

Chairman's Report

主席報告

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The tourism industry is one of the main economic pillars of Hong Kong which has driven the development of retail, hotel, catering and other industries, and denotes the economic development of Hong Kong. Cross-border tourism has nearly come to a halt since the outbreak of the epidemic, and the entire tourism industry chain has been severely impacted for nearly three years.

旅遊業是香港主要經濟支柱之一，帶動了零售、酒店、餐飲等行業發展，對香港經濟發展有著立竿見影的作用。疫情爆發至今，跨境旅遊幾乎停頓，整個旅遊產業鏈已接近三年遭受衝擊。

*At the time that the tourism industry was frozen, I decided to take up the position as chairman of the TIC. The pressure at work was overwhelming, but I am motivated by the **missions** and **responsibilities** that come along.*

在旅遊業陷於冰封之際，本人毅然擔任議會主席，不免倍感壓力，但相隨而來的還有**使命**和**擔當**。

2022 was particularly meaningful to the TIC. The two-tier regulatory regime of the tourism industry had been in operation for more than 3 decades, and the TIC had performed an essential role in regulating the trade and promoting the development of the tourism sector. The new regulatory regime for the tourism industry has been implemented in full on 1 September 2022, marking an important milestone for the tourism industry in Hong Kong. After accomplishing the historical mission of trade self-regulation, the TIC continues to play its role of the federation of trade associations.

2022 年對議會來說，別具意義。旅遊業的雙軌規管制度在過去已運作超過 30 年，議會在行業規管和推動旅遊業發展方面一直肩負重任。旅遊業新規管制度於 2022 年 9 月 1 日全面實施，標誌著香港旅遊業的一個重要里程碑。議會完成行業自我監管的歷史任務，繼續發揮行業總商會的角色。

Smooth transition of the regulation regime 規管制度順利過渡

My primary task after assuming office was to ensure a smooth transition of the regulatory regime. In the last year, the TIC had maintained close communication and collaboration with the Tourism Commission and the Tourism Industry Authority on various details of the transitional arrangements. Thanks to the efforts of the Tourism Industry Authority, the Board of Directors of TIC and the committees of the TIC, all the alleged violation and appeal cases were finally concluded, and the goal of clearing all cases was achieved. During the period from 1st January 2022 to 1st August 2022, a total of 7,310 applications for renewal of Tour Guide Passes and Tour Escort Passes were processed. The TIC also organised a number of briefing sessions about the transitional arrangements for the Tour Guide Pass and Tour Escort Pass; and informed members of the relevant transitional arrangements of the regulatory regime including New Arrangements for the Travel Industry Compensation Fund and Levies, the end of Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers, and application for refund of unused registration fee for mainland inbound tours, etc.

本人上任後的首要任務，是讓規管制度順利過渡。過去一年多時間，議會與特區政府旅遊事務署及旅遊業監管局就過渡安排的各項細節保持緊密溝通和合作。有賴旅遊業監管局、議會理事會及委員會的努力，所有規條及上訴個案得以順利處理，成功達至「清零」目標；在 2022 年 1 月 1 日至 8 月 1 日期間，議會所辦理的導遊證及領隊證續證申請達 7,310 宗。議會亦舉辦多場有關導遊證及領隊證過渡安排的簡介會；以及向會員交代旅遊業新舊規管制度交接的相關事宜，包括關於「旅遊業賠償基金」及徵費的新安排、「內地入境旅行團(登記店舖)購物退款保障計劃」結束，以及申請未用入境團登記費貼紙退費等。

Work together with the industry

與業界攜手並肩

Due to the epidemic, the TIC's levy income dropped drastically, and had resulted in serious financial crisis. Fortunately, risks lay potential and opportunities. In response to the severe fifth wave of the epidemic at the beginning of this year, the TIC actively contacted the Innovation and Technology Commission and the Home Affairs Department, and was entrusted to launch the "StayHomeSafe" Delivery Project and the "StayHomeSafe" Hotline Service Project. The TIC was responsible for distributing electronic wristbands and anti-epidemic kits to people in home quarantine and their close contacts, and provided support and assistance to people in home quarantine. In addition, the TIC also assisted the Security Bureau to openly recruit housekeeping assistants for Community Isolation Facilities and collect job application forms submitted by practitioners in conjunction with the eight Association Members. The above projects not only brought income to the TIC, but also benefited numerous tourism practitioners.

由於疫情關係，議會印花徵費收入銳減，面臨嚴重財政危機。幸而，有危亦有機，今年初因應第五波疫情嚴峻，議會積極聯絡創新科技署及民政事務總署，並獲委任展開「TIC『居安抗疫』派送計劃」及「TIC『居安抗疫』熱線服務計劃」，負責派發電子手環和防疫包予家居檢疫人士及其緊密接觸者，並為進行家居檢疫的人士提供支援和協助；此外，議會亦協助保安局宣傳社區隔離設施內務管理助理的公開招聘，聯同八個屬會同步收集從業員遞交的職位申請表，不僅為議會帶來收益，亦惠及眾多旅遊從業員。

Steer the TIC forward

帶領議會邁步向前

Moreover, the TIC will launch a brand new web-based tourism resource platform about Belt and Road related countries and regions and the Guangdong-Hong Kong-Macao Greater Bay Area cities by the end of 2022 with funding from the Tourism Commission. The Platform aims to publicise the latest tourism information of places in the Belt and Road and Greater Bay Area to traders and tourists, gather industry partners through business matching, facilitate multi-party exchanges and cooperation, and establish a network to expand business opportunities.

此外，議會獲特區政府旅遊事務署資助，將於2022年底推出全新的「一帶一路」相關國家和地區及「粵港澳大灣區」城市網上旅遊資源平台，向業界及旅客宣傳推廣相關地方的最新旅遊資訊、透過進行業務配對，匯聚業界夥伴，促進多方交流合作，建立網路拓展商機。

Meanwhile, the TIC will focus more on manpower training by providing training and examinations including licensing examination of tourist guides and tour escorts, "Cultural Tourist Guide Training Programme", "Cultural and Heritage Training Programme" and "Train-the-trainer Course" to promote professional development of the tourism industry. Furthermore, the initial phase of the new online training platform will be launched in 2023 to deliver training online to tourism-related practitioners in order to continuously improve their competitiveness.

同時，議會將更專注於人才培訓工作，提供導遊及領隊領牌考試、「文化導賞培訓課程」、「文化及古蹟導賞課程」及「導遊導師培訓課程」等培訓考試，推動旅遊業更專業化。另外，議會將於2023年推出全新的「網上培訓平台」首階段，透過網上教學形式培訓旅遊相關的從業員，以持續提高從業員的競爭優勢。

As the federation of trade associations, the TIC is committed to serving members, speaking for the industry, promoting the sustainable development of the trade as well as taking forward policy measures that benefit the industry. The TIC welcomes the announcement by the Government on 18th November 2022 regarding the specific arrangements for inbound tour groups, which supports the gradual recovery of the inbound tourism market and improve the business environment of the tourism industry. At the same time, the TIC is also actively strengthening partnerships with the cultural, sports and tourism departments in Mainland and the Government of the HKSAR as well as the related organizations in order to solicit their support and collaboration. I sincerely hope that after the epidemic, the TIC will continue to launch programmes that assist members in expanding their business and fostering business exchanges and cooperation, so as to seize the development opportunities after the epidemic.

議會作為行業總商會，今後將專心致志為會員服務，為業界發聲，推動行業持續發展，並積極推進各項惠及業界的政策措施。議會歡迎特區政府於2022年11月18日公佈為入境旅行團提供的針對性安排，以支持入境旅遊市場有序地逐步恢復，為旅遊業界提供更有利的營商環境。與此同時，議會亦積極加強與內地文化體育旅遊部門、香港特區政府及相關機構的夥伴關係，以爭取更多支援和合作。本人深盼在疫情過後，議會繼續推出多個協助會員旅行社拓展業務和對外交流合作方案，以抓緊疫後發展機遇。

Seize the opportunities brought by the nation's development **抓緊國家發展機遇**

President Xi Jinping pointed out in his important speech on 1st July this year that Hong Kong should continue to create strong impetus for growth, seize the historical opportunities brought by the nation's development, and actively dovetail itself with National Strategies including the National 14th Five-Year Plan, development of the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) and high-quality Belt and Road co-operation, etc. to fully unleash Hong Kong's potential. The synergy of culture, sports, and tourism has driven the economic and industrial development and added value to the tourism industry. The TIC will lead the tourism industry to continue to seize the opportunities brought by the nation's development actively, work together to promote Hong Kong's development as an East-meets-West Centre for International Cultural Exchange, and consolidate and enhance Hong Kong's status as an international aviation hub.

國家主席習近平在今年7月1日的重要講話中指及，寄望香港不斷增強發展動能，抓住國家發展帶來的歷史機遇，主動對接「十四五」規劃、粵港澳大灣區建設和「一帶一路」高質量發展等國家戰略，充分釋放香港的潛力。文化、體育、旅遊的協同效應，帶動了經濟及產業發展，為旅遊業增值。議會將帶領旅遊同業繼續積極抓緊國家發展帶來的機遇、攜手推動香港發展為中外文化藝術交流中心、鞏固和提升香港國際航空樞紐地位。

The last year during my tenure was full of challenges but fruitful. I should take this opportunity to once again thank the Tourism Commission, Mr. Hon YIU Pak-leung, the Board of Directors of the TIC and the eight Association Members, as well as all trade associations and friends for their support and assistance. I would also like to extend my gratitude to the members for their support over the years, and to the Executive Director Ms Fanny Yeung and the Executive Office for their full cooperation. Looking forward, I will continue to take all efforts to unite the industry, steer the TIC forward, and join hands with everyone to expedite recovery of the tourism industry.

過去一年，本人任內充滿挑戰，但亦收穫豐盛。在此再一次感謝特區政府旅遊事務署、姚柏良議員、議會理事會及八個屬會，以及業界各商會所給予的友好支持和協助，同時衷心感謝會員多年來的支持，亦多謝議會總幹事楊淑芬女士及辦事處的全力配合。在未來的日子，本人將繼續全力以赴，團結業界，帶領議會邁步向前，與大家齊心同行，攜手推動旅遊業復甦。