

主席報告

Chairman's report



今年第四季表現雖然仍未知曉，但以頭三季而言，外遊業和入境業都錄得增長，令人欣慰：外遊印花徵費比去年同期上升了百分之七點七，而入境旅客方面，在連續兩年錄得跌幅之後，今年頭九個月已增加了百分之二點二。以下我會談談一些關乎業界發展的重大事宜，而總幹事則會在他退休前的最後一份報告中，回顧議會在過去一年的主要工作。

毋庸置疑，當前議會最切身的大事，必然是《旅遊業條例草案》通過後，旅遊業監管局將按條例成立，屆時議會將不再處理監管工作，轉身為業界商會。《草案》已於今年三月提交立法會審議，現正處於法案委員會審議的階段。由於《草案》的條文對業界未來影響甚大，因此業者都十分關心，而議會除了提交書面意見外，還一直與業者磋商相關事宜，務求日後的監管環境能夠兼顧旅行社、領隊、導遊、外遊及入境旅客等各方利益。

Although how the industry will fare in the fourth quarter is not known yet, it is very encouraging indeed to learn that both the outbound and inbound industries recorded growth rates in the first three quarters of this year: the outbound levy collected was up by 7.7%, and the number of visitor arrivals, despite a two-year slump, grew by 2.2% in the first nine months of this year. In the following, I will talk about some important matters which bear on the development of the industry, and the Executive Director will review the major undertakings of the TIC during the past year in his last report before retirement.

Needless to say, the biggest issue which the TIC has to confront at the moment is the need to transform itself into a trade association when the Travel Industry Authority is established after the Travel Industry Bill is passed into law, and takes over the regulatory duties from the TIC. The Bill was submitted to the Legislative Council in March this year, and is now at the stage of examination by the bills committee. Since the provisions of the Bill will have a significant impact on the future of the industry, every industry member is deeply concerned, and the TIC, apart from submitting a written submission, has been in close contact with traders to discuss various matters in the hope that the future regulatory environment will take care of the interests of all the parties concerned, including travel agents, tour escorts, tourist guides, outbound travellers and inbound visitors.

When the TIC has transformed itself in the future, one of its missions will include raising the overall standard of the industry, thus not only helping members to be well prepared for our increasingly competitive markets, but also enabling practitioners of the industry to better serve more demanding customers through enhanced training. In this regard, the TIC has begun its planning and work since last year. For example, under the Pilot Information Technology Development Matching Fund Scheme for Travel Agents, which was established with HK\$10 million government funding and rolled out in July last year, close to 90 members have so far successfully applied for and been granted subsidies totalling more than HK\$8 million in over a year. The Pilot Scheme having been well-received, the TIC will try to persuade the Government to continue to inject capital into it in order for more members to benefit from it.

議會將來轉型之後，重大使命之一，是提高業界的整體水平，不僅協助會員為競爭日趨激烈的市場做好準備，同時還加強對業界從業員的培訓，使他們能為要求日高的旅客提供更佳服務。在這方面議會由去年起已著手陸續籌劃，例如去年中推出的「旅行社資訊科技發展配對基金先導計劃」，這項計劃由政府撥款港幣一千萬元成立，推行已逾一年，迄今申請成功的會員數目接近九十家，總資助額高達港幣八百多萬元。由於反應良好，而資訊科技方面的投資必然是長期而持續的，因此議會將向政府爭取把先導計劃延續下去，使更多會員可以受惠。

Apart from offering assistance to members in IT matters, the TIC has also attached great importance to the training of and promotion for the industry with a view to raising the competitiveness of individual members and the industry and creating business opportunities for them. After many rounds of discussion between the TIC and the Hong Kong Airport Authority, the Airport Authority has decided to set up a Development Fund for the Travel Industry with a capital of HK\$10 million, under which staff of travel agents who take part in training activities will be subsidised with 70% of the fees, and tourism organisations will be given subsidies on a matching basis so long as their promotional activities can be joined by all members. The Development Fund will be launched soon; it is hoped that members will grab the opportunity by actively training their staff and joining promotional activities, thus making themselves more competitive and capable of expanding their business.



△ 今年三月十五至十六日，議會主席黃進達先生率領二十多家香港旅行社代表訪問中山，出席了旅遊業交流會並遊覽多個景點。

△ Led by TIC Chairman Mr Jason Wong, some 20 Hong Kong agents visited Zhongshan, Guangdong province from 15 to 16 March 2017, during which they attended a tourism seminar and toured around a number of attractions.

除了在資訊科技上協助會員外，議會一向也都非常注重業界的培訓與宣傳，務求協助會員及業界提升競爭力及開拓商機。議會和香港機場管理局經過多番磋商後，機管局決定出資港幣一千萬元成立「旅遊行業發展基金」，一方面向參加培訓活動的旅行社人員提供七成活動費用的資助，另一方面旅遊組織只要舉辦所有會員都可參加的宣傳推廣活動，也可獲得等額配對資助。發展基金快將推出，希望會員可以把握機會，積極培訓員工及參加推廣活動，從而增強競爭力，拓展業務。

培訓對業務增長不僅重要，而且必要，這點相信已成為各行各業的共識，旅遊業界當然不會落在人後。可是，業界從業員有時可能覺

Training not only is essential, but is necessary, for the growth of business, which has already become a consensus among all industries, and the travel industry of course will not lag behind others in this respect. Having said that, practitioners of the trade sometimes may find that the courses offered by training institutions are not of a wide variety, and members sometimes may consider those courses not practical enough to meet the needs at work when the course participants join the industry in the future. In view of this, the TIC has successfully lobbied the Government to allocate HK\$5 million for the establishment of a Travel Industry Training Fund. Over 90% of the funding will be used to subsidise qualified training institutions so that they will organise training activities which can improve the service quality of the industry, and staff of travel agents who participate in the activities will have 80% of the fees waived. Apart from that, the TIC will also directly organise training activities such as a workshop for travel consultants so as to meet the actual needs of members.



- △ 議會於六月二十二日舉辦「外遊支援服務」講座，邀請了全球緊急支援服務供應商的代表介紹其服務範圍及處理過的個案。
- △ The TIC held a talk on outbound travel assistance services on 22 June, at which representatives of a worldwide emergency assistance service provider briefed members on its scope of services and cases handled.



- △ 八月十日，議會與十四個旅遊業及酒店業商會合辦廣深港高鐵香港段西九龍站「一地兩檢」方案說明會。會上業界一致支持有關方案。
- △ On 10 August, the TIC and 14 travel and hotel associations jointly organised a briefing on the co-location of checkpoints at the West Kowloon terminus of the Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link. The trade gave unanimous support to the arrangement at the briefing.

得培訓機構的課程不夠多元化，會員又有時可能認為課程未能切合學員日後投身業界的工作需要。有鑒於此，議會向政府爭取到港幣五百萬元撥款，藉以成立「旅遊業培訓基金」，其中超過九成撥款將透過資助合資格的機構，開辦有助改進行業服務的培訓活動，使參加有關活動的旅行社人員可以獲得八成的學費減免。此外，議會還會直接舉辦旅遊顧問工作坊等培訓活動，務求切合會員的實際需要。

政府一向全力支持旅遊業發展，最近更為旅遊業定下全盤發展藍圖，制定了今後五年將執行的短、中、長期旅遊項目及措施，令業界大為振奮。在各項策略中，除了會開拓多元化的客源市場外，還會發展文化、古蹟、綠色及創意旅遊，促進地區郵輪樞紐及亞洲盛事之都的地位。此外，政府更會促進本地業界與「一

The Government always fully supports tourism development. Recently, it has formulated a comprehensive development blueprint for the tourism industry, laying down short-, medium- and long-term tourism initiatives and measures to be implemented in the coming five years, which has greatly excited industry members. Among the various development strategies are the building of a diversified portfolio of visitor source markets; development of cultural tourism, heritage tourism, green tourism and creative tourism; and enhancement of Hong Kong's status as a regional cruise hub and Events Capital of Asia. Apart from the above, the Government will also promote tourism cooperation between local traders on the one hand, and Belt and Road countries and Bay Area cities on the other in order to jointly develop tourism products. The TIC will definitely strive to assist the Government with its development blueprint and various strategies and initiative so that the industry will be benefited.

Executive Director Mr Joseph Tung, who joined the TIC in 1997, is going to retire in late December this year when his contract expires. Holding the post of Executive Directive for 20

帶一路」沿線國家及「大灣區」內城市的旅遊合作發展，推動共同開發旅遊產品。對於政府的發展藍圖及各項策略、措施，議會必定全力協助，務使業界受惠。

總幹事董耀中先生於一九九七年加入議會，擔任總幹事一職已二十年，將於今年十二月底合約屆滿後退休。董先生一向忠實執行理事會的政策，竭力幫助會員及業者，事事兼顧業界和公眾的利益，贏得了各方尊重。董先生退休之後，副總幹事陳張樂怡女士將接任總幹事一職。陳女士擔任副總幹事二十多年，能力出眾，對議會事務極其熟悉，相信她能勝任新職，希望會員全力支持她今後的工作。

years, he has always faithfully carried out the policies of the Board of Directors, unstintingly assisted members and traders, and taken care of the interests of both the industry and the public in every matter, thus earning himself respect from all parties. After his retirement, Mrs Alice Chan, Deputy Executive Director of the TIC for more than 20 years, will take up the post of Executive Director. Given her competence and exceptional familiarity with affairs of the TIC, I believe that she will perform well in her new post, and hope that members will offer her their full support for her future work.

Both the TIC and the industry are now undergoing the process of transformation. At this critical moment, it is especially important for industry members to be united and cooperative so that the transformation will be smoothly completed. During the past year, the following parties have given their full support and assistance to the TIC, for which I would like to thank sincerely:



△ 土耳其駐港總領事 (左二) 於二零一七年九月十八日訪問議會。

△ The Consul General of Turkey in Hong Kong (second from left) visited the TIC on 18 September 2017.



- △ 在十月十九日的會員午餐聚會上，資訊科技保安專家獲邀向會員講解網上交易的風險及適當的防範措施。
- △ At a Members' Lunch Gathering held on 19 October, an information security expert was invited to talk about the risks of online transactions and appropriate precautions.

議會及行業現在都處於轉型階段。在此重要時刻，業界尤須團結一致，同心協力，使轉型得以順利完成。在過去一年，議會蒙下列各方鼎力支持與協助，謹此衷心致謝：理事會、委員會的成員及議會職員，政府各部門，本地、內地及其他地方的旅遊組織，航空公司、酒店、主題公園及旅遊景點等等。

members of the Board of Directors and committees and staff of the TIC; government departments; tourism organisations in Hong Kong, mainland China and other places; airlines; hotels; theme parks; tourist attractions; and many more.



主席
黃進達

二零一七年十月三十一日

Jason Wong

Chairman

31 October 2017