括僱主和商會代表、工會代表，以及教育局和旅遊事務署的代表。

旅遊業諮委會的主要工作是為行業撰寫《能力標準說明》，並於行業宣傳及推廣資歷架構。諮委會已擬訂未來一年的工作計劃，並設立了兩個專責小組，分別負責編撰《能力標準說明》，以及開展推廣和諮詢工作。

Three years ago, the TIC Training Committee started promoting the establishment of a Qualifications Framework (QF) to the industry. After many rounds of consultation with trade associations and trade practitioner bodies, a consensus was finally achieved at the end of last year. On 1 January 2018, the Education

Bureau (EDB) set up the Travel Industry Training Advisory Committee (Travel ITAC) under the QF, which comprises 18 members, with Mr Andrew Leung, former Convenor of the TIC Training Committee, as Chairperson and Mr Jason Wong, TIC Chairman, as Vice Chairperson. The other 16 members are employers and representatives of trade associations, representatives of labour unions, and representatives of the EDB and the Tourism Commission.

The major tasks of the Travel ITAC are to draw up the Specification of Competency Standards (SCS), and to publicise and promote the QF among the sector. The Travel ITAC has drawn up an annual work plan and formed two task forces to draft the SCS and undertake publicity and consultation work respectively.