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中華人民共和國香港特別行政區政府  
勞工及福利局  
Labour and Welfare Bureau  
The Government of the Hong Kong Special Administrative Region  
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# 愛心僱主獎章

## Caring Employer Medal

# 2025

## 行動清單

### Action List

共融就業領導機構版本  
INCLUSIVE EMPLOYMENT VANGUARD VERSION

指定評估期為2024年7月1日至2025年6月30日。  
The designated assessment period is from 1 July 2024 to 30 June 2025.



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賽馬會  
共融·知行計劃  
Jockey Club Collaborative Project for  
Inclusive Employment

由勞工及福利局多元才能·共融職場嘉許計劃  
及賽馬會共融·知行計劃合辦

Jointly organised by Diverse Abilities · Inclusive Workplace  
Recognition Scheme of Labour and Welfare Bureau and  
Jockey Club Collaborative Project for Inclusive Employment

## 簡介 INTRODUCTION



過去的研究和業界案例證明，推動殘疾共融不單可滿足對「環境、社會及管治」的要求，還可為機構發展帶來優勢及增強韌性。一個殘疾共融的工作環境不止於聘用殘疾人士，機構還需要提升其共融就業的能力；包括硬件改善和軟技能提升。我們借鑒本地和國際指引<sup>1</sup>和框架，參考聯合國可持續發展目標及《環境、社會及管治報告守則》的匯報範圍，並根據香港的情況作出了相應調整，識別了四個提升機構共融就業能力的範疇。在每個範疇下，我們進一步羅列了一系列行動，以協助機構理解其實踐共融就業的能力。這些行動並非用以評估和比較機構的績效指標；相反，它們是參考指引，讓機構反思其現況，辨識改善方向並設定適當目標。機構採取這些舉措或實踐這些行動愈多，代表它在實踐共融就業方面有更大的能力和決心。

Prior research and business cases have shown that ESG requirements aside, fostering disability inclusion can raise organisations' resilience and advance business development. Disability workplace inclusion is more than hiring individuals with disabilities; it requires an organisation to build capacities for embracing inclusive employment in its operation; such capacities pertain to both hardware improvement and soft skills enhancement. Drawing upon local and international guidelines and frameworks<sup>1</sup> for inclusive employment, as well as UNSDGs and reporting boundaries under the Environmental, Social, and Governance Reporting Code, we have identified four dimensions of organisational capacities deemed pertinent to attaining inclusive employment. With adaptations to the context of Hong Kong, we have further constructed a list of actions under each dimension to help organisations understand their capacities for implementing inclusive employment. These dimensions and actions are not meant to be an assessment index evaluating and comparing organisational performance; instead, they are reference points with which organisations reflect upon their current practices, identify areas for improvement, and set appropriate goals. The more of these actions an organisation has taken or acted upon, the greater capacities and commitment it has developed for embracing inclusive employment.

<sup>1</sup> CareER, Disability Inclusion Index (CareER傷健共融指數) - <https://career.org.hk/employer-support/career-disability-inclusion-index/>  
Disability:IN, Disability Equality Index - <https://disabilityin.org/what-we-do/disability-equality-index/> (Only English version is available 只提供英文版本)  
International Labour Organization - <https://www.businessanddisability.org/news/ilo-gbdn-self-assessment> (Only English version is available 只提供英文版本)  
National Organization on Disability - Employment Tracker - <https://www.ceoaction.com/media/1692/results-from-the-2017-disability-employment-tracker-infographic.pdf> (Only English version is available 只提供英文版本)



### 1. 組織承諾及機制 (聯合國永續發展目標UNSDGs 10 & 16)

#### Organisational Commitment & Mechanism

一間殘疾共融的機構致力於建立和展示一種欣賞、珍惜和促進殘疾共融的組織文化和環境，擁有一套明確的目標，並釐清角色和責任，訂明機構如何推動共融就業；同時設定衡量指標以監察進展。機構能營造一個工作環境，讓不同能力、需要或背景的員工皆能感受到被重視和支持。在這共融的環境，員工能充分發揮才能，從而提升其士氣和歸屬感，最終有助提升機構整體表現和生產力。

A disability-inclusive organisation is **committed to building and demonstrating an organisational culture and environment that appreciates, treasures, and facilitates disability inclusion**. It also has in place **a set of clear goals with well-defined roles and responsibilities, which stipulates how inclusive employment can be attained in the organisation; clear metrics are developed for monitoring the progress of achieving inclusive employment**. The organisation aspires to provide a workplace in which all employees feel valued and supported regardless of their abilities, needs, or backgrounds. Such an inclusive environment enables every member of the organisation to contribute fully to its success, hence boosting employees' morale and commitment and benefitting the organisation's overall performance and productivity.



### 2. 在職措施 (聯合國永續發展目標UNSDGs 8 & 10)

#### Employment Operation

一間殘疾共融的機構在整個招聘過程中，讓殘疾求職者的能力得以展現，以建立一個多元化的人才庫。同時，機構為所有員工制定合適的政策和措施，以支持他們的職涯發展，涵蓋從入職、培訓和教育，到薪酬、績效評估、人才留任及事業發展。優先考慮共融和公平的人才措施，不但賦權予殘疾員工，機構同時亦可營造一個讓所有員工都能平等參與的環境，提高團隊協作能力，提升員工參與度和生產力，並彰顯其殘疾共融僱主的聲譽。

A disability-inclusive organisation implements recruitment practices that **engage candidates with disabilities throughout the recruitment cycle, allowing their abilities to be uncovered and acknowledged** with a view to building a diverse talent pool. The organisation also has policies and programmes properly designed to support ALL employees throughout their employment journey, from **onboarding, training and education, to compensations, performance evaluations, job retention, and career advancement**. By prioritizing inclusive and equitable people practices, organisations can foster an inclusive environment that not only empowers employees with disabilities but also promotes fair participation for all. This approach enhances teamwork, boosts employee engagement and productivity, and strengthens the organisation's reputation as a disability-inclusive employer.



### 3. 業務發展及供應鏈的多元性 (聯合國永續發展目標UNSDGs 8 & 12)

#### Business Development & Supply Chain Diversity

一間殘疾共融的機構關注其日常營運、產品和服務如何影響殘疾客戶及持份者。機構會樂於聽取殘疾顧客的意見，不斷優化他們的體驗，並將其視為目標市場。這些舉措有利機構發展創新方案及提升客戶體驗及聲譽。再者，機構透過其採購力和聯同供應鏈中的其他持分者，推動系統性變革，建構更共融的營商生態圈，從而展示其對殘疾共融的承諾。

A disability-inclusive organisation pays full attention to how **its day-to-day processes, services and products impact the experiences of customers and stakeholders with disabilities**. The organisation cares about customers with disabilities, optimizes their experiences, and sees them as marketing targets. This can help foster innovative solutions, enhance customer experiences, and build a reputation for the organisation. The organisation leverages **its purchasing power and connections in the supply chain to drive systemic change** and to create a more inclusive business ecosystem, thereby demonstrating its commitment to disability inclusion.



#### 4. 跨界別參與 (聯合國永續發展目標UNSDGs 10 & 17)

##### Cross-Sector Engagement

一間殘疾共融的機構積極支持並參與關注殘疾議題的組織和社區活動，以推廣和倡導多元性和共融。機構在制定和實踐其發展策略時，聯繫並與殘疾社群合作，以建立一個長期且互利的合作模式。積極的社區參與不僅有助機構建立聲譽，還能促進文化和思維的轉變，締造更共融及公平的社會。

A disability-inclusive organisation **actively supports and engages with disability-focused organisations and community programmes to promote and advocate diversity and inclusion.** It adopts a long-term, mutually beneficial approach to connecting and collaborating with the disability community in formulating and implementing its development strategy. Active community engagement helps the organisation build a reputation and catalyzes a cultural and paradigm change towards a more inclusive and equitable society.

這四個範疇與香港交易所《環境、社會及管治報告守則》的「社會」匯報範圍一致，即「僱傭及勞工常規」、「營運慣例」和「社區」。每個範疇下羅列了一系列行動，這些行動滿足了十七個聯合國永續發展目標中的五個目標，包括「目標8: 體面勞動和經濟增長」、「目標10: 減少不平等」、「目標12: 負責任的消費和生產」、「目標16: 和平、正義和強大機構」以及「目標17: 促進目標實現的夥伴關係」。在下表中，行動項目首先按香港交易所的「社會」匯報範圍分類，然後按滿足聯合國永續發展目標來分組。

The four dimensions align with the “social” aspect of HKEX’s ESG reporting framework: Employment & Labour Practice, Operating Practices, and Community. Each dimension contains a list of actions. The dimensions meet five out of the seventeen UNSDGs, including Goal 8: Decent Work and Economic Growth, Goal 10: Reduced Inequalities, Goal 12: Responsible Consumption and Production, Goal 16: Peace, Justice and Strong Institutions, and Goal 17: Partnerships for the Goals. In the following table, the action items are first grouped by HKEX’s social dimension and then by the satisfaction of similar UNSDGs.



### 1. 組織承諾及機制 Organisational Commitment & Mechanism (聯合國永續發展目標UNSDGs 10 & 16)

類別 Categories	行動 Actions
信息傳播 Message Diffusion	<ul style="list-style-type: none"> <li>推動跨部門的合作與知識分享，以建構傷健共融的職場〔參考例子：合作案例、活動資料 / 相片、員工通訊〕 Initiate cross-business-unit collaborations &amp; knowledge sharing to foster a disability-inclusive workplace [ref. examples: collaboration cases, activity information/photos, staff newsletters]</li> <li>在正式場合分享最佳實踐方案，並持續了解推動傷健共融的最新趨勢〔參考例子：活動資料 / 相片、活動鳴謝〕 Share best practices in official event(s) and stay updated on the latest trends in disability-inclusive practices [ref. examples: activity information/photos, event acknowledgements]</li> </ul>
機制 Mechanism	<ul style="list-style-type: none"> <li>建立機制以定期檢討和完善殘疾共融方案和措施，並評估其對機構表現、氛圍和文化的影響〔參考例子：機制簡介、措施指引、評估結果〕 Have mechanisms to regularly review and enhance disability inclusion initiatives and practices, and to assess their impact on the organisation's performance, climate, and culture [ref. examples: mechanism introduction, initiatives guidelines, assessment results]</li> <li>成立員工 / 業務資源小組 (ERG/BRG) 以支援殘疾員工〔參考例子：機構委任證明、小組名單、小組活動證明〕 Have an Employee / Business Resource Group (ERG/BRG) to support employees with disabilities [ref. examples: organisation appointment document, committee membership list, proof of the group's activities]</li> </ul>
衡量指標 Metrics	<ul style="list-style-type: none"> <li>在年度報告及/或「環境、社會及管治」報告中，呈現與殘疾相關的指標和績效數據〔參考例子：報告中相關的敘述〕 Present the disability-related goals and performance data in annual reports and/or ESG reports [ref. examples: copy of relevant chapters of the reports]</li> <li>設立殘疾人士招聘目的關鍵績效指標，每年量度整體殘疾共融方案的成效〔參考例子：標明年期報告之相關敘述副本〕 Have annual Key Performance Indicators (KPIs) on hiring goals for persons with disabilities to measure the overall disability inclusion initiatives [ref. examples: copy of relevant chapters of the reports with date period]</li> <li>設立員工參與殘疾共融培訓的時數的關鍵績效指標，每年量度整體殘疾共融方案的成效〔參考例子：標明年期報告之相關敘述副本〕 Have annual Key Performance Indicators (KPIs) on disability inclusion training hours for employees to measure the overall disability inclusion initiatives [ref. examples: copy of relevant chapters of the reports with date period]</li> <li>設立在殘疾客戶群中的市場觸及率和佔有率的關鍵績效指標，每年量度整體殘疾共融方案的成效〔參考例子：標明年期報告之相關敘述副本〕 Have annual Key Performance Indicators (KPIs) on reach and market share within the <b>persons with disabilities</b> customer segment to measure the overall disability inclusion initiatives [ref. examples: copy of relevant chapters of the reports with date period]</li> <li>設立向殘疾共融供應商採購的次數或金額的關鍵績效指標，每年量度整體殘疾共融方案的成效〔參考例子：標明年期報告之相關敘述副本〕 Have annual Key Performance Indicators (KPIs) on the number of transactions /procurement amount with disability-inclusive suppliers to measure the overall disability inclusion initiatives [ref. examples: copy of relevant chapters of the reports with date period]</li> </ul>

需符合下列行動數目之要求 Must satisfy the following number of actions:

第三級 殘疾共融先鋒：最少 4 項

Level 3 Disability Inclusive Pioneer : At least 4 items



## 2. 在職措施 Employment Operation (聯合國永續發展目標UNSDGs 8 & 10)

類別 Categories	行動 Actions
準備工作 Preparing	<ul style="list-style-type: none"> <li>發掘及創造能讓殘疾人士發揮潛力的工作與職位〔參考例子：工作與職位簡介、機構自述發掘過程〕 Identify and create jobs &amp; positions that unleash persons with disabilities with potential [ref. examples: introduction of jobs &amp; positions, self-reported development process]</li> </ul>
錄用 Hiring	<ul style="list-style-type: none"> <li>機構自行制定及持續舉辦殘疾人才培訓及招聘計劃〔參考例子：相關計劃副本及推行紀錄〕 Devise and implement long-term in-house persons with disabilities talent training &amp; recruitment programme [ref. examples: copy of relevant programmes and implementation record]</li> <li>從社會福利署「殘疾人士輔助就業培訓計劃」或勞工處「就業展才能計劃」聘請殘疾人士〔參考例子：申請資料、政府批核函件、聘用紀錄〕 Employ persons with disabilities from Supported Employment Training for Persons with Disabilities of SWD or Work Orientation and Placement Scheme of LD [ref. examples: application information, government correspondence, appointment records]</li> </ul>
學習與發展 Learning & Development	<ul style="list-style-type: none"> <li>為擔任殘疾員工的工作夥伴同事提供基本輔導技能培訓〔參考例子：參考指引副本、培訓資訊〕 Provide employees with disabilities' work buddies with training in basic coaching skills [ref. examples: copy of relevant guidelines, training information]</li> <li>定期舉辦與殘疾共融相關的內部培訓〔參考例子：標明年期的培訓資訊及紀錄〕 Provide regular in-house training and education on disability inclusion [ref. examples: training information and records with date period]</li> </ul>
福利、留任與晉升 Benefits, Retention & Advancement	<ul style="list-style-type: none"> <li>提供有薪的殘疾照顧者假期〔參考例子：員工手冊、內部通告〕 Offer paid disability carer's leave [ref. examples: staff handbooks, staff circulars]</li> <li>在員工績效評估中加入與殘疾共融相關的指標，例如殘疾共融培訓時數〔參考例子：列有相關指標的評估表格副本〕 Incorporate disability inclusion targets into employees' performance reviews, e.g., the number of disability inclusion training hours [ref. examples: copy of appraisal form with relevant targets highlighted]</li> <li>回應殘疾員工對其工作經歷的意見〔參考例子：個案描述及結果紀錄〕 Redress feedback from employees with disabilities regarding their workplace experiences [ref. examples: case elaboration and result records]</li> </ul>
工作環境通達度 Workplace Accessibility	<ul style="list-style-type: none"> <li>獲平等機會委員會在「通用設計嘉許計劃」頒受獎項〔參考例子：獎項副本、得獎名單〕 Awarded by the Universal Design Award Scheme organised by EOC [ref. examples: copy of awards, award lists]</li> <li>提升實體工作環境的通達度〔參考例子：工作環境相片，例如無障礙通道、坡道〕 Enhance the accessibility to the workplace [ref. examples: workplace photos, e.g., clear path, ramp]</li> </ul>

需符合下列行動數目之要求 Must satisfy the following number of actions:

第三級 殘疾共融先鋒：最少 6 項

Level 3 Disability Inclusive Pioneer : At least 6 items



**3. 業務發展及供應鏈的多元性 Business Development & Supply Chain Diversity**  
**(聯合國永續發展目標UNSDGs 8 & 12)**

類別 Categories	行動 Actions
產品及服務開拓 Products & Services Development	<ul style="list-style-type: none"> <li>讓殘疾社群持續參與產品及服務測試〔參考例子：標明年期的測試紀錄、相片、問卷結果〕 Engage the disability community to test products and services continuously [ref. examples: testing records, photos, survey results with date period]</li> <li>提高產品的易用性以切合殘疾人士的需要〔參考例子：產品改善方案及紀錄〕 Improve the usability of products and services to meet the diverse needs of PWD [ref. examples: product improvement solutions and records]</li> <li>專為殘疾顧客設計產品及服務〔參考例子：附有相片的產品及服務簡介〕 Customise products or services specifically for customers with disabilities [ref. examples: brief introduction of products and services with photos]</li> </ul>
數碼無障礙 Digital Accessibility	<ul style="list-style-type: none"> <li>根據Web 內容無障礙指南第二版 (WCAG2.0) 或以上來開發網站〔參考例子：檢測結果副本〕 Develop the content of websites in compliance with the Web Content Accessibility Guidelines version 2 (WCAG 2.0) or above [ref. examples: copy of testing results]</li> <li>獲香港互聯網註冊管理有限公司及數字政策辦公室合辦的「數碼無障礙嘉許計劃」頒受獎項〔參考例子：獎項副本、得獎名單〕 Awarded by the Digital Accessibility Recognition Scheme, co-organised by HKIRC and the Digital Policy Office [ref. examples: copy of award, award list]</li> </ul>
採購的多元性 Procurement Diversity	<ul style="list-style-type: none"> <li>選用對殘疾共融有明確承諾的供應商〔參考例子：採購紀錄以及供應商的相關承諾副本〕 Procure from suppliers that explicate their commitment to disability inclusion in a written statement [ref. examples: procurement record, and copy of relevant commitment from suppliers]</li> <li>選用聘請殘疾人士或由殘疾人士擁有的供應商〔參考例子：採購紀錄以及供應商的聘用紀錄副本、採訪報導〕 Procure from suppliers that hire or are owned by persons with disabilities [ref. examples: procurement record, and copy of hiring records from suppliers, media reports]</li> <li>要求供應商實施殘疾共融採購〔參考例子：相關採購條款副本〕 Require suppliers to adopt established disability-inclusive procurement practices [ref. examples: copy of relevant terms of procurement]</li> </ul>

需符合下列行動數目之要求 Must satisfy the following number of actions:

第三級 殘疾共融先鋒：最少 4 項

Level 3 Disability Inclusive Pioneer : At least 4 items



#### 4. 跨界別參與 Cross-Sector Engagement (聯合國永續發展目標UNSDGs 10 & 17)

類別 Categories	行動 Actions
<p>提供資源 Resource Support</p>	<ul style="list-style-type: none"> <li>為社福機構的殘疾人士提供職場參觀或工作影子活動〔參考例子：鳴謝、活動資料及相片〕 Offer workplace visits or job shadowing sessions to persons with disabilities from social welfare organisations [ref. examples: acknowledgements, activity information and photos]</li> <li>參與由香港中小型企業總商會舉辦的2024「友商有良」嘉許計劃，並在「聘用類別」中剔選「殘疾人士」〔參考例子：完整申請表、嘉許狀〕 Participate in the 2024 Partner Employer Award organised by The Hong Kong General Association of Small and Medium Enterprises, and select "Persons with Disabilities" under the "Employment Category" [ref. examples: completed application form, certificate]</li> </ul>
<p>社區參與 Community Participation</p>	<ul style="list-style-type: none"> <li>在促進殘疾共融擔當領導角色〔參考例子：個案陳述、相關行動資料及紀錄〕 Take a leadership role in the promotion of disability inclusion [ref. examples: case elaboration, information and record of relevant initiatives]</li> <li>成為由香港中華廠商聯合會主辦2024/2025年ESG約章的參與公司，並在「履行社會責任」中剔選與殘疾共融相關措施〔參考例子：完整申請表、嘉許狀〕 Join as a participating company in the 2024/2025 ESG Pledge Scheme, hosted by The Chinese Manufacturers' Association of Hong Kong, and check the disability inclusion-related initiatives under "Social Responsibility Commitment" [ref. examples: completed application form, certificate]</li> <li>獲得由香港工業總會主辦的「工業獻愛心」表揚計劃2024之獎項，其舉辦或參與的企業社會責任項目與殘疾共融相關〔參考例子：完整申請表、嘉許狀〕 Award in The Federation of Hong Kong Industries' Cares Recognition Scheme 2024 for organising or participating in CSR projects promoting disability inclusion [ref. examples: completed application form, certificate]</li> </ul>
<p>夥伴及協作 Partnership &amp; Collaboration</p>	<ul style="list-style-type: none"> <li>跟其他界別合作，發展殘疾人才培訓計劃〔參考例子：相關計劃資料、相片及紀錄〕 Develop talent training programmes for persons with disabilities in partnership with other sectors [ref. examples: programme information, photos and records]</li> <li>促進本地研究及知識交流以推動殘疾共融〔參考例子：個案陳述、相關行動資料及紀錄〕 Facilitate local research and knowledge exchange to foster disability inclusion [ref. examples: case elaboration, information and records of relevant initiatives]</li> <li>跟其他界別合作，推廣殘疾共融〔參考例子：活動資料及相片〕 Collaborate with other sectors to promote disability inclusion [ref. examples: activity information and photos]</li> </ul>

需符合下列行動數目之要求 Must satisfy the following number of actions:

第三級 殘疾共融先鋒：最少 2 項

Level 3 Disability Inclusive Pioneer : At least 2 items







## 查詢 Enquiries



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