

地產代理監管局  
ESTATE AGENTS AUTHORITY

# 2017/18年 Annual Report 報





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主要統計數字一覽

# Key Figures at a Glance

牌照和營業詳情說明書數目 (截至 2018 年 3 月 31 日)  
Number of Licences and Statements of Particulars of Business (as at 31/3/2018)



**20,933**

營業員牌照  
Salesperson's Licence

**17,754**

地產代理 (個人) 牌照  
Estate Agent's Licence (individual)



**3,624**

地產代理 (公司) 牌照  
Estate Agent's Licence (company)

**6,849**

營業詳情說明書  
Statement of particulars of business



考生人數 (2017/18年度)

Number of Examination Candidates (2017/18)



**5,103**

地產代理資格考試  
Estate Agents Qualifying Examination

**7,078**

營業員資格考試  
Salespersons Qualifying Examination



投訴個案 (2017/18年度)

Number of Complaint Cases (2017/18)



**425**

開立的個案 Opened

**440**

已完成的個案\* Completed\*



\* 部分是往年接獲的個案，當中包括表面證據成立並轉介予紀律委員會處理的個案，以及由投訴部及執行部處理的表面證據不成立的個案。

\* Some cases completed in the year were brought forward from previous years. The figures include prima facie cases referred to and dealt with by the Disciplinary Committee and non-prima facie cases disposed of by the Complaints and Enforcement Sections.

巡查次數 (2017/18年度)  
Number of Compliance Inspections (2017/18)



**3,720**

總數 Total



**1,423**

一手樓盤銷售點\*  
At First-sale Sites\*

**1,625**

地產代理商舖  
At Estate Agency Shops



**672**

網上廣告  
Online Advertisements

\* 包括樓盤所在處、樓盤銷售處及其附近。

\* Includes the development sites, sales offices and vicinity areas.

被暫時吊銷/撤銷的牌照數目 (2017/18年度)  
Number of Licences Suspended / Revoked (2017/18)



**31**

暫時吊銷 Suspended

**30**

撤銷 Revoked



持續專業進修活動的參與人次 (2017/18年度)  
Number of Enrolments in Continuing Professional Development Activities (2017/18)



**28,933**

# 機構簡介

## Corporate Profile

### 關於我們

地產代理監管局(「監管局」)是於1997年11月根據《地產代理條例》而成立的法定機構，主要職能包括規管香港地產代理業界的執業；推動業界行事持正；以及鼓勵行業培訓，確保從業員符合道德操守。

監管局舉辦資格考試、發出個人和公司牌照、處理對從業員的投訴、執行巡查工作，以及對違反《地產代理條例》的地產代理從業員施行紀律處分。監管局亦為業界舉辦專業發展活動，並推動消費者教育。

監管局是財政自給的機構。監管局成員由香港特別行政區行政長官委任，設有正、副主席各一名及不多於18名普通成員。成員來自社會多個界別，包括地產代理行業。

### About Us

The Estate Agents Authority (“EAA”) is a statutory body, established in November 1997 under the Estate Agents Ordinance (“EAO”). Its principal functions are to regulate the practice of the estate agency trade in Hong Kong, promote integrity and competence within the industry, and facilitate training for practitioners to ensure a proper standard of conduct.

The EAA organises qualifying examinations, issues licences to individuals and companies, handles complaints against licensees, conducts compliance inspections and metes out disciplinary sanctions to practitioners who have breached the EAO. The EAA also organises activities for the professional development of the trade and promotion of consumer education.

The EAA is a self-financing body. It consists of a Chairman, a Vice-chairman, and not more than 18 ordinary members from various sectors in the community, including the estate agency sector. The Chairman, Vice-chairman and every ordinary member are appointed by the Chief Executive of the Hong Kong Special Administrative Region.

## 願景與使命

### 我們的願景

#### 監管局致力於

- 在規管地產代理業界的執業上追求卓越成績，以保障消費者的權益；及
- 支持地產代理專業不斷發展，以獲取社會尊重。

### 我們的使命

規管香港地產代理業的執業，提升從業員的專業能力，並為業界訂立高的道德標準和操守。

## Vision & Mission

### Our Vision

#### The EAA strives for

- excellence in regulating the practice of the estate agency trade, for the protection of consumers' interests; and
- supporting the development of an estate agency profession worthy of the respect of the community.

### Our Mission

To regulate the practice of estate agency in Hong Kong, raise the competence of practitioners and set high standards of ethics and conduct befitting the trade.



梁永祥博士 SBS 太平紳士

主席

Dr William LEUNG Wing-cheung, SBS, JP  
Chairman

The image features a stylized city skyline in shades of blue and purple, viewed from across a body of water. A thick, dark purple diagonal bar cuts across the scene from the top left to the bottom right. In the upper left, a light blue cloud is partially visible. The overall aesthetic is modern and corporate.

主席的話  
Chairman's  
Message



# 主席的話

## Chairman's Message

過去二十年默默耕耘，地產代理監管局（「監管局」）的監管制度得以在穩健的基礎上扎根。業界明白監管局對業界的監管，不僅是糾正他們的不當和失誤，更是以教育業界為己任，提升他們的專業水平。

樓市在一手住宅物業市場的銷售帶動下，樓價持續攀升；加上欠缺經驗的新人不斷加入地產代理行業；公眾對業界執業水平的期望亦日趨提高，均令監管局在規管、發牌及教育業界等多方面所扮演的角色更為重要。

### 迎接挑戰 把握機遇

過去二十年，監管局向業界發出一系列的執業指引，業界普遍遵循，並贊同指引對業界發展帶來了正面影響。業界明白，一套完善的規管制度才能為地產專業贏得公眾的認可。

為處理香港境外物業的相關問題，我們於2017/18年度內發出了新指引，以應付這項對監管局的新挑戰。雖然境外物業一般不在監管局的規管範圍內，但為了保障消費者，我們明白必須要竭盡所能。推行有關指引對各方都有利：不但可讓持牌人有所依循，同時保障了消費者的權益，並能鼓勵公眾委託持牌地產代理以獲得更佳的保障。

After twenty years of dedicated effort, the regulatory regime of the Estate Agents Authority ("EAA") is well rooted. The trade accepts that the EAA is watching over their shoulders not only for correcting wrongdoings but also for educating them to raise their practice standard.

That said, as property prices continue to rise in a market led by the sales of first-hand properties, the continuous addition of inexperienced newcomers joining the estate agency industry, coupled with rising public expectations, have put the EAA in an even more important role to rise to the challenge of its multiple responsibilities in regulation, licensing, and education.

### Challenges and opportunities

Over the past two decades the EAA has issued practice guidelines for the trade, which have generally been followed. The trade appreciates that such guidelines have positively impacted the development of the trade as they understand that a well-regulated profession will be highly regarded by the public.

In dealing with the issues relevant to properties outside Hong Kong, we issued new guidelines in 2017/18 to cope with this new challenge for the EAA. Although overseas properties are usually outside the EAA's regulatory regime, we recognise the need to step up our efforts to protect consumers. This initiative generates a multi-win situation: not only does it provide our licensees with a set of guidelines to follow, it also protects the interests of consumers and ultimately encourages the public to hire licensed estate agents for better consumer protection.



反洗錢條例延伸至地產代理行業，是去年的另一挑戰。隨着有關法例的修訂，監管局和業界在打擊洗錢方面所扮演的角色將備受國際關注。監管局和業界均需要提升其規管及執業方面的水平，以符合國際組織的要求。為此，監管局已發出一套詳盡的指引，以便業界為財務特別行動組織於2018年底來港評估做好準備。這項任務雖然艱巨，卻勢在必行。香港與地產代理業界務必在評估中一同取得佳績，在國際間豎立「廉潔香港」的形象。

隨着監管局與中國房地產估價師與房地產經紀人學會（中房學）簽訂資格互認的續約協議，我們約有370名持牌人取得向中房學申請在內地從事地產代理工作的登記證書的資格，當中包括在現時炙手可熱的大灣區大展拳腳。

Another challenge from last year was the anti-money laundering (“AML”) legislation being extended to the estate agency trade. With the amendment of the law, the EAA and the trade both have new roles to play in the AML arena, which is an international concern nowadays. Both the EAA and the trade need to raise our standards on the regulatory fronts and the practice side to meet the requirements of international organisations. On this, the EAA issued a set of detailed guidelines to facilitate the trade’s preparations for evaluations by the Financial Action Task Force by the end of 2018. It is not an easy task but it is imperative that Hong Kong together with the estate agency trade will pass the examination with flying colours in order to make Hong Kong a “clean city” in global eyes.

With the renewal of the mutual recognition agreement with the China Institute of Real Estate Appraisers and Agents (CIREA), around 370 our licensees have obtained the qualifications to apply for the registration certificates from the CIREA to practice estate agency work in the Mainland, which of course includes the red-hot Greater Bay Area.

### 前車之覆 後車之鑒

儘管我們已在正軌之上，一些令人無法接受的事件仍然發生了。近期有關地產代理於一手樓盤銷售處發生打鬥事件是絕對不能容忍的，亦令整個業界蒙羞。部分業界高層將事件歸咎於代理僧多粥少而導致行業競爭激烈，這實屬無根據的藉口。這些事件的真正成因，是由於個別地產代理公司指派太多代理和沒有牌照的員工到銷售處招徠顧客。其實，無論市場的競爭如何激烈，使用暴力去解決問題都是絕不能接受。

雖然，我們無法判斷代理的數字有多寡才算是對業界「剛剛好」，亦沒有任何法律基礎去限制樓盤銷售處的地產代理人數，但監管局會對不當地運用地產代理和無牌員工的地產代理公司採取懲處行動。在處理打鬥事件方面，我們別無他法，只好收緊相關執業指引及加重處分。監管局有決心遏止相關的不當行為。任何違反指引的人士，不論是參與打鬥的持牌人或是縱容暴力行為的地產代理公司，均要面臨嚴重後果。監管局絕不容許任何害群之馬破壞業界辛苦建立得來的聲譽。

### 準備就緒 策劃未來

為使監管局的營運成本和牌照費用水平長遠維持穩健，監管局已於柴灣購置新辦公室，約有50%的後勤員工將於2018年遷往新址工作。自置辦公室除能容納約一半員工，並能藉此節省約一半的租金開銷，及抵銷租金上升的費用，從而減低在不久將來要增加牌照費用的可能性。

### Disappointment and expectations

Although we are on the right track, sometimes unacceptable events do happen. The recent incidents involving estate agents fighting at sale-sites of first-hand residential properties are absolutely intolerable, and have brought disrepute to the entire trade. Some industry leaders blame the disorder on the intense competition caused by the high number of agents competing for too little business. This is an unfounded excuse. The true reason is individual estate agency companies have assigned too many agents and unlicensed staff to the sale-sites to garner customers. No matter how competitive it is, use of violence is absolutely unacceptable.

While we cannot guess how many agents would be "just right" for the trade, and we do not have any legal basis to limit the number of agents present at the sale-sites, the EAA can take punitive actions against those estate agency companies that use agents and unlicensed staff inappropriately. In dealing with the fighting, we have no other option but to tighten the practice rules and raise the severity of punitive actions. The EAA is determined to put such misbehaviours to a stop. Any offenders, be it a licensee engaged in a fight, or a member of an agency company management promulgating such violence, will face severe consequences. The EAA will not allow a few black sheep to ruin the reputation of the trade, which the majority of our agents deserve.

### Investing in the future

With a view to stabilising the EAA's operating costs and the level of licence fees in the long run, the EAA has acquired a new office in Chai Wan. Roughly 50% of our back office staff force will move there in 2018. With a self-owned office that can house about half of the staff force, the EAA will be able to hedge half of its rental expenses against rental increase, which will be helpful in reducing the possibility of a license fee increase in the near future.

## 結語

地產代理行業充滿活力，無論是變化、驚喜或新的法例時刻出現。監管局董事局將與業界並肩迎接這些挑戰。本人由衷希望各持牌人、地產代理公司及業界商會，能與監管局攜手克服未來的種種挑戰，令地產代理業成為香港其中一個最高回報及備受尊重的專業。

梁永祥博士 SBS 太平紳士  
主席

## Closing

The estate agency business is dynamic. We have never been short of events, be it changes, surprises, or new laws. The EAA board will stand by the trade to meet those challenges. It is my sincere hope that the licensees, the agency companies, and the trade associations will work in concert with the EAA to overcome whatever new challenges that may arise and to make the trade one of the most rewarding and respected professions in Hong Kong.

**Dr William LEUNG Wing-cheung, SBS, JP**  
Chairman





行政總裁匯報

# Report of the Chief Executive Officer





**韓婉萍**  
行政總裁

**Ruby HON Yuen-ping**  
Chief Executive Officer

# 行政總裁匯報

## Report of the Chief Executive Officer

監管局一如既往，致力規管地產代理行業、提升業界的專業水平，並在本年度內繼續加強與業界及公眾溝通。

### 市場概況

2017/18年度的整體物業交易數字錄得升幅，達到86,469宗，較2016/17年度上升4.7%；而買賣合約總值亦上升了23.45%至7,640億元。

過去數年，牌照數字一直穩步上升，本年度升勢延續，牌照數字較上一個財政年度增加3.54%；而截至2018年3月底，個人牌照總數達歷史新高至38,687個。另外，參與資格考試的考生人數亦較去年有所增加。年內，在持牌人數持續增長的情況下，監管局努力不懈地採取措施以加強業界守法循規。

### 嚴格把關及加強守法循規

把關和合規巡查是監管制度中最為重要的元素之一。為防止考試作弊事件，我們於去年收緊了考試守則及規例。年內，監管局亦因應市場環境變化而向地產代理業界發出了四份執業通告，以提醒業界切勿違規，提升行內人士的專業水平，當中包括：通告適用範圍 — 非住宅物業、買賣或租賃非住宅物業、出售香港境外未建成物業，以及遵從打擊洗錢及恐怖分子資金籌集要求的執業通告。

The Estate Agents Authority (“EAA”), as always, puts its main focus and effort on regulating the estate agency trade, enhancing the professionalism of the trade and strengthening the communication with both the trade and the public during the review period of this annual report.

### Market overview

The total number of property transactions in 2017/18 recorded an increase, amounting to 86,469, which is higher than the figure in 2016/17 by 4.7%. The total consideration has also increased by 23.45% to \$764 billion.

Over the past few years, the number of licences has been on a steady rise and the trend continued last year. Compared with the end of the previous financial year, the number of licences has increased by 3.54% and the total number of individual licensees reached a record high of 38,687 as at the end of March 2018. The overall number of candidates participating in the qualifying examinations also showed an increase over the previous year. During the year, the EAA has worked relentlessly to strengthen the compliance of the trade as the number of licensees kept growing.

### Gatekeeping and strengthening compliance

One of the important components of a regulatory regime is gatekeeping and compliance surveillance. To prevent examination cheating, we tightened the rules and regulations for examinations last year. During the year, the EAA issued four practice circulars for the trade to comply with in response to changing market situations to heighten the estate agency trade’s vigilance against non-compliances and enhance their professional standards. They included: Application of Circulars — Non-residential Properties, Sale and Purchase or Leasing of Non-residential Properties, Sale of Uncompleted Properties Situated Outside Hong Kong, and Compliance of Anti-Money Laundering and Counter-Terrorist Financing Requirements.

監管局亦定期巡查一手樓盤銷售點及地產代理商舖，並抽查網上物業廣告。年內，監管局於一手樓盤銷售點及地產代理商舖分別進行了1,423及1,625次巡查；就網上物業廣告及網上物業平台分別進行了672次及396次抽查。另外，監管局亦定期會見網上平台的營運商，以確保他們了解監管局對於網上物業廣告的要求。

巡查期間，監管局人員會向持牌人講解有關新執業通告內容及與地產代理執業相關的法例要求。局方也會透過持續專業進修計劃講座、致持牌人函件，以及與業界進行會議，提醒業界遵守新指引。

年內，監管局共接獲425宗投訴，較2016/17年度的477宗減少11%。然而，有關一手住宅物業銷售的投訴則由2016/17年度的74宗輕微增加至2017/18年度的80宗。有關一手住宅物業銷售的最常見投訴性質與過往一樣，包括未有履行回贈承諾、發出違規廣告，以及提供誤導按揭資料。

隨着2018年打擊洗錢及恐怖分子資金籌集(金融機構)(修訂)條例於2018年3月生效，有關條例除適用於金融機構外，亦適用於地產代理業等不同的實體。監管局就此一直與地產代理行業緊密合作，以實施各項防止洗錢及恐怖分子資金籌集的措施。監管局會跟進監察和審慎巡查，讓地產代理行業更進一步認識和了解洗錢和為恐怖分子籌集資金所帶來的威脅。

在2017/18年度，監管局基於有關持牌人不再符合發牌條件，共撤銷了30個牌照。同時，監管局對229宗違規個案作出裁定，共向232名持牌人作出紀律處分。

The EAA also regularly conducted compliance checks at first-sale sites and estate agency shops and on online property advertisements. During the year, the EAA conducted 1,423 and 1,625 compliance checks at first-sale sites and estate agency shops respectively. A total of 672 inspections of online property advertisements and 396 inspections of online property portals were also conducted in 2017/18. Regular meetings with online portal operators were also held to ensure that they were aware of the EAA's requirements regarding online property advertisements.

Concurrently with those checks, licensees were educated on new practice circulars and legislative requirements relating to estate agency practice. The trade was also reminded to comply with new guidelines through Continuing Professional Development ("CPD") seminars, letters to licensees and meetings with the trade.

In the year, the EAA received 425 complaints, a decrease of 11% from 477 complaints in 2016/17. However, the complaints concerning the sale of first-hand residential properties had a slight increase from 74 cases in 2016/17 to 80 cases in 2017/18. The most common complaints related to first-hand residential properties remained the same, including failure to honour rebate promises, issuance of non-compliant advertisements, and provision of misleading mortgage information.

With the enactment of the Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) (Amendment) Ordinance 2018 ("AMLO") effective from March 2018 which applies not only to financial institutions but also to a much wider group of entities including the real estate agency trade, the EAA has been working closely with the estate agency trade on the implementation of measures to prevent money laundering and terrorist financing. Follow-up monitoring and prudential visits will be conducted to further enhance the estate agency trade's awareness and understanding of the money laundering and terrorist financing threats.

In 2017/18, the EAA revoked a total of 30 licences because those licensees were no longer eligible to hold a licence. The EAA has also adjudicated 229 non-compliant cases and a total of 232 licensees were disciplined.



### 提升行業的專業水平

隨着監管局與內地有關規管機構中國房地產估價師與房地產經紀人學會於2017年6月簽訂了內地與香港地產代理專業資格互認計劃的續約協議後，計劃的第二期培訓課程及考試已於2017年12月在珠海舉行。內地及香港的地產代理均認為，透過這次交流能幫助他們加深對兩地法規及物業交易相關制度的了解。

監管局在教育持牌人方面亦不遺餘力，以進一步提升本地地產代理的專業水平。為表揚持牌人積極參與持續專業進修計劃以提升其知識，監管局推出持續專業進修計劃優越嘉許獎章「金章」和「銀章」，分別頒授予連續五年和三年達到持續專業進修計劃目標的持牌人，其中第二批「銀章」已於2017/18年度頒發。

監管局於2016年10月推出首系列結構性課程，名為「地產代理監管局實務證書課程」；有關證書頒發典禮已於2017年5月舉行。

這些措施旨在鼓勵持牌人提升其專業知識及積極參與持續專業進修計劃，而這個證書課程亦再於2017/18年度兩度招生。

### Enhancing professionalism of the trade

Following the signing of the renewal agreement for the mutual recognition of professional qualifications between the EAA and the Mainland's national regulatory body, China Institute of Real Estate Appraisers and Agents in June 2017, the second training course and examination of the scheme were held in December 2017 in Zhuhai. Through this exchange, estate agents from the Mainland and Hong Kong commented that it would help deepen their understanding in the regulatory regimes and system related to property transactions of both sides.

The EAA also spared no effort on licensee education to further enhance the professional standard of local agents. To recognise licensees' continuous effort in enhancing their knowledge through participation in the CPD Scheme, the EAA introduced "Gold" and "Silver" Premium CPD Attainment Symbols, which will be presented to those licensees who have respectively achieved the CPD attainment target for a consecutive period of five or three years. The second batch of "Silver" Symbol was awarded in 2017/18.

Upon launching the first series of a structured programme "EAA's Certificate Programme in Practice" in October 2016 by the EAA, the certificate presentation ceremony was held in May 2017.

These initiatives encouraged licensees to enhance their professional knowledge and participation in the CPD Scheme and there were two more intakes of the classes for the Certificate Programme in 2017/18.

## 加強與地產代理業界及公眾的溝通

為與地產代理業界保持雙向溝通，年內，監管局除繼續與業界商會舉行聯絡會議，並於不同地區與前線持牌人舉辦聚焦小組會議。

監管局亦繼續透過與媒體合作及其他舉措，推廣消費者相關資訊，及提升公眾對監管局的認識。年內，局方舉行新聞發布會、發出多篇新聞稿，以及安排不同媒體專訪。局方亦在多個媒體專欄中發表多篇文章，推廣消費者相關資訊及介紹監管局的工作。

此外，監管局於年內分別安排了兩場名為「投資非住宅。交易問與答」及「海外置業多面睇」的公開講座。

## 慶祝監管局 20 周年

在監管局慶祝自 1997 成立以來的 20 周年紀念之際，局方舉辦了傑出地產代理獎，以進一步推廣地產代理行業的專業，對業界傑出從業員的成就予以肯定，更為業界提供交流及提升專業水平的平台。

監管局於 2017 年首辦以大專生為對象的微電影比賽，旨在提升年青人對地產代理行業的了解，從中培養他們對行業的興趣和信任，以及提升行業的專業形象。

## Strengthening communication with estate agency trade and the public

To maintain a two-way communication with the estate agency trade, the EAA continued to hold liaison meetings with trade associations and meet frontline licensees in various districts through focus group meetings during the year.

The EAA further continued its efforts in promoting consumer related information and raising public awareness of the EAA through collaborations with the media and other initiatives. In the year, the EAA organised press conferences, issued a number of press releases, and arranged feature interviews with different media. A number of articles were also contributed to various columns in media to promote consumer related information and introduce the EAA's work.

In addition, the EAA organised two public seminars titled "Be Smart in Non-residential Property Transactions" and "Points to Note on Purchasing Properties Situated outside Hong Kong" during the year.

## Celebrating the EAA's 20<sup>th</sup> anniversary

On the occasion of the EAA's 20<sup>th</sup> anniversary since its inauguration in 1997, the EAA organised the Outstanding Estate Agent Award to further promote the professionalism of the estate agency trade and recognise the achievement of outstanding practitioners in the industry. It also serves as a platform for industry exchange and professionalism enhancement.

With an aim to promote young people's understanding of the estate agency trade so as to build up their interest and trust in the industry and enhance the trade's professional image, the EAA organised its first Micro Movie Competition for post-secondary students in 2017.

# 行政總裁匯報

## Report of the Chief Executive Officer

### 籌劃未來

監管局已準備好迎接未來的新挑戰。我們定當不偏不倚，繼續履行職責，包括對任何違規或挑戰本局規管的行為予以紀律處分，並撤銷不適合繼續持有牌照的人士之牌照。我們計劃於2019年推出電腦化資格考試，以便提供一個快速的考試模式，也會調整考試的難度以提升新入行人士的水平。

與此同時，我們將會繼續教育業界及提升他們的專業水平，例如裝備他們面對在2018年年底的反洗錢相互評核。另外，持續專業進修計劃的首批金章將於2018年年底頒發。當然，我們在安排更多不同主題的消費者教育活動上會再加把勁。

### Planning ahead

In the years ahead, the EAA is gearing up to face new challenges. We are determined to continue to discharge our duties faithfully, sanction any acts of non-compliances or challenges to the authority of the EAA, and will revoke the licences of those not suitable to hold one anymore. While we have a plan to organise computer-based qualifying examinations in 2019 to provide a speedy mode for taking examinations, we will also adjust the level of difficulty of the examinations to enhance the standard of new entrants to the industry.

Meanwhile, we will continue to educate our trade and enhance their professionalism, such as equipping them for the Anti-Money Laundering Mutual Evaluation in late 2018. In addition, the first batch of "Gold" Symbol under the CPD Scheme will be awarded in late 2018. Needless to say, we will step up our efforts in consumer education on various topics.



(前排)監管局行政總裁韓婉萍女士

(後排左起)監管局規管及法律總監梁德麗女士、執行及專業發展總監方安妮女士以及服務總監王頌恩先生  
EAA Chief Executive Officer Ms Ruby Hon (front row)

EAA Director of Regulatory Affairs and General Counsel Ms Juliet Leung, Director of Operations and Professional Development Ms Annie Fonda and Director of Services Mr Ivan Wong (from left, back row)

## 鳴謝

監管局在2017/18年度所取得的成績，全賴所有持份者的傾力支持。更重要的是，本人衷心感謝監管局主席和其他董事局成員的遠見、支持和建議；本人亦藉此向監管局一眾不辭勞苦地工作的員工由衷致謝。

在監管局團隊的不斷努力和持份者的鼎力支持下，我們定將提升業界的專業水平，為地產代理行業以至整個香港的福祉出力。

**韓婉萍**  
行政總裁

## Acknowledgements

Our achievements of the year could only have been made possible with the support of all our stakeholders. Most importantly, I am deeply grateful to the EAA Chairman and other Board members for their foresight, support and advice, as well as the hard work of all EAA staff.

Through the continued efforts of the EAA team and the support of our stakeholders, we shall be able to enhance the professionalism of the trade for the benefit of our trade, Hong Kong and beyond.

**Ruby HON Yuen-ping**  
Chief Executive Officer

# 機構管治

## Corporate Governance

為加強公眾對監管局信任及以持份者的最佳利益為依歸，監管局致力提升機構管治，在履行《地產代理條例》下的職責時，維持高度誠信、公正、問責性和透明度。

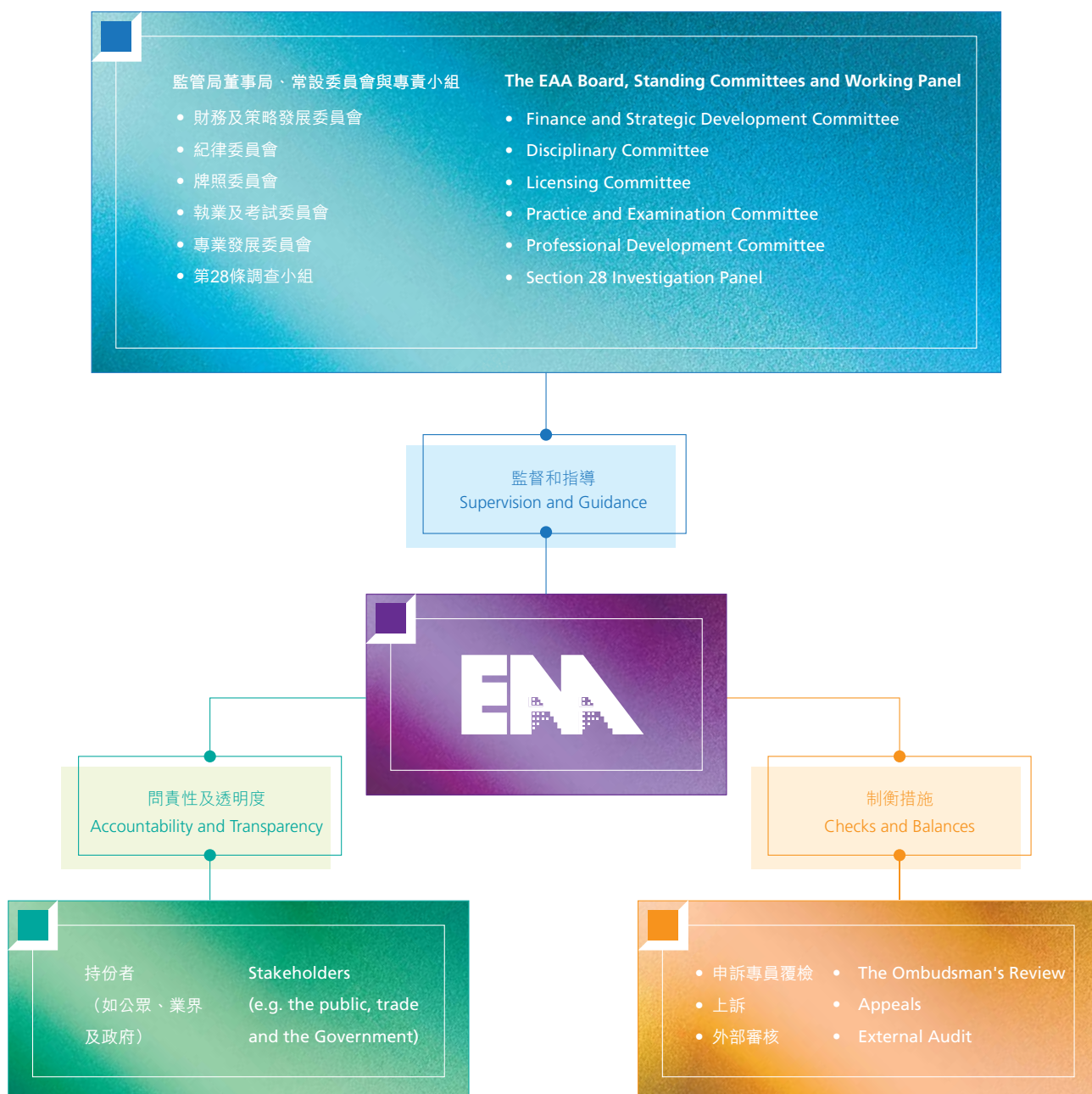
To enhance public trust in the Estate Agents Authority (“EAA”) and for the best interests of its stakeholders, the EAA spares no effort in taking corporate governance to a higher level and reaching a high standard of integrity, impartiality, accountability and transparency when discharging its duties under the Estate Agents Ordinance (“EAO”).

### 機構管治框架

### Governance Framework

#### 機構管治架構

#### Governance structure



## 監管局董事局及其組成

### 董事局

董事局是監管局的最高決策組織，負責制定監管局整體策略方向及政策，例如制定及通過機構發展計劃、年度工作計劃、年度預算案，以及負責管理及監察監管局行政部門的表現。

### 董事局的組成

《地產代理條例》對監管局董事局的組成有所訂明。董事局設有正、副主席各一名及不多於18名普通成員。成員來自社會上不同界別，包括地產代理行業和運輸及房屋局。董事局成員的任期固定，由香港特別行政區行政長官決定及委任。行政部門會向新任董事局成員提供簡報及一套資料，以便其熟悉監管局的工作。

董事局成員來自多元化背景，並擁有不同的知識、經驗及專業，包括來自地產代理、商業、法律、測量、金融、會計及學術界別等，為董事局帶來專業見解以及獨立觀點。來自地產代理業內及業外的成員組合，亦能為董事局在制定各項政策及措施時，帶來更平衡和全面的觀點。有關現任董事局成員的姓名及詳細資料詳載於本年報的下一個章節。

監管局的主席及行政總裁職位由不同人士出任，各司其職。主席負責領導董事局執行《地產代理條例》，制定監管局策略及政策；而行政總裁則是領導行政部門，負責執行董事局的決定，並負責管理局方各項日常事務。

## The EAA Board and composition

### The Board

The highest decision-making authority of the EAA is the Board. It sets the overall strategic direction and policies of the EAA, such as considering and endorsing its corporate plan, annual work plan and annual budget. It also supervises and monitors the performance of the EAA Administration.

### Board composition

The constitution of the EAA Board is stipulated by the EAO. The EAA Board consists of a Chairman, a Vice-chairman, and not more than 18 ordinary members from different sectors of the community, including the estate agency sector and the Transport and Housing Bureau. All Board members are determined and appointed for a fixed term by the Chief Executive of the Hong Kong Special Administrative Region. After appointment, new Board members will be provided with briefings and information packages by the Administration to familiarise themselves with the work of the EAA.

Board members come from varied backgrounds with diverse knowledge, experience and expertise, including the sectors of real estate agency, business, legal, surveying, finance, accounting professions and academia. They bring to the Board their own wisdom and independent perspectives. The combination of members from within and outside the estate agency trade also provides the Board with a more balanced and holistic view when setting policies and identifying measures. The names and details of all current Board members are listed in the next section of this report.

The positions of Chairman and Chief Executive Officer ("CEO") of the EAA are held by different persons and their roles are segregated. The Chairman is responsible for leading the Board in enforcing the EAO, setting strategies and policies for the EAA, while the CEO is the head of administration responsible for executing the decisions of the Board and administering everyday business and affairs of the EAA.

董事局成員 **Board membership**

主席 **CHAIRMAN**



梁永祥博士 **SBS 太平紳士**

- 僱員再培訓局主席
- 團結香港基金顧問
- 香港創意藝術中心有限公司董事局主席
- 人力發展委員會當然成員
- 扶貧委員會增補委員(青年教育、就業和培訓專責小組)
- 仁愛堂諮議局委員

**Dr William LEUNG Wing-cheung, SBS, JP**

- Chairman, Employees Retraining Board
- Advisor, Our Hong Kong Foundation
- Chairman, Governing Board of Hong Kong Creative Arts Centre Limited
- Ex-officio Member, Manpower Development Committee
- Co-opted Member, Youth Education, Employment and Training Task Force of the Commission on Poverty
- Member, Advisory Board of Yan Oi Tong

副主席 **VICE-CHAIRMAN**



廖玉玲太平紳士

大律師

- 牌照上訴委員會主席
- 稅務上訴委員會副主席
- 香港大律師公會調解委員會主席
- 區域法院規則委員會會員
- 旅行代理商諮詢委員會委員
- 香港貿易發展局專業諮詢服務委員會委員

**Ms Elaine LIU Yuk-ling, JP**

Barrister-at-law

- Chairman, Licensing Appeals Board
- Deputy Chairman, Board of Review (Inland Revenue Ordinance)
- Chairman, Committee on Mediation of Hong Kong Bar Association
- Member, District Court Rules Committee
- Member, Advisory Committee on Travel Agents
- Member, Professional Services Advisory Committee of Hong Kong Trade Development Council

成員 MEMBERS



**鄒廣榮教授**

香港大學房地產及建設系講座教授及系主任

香港大學科斯產權研究中心主任

- 土地供應專責小組成員(2017-19)
- 上訴委員會(市區重建局條例)成員(2013-19)
- 土地及建設諮詢委員會成員(2015-18)
- 自置居所津貼上訴委員會成員(2011-17)
- 上訴委員會(城市規劃)成員(2006-12)
- 香港測量師學會會長(2009-10)

**Professor CHAU Kwong-wing**

Chair Professor and Head of Department of Real Estate and Construction, The University of Hong Kong  
Director, Ronald Coase Centre for Property Rights Research, The University of Hong Kong

- Member, Task Force on Land Supply (2017-19)
- Member, Appeal Board Panel (Urban Renewal Authority Ordinance) (2013-19)
- Member, Land and Development Advisory Committee (2015-18)
- Member, Home Purchase Allowance Appeals Committee (2011-17)
- Member, Appeal Board Panel (Town Planning) (2006-12)
- President, Hong Kong Institute of Surveyors (2009-10)



**張國鈞議員太平紳士**

張國鈞楊煒凱律師事務所合夥人

- 行政會議成員
- 立法會議員
- 中西區區議會民選議員
- 香港房屋委員會委員
- 香港按揭證券有限公司董事
- 香港大學校董會成員

**The Honorable Horace CHEUNG Kwok-kwan, JP**

Partner, Cheung & Yeung, Solicitors

- Member, Executive Council of the HKSAR
- Member, Legislative Council of the HKSAR
- Member, Central & Western District Council
- Member, Hong Kong Housing Authority
- Director, The Hong Kong Mortgage Corporation Limited
- Court Member, The University of Hong Kong



**張呂寶兒太平紳士**

眾達國際法律事務所顧問律師

- 律師紀律審裁團成員
- 上訴審裁團(建築物)主席
- 上訴委員會(房屋)成員
- 漁民特惠津貼上訴委員會(禁拖措施)主席
- 人事登記審裁處審裁員(2008-14)

**Mrs Peggy CHEUNG Po-yee, JP**

Of Counsel, Jones Day International Law Firm

- Member, Solicitors Disciplinary Tribunal Panel
- Chairman, Appeals Tribunal Panel (Buildings)
- Member, Appeals Panel (Housing)
- Chairman, Fishermen Claims Appeal Board (Trawl Ban)
- Adjudicator, Registration of Persons Tribunal (2008-14)



## 成員 MEMBERS



### 藍德業資深大律師

德輔大律師事務所資深大律師

- 保險事務上訴審裁處主席
- 上訴審裁團(建築物)主席
- 行政上訴委員會副主席
- 獨立監察警方處理投訴委員會成員
- 香港電台顧問委員會成員
- 高等法院暫委法官 (2017-18)

### Mr Douglas LAM Tak-yip, SC

Senior Counsel, Des Voeux Chambers

- Chairperson, Insurance Appeals Tribunal
- Chairman, Appeal Tribunal Panel (Buildings)
- Deputy Chairman, Administrative Appeals Board
- Member, Independent Police Complaints Council
- Member, Board of Advisers of Radio Television Hong Kong
- Deputy Judge, the High Court (2017-18)

### 凌潔心女士

羅兵咸永道會計師事務所前審計合夥人  
遊萊互動集團有限公司獨立非執行董事兼審核委員會主席

- 香港教育大學校董會成員兼審計委員會主席
- 醫院管理局廣華醫院及東華三院黃大仙醫院管治委員會成員
- 上訴委員團(城市規劃)成員
- 香港青年協會理事會委員
- 香港青年旅舍協會行政委員會成員
- 僱員補償援助基金管理局成員 (2006-12)

### Ms Imma LING Kit-sum

Retired Assurance Partner, PricewaterhouseCoopers  
Independent Non-executive Director and Audit Committee Chairperson, Digital Hollywood Interactive Limited

- Council Member and Audit Committee Chairperson, The Education University of Hong Kong
- Hospital Governance Committee Member, Kwong Wah Hospital & TWGHs Wong Tai Sin Hospital, Hospital Authority
- Member, Appeal Board Panel (Town Planning)
- Council Member, Hong Kong Federation of Youth Groups
- Executive Committee Member, Hong Kong Youth Hostels Association
- Board Member, HKSAR Employees Compensation Assistance Fund Board (2006-12)

### 羅孔君太平紳士

大律師

- 學術及職業資歷評審上訴委員會副主席
- 入境事務審裁處審裁員
- 保安及護衛業管理委員會主席
- 酷刑聲請上訴委員會委員
- 藝術發展諮詢委員會委員

### Ms Jane Curzon LO, JP

Barrister-at-law

- Deputy Chairman, Accreditation of Academic and Vocational Qualifications Appeal Board
- Adjudicator, Immigration Tribunal
- Chairman, Security and Guarding Services Industry Authority
- Member, Torture Claims Appeal Board
- Member, Advisory Committee on Arts Development



**吳啟民先生**

世紀 21 香港有限公司行政總裁

- 博愛醫院總理 (1994-95)
- 公益金屋邨籌款委員會聯席主席 (1995-96)

**Mr NG Kai-man**

Chief Executive Officer, Century 21 Hong Kong Limited

- Director, Pok Oi Hospital (1994-95)
- Co-chairman, Community Chest Estates for the Chest Committee (1995-96)



**司徒惠貞女士**

第一太平戴維斯估值及專業顧問有限公司資深董事

**Ms Anna SETO Wai-ching**

Senior Director, Savills Valuation and Professional Services Limited



**蕭澤宇 BBS 太平紳士**

希仕廷律師行合夥人

- 環境影響評估上訴委員會主席
- 香港特別行政區護照上訴委員會副主席
- 審核委員會 (電影檢查) 主席
- 酷刑聲請上訴委員會委員
- 上訴委員會 (房屋) 主席 (2007-13)
- 上訴委員會 (城市規劃) 委員 (2013-17)

**Mr Simon SIU Chak-yu, BBS, JP**

Partner, Hastings & Co.

- Chairman, Environmental Impact Assessment Appeal Board Panel
- Deputy Chairman, HKSAR Passports Appeal Board
- Chairman, Board of Review (Film Censorship)
- Member, Torture Claims Appeal Board
- Chairman, Appeal Panel (Housing) (2007-13)
- Member, Appeal Board Panel (Town Planning) (2013-17)

## 成員 MEMBERS



**謝順禮先生**

嘉威物業代理有限公司行政總裁  
嘉興地產有限公司行政總裁

- 香港地產代理商總會主席
- 職業安全健康局文職及專業服務業安全及健康委員會委員
- 河畔花園業主立案法團主席

### **Mr Calvin TSE Shun-lai**

CEO, Ka Wai Property Agency Co. Ltd.  
CEO, Ka Hing Properties Co. Ltd.

- Chairman, Hong Kong Real Estate Agencies General Association
- Member, Sedentary and Professional Services Safety and Health Committee, Occupational Safety & Health Council
- Chairman, Incorporated Owners of Garden Rivera



**謝小玲女士**

中國銀行(香港)有限公司工商金融部總經理

- 香港出口信用保險局諮詢委員會成員
- 僱員再培訓局委員
- 保險事務上訴審裁處成員

### **Ms Phoebe TSE Siu-ling**

General Manager, Commercial Banking Department, Bank of China (Hong Kong) Limited

- Member, the Hong Kong Export Credit Insurance Corporation Advisory Board
- Member, Employees Retraining Board
- Member, Insurance Appeals Tribunal



**汪敦敬博士 MH**

祥益地產代理有限公司總裁

- 香港專業地產顧問商會榮譽會長
- 僱員再培訓局委員
- 僱員再培訓局課程及服務發展委員會召集人
- 僱員再培訓局「地產代理業行業諮詢網絡」召集人
- 僱員再培訓局質素保證及覆核委員會成員
- 社會福利署屯門地區福利協調機制委員

### **Dr Lawrence WONG Dun-king, MH**

President, Many Wells Property Agent Limited

- Honorary President, Hong Kong Chamber of Professional Property Consultants Limited
- Member, Employees Retraining Board
- Convenor, Course and Service Development Committee, Employees Retraining Board
- Convenor, Real Estate Agency, Industry Consultative Networks, Employees Retraining Board
- Member, Quality Assurance and Review Committee, Employees Retraining Board
- Member, Tuen Mun District Coordination Mechanism, Social Welfare Department



**黃鳳嫻女士**

消費者委員會總幹事

- 消費者訴訟基金管理委員會當然成員
- 旅遊代理商諮詢委員會委員
- 香港金融管理局接受存款公司諮詢委員會委員
- 旅遊業賠償基金管理委員會委員
- 降低食物中鹽和糖委員會委員
- 競爭政策諮詢委員會委員

**Ms Gilly WONG Fung-han**

Chief Executive, Consumer Council

- Ex-officio Member, Management Committee of the Consumer Legal Action Fund
- Member, Advisory Committee on Travel Agents
- Member, Deposit-taking Companies Advisory Committee, Hong Kong Monetary Authority
- Member, Travel Industry Compensation Fund Management Board
- Member, Committee on Reduction of Salt and Sugar in Food
- Member, Competition Policy Advisory Group



**黃光耀先生**

會德豐有限公司執行董事  
會德豐地產(香港)有限公司常務董事

- 香港考試及評核局香港中學文憑考試應用學習科目委員會增選委員
- 香港綠色建築議會董事會成員及綠建教育委員會副主席
- 香港僱主聯合會副主席
- 英國皇家特許測量師學會資深會員
- 民政事務總署「伙伴倡自強」社區協作計劃諮詢委員會成員

**Mr Ricky WONG Kwong-yiu**

Executive Director, Wheelock and Company Limited  
Managing Director, Wheelock Properties (HK) Limited

- Co-opted Member, the Hong Kong Diploma of Secondary Education Examination – Applied Learning Subject Committee of the Hong Kong Examinations and Assessment Authority
- Director, Hong Kong Green Building Council and Vice-Chairman, Public Education Committee
- Vice-Chairman, Employers' Federation of Hong Kong
- Fellow Member, Royal Institution of Chartered Surveyors
- Member, Advisory Committee on Enhancing Self-Reliance Through District Partnership Programme, Home Affairs Department



**黃偉雄先生 MH**

中原地產代理有限公司亞太區主席兼行政總裁

- 中原慈善基金有限公司主席
- 愛心力量中原慈善基金洗腎中心榮譽主席及董事
- 香港專業及資深行政人員協會常務副會長
- 香港貿發局基建發展服務諮詢委員會委員
- 教育局教育人員專業操守議會成員
- 個人資料(私隱)諮詢委員會成員

**Mr Addy WONG Wai-hung, MH**

Chairman and Chief Executive Officer – Asia Pacific, Centaline Property Agency Ltd

- Chairman, Centaline Charity Fund Limited
- Hon. Chairman & Council Member, POLCCF Dialysis Centre
- Deputy President, Hong Kong Professionals and Senior Executives Association
- Member, HKTDC's Infrastructure Development Advisory Committee
- Member, Council On Professional Conduct in Education, Education Bureau
- Member, Personal Data (Privacy) Advisory Committee

### 成員 MEMBERS



#### 余惠偉太平紳士

恒基兆業地產有限公司地產策劃(一)部總經理

- 香港地產建設商會建築事務委員會委員
- 發展局上訴審裁團(建築物)成員
- 建造業議會建造業工人註冊委員會成員
- 民政事務總署「伙伴倡自強」社區協作計劃諮詢委員會成員
- 水務署水喉工程技術上訴委員會成員
- 建造業議會成員(2008-2014)

#### Mr YU Wai-wai, JP

General Manager (Project Management (1) Department), Henderson Land Development Company Limited

- Member, Construction Sub – Committee, The Real Estate Developers Association of Hong Kong (REDA)
- Member, Appeal Tribunal Panel (Buildings) of Development Bureau
- Member, Construction Workers Registration Board, Construction Industry Council
- Member, Home Affairs Department – Advisory Committee on Enhancing Self-Reliance Through District Partnership Programme
- Member, Appeal Board Panel, Technical Committee on Plumbing, Water Supplies Department
- Member, Construction Industry Council (2008-14)

#### 余雅芳女士

安永諮詢服務有限公司合伙人

- 促進港台交流活動資助計劃評審委員會成員
- 漁業發展貸款基金顧問委員會成員
- 漁農自然護理署「內地過港漁工計劃」工作小組委員
- 獨立監察警方處理投訴委員會觀察員

#### Ms Avon YUE Nga-fong

Partner, Ernst & Young Advisory Services Limited

- Member, Assessment Committee of Exchanges with Taiwan Funding Scheme
- Member, Fisheries Development Loan Fund Advisory Committee
- Member, Mainland Fishermen Deckhands Scheme
- Observer, Independent Police Complaints Council

#### 梁悅賢太平紳士

運輸及房屋局副秘書長(房屋)  
(運輸及房屋局常任秘書長(房屋)代表)

#### Ms Esther LEUNG Yuet-yin, JP

Deputy Secretary for Transport and Housing (Housing)  
(Representative of Permanent Secretary for Transport and Housing (Housing))

## 委員會及專責小組

董事局以下設有五個常設委員會和一個專責小組，負責處理監管局不同範疇的工作。每個委員會須有最少三名成員，委員會所有成員皆由監管局董事局委任。

董事局亦可不時就處理特別事宜成立專責小組及工作小組，有需要時，亦可委任非監管局成員的其他人士（即董事局委任成員）參與委員會、專責小組或工作小組的工作。例如，董事局成立了第28條調查小組，負責監察《地產代理條例》第28條規定之調查權力的使用情況。該小組僅在需要時舉行會議。該小組在2017/18年度並無召開會議。

2017/18年度監管局常設委員會及專責小組載列於下一個章節。

## 職權範圍及成員名單

### 財務及策略發展委員會

#### 職權範圍：

1. 研究具有長遠性影響的策略性議題以備提交監管局董事局審議。
2. 審核重要的財政議題－特別是賬目報表初稿、委任外部核數師、員工開支對監管局財政狀況的影響、預算事項、長遠的財政規劃和資產管理，並將建議提交監管局董事局審議。
3. 監督人力資源管理事宜，並審視及批核編制架構和重組安排、人力規劃，以及人力資源政策和程序的制訂。
4. 研究重要的人力資源管理議題－尤其薪酬架構、薪酬和津貼政策，以及監管局員工（包括行政總裁和總監）的聘用條款和條件，並將建議提交監管局董事局審議。

## Committees and panel

There are five standing committees and one working panel under the EAA Board to oversee the various aspects of the EAA's work. All committees shall consist of at least three members. All committee members are appointed by the EAA Board.

The EAA Board may also set up panels and work groups to deal with particular issues from time to time. When necessary, the EAA may also appoint other persons (i.e. Board-appointed members) who are not members of the EAA Board to the committees, panels or work groups. For example, a Section 28 Investigation Panel was set up to monitor the use of the investigative powers under section 28 of the EAO. This Panel will only meet on a need basis. In 2017/18, there was no meeting held.

The standing committees and working panel of the EAA in 2017/18 are listed in the following section.

## Terms of reference and membership

### Finance and Strategic Development Committee

#### Terms of Reference:

1. To consider strategic issues of long-term significance, in preparation for consideration by the Board.
2. To examine issues of major financial significance, in particular, draft statements of accounts, appointment of external auditor, staff cost implications, budgetary matters, long-term financial planning and asset management, and to make recommendations to the Board for consideration.
3. To oversee human resources management and to review and approve establishment structure, reorganisation, manpower planning and development of human resources policies and procedures.
4. To examine issues of major significance in human resources management, in particular, the pay structure, remuneration and allowance policies and terms and conditions of employment of the EAA employees (including the CEO and Directors), and to make recommendations to the Board for consideration.

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| <p>5. 根據監管局主席的指示，審視及檢討行政總裁和總監的工作表現，以確定是否聘用、延長試用期、晉升、解僱、終止或繼續聘用，或其他與聘用相關事宜，以及確定是否批出按表現發放的獎賞，並將建議提交監管局董事局審議。</p> | <p>5. At the direction of the Chairman, to review and evaluate the performance of the CEO and Directors for the purpose of confirmation of appointment, extension of probation, promotion, dismissal, termination or renewal of employment or other employment related issues and the granting of any performance-linked awards, and to make recommendations to the Board for consideration.</p> |
| <p>6. 審視及批署由監管局行政部門所預備的年度工作計劃和預算案，並於確認後提交監管局董事局審議。</p>   | <p>6. To review and endorse the annual work plan and budget prepared by the Administration and to recommend the same to the Board for consideration.</p>   |
| <p>7. 就監管局資金的投資事宜制定指引並向監管局董事局提交建議。</p>   | <p>7. To devise guidelines for and make recommendations to the Board on the investment of the EAA monies.</p>  |
| <p>8. 留意業界及公眾人士對監管局的規例及政策的反應，並據此向監管局董事局及／或有關委員會建議適當對策。</p>   | <p>8. To monitor trade and community response to the EAA regulations and policies and, on such basis, recommend appropriate actions to the Board and/or the standing committees for consideration.</p>   |
| <p>9. 不時按委員會主席指引成立一個由委員會成員組成的工作小組，以執行委員會主席所委派的工作，審議小組的工作結果，及適時向董事局提交建議。</p>                                    | <p>9. To set up a task force as may from time to time be directed by the Committee Chairman, comprising any member(s) of the Committee, to carry out such tasks as the Committee Chairman may assign; to deliberate on the findings of the task force; and to make recommendations to the Board for approval as appropriate.</p>   |
| <p>10. 執行由監管局董事局授權處理的工作。</p>   | <p>10. To perform such other tasks as the Board may from time to time delegate.</p>  |
| <p>11. 如認為需要，就委員會行使其職能和權力獲取法律及／或專業意見或服務。</p>   | <p>11. To obtain legal and/or expert advice or service relating to the exercise of the Committee's functions and powers as and when the Committee considers necessary.</p>   |

### 成員 Membership:

主席 Chairman:	梁永祥博士 SBS 太平紳士	Dr William LEUNG Wing-cheung, SBS, JP
成員 Members:	張國鈞議員太平紳士	The Honorable Horace CHEUNG Kwok-kwan, JP
	廖玉玲太平紳士	Ms Elaine LIU Yuk-ling, JP
	羅孔君太平紳士	Ms Jane Curzon LO, JP
	黃鳳嫻女士	Ms Gilly WONG Fung-han
	余惠偉太平紳士	Mr YU Wai-wai, JP
	運輸及房屋局常任秘書長 (房屋)或其代表	Permanent Secretary for Transport and Housing (Housing) or his representative

## 紀律委員會

### 職權範圍：

1. 訂立指引和程序，確保以公平及貫徹一致的立場，處理紀律個案。
2. 接受、考慮和查究由監管局轉介至紀律委員會，根據《地產代理條例》第29(1)條所作的投訴及《地產代理條例》第29(2)條由行政總裁作出的呈述，並在考慮該等投訴和呈述後，進行其認為合適的研訊。
3. 接受及查究涉及持牌地產代理或營業員的投訴，是否抵觸監管局不時向業界發出的《操守守則》、執業通告或指引。
4. 審閱監管局根據《地產代理條例》第28條委任的調查員提交的報告及建議（經由第28條調查小組轉介），考慮就涉嫌和指稱觸犯或沒有遵守《地產代理條例》條文的個案，進行其認為合適的研訊。
5. 按照《地產代理條例》第30條賦予之紀律制裁權，行使其認為適當的權力。
6. 在牌照上附加委員會認為適當的條件。
7. 視乎情況將委員會審議的不良執業手法或投訴個案轉交其他委員會，以便制訂及／或修訂政策、常規或規例，從而更有效地執行監管局之職能。
8. 不時按委員會主席指引成立一個由委員會成員組成的工作小組，以執行委員會主席所委派的工作，審議小組的工作結果，及適時向董事局提交建議。

## Disciplinary Committee

### Terms of Reference:

1. To draw up guidelines and procedures to ensure consistency and fairness in handling disciplinary cases.
2. To receive, consider and inquire into complaints as mentioned in section 29(1) of the EAO and submissions by the CEO as mentioned in section 29(2) of the EAO that are referred by the EAA to the Committee, and to conduct such inquiry as the Committee may think fit after having considered such complaints and submissions.
3. To receive and inquire into complaints lodged against licensed estate agents or salespersons for breaches of the Code of Ethics, practice circulars or guidelines issued to the trade from time to time by the EAA.
4. To consider the reports and recommendations of the investigator appointed by the EAA under section 28 of the EAO, with referral by the Section 28 Investigation Panel, to look into suspected and alleged breaches or non-compliance of the provisions of the EAO and to conduct such inquiry as the Committee may think fit after having considered such reports and recommendations.
5. To exercise any of the disciplinary powers provided under section 30 of the EAO as the Committee considers appropriate.
6. To attach to licences such conditions as the Committee may consider appropriate.
7. To refer from time to time cases of malpractice or complaints considered by the Committee to other committees for formulation and/or revision of policies, practice or regulations for better discharge of the EAA's functions.
8. To set up a task force as may from time to time be directed by the Committee Chairman, comprising any member(s) of the Committee, to carry out such tasks as the Committee Chairman may assign; to deliberate on the findings of the task force; and to make recommendations to the Board for approval as appropriate.



9. 如認為需要，就委員會行使其職能和權力獲取法律及／或專業意見或服務。
9. To obtain legal and/or expert advice or service relating to the exercise of the Committee's functions and powers as and when the Committee considers necessary.

成員 Membership:		
主席 Chairman:	廖玉玲太平紳士	Ms Elaine LIU Yuk-ling, JP
成員 Members:	張呂寶兒太平紳士	Mrs Peggy CHEUNG Po-yee, JP
	藍德業資深大律師	Mr Douglas LAM Tak-yip, SC
	羅孔君太平紳士	Ms Jane Curzon LO, JP
	吳啟民先生	Mr NG Kai-man
	司徒惠貞女士	Ms Anna SETO Wai-ching
	謝順禮先生	Mr Calvin TSE Shun-lai
	汪敦敬博士 MH	Dr Lawrance WONG Dun-king, MH
	黃光耀先生	Mr Ricky WONG Kwong-yiu
	黃偉雄先生 MH	Mr Addy WONG Wai-hung, MH
	余雅芳女士	Ms Avon YUE Nga-fong
委任成員 Board-appointed members:	張麗珍女士	Ms Winnie CHEUNG Lai-chun
	江玉歡女士	Ms Doreen KONG Yuk-foon
	郭昶先生	Mr Anthony KWOK Chong
	黎斯維先生	Mr Alex LAI Sze-wai
	李曉華女士	Ms Sylvia LEE
	廖志明先生	Mr LIU Chi-ming
	葉慕貞女士	Ms Jessica YIP Mo-ching

### 牌照委員會

#### 職權範圍：

1. 研究及建議地產代理及營業員之發牌規定。
2. 研究及建議豁免某類人士發牌規定的準則。
3. 指示監管局行政部門處理牌照／營業詳情說明書的申請，並向符合發牌條件的申請人發出或續發有關牌照／營業詳情說明書。

### Licensing Committee

#### Terms of Reference:

1. To consider and recommend licensing requirements for estate agents and salespersons.
2. To consider and recommend the criteria for exemption from the licensing requirements for any particular class of persons.
3. To instruct the EAA Administration to process applications for licences/statements of particulars of business ("SPOBs") and to grant or renew such licences/SPOBs to applicants meeting the licensing requirements.

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| <p>4. 審閱提交予委員會之牌照／營業詳情說明書申請，若認為適當，可批准或拒絕申請。</p>                             | <p>4. To consider and if thought appropriate, to approve or refuse applications for licences/SPOBs brought before the Committee.</p>   |
| <p>5. 行使及執行《地產代理條例》第17、23、24、25及27條及《地產代理（發牌）規例》第9條訂明監管局之任何職能和權力。</p>       | <p>5. To exercise and perform any and such of the EAA's functions and powers under sections 17, 23, 24, 25 and 27 of the EAO and section 9 of the Estate Agents (Licensing) Regulation.</p>  |
| <p>6. 制定有關發牌事項的政策。</p>  | <p>6. To set policies relating to licensing matters.</p>   |
| <p>7. 檢討及建議牌照費用及監管局各類服務之收費幅度。</p>   | <p>7. To review and make recommendations on the scale of licence fees and charges for services provided by the EAA.</p>  |
| <p>8. 研究及設計與發牌事項有關的表格及文件。</p>   | <p>8. To consider and design the relevant forms and related documents pertaining to licensing matters.</p>   |
| <p>9. 不時按委員會主席指引成立一個由委員會成員組成的工作小組，以執行委員會主席所委派的工作，審議小組的工作結果，及適時向董事局提交建議。</p> | <p>9. To set up a task force as may from time to time be directed by the Committee Chairman, comprising any member(s) of the Committee, to carry out such tasks as the Committee Chairman may assign; to deliberate on the findings of the task force; and to make recommendations to the Board for approval as appropriate.</p> |
| <p>10. 如認為需要，就委員會行使其職能和權力獲取法律及／或專業意見或服務。</p>                                | <p>10. To obtain legal and/or expert advice or service relating to the exercise of the Committee's functions and powers as and when the Committee considers necessary.</p>   |

#### 成員 Membership:

主席 Chairman:	羅孔君太平紳士	Ms Jane Curzon LO, JP
成員 Members:	鄒廣榮教授	Professor CHAU Kwong-wing
	張呂寶兒太平紳士	Mrs Peggy CHEUNG Po-yee, JP
	凌潔心女士	Ms Imma LING Kit-sum
	謝順禮先生	Mr Calvin TSE Shun-lai
	謝小玲女士	Ms Phoebe TSE Siu-ling
	黃光耀先生	Mr Ricky WONG Kwong-yiu
	黃偉雄先生MH	Mr Addy WONG Wai-hung, MH
	余雅芳女士	Ms Avon YUE Nga-fong
委任成員 Board-appointed members:	廖志明先生	Mr LIU Chi-ming
	蕭亮鴻測量師	Sr Keith SIU Leung-hung
	張玉雲女士 (消費者委員會代表)	Representative of the Consumer Council – Ms Winnie CHEUNG Yuk-wan

### 執業及考試委員會

#### 職權範圍：

1. 制訂、檢討及修訂操守守則，規管地產代理行業的操守及執業方式。
2. 檢討《地產代理條例》所載有關地產代理的執業及運作的規例，並就此提供建議。
3. 不時考慮及檢討地產代理行業的執業手法，並制訂或研究關於地產代理工作的執業通告或指引。
4. 監察業界遵行《地產代理條例》及其附屬法例、《操守守則》、執業通告或其他指引的情況；並聯絡業界，共同研究提升執業水準及服務質素的方法。
5. 制訂地產代理和營業員資格考試的範圍及費用。
6. 為資格考試的執行工作制訂準則。
7. 監督資格考試的試題設定與調整、考生違反考試規則的懲處決定，並就此向監管局行政部門發出指引。
8. 檢討及釐定資格考試及其各個部分(如適用)的合格分數和優異分數。
9. 不時按委員會主席指引成立一個由委員會成員組成的工作小組，以執行委員會主席所委派的工作，審議小組的工作結果，及適時向董事局提交建議。
10. 如認為需要，就委員會行使其職能和權力獲取法律及／或專業意見或服務。

### Practice and Examination Committee

#### Terms of Reference:

1. To draw up, review and revise code(s) of ethics governing the conduct and practice of the estate agency trade.
2. To review and make recommendations on the regulations under the EAO relating to the practice and operation of estate agents.
3. To consider and review practices within the trade and prepare or consider practice circulars or other guidelines on various aspects of estate agency work from time to time.
4. To monitor compliance of the EAO and its subsidiary legislations, code(s) of ethics, practice circulars or other guidelines; and to liaise with the trade on ways to improve the standard of practice and quality of service.
5. To determine the syllabi and fees for the qualifying examinations for estate agents and salespersons.
6. To set the parameters for the administration of the qualifying examinations.
7. To oversee and give direction to the EAA Administration in the setting and moderation of examination questions and determination of penalties for breaches of examination regulations by candidates.
8. To review and determine the pass marks and commendation marks for the qualifying examinations and, where appropriate, those for each part thereof.
9. To set up a task force as may from time to time be directed by the Committee Chairman, comprising any member(s) of the Committee, to carry out such tasks as the Committee Chairman may assign; to deliberate on the findings of the task force; and to make recommendations to the Board for approval as appropriate.
10. To obtain legal and/or expert advice or service relating to the exercise of the Committee's functions and powers as and when the Committee considers necessary.

成員 Membership:		
主席 Chairman:	張國鈞議員太平紳士	The Honorable Horace CHEUNG Kwok-kwan, JP
副主席 Vice-chairman:	黃鳳嫻女士	Ms Gilly WONG Fung-han
成員 Members:	鄒廣榮教授	Professor CHAU Kwong-wing
	張呂寶兒太平紳士	Mrs Peggy CHEUNG Po-yee, JP
	藍德業資深大律師	Mr Douglas LAM Tak-yip, SC
	凌潔心女士	Ms Imma LING Kit-sum
	吳啟民先生	Mr NG Kai-man
	司徒惠貞女士	Ms Anna SETO Wai-ching
	蕭澤宇 BBS 太平紳士	Mr Simon SIU Chak-yu, BBS, JP
	謝順禮先生	Mr Calvin TSE Shun-lai
	謝小玲女士	Ms Phoebe TSE Siu-ling
	汪敦敬博士 MH	Dr Lawrance WONG Dun-king, MH
	黃光耀先生	Mr Ricky WONG Kwong-yiu
	黃偉雄先生 MH	Mr Addy WONG Wai-hung, MH
	運輸及房屋局常任秘書長 (房屋)或其代表	Permanent Secretary for Transport and Housing (Housing) or his representative
委任成員 Board-appointed members:	陳永傑先生	Mr Louis CHAN Wing-kit
	李志成先生	Mr Richard LEE Chi-shing
	李景亮先生	Mr LEE King-leong

### 專業發展委員會

#### 職權範圍：

1. 研究業界的培訓需要，並設計合適的培訓課程，以提升持牌人的執業水平。
2. 監督「持續專業進修計劃」的執行，包括：
  - a. 定期檢討計劃的重點、範疇和要求；
  - b. 訂立分配核心及非核心科目活動的指引；
  - c. 審批持續專業進修活動的主辦機構及評估持續專業進修活動；

### Professional Development Committee

#### Terms of Reference:

1. To examine the training needs and design appropriate training programmes to raise the competence of licensees.
2. To oversee the implementation of the Continuing Professional Development ("CPD") Scheme including:
  - a. conducting periodic reviews on its focus, scope and requirements;
  - b. determining guidelines for assigning core and non-core activities;
  - c. approving CPD activity providers and evaluating CPD activities;

- |   |  |
|---|--|
| <p>d. 將其他專業界別和行業的合適持續專業進修活動納入監管局的持續專業進修計劃；及</p> <p>e. 監察持續專業進修計劃的成效，並向監管局董事局提交適當建議。</p> | <p>d. adopting appropriate CPD activities of other professions and trades into the CPD Scheme of the EAA; and</p> <p>e. monitoring the effectiveness of the CPD Scheme and making recommendations to the Board as appropriate.</p>   |
| <p>3. 就專業交流活動提供意見，並監察地產代理業內專業資格互認計劃的執行。</p>   | <p>3. To advise on professional exchange activities and monitor the administration of scheme(s) relating to reciprocal recognition of professional qualifications for the estate agency trade.</p>   |
| <p>4. 不時按委員會主席指引成立一個由委員會成員組成的工作小組，以執行委員會主席所委派的工作，審議小組的工作結果，及適時向董事局提交建議。</p>             | <p>4. To set up a task force as may from time to time be directed by the Committee Chairman, comprising any member(s) of the Committee, to carry out such tasks as the Committee Chairman may assign; to deliberate on the findings of the task force; and to make recommendations to the Board for approval as appropriate.</p> |
| <p>5. 如認為需要，就委員會正確履行及行使其職能和權力獲取這方面的法律及／或專業意見。</p>                                       | <p>5. To obtain such legal and/or expert advice as the Committee may consider necessary for or in relation to the proper discharge and exercise of the Committee's functions and powers.</p>   |

### 成員 Membership:

主席 Chairman:	余惠偉太平紳士	Mr YU Wai-wai, JP
成員 Members:	藍德業資深大律師	Mr Douglas LAM Tak-yip, SC
	凌潔心女士	Ms Imma LING Kit-sum
	吳啟民先生	Mr NG Kai-man
	司徒惠貞女士	Ms Anna SETO Wai-ching
	蕭澤宇BBS太平紳士	Mr Simon SIU Chak-yu, BBS, JP
	謝小玲女士	Ms Phoebe TSE Siu-ling
	汪敦敬博士MH	Dr Lawrance WONG Dun-king, MH
	運輸及房屋局常任秘書長(房屋)或其代表	Permanent Secretary for Transport and Housing (Housing) or his representative
委任成員 Board-appointed members:	葉國雄先生	Mr Ivan IP Kwok-hung
	郭昶先生	Mr Anthony KWOK Chong
	鄺子文博士	Dr KWONG Tsz-man
	袁海星博士	Dr Horace YUEN Hoi-sing
	梁劍衡先生 (職業訓練局代表)	Representative of Vocational Training Council – Mr Leslie LEUNG Kim-hang

## 第28條調查小組<sup>1</sup>

### 職權範圍：

1. 就如何選取需要根據《地產代理條例》第28條展開調查的個案制定指引和程序。
2. 監督根據《地產代理條例》第28條進行的調查，確保調查工作符合法例規定。
3. 接受和考慮監管局行政部門就其認為有需要根據《地產代理條例》第28條進行調查的懷疑或涉嫌違反或沒有遵守《地產代理條例》的規定或其他條文的個案所呈交的報告和建議。
4. 根據《地產代理條例》第28條委任調查員，展開小組認為有需要的調查及執行其認為有需要的職務。
5. 接受和考慮根據《地產代理條例》第28條小組委任的調查員所提交的報告和建議。
6. 如調查員建議小組該考慮行使《地產代理條例》第30條所訂明的紀律處分的權力，則將有關個案轉交紀律委員會處理。
7. 不時按委員會主席指引成立一個由委員會成員組成的工作小組，以執行委員會主席所委派的工作，審議小組的工作結果，及適時向董事局提交建議。
8. 如認為需要，就行使《地產代理條例》第28條所訂明的監管局職能和權力獲取法律及／或專業意見或服務。
9. 行使及執行《地產代理條例》第28條所訂明的監管局職能和權力。

## Section 28 Investigation Panel<sup>1</sup>

### Terms of Reference:

1. To formulate guidelines for and procedures on the selection of cases for investigation under section 28 of the EAO.
2. To oversee the conduct of investigation under section 28 of the EAO to ensure its full compliance.
3. To receive and consider reports and recommendations from the EAA Administration on suspected or alleged cases of breaches or non-compliance of a requirement(s) or other provision(s) of the EAO warranting investigation under section 28 of the EAO.
4. To appoint investigator(s) under section 28 of the EAO to conduct such investigation and carry out such duties as the Panel considers necessary.
5. To receive and consider the reports and recommendations from the investigator appointed by the Panel under section 28 of the EAO.
6. Where the investigator recommends to the Panel that the exercise of disciplinary powers under section 30 of the EAO should be considered, to refer the case to the Disciplinary Committee for its consideration.
7. To set up a task force as may from time to time be directed by the Panel Chairman, comprising any member(s) of the Panel, to carry out such tasks as the Panel Chairman may assign; to deliberate on the findings of the task force; and to make recommendations to the Board for approval as appropriate.
8. To obtain legal and/or expert advice or service relating to the exercise of the EAA's functions and powers as prescribed by section 28 of the EAO as and when the Panel considers necessary.
9. To exercise and perform any and such of the EAA's functions and powers as prescribed by section 28 of the EAO.

### 成員 Membership:

主席 Chairman:	蕭澤宇 BBS 太平紳士	Mr Simon SIU Chak-yu, BBS, JP
成員 Members:	鄧廣榮教授	Professor CHAU Kwong-wing
	余惠偉太平紳士	Mr YU Wai-wai, JP

<sup>1</sup> 不屬常設委員會，僅在需要時召開會議。該小組在2017/18年度並無召開會議。

<sup>1</sup> Not a standing committee, meet as and when needed. In 2017/18, there was no meeting held.

### 會議出席記錄

根據《地產代理條例》，監管局會議的法定人數至少為監管局當時成員人數的一半（包括主席及副主席（不論在場與否））。出席會議的監管局成員各有一票投票權。

2017/18年度，董事局及常設委員會的會議次數、平均出席率和審議文件數目如下：

### Meetings attendance

According to the EAO, the quorum for a meeting of the EAA shall be at least half of the members of the EAA for the time being (including the Chairman and the Vice-chairman whether present or not). Each member of the EAA present at a meeting thereof shall have a vote.

In 2017/18, the number of meetings, the average attendance rates and number of papers considered by the EAA Board and standing committees were as follows:

	會議數目 Number of meetings held	平均出席率* Average attendance rate*	經審議的文件數目 Number of papers considered
董事局 The EAA Board	4	79%	39
財務及策略發展委員會 Finance and Strategic Development Committee	2	79%	11
紀律委員會** Disciplinary Committee**	2	67%	10
牌照委員會 Licensing Committee	5	80%	10
執業及考試委員會 Practice and Examination Committee	2	67%	10
專業發展委員會 Professional Development Committee	2	57%	22

\* 委員會出席率包括董事局成員及董事局委任成員。

\* The attendance of committees includes Board members and Board-appointed members.

\*\* 除出席會議，紀律委員會的董事局成員及董事局委任成員同時須出席紀律研訊，對涉嫌違反條例的持牌人作出判決。

\*\* In addition to attendance at meetings, Board members and Board-appointed members of the Disciplinary Committee are also required to sit at inquiry hearings for the adjudication of suspected non-compliances of the licensees.

## 誠信與公正

### 操守標準

監管局堅守以誠信、嚴正態度及公平為原則，為公眾服務。

監管局是《防止賄賂條例》下的公共機構。在該條例下，所有監管局董事局成員及員工均被視為「公職人員」。

作為規管香港地產代理行業的法定機構，監管局致力維持最高質素的服務水平及道德標準。監管局要求全體員工秉持高水平的服務質素及道德標準，以促進並維持公眾的信心。本局員工必須遵守本局的行為守則，當中詳列了基本行為標準，涵蓋保密、利益衝突及利益收受等方面。監管局會向每位入職員工講解有關守則，並將相關文件上載至監管局內聯網供員工隨時參閱。

行政總裁、總監和經理（包括高級經理）的離職後就業限制期分別為一年、六個月及兩個月。同時，包括行政總裁和總監在內的所有員工，均不可於任職監管局期間及離職後兩個月內參加地產代理或營業員資格考試。

## Integrity and Impartiality

### Standard of conduct

The EAA is fully committed to the principles of honesty, integrity and fair play in the delivery of its services to the public.

The EAA is a public body under the Prevention of Bribery Ordinance. All Board members and employees of the EAA are regarded as “public servants” for the purpose of that ordinance.

As a statutory body tasked with regulating the practice of the estate agency trade in Hong Kong, the EAA strives to maintain the highest possible level of quality service and ethical standards. To promote and maintain public confidence, all EAA staff are required to have a high standard of integrity and conduct. They are required to comply with the Code of Conduct which sets out in detail the basic standards of conduct in different aspects, including confidentiality, conflicts of interest and acceptance of advantages. All EAA staff are briefed on the Code upon their commencement of duty at the EAA, and may access the document easily at any time through the EAA's intranet.

The post-employment sanitisation period for the CEO, Directors and Managers (including Senior Managers) are respectively one year, six months and two months. There is also a prohibition on all staff, including the CEO and Directors, to take the estate agents or salespersons qualifying examinations during service and within two months after service.



### 利益披露

為維持公眾對監管局的誠信與公正性的信心，以及避免潛在利益衝突，監管局實施兩層的申報利益制度。所有董事局成員及董事局委任成員獲委任後，必須向監管局申報其利益，並每年更新資料。此外，他們須於監管局所有會議上，申報涉及監管局所審議的任何議題或事宜的利益，以及任何與監管局事務有利益衝突或潛在利益衝突的事情。公眾可要求查閱記錄有關利益申報詳情的登記冊。

此外，監管局所有員工亦須每年申報，有否與一些和監管局有競爭的、或與監管局有業務往來的，或受監管局所監管的業務或機構有任何直接或間接的財務利益關係。

在有關土地和物業的利益方面，所有監管局董事局成員及董事局委任成員均須申報其在香港或海外的任何實益權益，但不包括有關土地或物業的地址詳情。須登記的利益包括：成員名下所持有、或透過其他公司或個人間接持有、或其有權處置、或能從中獲得任何金錢利益的土地或物業。監管局行政部門的管理職級人員亦須遵循類似的規定，申報他們的土地及物業利益。

### 問責性及透明度

監管局視問責性為機構管治的基本支柱之一，並基於此理念建立本局的架構及管理文化。在現行架構下，董事局須就監管局的整體表現問責。行政部門負責管理監管局的日常業務，並須就其表現向董事局問責。



### Disclosure of interest

To foster public confidence in the integrity and impartiality of the EAA, the EAA adopts a two-tier reporting system on declaration of interest as a safeguard against potential conflict of interest. All Board members and Board-appointed members are required to register their interests with the EAA upon their appointment to membership and annually thereafter. They are also required to declare their interests at all EAA meetings in any subject and matter under consideration by the EAA, and any conflict of interest or potential conflict of interest which they may have with the affairs of the EAA. The register of interests is available for public inspection.

In addition, all EAA staff also have to declare annually if they have any direct or indirect financial interest in any company or organisation which competes with the EAA, which the EAA has business dealings with, or which is being regulated by the EAA.

Regarding interests in land and property, all EAA Board members and Board-appointed members are required to declare any such beneficial interests they have in Hong Kong or overseas, without disclosing details of the addresses of such land or property. Registrable interests include land or property owned by a member in his/her name or held indirectly through another company or person. It also includes land or property which a member has a right over its disposition or has any pecuniary interest deriving from it. The managerial staff of the EAA Administration are also required to follow a similar requirement in declaring their interests in land and property.

### Accountability and Transparency

The EAA considers accountability one of the fundamental pillars of corporate governance and has built its corporate structure and management culture based on this concept. Under the current structure, the Board is accountable for the overall performance of the EAA. The Administration is responsible for managing the EAA's everyday business and is accountable to the Board for its performance.

監管局透過大眾媒體、監管局刊物及其網站等不同溝通渠道，向公眾發放有關監管局的工作及舉措的資訊。

The public are kept abreast of the EAA's work and initiatives through various communication channels, such as the mass media, EAA publications and its website.

### 《機構授權指引》

監管局制定了一套《機構授權指引》來維持高水平的問責性。所有監管局成員、常設委員會、工作／專責小組及全體員工的行為，均必須符合指引的精神及目的，以及獲授權的職權範圍。

### 查閱資料

為方便公眾取得有關監管局的資料，監管局已任命服務總監為公開資料主任，負責確保本局按照特定程序，妥善處理公眾根據監管局的《公開資料守則》而提出的資料查閱要求。

### Corporate Authorisation Manual

To maintain a high standard of accountability, a *Corporate Authorisation Manual* was formulated for the EAA to provide corporate management authority guidelines. All members of the EAA, standing committees, work groups/panels and all staff must act in compliance with the spirit and intent of the *Manual* and within the scope of authorities therein conferred.

### Access to information

To facilitate the public to access information about the EAA, the EAA has designated the Director of Services as the Access to Information Officer who is responsible for ensuring that requests for access to information under the EAA's *Code on Access to Information* are properly dealt with in accordance with specific procedures.

### 查閱資料申請摘要

#### Summary of Applications for Access to Information

年度 Year	申請數目 No of Applications	申請結果 Application Outcome	要求資料 Information Requested
2017/18	2	全部接受 All accepted	申請牌照遞交的個人資料 調查和紀律研訊結果 Personal Data submitted for licence application Investigation and inquiry hearing results
2016/17	1	拒絕* Declined*	第三者發出的學歷確認函 Confirmation letter on an education record issued by a third party
2015/16	0	不適用 N/A	不適用 N/A

\* 無法取得公開有關學歷所需的第三者同意。

\* Consent from the third party required for the release of the record could not be obtained.

為提高監管局工作的透明度，監管局每年向運輸及房屋局局長提交一份年報，並提呈立法會省覽。公眾可於監管局辦事處及網站閱覽有關年報。

To increase the transparency of the EAA's work, the EAA furnishes an *Annual Report* to the Secretary for Transport and Housing, copies of which have to be laid before the Legislative Council and are made available to the public at the EAA's office and website.

監管局透過媒體活動、新聞稿、宣傳和公眾教育活動、監管局刊物及網站等不同溝通渠道，向公眾發放有關監管局的工作及舉措的資訊。

Members of the public are also kept abreast of the EAA's work and initiatives through various communication channels, such as media events, press releases, publicity and public education activities, EAA publications and its website.

### 公布紀律研訊結果

監管局紀律委員會按照《地產代理條例》賦予的權力向有關持牌人或前持牌人的紀律事宜進行紀律研訊。為方便有關人士查悉研訊結果，以及教育地產代理業界及公眾，監管局於其網站上公布最近兩年的紀律研訊結果。

監管局亦於網上公布研訊的裁決理由，這樣不單能確保監管局工作的透明度，亦能讓地產代理業界更了解監管局的紀律裁決，讓他們對如何遵守《地產代理條例》提供寶貴的學習途徑，以減低日後收到類似投訴的風險。長遠來說，這項措施將有效地提升業界的專業水平。

另一方面，公布研訊裁決的理由能讓消費者明白監管局的裁決基礎，從而令他們在使用持牌人的服務時能作出明智的選擇。

### 獨立制衡措施

#### 外部審核

監管局的財務報表須經由外部核數師審核。2017/18 財政年度，德勤•關黃陳方會計師行繼續獲委聘為監管局的核數師。

外部審核的主要目的是向董事局提交監管局年度財務報表，呈示公允的獨立保證。監管局委任的外部核數師須由運輸及房屋局局長批准。有關德勤•關黃陳方會計師行的獨立核數師報告及財務報表詳載於第 104 至 134 頁。

### Publication of inquiry hearing results

To facilitate concerned parties to ascertain the results of the inquiry hearings conducted by the Disciplinary Committee of the EAA pursuant to powers under the EAO on disciplinary matters concerning licensees or ex-licensees, and to educate both the estate agency trade and the public, the EAA publishes inquiry hearing results of the last two years on its website.

The EAA also publishes the reasons for disciplinary decisions on its website. Not only does it ensure the transparency of the EAA's work but also enables the estate agency trade to have a better understanding of the EAA's disciplinary decisions and equips them with valuable learning on how to comply with the EAO and reduces the risks of receiving similar complaints in future. In the long run, it will make a substantial contribution to improving the professional standard of the trade.

On the other hand, the publication of the reasons for decisions provides a way for consumers to understand the EAA's disciplinary decisions, and enables them to make informed choices when engaging the services of licensees.

### Independent Checks and Balances

#### External audit

The EAA's financial statements are subject to audit by an external auditor. Deloitte Touche Tohmatsu continued to be the EAA's external auditor in the financial year of 2017/18.

The main purpose of the external audit is to provide independent assurance to the Board that the annual financial statements of the EAA are fairly stated. The appointment of the EAA's external auditor is subject to the approval of the Secretary for Transport and Housing. The Independent Auditor's Report and Financial Statements of 2017/18 audited by Deloitte Touche Tohmatsu are included in pages 104 to 134.

## 上訴

根據《地產代理條例》，持牌人或牌照申請人可對監管局決定提出上訴，包括監管局拒絕批給牌照或批出續牌申請，或監管局施行的紀律處分。上訴須透過書面方式向運輸及房屋局局長提出。

運輸及房屋局局長須委任人士組成委員會，專責聆訊上訴。委員會的主席須就每宗上訴個案，從委員會成員中委任成員組成審裁小組進行裁決。

## 申訴專員覆檢

監管局自2010年7月2日起被納入申訴專員的監管範圍。2017/18年度內，本局共接獲四宗申訴專員轉介的個案，其中三宗個案已於年內結束及裁定為不成立，而另外一宗則仍未完結。

## 服務承諾

作為一個負責任的公營機構，監管局對公眾的服務設有一套服務承諾，且定期檢討承諾的達標率。監管局行政部各個部門負責維持有效的內部監控，以監測服務承諾的達標情況。

## Appeals

Under the EAO, licensees or licence applicants may appeal against the EAA's decisions concerning refusal to grant or renew a licence, or its disciplinary sanctions by writing to the Secretary for Transport and Housing.

The Secretary for Transport and Housing is required to appoint a panel of persons for the purpose of hearing such appeals. The appeals are determined by a tribunal, the members of which are appointed by the Chairman of the panel from members of the panel.

## The Ombudsman's review

The EAA came under the jurisdiction of The Ombudsman on 2 July 2010. In the year of 2017/18, a total of four inquiries from The Ombudsman were received. Three of them were closed and unsubstantiated while one is outstanding.

## Performance Pledges

As a responsible public body, the EAA has a set of performance pledges for its services to the public and the attainment level of the pledges is reviewed regularly. All sections of the EAA Administration are responsible for maintaining effective internal controls to monitor the achievement of our pledges to the public.

## 2017/18 年度行政部門服務達標率

### Achievement of the Performance Pledges in 2017/18

#### 查詢 Enquiries

服務類別 Standard	指標 Service type	達標率 Results
回覆查詢 Response to enquiries		
<ul style="list-style-type: none"> <li>電話查詢(留言訊息)</li> <li>Telephone enquiries (voice mail messages)</li> </ul>	<ul style="list-style-type: none"> <li>一個工作天內<sup>1</sup></li> <li>Within one working day<sup>1</sup></li> </ul>	100%
<ul style="list-style-type: none"> <li>書面查詢</li> <li>Written enquiries</li> </ul>	<ul style="list-style-type: none"> <li>七個工作天內<sup>2</sup></li> <li>Within seven working days<sup>2</sup></li> </ul>	99.85%

<sup>1</sup> 監管局的工作天為星期一至五。

<sup>2</sup> 收到查詢後下一個工作天開始計算。

<sup>1</sup> The EAA's working days are from Monday to Friday.

<sup>2</sup> From the next working day following receipt of the enquiry.

### 資格考試 Qualifying Examinations

服務類別 Standard	指標 Service type	達標率 Results
發出成績通知單 <sup>1</sup> Issue result slips <sup>1</sup>	考試後的14個工作天內 Within 14 working days after the examination	100%

### 牌照 Licensing

服務類別 Standard	指標 Service type	達標率 Results
處理新牌照申請 Process new licence applications	收到新申請後的10個工作天內 <sup>2</sup> Within 10 working days for new applications <sup>2</sup>	99.99%
處理續牌申請 Process renewal licence applications	收到續牌申請後的20個工作天內 Within 20 working days for renewal applications	99.98%
退款予不獲發牌照或取消牌照申請的申請人 Refund of application fees for rejected/cancelled applications	10個工作天內 <sup>3</sup> Within 10 working days <sup>3</sup>	100%

### 投訴及執法 Complaints and Enforcement

服務類別 Standard	指標 Service type	達標率 Results
確認收到投訴人的書面投訴 Acknowledge receipt of written complaints	五個工作天內 Within five working days	100%
收到足夠證明文件後向投訴人作出書面回覆 Provide a written response to complainants upon receipt of sufficient supporting documents	15個工作天內 Within 15 working days	100%

<sup>1</sup> 監管局委託香港考試及評核局舉辦資格考試。考試的成績通知單由香港考試及評核局發出。

<sup>2</sup> 由監管局收妥牌照申請、所需費用及文件之下一個工作天起計，至發出牌照／營業詳情說明書（即牌照可供領取之日）為止。如牌照申請須交由監管局牌照委員會考慮申請人是否符合法定的「適當人選」標準及其他發牌要求，此服務指標則不適用。監管局處理此類牌照申請時，須向申請人或第三者（例如破產管理署、信託人或警務處）查詢有關詳情，待得到回覆後，才可以決定批准或拒絕申請，故此在這種情況下，需要更長的時間。

<sup>3</sup> 由取消或拒絕申請之下一個工作天起計；如屬破產個案，則由收到破產管理署或信託人指示之下一個工作天起計。

<sup>1</sup> Issued by the Hong Kong Examinations and Assessment Authority, authorised by the EAA to administer the examinations.

<sup>2</sup> From the next working day following the receipt of an application, the required fee and documents to the day the licence/statement of particulars of business is issued (i.e. the day the licence is available for collection). This service target does not apply to applications which require the EAA Licensing Committee to determine whether the applicant fulfills the "fit and proper" requirement and other licensing requirements as prescribed under the EAO. A longer duration is needed for such cases for the EAA to make enquiries and for the applicant or any third party (such as the Official Receiver's Office, trustees-in-bankruptcy or the Police) to respond before the EAA approves or rejects the application.

<sup>3</sup> From the next working day after an application is cancelled or rejected; for bankruptcy cases, from the next working day following the receipt of instructions from the Official Receiver's Office or the trustee-in-bankruptcy.

投訴及行動部完成調查違規個案 Complete investigation of non-compliance cases by the Complaints and Enforcement Section		
快速個案 (紀律處分新計劃下，不牽涉證人並只涉及八項指明違規事項的個案) Fast Track Cases (Cases involving no witnesses and concerning allegation(s) of the Eight Specified Breaches only)	三個月內 Within three calendar months	100%
普通個案 (非快速個案並只涉及不多於兩項指稱的個案) Normal Cases (Cases other than Fast Track Cases concerning not more than two allegations)	六個月內 Within six calendar months	97.94%
複雜個案 (除快速個案及普通個案以外的個案) Complex Cases (Cases other than Fast track cases and Normal Cases)	九個月內 Within nine calendar months	95.50%
通知投訴人調查結果 Notify complainants of the outcome of the case	10個工作天內 Within 10 working days	99.71%
通知被投訴人(持牌人)調查結果 Notify complainees (licensees) of the outcome of the case	10個工作天內 Within 10 working days	100%

### 紀律研訊 Disciplinary Proceedings

服務類別 Standard	指標 Service type	達標率 Results
舉行首次紀律研訊 Conduct the first disciplinary inquiry hearing of a case	完成調查後的90個工作天內 Within 90 working days after completion of investigation	98.67%

### 持續專業進修計劃 Continuing Professional Development (“CPD”)

服務類別 Standard	指標 Service type	達標率 Results
完成處理持續專業進修活動認可的申請 Process applications for endorsement of CPD activities	20個工作天內 Within 20 working days	100%
發出「出席證書」予參加監管局舉辦的持續專業進修活動的持牌人 Issue certificates of attendance for EAA-organised CPD activities	30個工作天內 Within 30 working days	100%

組織與員工  
**Organisation and People**

組織架構  
**Organisation structure**



總監級以下的員工編制

**Non-directorate staff establishment**



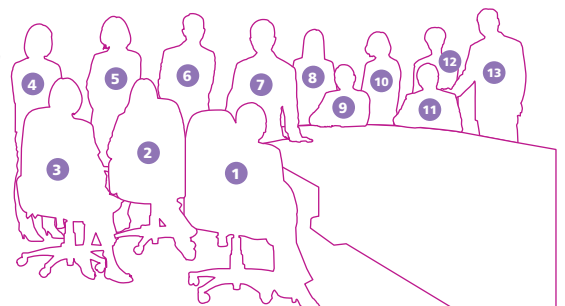


# 監管局行政部門 The EAA Administration

## 管理團隊 Management team



- |  |   |   |
|--|---|---|
| <p><b>1.</b> 行政總裁韓婉萍女士<br/>Ms Ruby HON<br/>Chief Executive Officer</p> <p><b>2.</b> 規管及法律總監梁德麗女士<br/>Ms Juliet LEUNG<br/>Director of Regulatory Affairs and General Counsel</p> <p><b>3.</b> 執行及專業發展總監方安妮女士<br/>Ms Annie FONDA<br/>Director of Operations and Professional Development</p> <p><b>4.</b> 牌照部經理李佩華女士<br/>Ms Ivy LEE<br/>Manager (Licensing)</p> <p><b>5.</b> 機構傳訊部經理鄭麗珊女士<br/>Ms Anissa CHENG<br/>Manager (Corporate Communications)</p> | <p><b>6.</b> 行動部經理梁家麟先生<br/>Mr Alan LEUNG<br/>Manager (Enforcement)</p> <p><b>7.</b> 服務總監王頌恩先生<br/>Mr Ivan WONG<br/>Director of Services</p> <p><b>8.</b> 財務及行政部經理潘穎芝女士<br/>Ms Wendy POON<br/>Manager (Finance and Administration)</p> <p><b>9.</b> 投訴及行動部主管陳汝微先生<br/>Mr CHAN U Keng<br/>Head (Complaints and Enforcement)</p> <p><b>10.</b> 專業發展部經理鄧敏琪女士<br/>Ms Maggie TANG<br/>Manager (Professional Development)</p> | <p><b>11.</b> 法律顧問梁耀光先生<br/>Mr YK LEUNG<br/>Legal Counsel</p> <p><b>12.</b> 法律事務及考試部經理高善君女士<br/>Ms Susanna KO<br/>Manager (Legal Services and Examination)</p> <p><b>13.</b> 資訊科技及數據分析部經理林家雯先生<br/>Mr LAM Ka Man<br/>Manager (IT and Data Analysis)</p> |
|--|---|---|



## 員工及薪酬

### 員工

監管局由行政總裁領導，其職能包括管理監管局事務，以及監察及規管業界遵守《地產代理條例》。截至2018年3月31日，監管局職員編制共有99名員工。殘疾僱員佔總僱員數目1%，2017/18年度的員工流失率為11%。

### 薪酬

監管局定期檢討其薪酬政策，以確保薪酬福利與市場趨勢一致，維持一定的競爭力以吸引及留住人才。本局委託了獨立顧問公司在年內進行薪酬水平及薪酬趨勢調查。工資範圍已根據市場水平進行調整。2018年度按表現的薪金調整制度亦參考了顧問公司的建議而釐訂。

### 本年度行政總裁和總監的薪酬

#### Remuneration of CEO and Directors during the year

本年度支付予行政總裁和總監<sup>2</sup>的薪酬<sup>1</sup>如下：

The total remuneration<sup>1</sup> of the CEO and directors<sup>2</sup> during the year was as follows:

		人數 Number of individuals
低於 1,000,000 元	below \$1,000,000	2
1,500,001–2,000,000 元	\$1,500,001 to \$2,000,000	1
3,500,001–4,000,000 元	\$3,500,001 to \$4,000,000	1
<b>總數</b>	<b>Total</b>	<b>4</b>

<sup>1</sup> 整套薪酬福利包括年內支付的薪金、約滿酬金及按表現調整的薪金(如適用)。

<sup>2</sup> 其中兩位現任總監於年內任職少於六個月。

## Staffing and remuneration

### Staffing

The Estate Agents Authority (“EAA”) is led by the Chief Executive Officer (“CEO”) who is responsible for managing the business of the EAA, and monitoring and supervising compliance with the Estate Agents Ordinance. As at 31 March 2018, the staff establishment was 99. The percentage of employees with disabilities was 1%. The staff turnover rate for 2017/18 was 11%.

### Remuneration

The EAA regularly reviews its remuneration policy and practices to ensure that its remuneration packages are in line with the market trends, so as to maintain competitiveness in attracting and retaining talent. An independent consultant was commissioned to conduct a pay level and pay trend survey during the year. The pay ranges were revised in line with the market and the 2018 annual performance-linked pay adjustment also drew reference from the recommendations of the consultant.

<sup>1</sup> Total remuneration includes salary, contract-end gratuity and performance-linked pay, if applicable, paid during the year.

<sup>2</sup> Two of the current directors had taken up the positions for less than six months during the year.

### 培訓及溝通

#### 員工培訓及發展

隨着公眾對公共機構的問責性及透明度之期望與日俱增，監管局必須確保員工具備履行職責、積極回應時刻演變的大眾訴求，以及維持高服務水平的能力。作為本局人力資源策略之一，監管局致力提供各類資源（包括內部工作坊、對外的培訓課程及培訓資助等），以支持員工的事業發展及提高他們的專業技巧和競爭力。

監管局的員工身為公營機構的人員，應對防止貪污及誠信事宜有高度認知。有見及此，我們為從未出席廉政公署研討會及有意重溫相關知識的員工，安排參加廉政公署的「防止貪污」講座。

由於監管局員工每天需與不同持份者／工作夥伴接洽，有說服力的內容及表達方式是成功的關鍵。為了加強員工表達意見及觀點的能力，以及能在迫切的時間下作適當的行動，本局在年內為全體員工舉辦了名為「成功的表達技巧」的工作坊。

本局同時資助員工參加與其工作相關的進修課程，以加強他們在工作方面的知識及實現個人事業發展目標。

所有培訓活動旨在提升監管局員工的專業知識和技能，協助他們盡展所長，準備好迎接日後更大的挑戰和創造更輝煌的成就。

### Training and communication

#### Staff training and development

With rising public expectations on the accountability and transparency of public organisations, the EAA needs to ensure that its staff are equipped with the necessary competencies to discharge their duties, respond to the community's evolving needs, and achieve consistently high levels of performance. As part of its human resources strategy, the EAA is committed to providing various kinds of resources, including in-house workshops, external training programmes and training sponsorship, to support its staff's career development and enhance their professional skills and competencies.

Being employees of a public body, EAA staff should have a high level of awareness on corruption prevention and flawless integrity. For this purpose, a talk by the Independent Commission Against Corruption ("ICAC") on "Corruption Prevention" was organised for staff who have not attended the seminars conducted by the ICAC and for staff who would like to refresh their knowledge.

As EAA staff need to deal with different stakeholders/working partners every day, the ability to structure and present ideas persuasively is critical for success. To enhance staff ability in expressing their opinion and standpoints as well as giving appropriate responses under time pressure, a workshop on "Winning Presentation Skills" was organised for all staff during the year.

Staff were provided with sponsorship for attending their self-initiated job-related programmes to enhance their knowledge at work and to meet individual career development goals.

All these training activities aim to enhance the professional knowledge and skills of EAA staff, to develop their full potential and to prepare them for greater challenges and achievements ahead.

## 溝通

監管局透過不同渠道來加強員工之間的溝通，包括定期舉行管理層會議及部門會議，橫向確保各個部門的透明度及對彼此工作的互相理解，同時垂直向確保監管局方針能傳達至各職級的員工。高級管理層亦會透過定期的溝通活動(如行政總裁座談會及部門簡報會)接觸員工，分享管理層在各種事項上的最新訊息及政策方針，例如監管局的機構計劃、薪酬調整制度及架構變化等，並提供機會讓員工發表意見。

另外，監管局亦安排員工參加與其職級相應的委員選舉，從而在各職級中選出由員工組成的員工委員會。今年監管局亦把會議從每半年舉行一次改為每季一次，以加強員工的溝通。

為培養團隊精神，監管局於年內舉行了若干員工聚會，如員工旅行及年度聖誕派對等。

適逢監管局成立20週年，本局特意舉辦「監管局20週年口號設計比賽」並鼓勵員工參與，一同慶祝這個重要的日子。勝出的口號更成為本局20週年的官方宣傳材料。

## Communication

The EAA reinforces communication among staff through different channels, including regular meetings among management staff and sectional meetings, horizontally to ensure transparency and understanding of the work of different sections and vertically to convey direction to different rankings of staff. The senior management further regularly reaches out to staff through various communication sessions, such as the CEO's Forum and sectional briefing sessions to share the latest message and direction from the senior management on matters such as the EAA's corporate plan, the pay adjustment mechanism, and organisational changes, as well as to provide a platform for staff to share their views.

In addition, the EAA has formed a staff committee with members comprised of each rank of staff through elections among the respective rank of staff. This year the EAA strengthened staff communication through increasing the frequency of meetings from semi-annually to quarterly.

To foster team spirit, informal gatherings such as staff outings and an annual Christmas party were arranged during the year.

To share the joy of the EAA's 20<sup>th</sup> anniversary with our staff, the EAA organised a staff activity on "EAA 20<sup>th</sup> Anniversary Slogan Design Competition" for our staff to participate in the celebration. The winning slogan was officially used for the 20<sup>th</sup> anniversary promotional materials.



監管局於年內舉行了若干員工聚會，其中年度聖誕派對有助培養團隊精神。

The EAA arranged informal staff gatherings during the year, an annual Christmas party was held to foster team spirit.

## 監管局行政部門 The EAA Administration

為了提升員工對健康的關注，監管局邀請了註冊護士及體適能導師為員工舉行「體格檢測及體能活動」工作坊。註冊護士為員工量度健康指數，而體適能導師教授員工一套只需10分鐘的辦公室運動。

To increase colleagues' health awareness, the EAA invited a registered nurse and fitness trainer to conduct a "Body Check and Physical Activity" Workshop for EAA staff. The registered nurse measured everyone's health index and the fitness trainer introduced a 10-minute exercise which could also be performed in the workplace.



監管局邀請了註冊護士及體適能導師為員工舉行「體格檢測及體能活動」工作坊。

The EAA invited a registered nurse and fitness trainer to conduct a "Body Check and Physical Activity" Workshop for EAA staff.

### 機構及員工獎項

#### 機構獎項

監管局連續三年獲香港社會服務聯會頒發「同心展關懷」標誌，以表揚本局在「關懷社區」、「關懷員工」及「關懷環境」上的承諾和貢獻。

監管局同時再次獲僱員再培訓局嘉許為「人才企業」，表揚局方在人才培訓及發展方面的卓越表現。

### Corporate and staff awards

#### Corporate awards

The EAA received the Caring Organisation logo for the third consecutive year presented by The Hong Kong Council of Social Service in recognition of its commitment and contribution to "Caring for the Community", "Caring for the Employees" and "Caring for the Environment".

The EAA was also acknowledged as a "Manpower Developer" again by the Employees Retraining Board for its outstanding achievements in manpower training and development.



監管局連續三年獲香港社會服務聯會頒發「同心展關懷」標誌。

The EAA received the Caring Organisation logo for the third consecutive year presented by The Hong Kong Council of Social Service.

### 員工獎項

監管局的一位投訴及行動部主任及一位牌照部高級文員獲選為「2017申訴專員嘉許獎 — 公職人員獎」得獎者，以表揚他們在服務大眾和處理投訴及查詢方面的專業及積極態度。這是連續第三年有監管局員工獲頒該等獎項。

### Staff awards

An Officer of the Complaints and Enforcement Section and a Senior Clerk of the Licensing Section received "The Ombudsman's Award 2017" for "Officers of Public Organisations" in recognition of their professional and positive attitude in serving the public and handling complaints and enquiries. This was the third consecutive year that EAA staff have received the awards.

## 財務回顧

### 收入及開支

監管局於本年度錄得710萬元盈餘(相比去年盈餘為640萬元)。監管局在本年度之總收入為8,770萬元，較上年度增加420萬元或5.0%。監管局年內之總開支為8,060萬元，較上年度增加340萬元或4.5%。

## Financial Review

### Income and expenditure

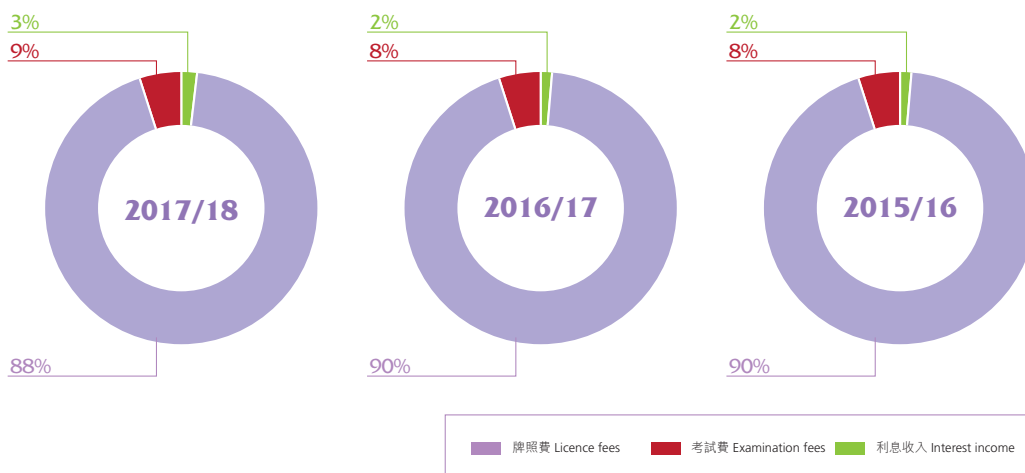
For the year under review, the EAA reported a surplus of \$7.1 million (as compared to a surplus of \$6.4 million last year). Income for the year under review was \$87.7 million, an increase of \$4.2 million or 5.0% over the previous year. Expenditure for the year was \$80.6 million, an increase of \$3.4 million or 4.5% compared to last year.

### 收入

牌照費收入佔總收入的88%，較上年度增加了180萬元或2.3%至7,730萬元。增加的主要因為年度內持牌人數上升。此外，由於報考考試的考生人數增加，加上內地與香港地產代理專業資格互認計劃的第二期考試於本年度舉行，考試費收入較上年度增加200萬元或32.9%至820萬元。另因各銀行提高定期存款息率，令利息收入上升至220萬元，較上年度增加30萬元或18.6%。

### Income

Licence fee income, contributing 88% of the total income, was \$77.3 million, representing an increase of \$1.8 million or 2.3% over the previous year. The increase was mainly due to a growth in the number of licensees during the year. Examination fee income was \$8.2 million, representing an increase of \$2.0 million or 32.9% over the previous year, due to an increase in the number of candidates that registered for the examinations and the examination held for the second session of the scheme on the mutual recognition of professional qualifications between Hong Kong and Mainland estate agents in the current year. Interest income was \$2.2 million, representing an increase of \$0.3 million or 18.6% over the previous year, due to higher time deposits interest rates offered by banks.

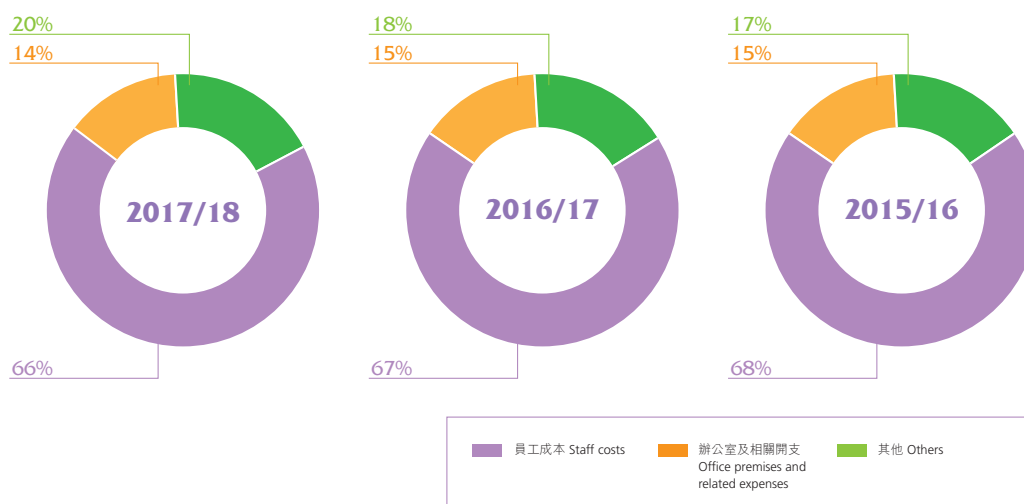


### 開支

員工成本與辦公室及相關開支為兩大主要支出，分別佔總開支 65.5% 及 14.4%。主要支出增加的項目為員工成本、考試服務費用、宣傳及廣告、培訓活動開支，以及器材維修保養及通訊費用，而主要支出減少的項目則為折舊、公眾教育支出，以及辦公室及相關開支。

### Expenditure

Staff costs and office premises & related expenses were two major expenditure items, accounting for about 65.5% and 14.4% of our total expenditures respectively. Expenditure items that saw major increases in dollar amount were staff costs, service fees for examinations, publicity and advertising, training activity expenses, and equipment maintenance and communication expenses. Expenditure items that saw major decreases were depreciation, community education expenses, and office accommodation and related expenses.



### 購置辦公室

截至2018年3月31日，監管局為了在柴灣購置新辦公室連兩個車位（「該物業」），合共支付訂金及印花稅共1,300萬元，以容納部份監管局員工，而其他員工則留在原有的灣仔租賃辦公室，但辦公室的面積會相應減少。於2018年3月31日財政年度完結後，以7,000萬元購入該物業的交易已於2018年4月12日完成。

### Acquisition of office premises

As at 31 March 2018, the deposit and stamp duty of \$13 million was paid for the acquisition of new office premises with two car parking spaces (“the Property”) in Chai Wan to accommodate some of the EAA’s staff while the rest would remain in the existing rental office at Wanchai with reduced floor area. Subsequent to the financial year ended 31 March 2018, the purchase transaction of the Property at \$70 million was completed on 12 April 2018.

## 企業社會責任

監管局致力將企業社會責任原則融入日常運作中，為社區持續發展作出貢獻。針對社區、環境及工作場所等主要企業社會責任範疇，均已納入至本局所有營運決策及實務中。要維持作為法定機構應有的良好企業社會責任，有賴全體監管局成員的努力。

### 參與慈善活動

為關懷弱勢社群及社會上有需要的人士，監管局全力支持香港公益金所舉辦的籌款活動(包括：公益便服日、公益愛牙日、公益行善「折」食日等)以及長者探訪活動。

## Corporate Social Responsibility

The EAA is committed to integrating corporate social responsibility (“CSR”) principles into our daily operations and contributing to the sustainable development of the community. Key CSR aspects such as community, environment and workplace, are integrated into all our operational decisions and practices. Maintaining good CSR practices that align with our role as a statutory body involves everyone at the EAA.

### Charity participation

To show our care to the underprivileged and those in need, the EAA supported various fund-raising activities (e.g. Dress Casual Day, Love Teeth Day, Skip Lunch Day, etc.) and an elderly visit organised by the Hong Kong Community Chest.



為關懷弱勢社群及社會上有需要的人士，監管局員工踴躍參與香港公益金所舉辦的籌款活動(包括：公益便服日等)，實踐企業社會責任。

To show our care to the underprivileged and those in need, the EAA staff actively participated various fund-raising activities organised by the Hong Kong Community Chest (e.g. Dress Casual Day etc.) to maintain corporate social responsibility.

## 青年發展

### 暑期實習計劃

監管局為大學生提供暑期實習職位。在為期兩個月的計劃中，實習生有機會與不同的專業人士進行互動及取得實際工作經驗。教學相長，主管們亦可從指導新一代中獲取經驗。

## Youth development

### Summer internship programme

The EAA offered internship placements to university students in the summer. During the 2-month programme, the interns had the opportunity to interact with different professionals and get hands-on working experience. The supervisors also gained experience in coaching the new generation.



## 監管局行政部門 The EAA Administration

### 環境

監管局致力成為一個環保機構，並向員工推廣環保理念。我們採納了多項綠色辦公室措施，包括提供專門收集單面印刷紙張以作重複使用的托盤、回收紙張及碳粉盒，以及使用符合環保原則的印刷紙張等。

年內，監管局亦參與不少環保活動，例如「『輕·型』上班日」、「香港無冷氣夜」及「地球一小時」等。

### Environment

The EAA strives to operate as an environmentally friendly organisation and promotes the same to its staff. Green office measures adopted include provision of designated trays to collect one-side printed paper for reuse; recycling of paper and toner cartridges; and use of environmentally friendly printing paper, etc.

The EAA also participated in several environmental initiatives during the year, e.g. Biz-green Dress Day, Hong Kong No Air Con Night and Earth Hour.



監管局致力向員工推廣環保理念，也於年內參與不少環保活動，例如「『輕·型』上班日」。

The EAA strives to promote environmentally friendly ideas to its staff and participated in several environmental initiatives during the year, e.g. Biz-green Dress Day.

### 資訊科技

#### 自動化及數碼化

自監管局於2015年年底引入電子申請服務後，個人牌照持有人可於網上遞交牌照續期申請。此後，處理續牌申請的工作流程得到改善，相比起舊有的書面申請程序，本局現時可安排較少人手去處理申請。此外，我們進行了新的牌照申請表格掃描先導計劃，以完善文件儲存及存取記錄。

### Information Technology

#### Automation and digitisation

Individual licensees could choose to renew their licenses online after the introduction of e-application in late 2015. Since then, the workflows for handling renewal applications have been improved and consequently certain applications could be processed with less manpower resources compared to the paper-based ones. Besides, we have also started scanning new licence application forms as a pilot scheme for better storage and retrieval of records.

### 綜合管理資訊系統

綜合管理資訊系統是監管局的核心操作系統，自2015年年底投入運作以來，一直運作良好。此系統確保監管局能更有效快捷地在各個部門之間處理及分享資訊。另外，此系統內置不同驗證檢查點，能確保資料收集的一致性和真確性。

### 網絡安全

隨着網絡攻擊和資料洩漏風險加劇，監管局定期檢討其保安平台和參數，確保有關措施符合業界的標準，以及為最新版本。

### Integrated management information system

The integrated management information system ("IMIS") which is the core operation system of the EAA has operated smoothly since its launch in late 2015. The system ensures the processing and sharing of information among different sections of the EAA effectively and efficiently. Moreover, with different validation checkpoints built-in, the system could also assure the consistency and integrity of the data captured in the system.

### Cyber security

With the ever increasing threat of cyber-attacks and data leakage, the EAA has constantly reviewed its security platform and parameters to ensure that they are on a par with the industry practice and up-to-date.

## 活動回顧 Events and Activities

### 4/2017

會見業界商會，講述政府就《打擊洗錢及恐怖分子資金籌集(金融機構)條例》所提出的修訂建議

Held meeting with trade associations to brief them on the proposed amendment by the Government on the Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance



### 5/2017

全新小冊子《非本地學生在香港租屋指南》出版

New booklet *Tenancy Guide for Non-local Students in Hong Kong* published



### 6/2017

與中國房地產估價師與房地產經紀人學會在北京簽訂內地與香港地產代理專業資格互認計劃(「互認計劃」)的續期協議

Renewal agreement on the mutual recognition of professional qualifications for estate agents of the Mainland and Hong Kong signed with the China Institute of Real Estate Appraisers and Agents in Beijing



舉行「地產代理監管局實務證書課程」證書頒授典禮

Certificate presentation ceremony of "EAA's Certificate Programme in Practice" held



## 7/2017

接待法律教育基金代表團

Delegation from Legal Education Fund received



監管局會見傳媒，回顧2017年上半年的工作及簡介下半年的工作重點

The EAA met the press to review its work in the first half of 2017 and introduced its initiatives for the second half



## 8/2017

舉辦題為「執業通告 — 非住宅物業的買賣或租賃」的持續專業進修講座

CPD seminar on "Practice Circular — Sale and Purchase or Leasing of Non-residential Properties" held



## 9/2017

舉辦題為「投資非住宅·交易問與答」公開講座

Public Seminar on "Be Smart in Non-residential Property Transactions" held



## 10/2017

有關「非住宅物業的買賣或租賃」的執業通告(編號17-02(CR))生效

Practice Circular (No.17-02(CR)) on "Sale and Purchase or Leasing of Non-residential Properties" became effective

監管局修訂持續專業進修計劃

An overhaul of the EAA's CPD Scheme conducted



監管局兩名員工獲頒發「申訴專員嘉許獎」

Two EAA staff awarded The Ombudsman's Award

## 活動回顧 Events and Activities

### 11/2017



舉行監管局成立20周年慶祝酒會暨傑出地產代理獎及微電影比賽頒獎典禮

Cocktail reception celebrating the EAA's 20th Anniversary cum prize presentation ceremony of the Outstanding Estate Agent Award and Micro Movie Competition held

接待房地產牌照司法人員協會基金會董事及前會長 Wayne Thorburn 先生

Mr Wayne Thorburn, Director and former President of Association of Real Estate License Law Officials Foundation received



舉行「地產代理監管局實務證書課程(第二期)」證書頒授典禮

Certificate presentation ceremony of "EAA's Certificate Programme in Practice (Second Series)" held



### 12/2017

在珠海舉行互認計劃培訓課程及考試

Training courses and examination of the mutual recognition scheme held in Zhuhai



發出有關「銷售香港境外的未建成物業」的執業通告(編號 17-03(CR))

Practice Circular (No.17-03(CR)) on "Sale of Uncompleted Properties Situated Outside Hong Kong" issued



## 1/2018

監管局會見傳媒，回顧2017年的工作及簡介2018年的工作重點

The EAA met the press to review its work in 2017 and introduced its initiatives for 2018



舉辦題為「執業通告 — 銷售香港境外的未建成物業」的持續專業進修講座

CPD seminar on “Practice Circular — Sale of Uncompleted Properties Situated Outside Hong Kong” held



## 2/2018

接待中國房地產估價師與房地產經紀人學會代表團

Delegation of China Institute of Real Estate Appraisers and Agents received



舉辦農曆新年傳媒午餐會

Chinese New Year media luncheon held



## 3/2018

舉辦題為「海外置業多面睇」公開講座

Public Seminar on “Points to Note on Purchasing Properties Situated outside Hong Kong” held

「有關地產代理業遵守反洗錢及反恐怖分子資金籌集規定的指引」的執業通告(編號 18-01(CR))生效

Practice Circular (No.18-01(CR)) on “Guidelines on Compliance of Anti-Money Laundering and Counter-Terrorist Financing Requirements for the Estate Agency Sector” became effective



## 活動回顧 Events and Activities

### 監管局 20 周年慶典精華

2017 年是《地產代理條例》頒布及監管局成立 20 周年。為此，局方安排了一連串活動與持牌人及其他監管局持份者一同慶祝。

#### 傑出地產代理獎

適逢成立 20 周年，監管局舉辦「傑出地產代理獎」，以進一步推廣地產代理業界的專業形象及嘉許傑出從業員的成就，並藉此讓業界透過此平台互相交流，提升專業水平。

監管局共邀請了 15 位分別來自學術界、法定機構及與地產界有關的專業組織代表組成初選評審小組，而終選評審小組則由另外五位評審組成，包括監管局主席梁永祥博士 SBS 太平紳士、監管局副主席廖玉玲太平紳士、監管局成員兼消費者委員會總幹事黃鳳嫻女士、一手住宅物業銷售監管局專員陳鈞儀太平紳士，以及香港中文大學卓敏市場學講座教授許敬文教授。

獎項由大約 100 位申請者競逐。初選評審小組根據四個原則來評核申請，分別為責任感、誠信度、優質服務及正面積極。在傑出地產代理獎及傑出新人獎兩個獎項類別中，分別有八位及六位候選人入圍。終選評審小組則透過最後面試來選出得獎者。

沈厚莉女士獲頒發傑出地產代理獎，而具有逾 20 年行內經驗的郭德亮先生和劉光耀博士，則分別獲得卓越行業貢獻獎及卓越業務宗旨獎。至於傑出新人獎則分別由羅玉潔女士、曾偉榮先生、周安東先生及徐福成先生獲得冠、亞、季軍及優異獎。

### Highlights of the EAA's 20<sup>th</sup> Anniversary

The year of 2017 marked the 20<sup>th</sup> anniversary of the enactment of the Estate Agents Ordinance and the establishment of the EAA. A series of events were held to celebrate this special occasion with the licensees and other EAA's stakeholders.

#### Outstanding Estate Agent Award

To further promote the professionalism of the estate agency trade and recognise the achievement of outstanding practitioners in the industry, the EAA introduced the Outstanding Estate Agent Award on its 20<sup>th</sup> anniversary, which also served as a platform for industry exchange and professionalism enhancement.

A total of 15 representatives from academia, statutory bodies and professional institutes related to the real estate sector were invited to form the Preliminary Selection Panel for the Award, while five other judges including Dr William Leung Wing-cheung, SBS, JP, Chairman of the EAA; Ms Elaine Liu Yuk-ling, JP, Vice-chairman of the EAA; Ms Gilly Wong Fung-han, EAA member and Chief Executive of Consumer Council; Mr Philip Chan Kwan-yee, JP, Director of Sales of First-hand Residential Properties Authority; and Professor Michael Hui King-man, Choh-ming Li Professor of Marketing of the Chinese University of Hong Kong, formed the Final Selection Panel.

About 100 applications were received. Judges from the Preliminary Selection Panel evaluated the applications based on four criteria, namely, level of responsibility, level of integrity, service excellence and positiveness. Eight and six candidates were respectively shortlisted for the Outstanding Estate Agent Award category and the Outstanding Newcomer Award category. Final interviews were conducted by the Final Selection Panel to select the awardees.

Ms Lily Shum was awarded the winner of the Outstanding Estate Agent Award, while Mr Tony Kwok and Dr Joseph Lau, both with over 20 years' experience in the industry, garnered the Outstanding Trade Contribution Award and the Outstanding Business Philosophy Award respectively. For the category of Outstanding Newcomer Award, Ms Candy Law, Mr Ackman Tsang, Mr Anton Chow and Mr Sam Chin were awarded the Champion, first runner-up, second runner-up and merit award respectively.

### 微電影比賽

為增進年青一代對地產代理行業的了解，從而建立他們對行業的信任及提升業界的專業形象，監管局適逢20周年舉辦了微電影比賽。

28個參賽者／隊伍從以下三個主題中挑選其一並提交拍攝計劃書，當中包括「置業安居 全賴有你」、「尋找對的中間人」以及「誠信·安居·地產代理」，並由監管局成員及來自地產業、電影業和學術界的代表組成的評審團為合資格的參賽作品評分。八個入圍參賽者／隊伍在監管局的拍攝資助下，製作其微電影以競逐獎項。擁有豐富行業經驗的監管局成員亦獲邀指導這些入圍的參與者／隊伍，讓他們更了解地產代理業。

監管局20周年微電影比賽由香港公開大學學生所組成的Artillery Production勝出。他們以「尋找對的中間人」為主題拍攝了一齣名為「窩居」的微電影，故事講述一位地產代理如何幫助一位婆婆覓得新居，與她的兒子重新取得聯繫。所有得獎的微電影已上載至監管局的YouTube頻道供公眾觀賞。

### 慶祝酒會

慶祝監管局成立20周年的酒會於2017年11月2日假香港會議展覽中心舉行，並由運輸及房屋局副局長蘇偉文博士BBS太平紳士及監管局主席梁永祥博士SBS太平紳士主禮。當日約有300位賓客出席，包括現任及前任監管局董事局成員及董事局委任成員、立法會議員，以及來自不同政府部門、地產代理業商會、公營機構，專上教育和培訓機構以及新加坡地產代理議會的多位代表。局方在會場內設置展板展示監管局過去20年的重要里程碑，同時在酒會上公布傑出地產代理獎和微電影比賽的結果，並向得獎者頒發獎項。

### Micro Movie Competition

To promote young people's understanding of the estate agency trade so as to build up their trust in the industry and enhance the trade's professional image, a Micro Movie Competition was also organised by the EAA on the occasion of its 20<sup>th</sup> anniversary.

28 participants/teams submitted their shooting proposals based on a choice of three themes, namely, "Acquiring a Dream Home with Your Devotion", "Finding the Right Middleman" and "Integrity, Home, Estate Agents". A judging panel consisted of EAA members and representatives from the real estate sector, filming sector and academia was formed to score the qualified applications. Eight participants/teams were shortlisted to produce their micro movies with a shooting subsidy funded by the EAA to compete for the awards. EAA members who are experienced industry practitioners were also invited to coach these shortlisted participants/teams in order to increase their understanding of the estate agency industry.

The EAA 20<sup>th</sup> Anniversary Micro Movie Competition was won by "Artillery Production", a team of students from The Open University of Hong Kong. Based on the theme of "Finding the Right Middleman", their award winning micro-movie titled "Warm Place" is a story about an estate agent helping a granny to search for a new home and reconnect with her son. All the awarded micro-movies were uploaded to the EAA's YouTube channel for public viewing.

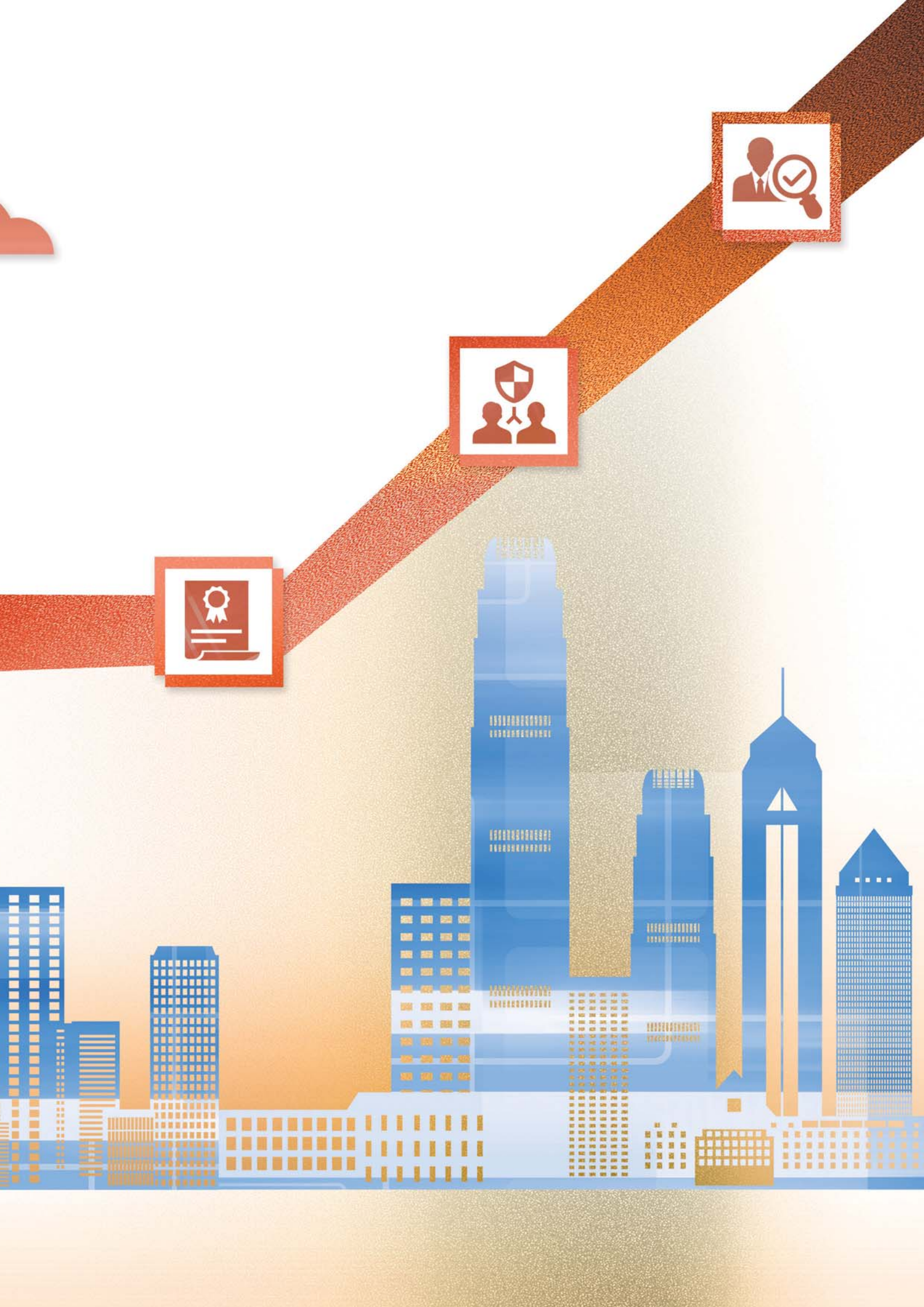
### Cocktail reception

A cocktail reception was held on 2 November 2017 at the Hong Kong Convention and Exhibition Centre to celebrate the EAA's 20<sup>th</sup> anniversary of establishment. The cocktail reception was officiated by Dr Raymond So Wai-man, BBS, JP, the Under Secretary for Transport and Housing and Dr William Leung Wing-cheung, SBS, JP, Chairman of the EAA. Around 300 guests attended the cocktail reception, including current and former EAA Board members and Board-appointed members, members of the Legislative Council, and representatives of Government departments, estate agency trade associations, public bodies, tertiary and training institutions and the Council for Estate Agencies of Singapore. Display panels were exhibited at the venue to present the EAA's key milestones in the past 20 years. The results of the Outstanding Estate Agent Award and the Micro Movie Competition were also announced at the cocktail reception and the awards were presented to the winners.



提升把關措施  
Advance in  
Gatekeeping





## 提升把關措施 Advance in Gatekeeping

### 資格考試

通過相關的資格考試，是獲取牌照以從事地產代理行業的其中一個先決條件。監管局目前提供兩類資格考試，分別為：(i)地產代理資格考試及(ii)營業員資格考試，以評估有志加入地產代理業的人士是否具備提供地產代理服務所需的知識。

通過地產代理資格考試的考生可申請地產代理(個人)牌照或營業員牌照；而通過營業員資格考試的考生則僅可申請營業員牌照。

資格考試由香港考試及評核局代表監管局舉辦。



地產代理資格考試與營業員資格考試的比較：

#### A comparison of the EAQE and SQE:

	地產代理資格考試 EAQE	營業員資格考試 SQE
次數 Frequency	每年4次 4 times a year	每年6次 6 times a year
考試時間 Examination Time	3小時 3 hours	2小時30分鐘 2 hours 30 minutes
試題數目 Number of Questions	第一部份：30條獨立試題 Part 1: 30 stand-alone questions	第一部份：40條獨立試題 Part 1: 40 stand-alone questions
	第二部份：20條試題(依據一至兩個個案分析) Part 2: 20 questions based on one or two case studies	第二部份：10條試題(依據一至兩個個案分析) Part 2: 10 questions based on one or two case studies
形式 Format		多項選擇題 Multiple-choice questions
合格分數 Pass Mark		每部分最少需答對60% At least 60% of correct answers in each part

### Qualifying Examinations

Passing the relevant qualifying examination is one of the prerequisites for obtaining a licence to practise in the estate agency industry. Currently, the Estate Agents Authority (“EAA”) offers two types of qualifying examinations, namely: (i) the Estate Agents Qualifying Examination (“EAQE”) and (ii) the Salespersons Qualifying Examination (“SQE”) to assess whether persons who wish to enter the trade do possess the requisite knowledge to provide estate agency services.

A candidate who passes the EAQE may apply for either an estate agent’s licence (individual) or a salesperson’s licence. A candidate who passes the SQE can apply for a salesperson’s licence only.

The qualifying examinations are administered by the Hong Kong Examinations and Assessment Authority on behalf of the EAA.

監管局舉辦資格考試以評估有關人士是否具備提供地產代理服務所需的知識。

The EAA organises qualifying examinations to assess whether persons possess the requisite knowledge to provide estate agency services.

資格考試包括兩個部分，其中一部分為獨立試題，另一部分為個案分析。考生必須在兩個部分均取得合格成績，方能通過考試。

考試的第一部分測試考生對地產代理資格考試及營業員資格考試內容綱要中各個範疇的認識；第二部分則以綜合方式測試考生就地產代理或營業員應具備的實務知識。

### 更新考試規則

為確保考試信實可靠，監管局自2017年10月起實施資格考試重考政策。在新政策下，考試規則所訂明的某些人士將不獲准報考或應考資格考試。

### 考生人數

在2017/18年度，報考地產代理資格考試的人數為5,668人，報考營業員資格考試的人數則為8,037人，兩者分別較去年上升約21.4%及21.8%。

與2016/17年度相比，實際應考地產代理資格考試的人數上升約21.2%至5,103人，而應考營業員資格考試的人數則上升約24.5%至7,078人。

在2017/18年度，地產代理資格考試及營業員資格考試的平均合格率分別為27.8%及36.8%，而2016/17年度兩個考試的合格率則為38.0%及38.6%。

The qualifying examinations comprise two parts — one consisting of stand-alone questions and the other of questions on case studies. Candidates are required to pass both parts in order to pass the examination.

Part 1 of the examination is intended to test candidates' knowledge of various parts of the syllabi of the EAQE and SQE while Part 2 is intended to test in an integrated way the practical knowledge expected of estate agents or salespersons.

### Updated regulations

To ensure the integrity of examinations, the EAA implemented a qualifying examination retake policy effective from the October 2017. Under the new policy, certain persons specified in the examination regulations would not be allowed to register or sit for the examinations.

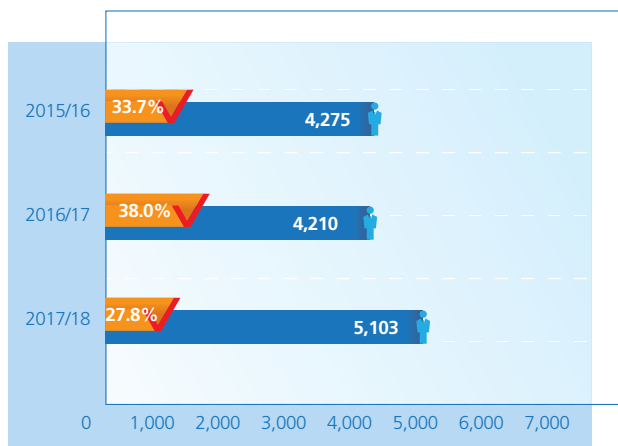
### Number of candidates

A total of 5,668 candidates registered for the EAQE and 8,037 candidates registered for the SQE in 2017/18, representing an increase of about 21.4% and 21.8% respectively over those of the previous year.

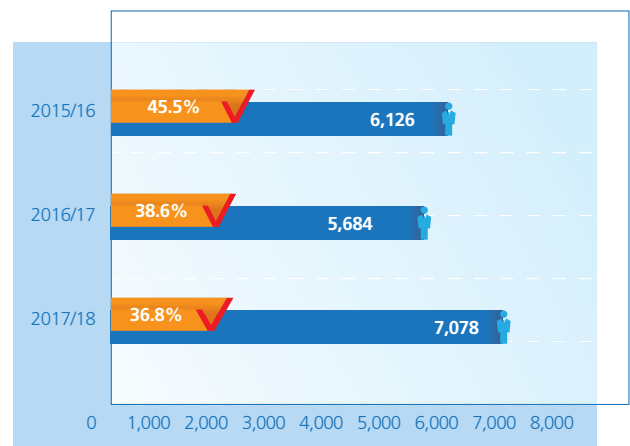
Compared to that in 2016/17, the number of candidates actually sitting the EAQE increased by about 21.2% to 5,103 and in the case of the SQE it also increased by about 24.5% to 7,078.

In 2017/18, the average pass rate for the EAQE and SQE were 27.8% and 36.8% respectively, as against 38.0% and 38.6% respectively in 2016/17.

地產代理資格考試  
Estate Agents Qualifying Examination



營業員資格考試  
Salespersons Qualifying Examination



合格率高 Pass rate  
考生人數 Number of examination candidates

## 提升把關措施 Advance in Gatekeeping

### 考生學歷

在2017/18年度報考營業員資格考試的考生中，具備大專或以上學歷的比率約有30%，至於地產代理資格考試，具備大專或以上學歷的考生比率則約為47%，而2016/17年度的比率則分別為29%及47%。一般來說，學歷較高的考生所考取的成績比學歷較低的考生為高。

### Educational background of candidates

In 2017/18, the percentage of candidates registered for the SQE who were of tertiary or above educational level was about 30%, and that for the EAQE was about 47%, as compared to 29% and 47% respectively in 2016/17. Generally, candidates with higher educational qualifications scored higher marks than those candidates with lower educational qualifications.

	學歷 Education Level	2015/16		2016/17		2017/18	
		報考考生 比率 % of registered candidates	合格率 Pass rate	報考考生 比率 % of registered candidates	合格率 Pass rate	報考考生 比率 % of registered candidates	合格率 Pass rate
地產代理 資格考試 EAQE	中五 F.5	30.5%	24.6%	27.3%	26.2%	26.4%	20.8%
	中六或中七 F.6 or F.7	8.0%	26.8%	8.0%	29.5%	8.1%	22.1%
	大專或以上 Tertiary or above	41.2%	34.6%	46.7%	40.1%	47.0%	27.9%
	資料不詳 Unknown	20.3%	31.7%	18.0%	33.7%	18.5%	25.1%
營業員 資格考試 SQE	中五 F.5	37.8%	35.4%	37.2%	29.5%	36.7%	28.4%
	中六或中七 F.6 or F.7	19.1%	35.8%	17.3%	29.0%	16.2%	27.4%
	大專或以上 Tertiary or above	27.8%	49.4%	29.4%	40.5%	30.5%	39.7%
	資料不詳 Unknown	15.3%	36.2%	16.1%	33.1%	16.6%	32.9%

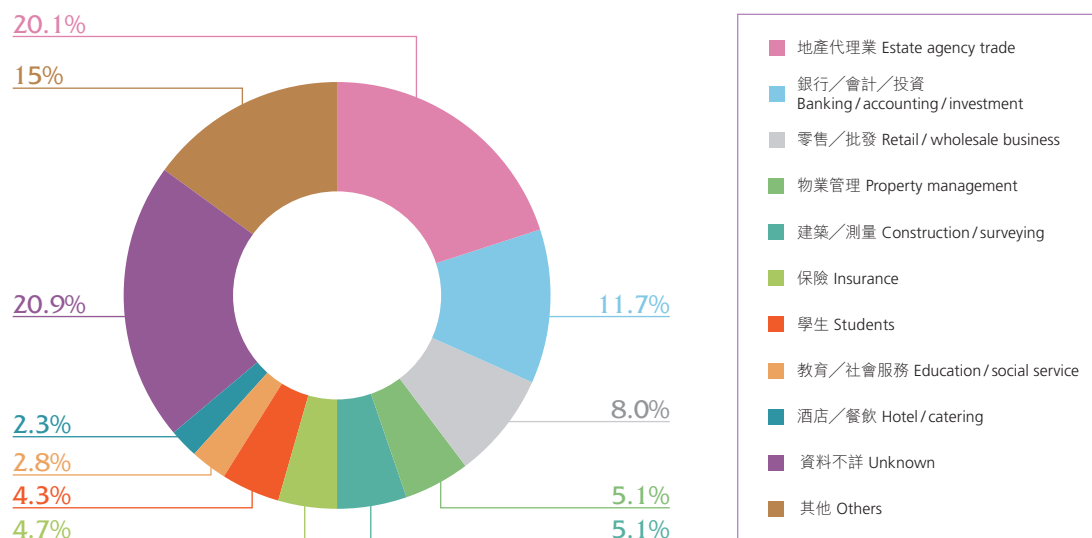
### 考生的職業背景

考生當中不乏學生及來自各行各業的人士，包括零售及批發、物業管理、銀行、會計及投資。首次參加資格考試的人士約有47%。

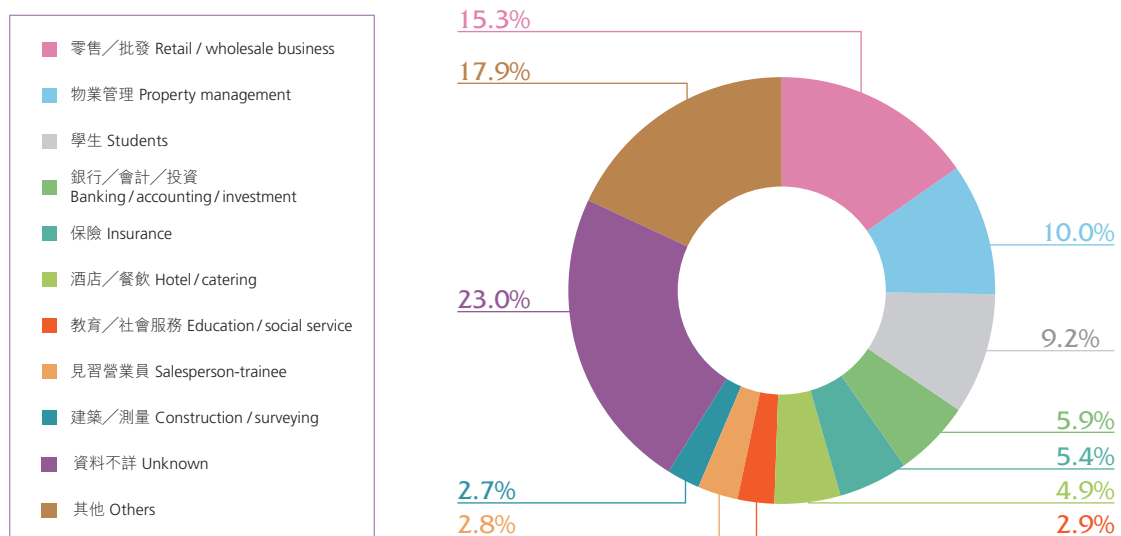
### Occupational background of candidates

Candidates included students and people from a wide range of occupational backgrounds, including the retail and wholesale business, property management, banking, accounting, and investment. About 47% of the candidates sat the examination for the first time.

#### 地產代理資格考試 Estate Agents Qualifying Examination



#### 營業員資格考試 Salespersons Qualifying Examination

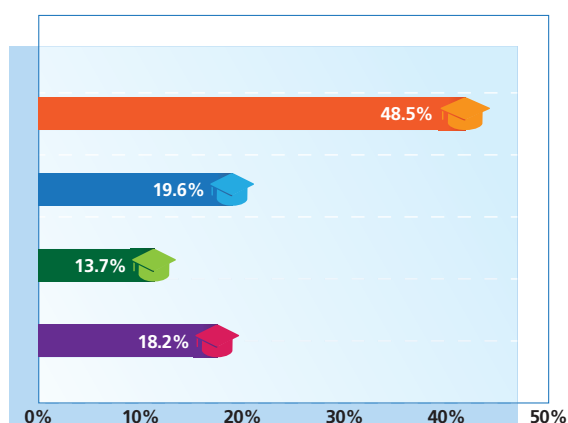


# 提升把關措施 Advance in Gatekeeping

## 考生參加考試的次數

### Number of attempts at examinations

地產代理資格考試  
Estate Agents Qualifying Examination



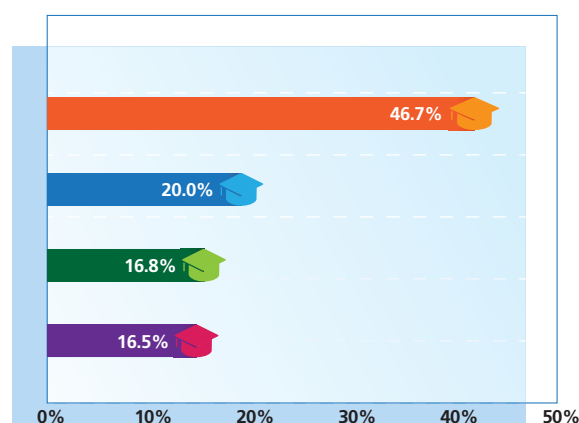
首次應考 First attempt

第二次應考 Second attempt

第三次或以上應考 Third attempt or above

資料不詳 Unknown

營業員資格考試  
Salespersons Qualifying Examination



## 電腦化考試的準備事宜

為與時並進，提升監管局的形象，以及增加現有考試的運作效率，監管局於年內研究以電腦化考試的形式提供資格考試的可行性。

監管局計劃先在營業員資格考試引入電腦化考試，而在全面實行電腦化考試之前，局方仍會提供以傳統試卷形式進行的營業員資格考試及地產代理資格考試。

監管局已就委任服務供應商提供電腦化和試卷形式的資格考試，以及網上報考服務展開了正式的採購程序。監管局的目標是於2019年中推行電腦化的營業員資格考試。

## Preparing for computer-based examinations

With a view to enhancing the EAA's image by keeping pace with the modern era and increasing the efficiency of the existing examination operation, the EAA explored in the year the feasibility of providing the qualifying examinations in a computer-based examination ("CBE") format.

The EAA plans to introduce CBE to SQE first, while the conventional paper-based examination ("PBE") would continue to be available for both SQE and EAQE before the full implementation of computerised examinations.

A formal procurement exercise was conducted for the appointment of a service provider for administering the qualifying examinations in both CBE and PBE formats, as well as providing an online registration service. The EAA aims to implement the CBE in SQE in mid-2019.

## 發牌

### 發牌制度

《地產代理條例》規定，除某些例外情況外，任何在香港從事地產代理工作的人士，必須持有有效的牌照，否則會觸犯法例。

牌照分為兩種，分別為營業員牌照及地產代理牌照。營業員牌照僅會批予個人；而地產代理牌照則可批予個人或公司。

營業員牌照與地產代理牌照的主要分別在於：持有地產代理牌照的個人可為持牌地產代理從事地產代理工作或以獨資經營者、合夥經營的合夥人或持有地產代理牌照的公司董事身份從事地產代理工作。他亦可擔任地產代理轄下某一營業地點的經理<sup>1</sup>，負責有效及獨立控制其業務。然而，持有營業員牌照的人士僅可為持牌地產代理從事地產代理工作。

地產代理在某地點以特定營業名稱經營地產代理業務前，必須向監管局申請批給營業詳情說明書。

任何人士必須符合以下要求，方可獲發地產代理牌照或營業員牌照：

- 年滿 18 歲；
- 完成中學五年級或同等程度的教育；
- 在有關的資格考試中考獲合格成績<sup>2</sup>；及
- 被監管局認為是持牌的「適當人選」。

<sup>1</sup> 《地產代理條例》第 38 條規定，地產代理轄下的每個營業地點，須由一名經理有效和獨立的控制，而該名經理必須為地產代理牌照的持有人。

<sup>2</sup> 申請人必須於提交牌照申請當日起計的前 12 個月內在資格考試中考獲合格成績。

## Licensing

### Licensing Regime

As stipulated in the Estate Agents Ordinance (“EAO”) and subject to certain exceptions, any person practising estate agency work in the course of business in Hong Kong must hold a valid licence. Failure to do so is an offence.

There are two types of licences, namely, salesperson’s licence and estate agent’s licence. A salesperson’s licence may only be granted to an individual while an estate agent’s licence may be granted either to an individual or a company.

The major difference between an estate agent’s licence and a salesperson’s licence is that a person holding an estate agent’s licence may perform estate agency work either for a licensed estate agent or in his capacity as a sole proprietor, a partner of a partnership, or a director of a company holding an estate agent’s licence. He may also be appointed as a manager of an office of an estate agency business responsible for its effective and separate control<sup>1</sup>. However, a person holding a salesperson’s licence may only perform estate agency work for a licensed estate agent.

Before operating an estate agency business at a particular place of business using a particular business name, an estate agent is required to apply for a statement of particulars of business (“SPOB”).

To be granted an estate agent’s licence or a salesperson’s licence, an individual must fulfill the following requirements:

- having attained the age of 18 years;
- having completed an educational level of Form Five of secondary education or its equivalent;
- having passed the relevant qualifying examination<sup>2</sup>; and
- having been considered by the EAA a “fit and proper” person.

<sup>1</sup> Section 38 of the EAO requires each office of an estate agency business to be under the effective and separate control of a manager who must be a holder of an estate agent’s licence.

<sup>2</sup> The qualifying examination must have been passed within 12 months immediately before the date of an application for the grant of a licence.



## 提升把關措施 Advance in Gatekeeping



本年度，監管局共批出3,380個新申領的個人牌照，較上年度減少4.8%。

During the year, the EAA granted 3,380 new individual licences, a decrease of 4.8% compared to that of the last year.

### 發牌數字

截至2018年3月31日，個人牌照的總數為38,687個，是有紀錄以來的新高，較去年同期上升3.5%。在38,687名持有個人牌照的人士中，20,933人持有營業員牌照，17,754人持有地產代理(個人)牌照。

公司牌照及營業詳情說明書的數目亦創新高，分別達3,624個及6,849個，較2017年3月31日分別上升6.2%及4.2%。

在2017/18年度，監管局共批出3,380個新申領的個人牌照，較上年度減少4.8%。

### Licensing Figures

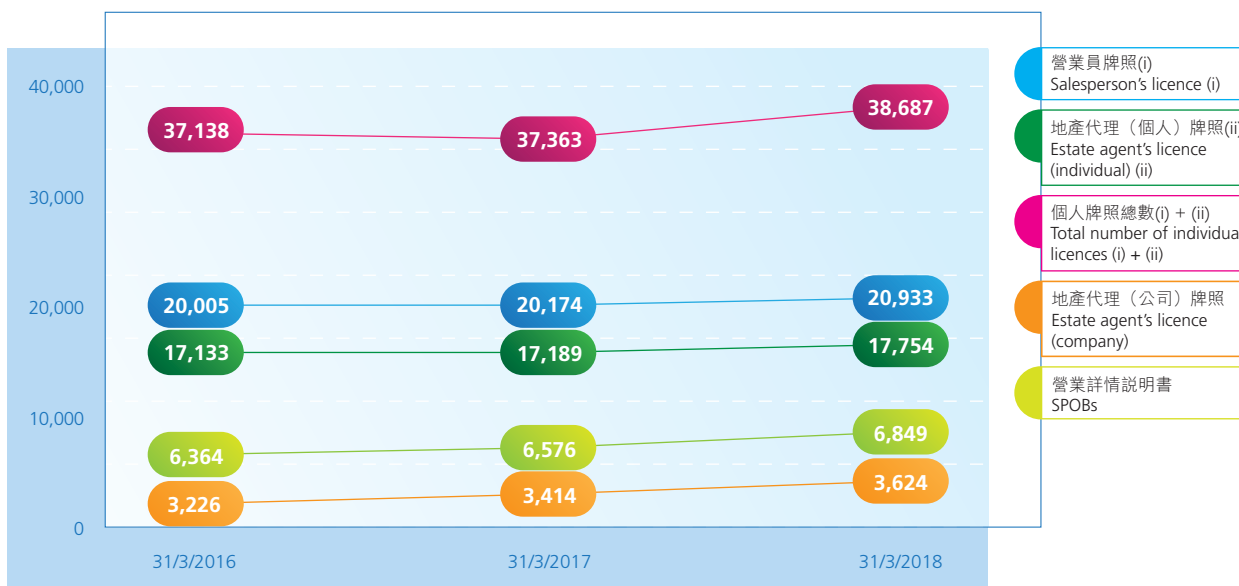
As at 31 March 2018, the total number of individual licences reached a record high of 38,687, an increase of 3.5% over that of the previous year. Among the 38,687 individual licences, 20,933 were salesperson's licences and 17,754 were estate agent's licences (individual).

The number of company licences and SPOBs also reached new heights, respectively at 3,624 and 6,849, representing an increase of 6.2% and 4.2% over those of 31 March 2017.

In 2017/18, the EAA granted 3,380 new individual licences, a decrease of 4.8% compared to that of the last year.

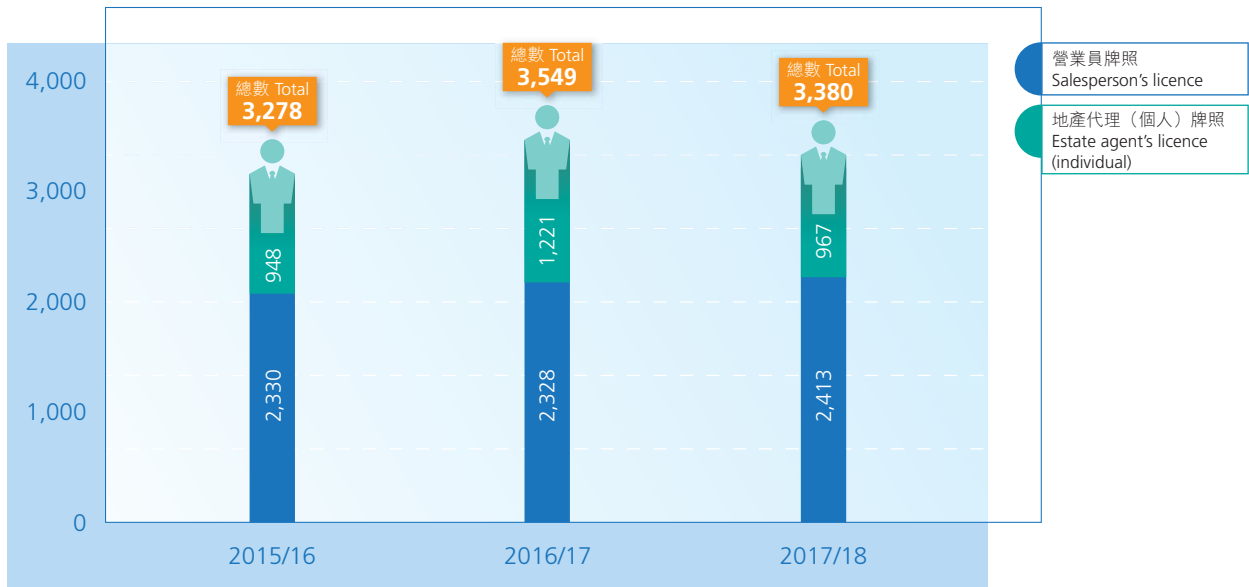
### 過往三年牌照及營業詳情說明書數目

#### Number of Licences and SPOBs in the Past Three Years



過往三年新批出的個人牌照數目

**New Licences (Individual) Granted in the Past Three Years**

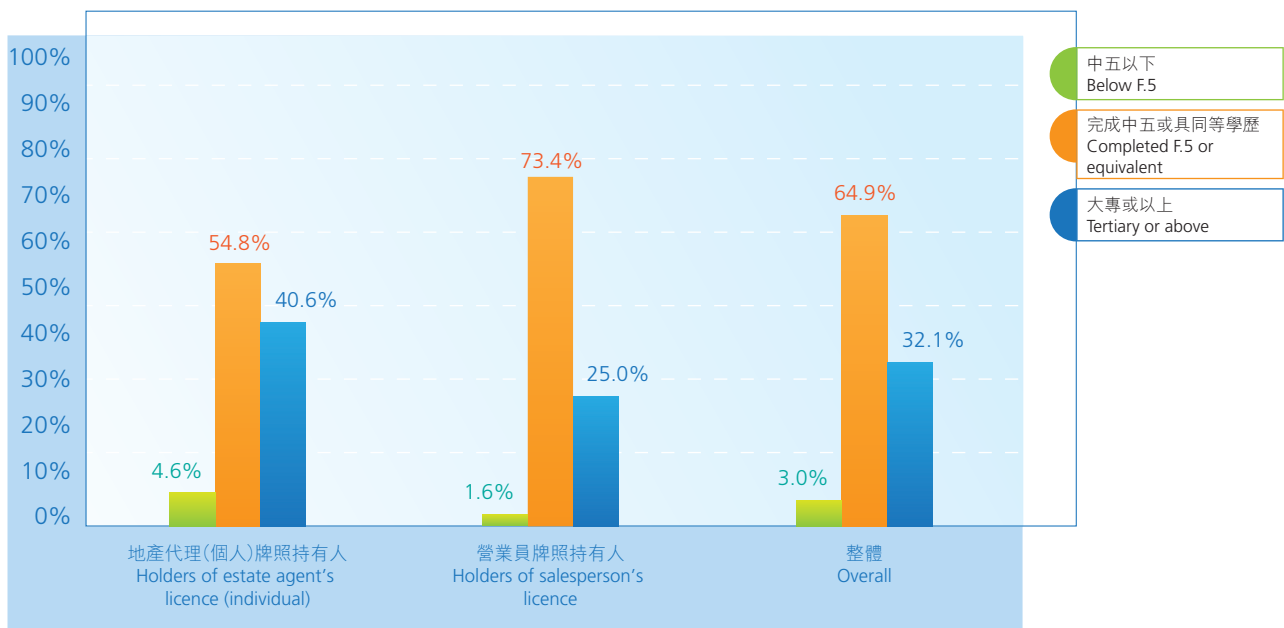


個人持牌人的背景

**Background of Individual Licensees**

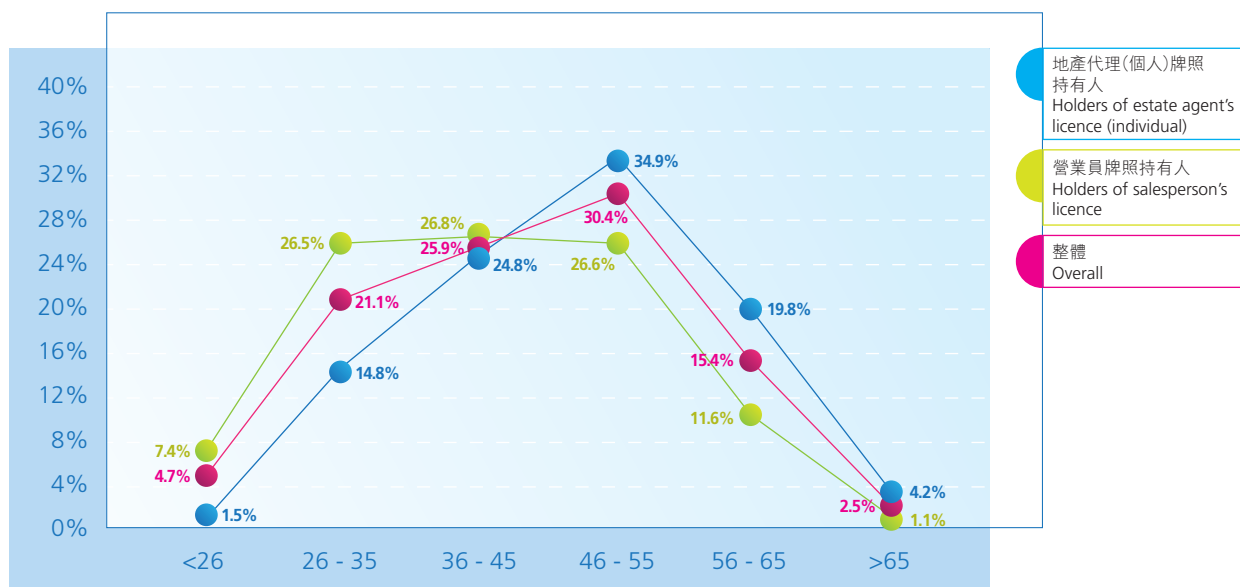
持牌人的學歷水平 (截至 2018 年 3 月 31 日)

**Educational Level of Licensees (as at 31/3/2018)**

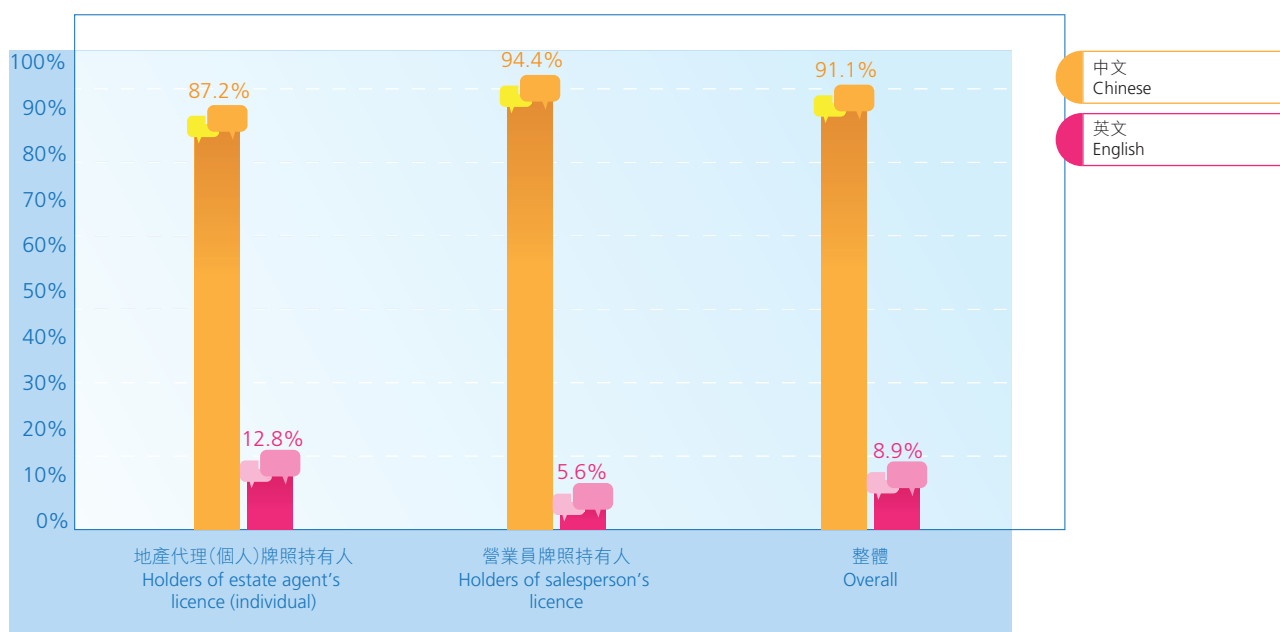


## 提升把關措施 Advance in Gatekeeping

持牌人的年齡 (截至 2018 年 3 月 31 日)  
Age of Licensees (as at 31/3/2018)



持牌人所選擇的通訊語言 (截至 2018 年 3 月 31 日)  
Licensees' Choice of Language in Communication (as at 31/3/2018)



### 地產代理業務的經營概況

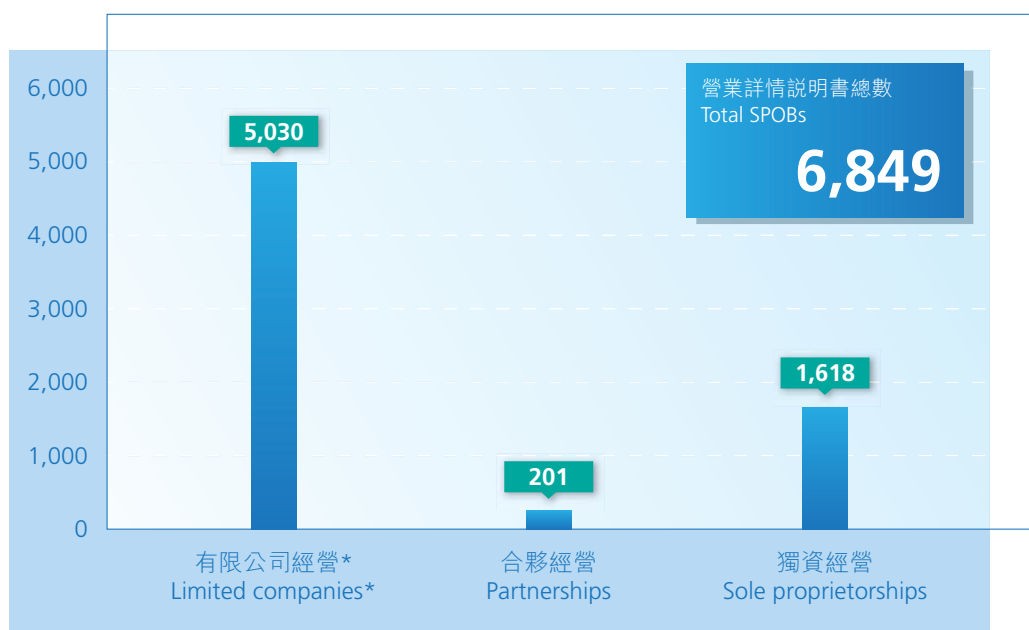
大多數地產代理屬於小規模的經營者。截至2018年3月31日，95.1%的經營者只開設一間店舖，而同時經營五間店舖或以上的只佔少於1%。

### Operations of Estate Agency Business

Most of the estate agencies are small scale operators. As at 31 March 2018, 95.1% of agencies operated as single-shop businesses and less than 1% had five or more shops.

代理業務的經營模式(截至2018年3月31日)

#### Mode of Operation of Estate Agency Businesses (as at 31/3/2018)



\* 由3,624個公司持牌人經營  
\* Operated by 3,624 company licensees

代理業務的規模(截至2018年3月31日)

#### Size of Operation of Estate Agency Businesses (as at 31/3/2018)

經營者 Operator	店舖數目* Number of shops*								
		1	2	3	4	5 - 10	11 - 20	21 - 30	>30
有限公司經營 Limited companies		3,415	136	33	13	19	2	1	5
合夥經營 Partnerships		186	4	1	1	0	0	0	0
獨資經營 Sole proprietorships		1,506	43	4	0	2	0	0	0
小計 Sub-total		5,107	183	38	14	21	2	1	5

\* 即營業詳情說明書  
\* i.e. SPOBs

## 提升把關措施 Advance in Gatekeeping

### 不符合發牌條件

如上文所述，牌照申請人必須符合特定發牌條件方可獲發牌照。倘若監管局發現牌照申請人未能符合任何發牌條件，他／她的牌照申請將會被拒絕。在2017/18年度，監管局拒絕了121宗牌照申請，原因包括申請人未能符合有關的學歷要求，或不被視為獲批給、持有或繼續持有牌照的「適當人選」。

即使已獲發牌照，倘若持牌人不再符合繼續持有牌照的資格，其牌照亦可能被撤銷。年內，監管局牌照委員會共撤銷了30個牌照，原因是有關持牌人不再符合發牌條件。

### Failure to Meet the Licensing Requirements

As mentioned above, a licence applicant must have fulfilled certain requirements in order to be granted a licence. If the EAA finds that a licence applicant has failed to meet any of the licensing requirements, his/her licence application will be refused. In 2017/18, a total of 121 applications were refused for different reasons, such as applicants not having the required educational qualifications or not being considered "fit and proper" persons to be granted, hold or continue to hold a licence.

Even if a licence has been granted, a licensee's licence may be revoked if he/she is no longer eligible to continue to hold a licence. During the year, a total of 30 licences were revoked by the Licensing Committee because the relevant licensees no longer met the licensing requirements.

### 牌照委員會向持牌人採取的行動

#### Actions Taken Against Licensees by the Licensing Committee

行動類別 Types of Actions	2015/16	2016/17	2017/18
在牌照上附加條件 Attachment of conditions to licence	123	104	97
暫時吊銷牌照 Suspension of licence	0	1	1
撤銷牌照 Revocation of licence	56	29	30

### 網上牌照續期申請

已於監管局網站註冊電子服務帳戶的個人持牌人，可於網上遞交續牌申請。年內，監管局收到28,193份個人持牌人的續牌申請，其中有22.6%（即6,367份續牌申請）經網上遞交。

### 內地與香港地產代理專業資格互認計劃

正如在年報上文所述，為推動內地與香港地產代理從業員的專業交流及促進兩地業界的長遠發展，監管局及中國房地產估價師與房地產經紀人學會（「中房學」）於2010年11月3日簽訂了一份為期5年的協議，落實內地與香港地產代理專業資格互認計劃的基本安排。根據協議，在五年的協議期內，雙方分別推薦特定數額的合資格地產代理，參加由對方專門開設的培訓課程及考試。完成上述課程並順利通過考試後，獲推薦人士可申請中房學註冊證書或監管局牌照。

隨着監管局與中房學於2017年6月簽訂了專業資格互認的續約協議後，第二期培訓課程及考試已於2017年12月7至8日在珠海舉行，分別有138名香港和28名內地從業員參與。全部166名參加者均通過考試，合資格於2018年申請對方的專業資格。

截至2018年3月31日，123名曾參與互認計劃的香港地產代理持有由中房學批出的登記證書；持有由監管局發出的牌照的內地地產代理則有33名。

監管局將就下一期培訓課程及考試的安排繼續與中房學聯繫。

### Online Renewal of Licence Application

Individual licensees who have registered an e-service account at the EAA's website may submit their licence renewal applications online. During the year, among the 28,193 renewal applications received from individual licensees, 22.6% (i.e. 6,367 renewal applications) were submitted online.

### Scheme on Mutual Recognition of Professional Qualifications of Estate Agents in the Mainland and Hong Kong

As mentioned in the earlier part of this Report, with a view to boosting professional exchanges between estate agency practitioners in the Mainland and Hong Kong and the long-term development of the trade of both sides, the EAA and the China Institute of Real Estate Appraisers and Agents ("CIREA") signed a 5-year agreement on 3 November 2010 to lay down the foundation for the mutual recognition of professional qualifications of estate agents in the Mainland and Hong Kong. Under the provisions of the agreement, both sides will each nominate a certain number of qualified estate agents to participate in a specially-designed training course and examination organised by the other party within the 5-year agreement period. Upon completion of the said course and successfully passing the examination, the nominees could apply for the CIREA registration certificate or the EAA licence.

Following the signing of the renewal agreement for the mutual recognition of professional qualifications between the EAA and the CIREA in June 2017, the second training course and examination of the scheme were held from 7 to 8 December 2017 in Zhuhai with 138 attendees from Hong Kong and 28 from the Mainland respectively. All 166 participants passed the examination and were eligible to apply for the qualification of the other party in 2018.

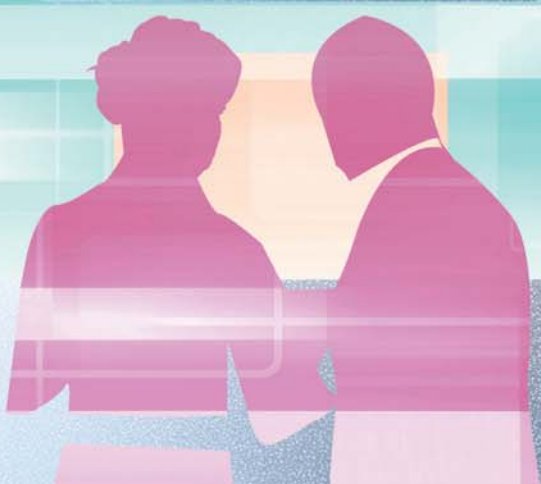
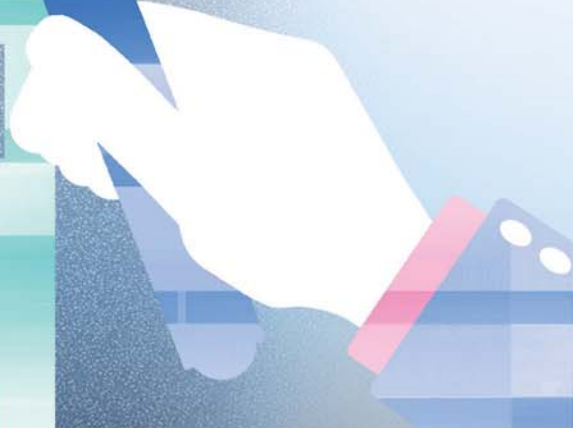
As at 31 March 2018, 123 Hong Kong estate agents held a registration certificate issued by the CIREA and 33 Mainland estate agents held an estate agent's licence issued by the EAA under the scheme.

The EAA will continue to liaise with the CIREA for the arrangement of the next round of nomination.

積極參與執法

Proactive in  
Law Enforcement





AGENCY



# 積極參與執法

## Proactive in Law Enforcement

### 操守與守則

#### 守則簡介

監管局不時檢視業界的執業手法及發出執業通告，並提供指引予業界依循，使持牌人能夠遵從法律規定的責任。年內，監管局共發出了四份執業通告。

為向持牌人提供更多處理非住宅物業的指引，監管局就有關處理非住宅物業買賣或租賃的若干重要事項的妥善執業方式及措施，發出了一份執業通告。指引涵蓋的範圍包括樓面面積資料、許可用途，提供物業資料、閣仔及閣樓，以及未建成樓宇內的非住宅物業或樓宇內未完成分間的非住宅物業等。另外，監管局亦發出一份題為「通告的適用範圍 — 非住宅物業」的執業通告，以述明某些已發出的執業通告之適用範圍。

#### 發出執業通告

雖然香港境外物業之銷售不在監管局的規管範疇，但鑑於公眾的高度關注，局方為參與香港境外未建成物業銷售的持牌人發出相關執業通告，提供一系列指引讓業界遵循，從而提升業界的專業水平，為消費者提供最佳的保障。指引包括要求持牌地產代理就賣方及有關物業取得盡職審查報告；並須就有關海外買家的重要資料取得由物業所在地執業律師發出的法律意見；就廣告及宣傳物品所載資料的準確性及完整性取得賣方的明確書面批署；以及向買家提供盡職審查報告及法律意見的副本、書面警告聲明及包含監管局所有要求資料的銷售資料單張。

### Ethics and Regulations

#### Introduction of regulations

The Estate Agents Authority (“EAA”) reviews the practices of the trade and issues practice circulars to provide guidelines and directives on estate agency practice from time to time, to enable licensees to comply with their duties under the law. In the year, four circulars were issued.

With a view to providing further guidance for licensees handling non-residential properties, the EAA issued a practice circular setting out detailed guidelines on certain important issues pertaining to the proper practice and measures in handling the sale and purchase or leasing of non-residential properties. It covers such areas like floor area information, permitted use, provision of information relating to property, cocklofts and mezzanine floors, and uncompleted building or uncompleted subdivision of any part of a building. Separately, the EAA also issued a practice circular on “Application of Circulars — Non-residential Properties” to clarify the scope of application of certain circulars already issued by the EAA.

#### Issuance of practice circulars

In light of increasing public concern about purchasing properties outside Hong Kong which is not within the regulatory regime of the EAA, a practice circular for licensees participating in the sale of uncompleted properties outside Hong Kong (“UPOH”) was issued. It sets out a series of guidelines for compliance by licensees participating in the sale of UPOH, with a view to enhancing the professional standard of the trade so as to provide consumers with greater protection. The guidelines include requirements for licensees to obtain a due diligence report on the vendor and the related UPOH; to obtain a legal opinion on material information for foreign purchasers according to the laws of the place where the UPOH are situated; to obtain the vendor’s express endorsement in writing of the accuracy and completeness of the information contained in advertisements and promotional materials; and to provide purchasers with a copy of the due diligence report and legal opinion, a written warning statement and a sales information sheet that contains all the necessary information required by the EAA.

就立法會通過《2018年打擊洗錢及恐怖分子資金籌集(金融機構)(修訂)條例》(主體條例改稱《打擊洗錢及恐怖分子資金籌集條例》)，將指定交易下的法定盡職審查及備存記錄規定擴展至指定非金融行業(包括地產代理)，監管局發出一份相關的執業通告，為持牌人在香港參與涉及為客戶買賣地產交易時提供導引。根據這份執業通告，地產代理必須採取所有合理措施以減低洗錢及恐怖分子籌集資金的風險，並確保已有適當的預防措施。為符合《打擊洗錢及恐怖分子資金籌集條例》的相關規定，地產代理公司及其高級管理層應制定並實施各項政策、程序及管控措施，包括風險評估、盡職審查措施、持續監察客戶、舉報可疑交易、備存紀錄及職員培訓。此執業通告亦刊登於憲報中。為協助業界更了解及遵守該執業通告的規定及《打擊洗錢及恐怖分子資金籌集條例》的相關條文，監管局網站提供了一套「問與答」、「身分核實表格範例」及「持牌人的清單」供業界參考。

## 投訴與巡查

### 處理投訴與查詢

監管局於2017/18年度接獲425宗投訴，較2016/17年度的477宗減少了11%。然而，有關一手住宅物業銷售的投訴較2016/17年度的74宗，輕微上升至2017/18年度的80宗。425宗的投訴指稱主要涉及不妥善處理臨時買賣合約(或臨時租約)、提供不準確或具誤導性的物業資料，以及發出違規廣告。至於涉及一手住宅物業銷售最常見的投訴則包括：未有履行回贈承諾、發出違規廣告及提供具誤導性按揭資料。



Subsequent to the passing of the Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) (Amendment) Ordinance 2018 (with the principal ordinance renamed as the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (“AMLO”)) at the Legislative Council, which extends the statutory customer due diligence and record-keeping requirements in specified transactions to designated non-financial businesses and professions (including estate agents), the EAA issued a relevant practice circular to provide guidance for licensees when they are involved, in Hong Kong, in a transaction concerning the buying or selling of real estate for a client. According to the practice circular, estate agents must take all reasonable steps to mitigate the risk of money-laundering and terrorist financing as well as to ensure appropriate preventive measures are in place. To fulfill the relevant requirements in the AMLO, estate agency companies and their senior management should establish and implement various policies, procedures and monitoring measures, including risk assessment, customer due diligence measures, continuous monitoring of customers, suspicious transactions reporting, record-keeping and staff training. The practice circular was also published in the *Gazette*. To assist the trade to better understand and comply with the requirements of the practice circular and the relevant provisions of the AMLO, a set of related “Questions and Answers”, “Sample Identity Verification Forms” and a “Checklist for Licensees” were provided at the EAA website for the trade’ reference.

## Complaints and Inspections

### Complaints and enquiries handling

In 2017/18, the EAA received 425 complaints, a decrease of 11% from 477 complaints in 2016/17. However, the complaints concerning the sale of first-hand residential properties had a slight increase from 74 cases in 2016/17 to 80 cases in 2017/18. Key allegations of the 425 complaints included mishandling the provisional agreement for sale and purchase (or the provisional tenancy agreement), providing inaccurate or misleading property information and issuing non-compliant advertisement. The most common complaints related to first-hand residential properties included failure to honour rebate promises, issuance of non-compliant advertisements, and provision of misleading mortgage information.

監管局於2017/18年度接獲425宗投訴，較2016/17年度的477宗減少了11%。

In 2017/18, the EAA received 425 complaints, a decrease of 11% from 477 complaints in 2016/17.

## 積極參與執法 Proactive in Law Enforcement

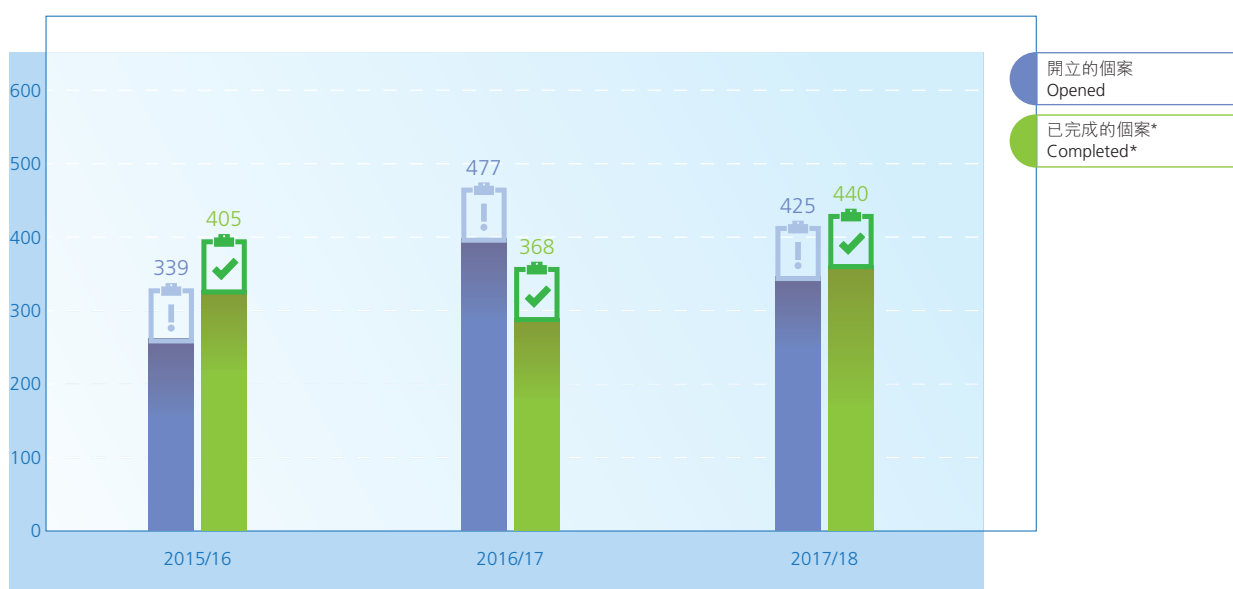
為進一步加強處理投訴的工作成效，以及改善公眾與持份者對監管局在處理投訴上的服務承諾的認知，局方已就合併調查和紀律研訊所需時間的服務承諾進行檢討研究。在2018年7月，監管局將會就整個投訴處理程序推出全新的服務承諾，以涵蓋由展開投訴調查至舉行首次紀律研訊的整個過程。在新的服務承諾下，當有關的個案會轉介予紀律研訊部作紀律研訊，若屬快速個案，將會從展開調查起計六個月內進行首次紀律研訊；若屬一般個案，將為10個月內；而屬複雜個案的，則為13個月內。由於經修訂的全新服務承諾運作簡單，公眾及持份者將更易於理解。

With a view to further enhancing the work on complaint handling and the perception of the public and stakeholders on the EAA's performance pledge on complaint processing time, a study had been done to review the attainment profile of combining the time taken under the investigation pledge and the disciplinary proceedings pledge. In July 2018, the EAA will launch a new single performance pledge on complaint handling process from the start of a complaint investigation to the conduct of the first inquiry hearing proceedings. Under the new performance pledge, from the time of commencement of investigation to the first disciplinary inquiry hearing will be within six months for Fast Track Cases, within 10 months for Normal Cases, and within 13 months for Complex Cases respectively, where the case is referred to the Disciplinary Proceedings Section for conducting inquiry hearing. The new revised performance pledge will present a clearer picture to the public and stakeholders as the pledge is based on a simple approach.

除了處理投訴，監管局亦在2017/18年度處理了6,064宗有關地產代理執業手法的查詢，並根據查詢採取相關的跟進行動。

Apart from complaints, the EAA also handled 6,064 enquiries on estate agency practices in 2017/18 and took follow-up actions in response to those enquiries.

### 投訴個案 Complaint Cases

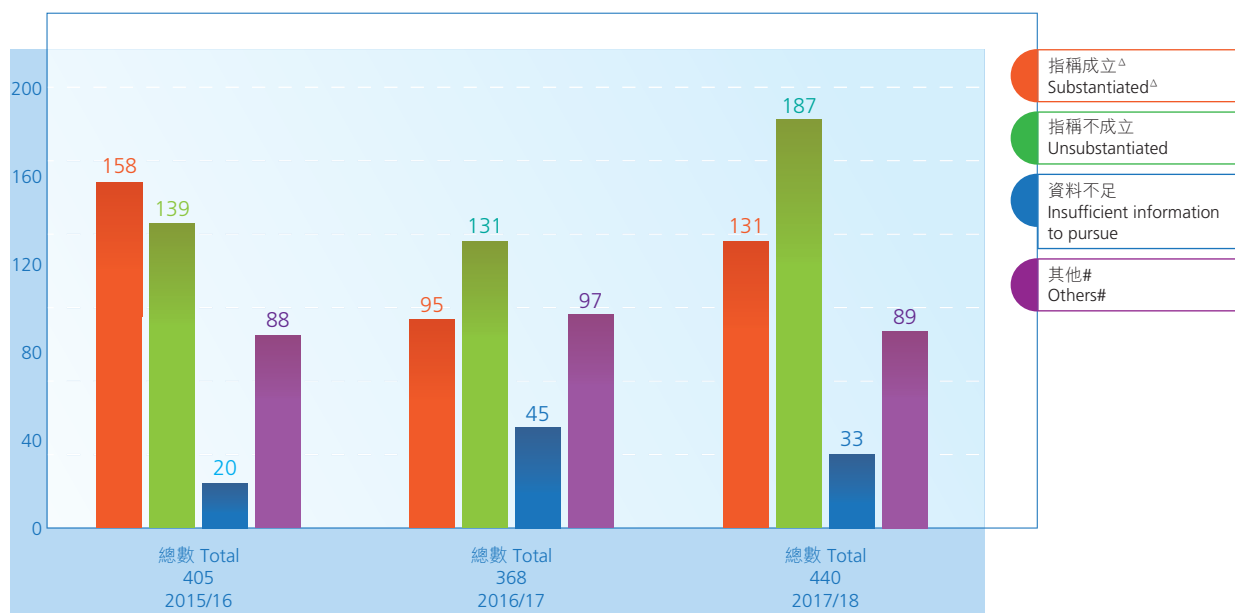


\* 年內完成的個案部分為往年接獲的個案，當中包括表面證據成立並轉介予紀律委員會處理的個案，以及由投訴及行動部處理的表面證據不成立的個案。

\* Some cases completed in a year were brought forward from previous years. The figures include prima facie cases referred to and dealt with by the Disciplinary Committee and non-prima facie cases disposed of by the Complaints and Enforcement Sections.

## 已完成的個案結果\*

## Results of Cases Completed\*



\* 年內完成的個案部分為往年接獲的個案，當中包括表面證據成立並轉介予紀律委員會處理的個案，以及由投訴及行動部處理的表面證據不成立的個案。

△ 如個案中所涉及任何一項指稱被分類為「指稱成立」，該已完成處理的個案即會被歸類為「指稱成立」。

# 包括擱置調查、取消投訴或因其他原因而終止調查的個案。

\* Some cases completed in a year were brought forward from previous years. The figures include prima facie cases referred to and dealt with by the Disciplinary Committee and non-prima facie cases disposed of by the Complaints and Enforcement Sections.

△ A completed case will be classified as "Substantiated" if any of the allegations involved therein has been concluded as "Substantiated".

# Include cases which were curtailed, withdrawn or closed due to other reasons.

## 巡查及調查

年內，監管局繼續於地產代理商舖及一手物業銷售地點維持執法。巡查期間，行動部定期提醒前線從業員要遵守新執業通告的要求，以提高其專業和操守水平，並同時確保他們嚴格遵守規定。局方亦監察從業員所刊登的網上及印刷廣告。監管局透過適時巡查網上物業平台及相關廣告，讓局方能迅速地發現違規的個案，繼而採取適時的執法行動。

由於公眾對購買境外物業的興趣日增，監管局定期進行巡查，了解持牌人是否有遵守境外物業銷售的執業指引。局方亦積極視察境外物業的宣傳地點，了解持牌地產代理所採用的各種銷售策略，在有需要時透過「放蛇」行動，以暗中偵查有否任何不當行為，例如在宣傳這些物業時作出誤導陳述。

## Compliance inspections and investigations

During the year, the EAA continued to maintain its enforcement effort on places of estate agency business and promotion sites of first sale property developments. During the compliance visits, the Enforcement Team regularly reminded the frontline practitioners to observe and comply with the requirements of the newly issued practice circulars in a bid to raise their professional and ethical standards, while at the same time, to ensure a high level of compliance. We also monitored online and printed advertisements issued by practitioners. Appropriate cyber patrols on property online portals and related advertisements enabled us to promptly identify breaches of the regulations and guidelines and take timely enforcement actions.

With the public's increasing interests on buying overseas properties, the EAA regularly conducts inspections to see if licensees abide by the practice guidelines on marketing overseas properties. We also proactively visit overseas properties promotional venues to understand the various sales tactics used by the licensed estate agents, and use covert techniques if and when necessary to detect any malpractice such as misrepresentation when promoting these properties.

## 積極參與執法 Proactive in Law Enforcement

香港作為國際財務特別行動組織的成員，有責任實施組織所建議的措施，包括打擊洗錢及恐怖分子資金籌集。地產代理業被視為打擊洗錢及恐怖分子資金籌集威脅的重要把關者，這些措施亦適用於這個行業。

自2018年3月起，監管局一直與地產代理業界在實施反洗錢及恐怖分子資金籌集上緊密合作。至今，行動部已巡視地產代理商舖25次，以了解他們有否遵從反洗錢及恐怖分子資金籌集執業通告的規定。另外，監管局亦會進行跟進的監察和審慎的巡視工作，讓地產代理業界更進一步認識和了解洗錢和為恐怖分子籌集資金所帶來的威脅。

年內，監管局共進行了3,048次巡查，當中1,423次是巡查一手樓盤銷售點，其餘1,625次則是巡查地產代理商舖。期內，局方亦就網上廣告進行了672次抽查，並就網上物業平台進行了396次抽查。

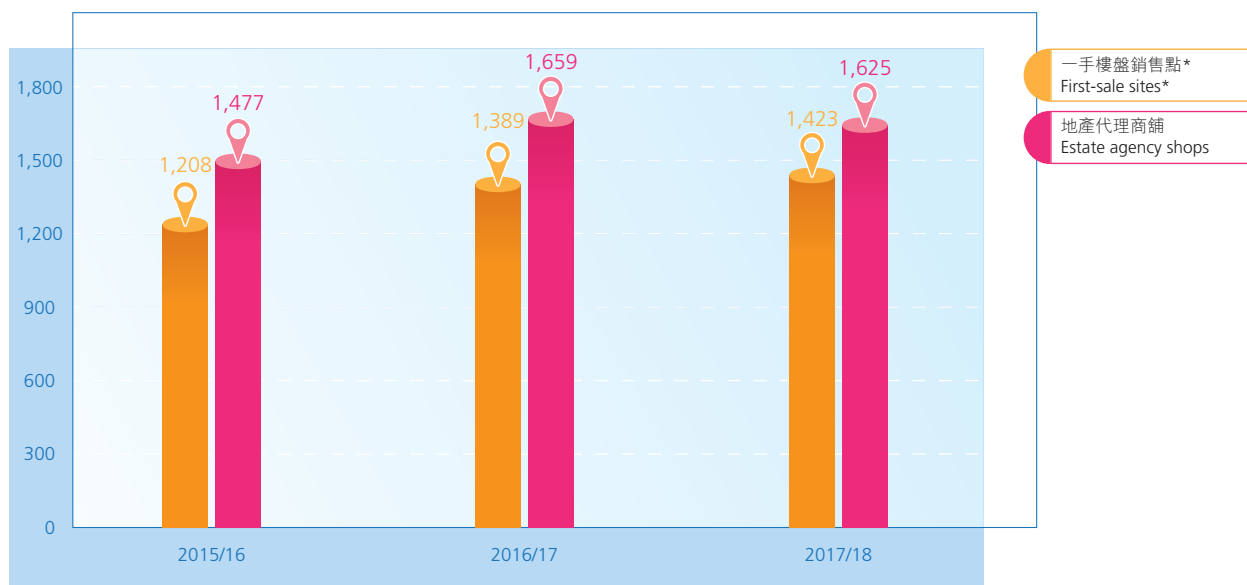
As a member of the Financial Action Task Force, Hong Kong has an obligation to implement the recommendations of the task force, including measures to counter money laundering and terrorism financing. These measures are applicable to the estate agency sector, which is one of the industries identified as an important gatekeeper to counter money laundering and terrorist financing threats.

Since March 2018, the EAA has been working closely with the estate agency trade on the implementation of measures to prevent money laundering and terrorist financing. The Enforcement Team has conducted 25 inspections so far on estate agency shops to see if they are complying with the practice circular on Anti-Money Laundering and Counter-Terrorist Financing Requirement. Follow-up off-site monitoring and prudential visits will be conducted to further enhance the estate agency trade's awareness and understanding of the money laundering and terrorist financing threats.

During the year, the EAA conducted a total of 3,048 compliance inspections, of which 1,423 were at first-sale sites and 1,625 at estate agency shops. Some 672 spot checks on online advertisements and 396 on online property portals were also carried out during the period.

### 巡查行動

#### Compliance Inspections



\* 包括樓盤所在處、樓盤銷售處及其附近。

\* Include development sites, sales offices and vicinity areas.

在進行有關巡查和抽查後，監管局共開立了79宗個案進行調查，當中有33宗在巡查一手樓盤銷售地點時發現，15宗在巡查地產代理商舖時發現，21宗則為網上及報章抽查個案，另有10宗涉及其他性質。在巡查期間發現涉及違反《地產代理條例》及其附屬法例的常見違規事項包括：發出違規廣告、未有於一手樓盤銷售點佩戴用作識別身份的地產代理證及／或職員證，以及沒有管有物業資料。

Subsequent to these inspections and spot checks, 79 enforcement cases were opened, of which 33 cases arose from first-sale inspections, 15 from estate agency shop visits, 21 cases from online and newspaper patrols and 10 cases of a miscellaneous nature. Compliance failures, which constitute violations of EAO and its subsidiary legislations, commonly revealed during the inspection process include issuing non-compliant advertisements, failing to wear Estate Agent card and/or staff card for identification purpose at first-sale sites, and failing to possess property information.

## 執行個案

## Enforcement Cases

個案數目 Number of Cases	2015/16	2016/17	2017/18
開立的個案 Opened	78	71	79
已完成的個案 Completed*	50	75	77

\* 年內完成的個案部分為往年接獲的個案，當中包括表面證據成立並轉介予紀律委員會處理的個案，以及由投訴及行動部處理的表面證據不成立的個案。

\* Some cases completed in a year were brought forward from previous years. The figures include prima facie cases referred to and dealt with by the Disciplinary Committee and non-prima facie cases disposed of by the Complaints and Enforcement Section.

### 對涉嫌向監管局作出虛假聲明或提供虛假資料的持牌人／牌照申請人的調查

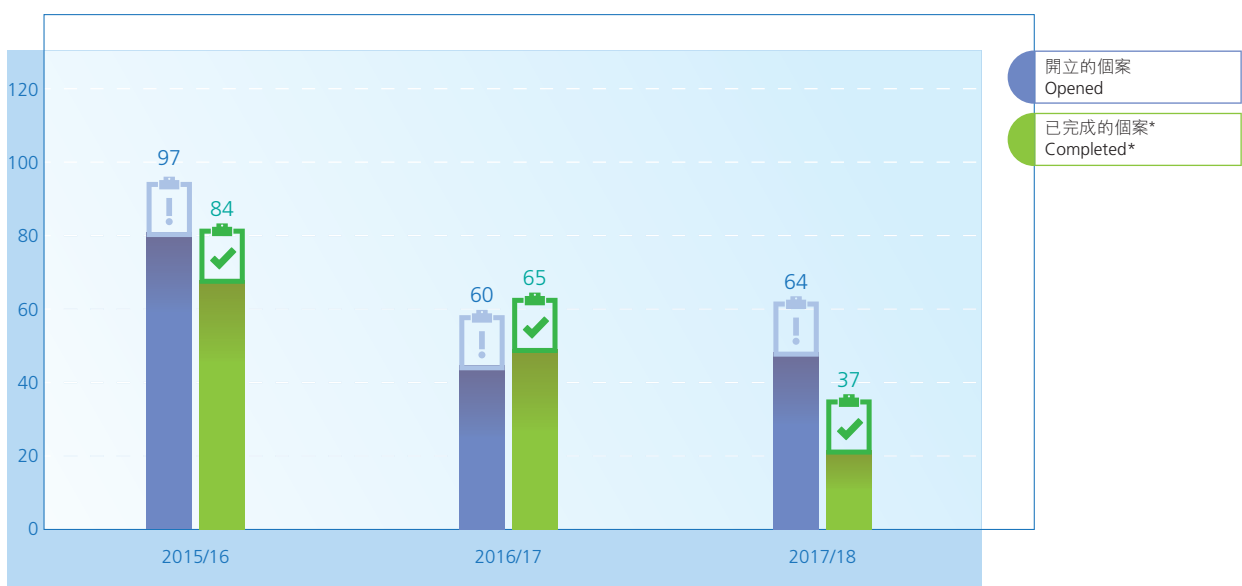
在申請牌照或續牌時，倘若作出虛假或誤導性的聲明或提供虛假或具誤導性的資料，均屬違法行為。在2017/18年度，監管局調查了64宗涉嫌在申請牌照或續牌時作出虛假聲明或提供虛假資料的個案。

### Investigations into licensees/licence applicants suspected of making false statements or furnishing false information to the EAA

It is an offence to make a false or misleading statement or furnish false or misleading information when making applications for the grant or renewal of licences. In 2017/18, investigations were conducted into 64 licence applications in which the applicants were suspected of making false statements or furnishing false information in their licence application or licence renewal process.

## 個案數目

## Number of Cases



\* 年內完成的個案部分為往年接獲的個案。

\* Some cases completed in a year were brought forward from previous years.

## 積極參與執法 Proactive in Law Enforcement

### 紀律行動

#### 紀律研訊

倘若監管局行政總裁有理由相信任何持牌人沒有遵守《地產代理條例》及／或其附屬法例；或沒有資格持有或繼續持有牌照；或沒有遵守附加於其牌照上的任何指明的條件，行政總裁可向紀律委員會提出呈述，以決定是否就有關個案進行研訊。

紀律委員會是一個根據《地產代理條例》成立的常設委員會，負責接受、考慮及查究投訴以及行政總裁所呈述的個案。倘若紀律委員會在紀律研訊後認為有關的投訴或呈述成立，可行使紀律制裁權力，當中包括訓誡或譴責有關持牌人，將條件附加於其牌照上或更改附加於其牌照上的條件，暫時吊銷或撤銷其牌照，判處罰款以及作出支付費用的命令。

在2017/18年度，紀律委員會共判決了229宗個案，其中226宗(佔98.7%)的指稱成立。結果，共有232名持牌人被紀律處分，其中153名為個人持牌人<sup>1</sup>，79名為公司持牌人。

### Disciplinary Actions

#### Inquiry hearings

If the Chief Executive Officer (“CEO”) of the EAA has reasons to believe that a licensee has failed to comply with the EAO and/or its subsidiary legislation; or is not eligible to hold or continue to hold a licence; or has failed to comply with a specified condition attached to his licence, the CEO shall make a submission to the Disciplinary Committee for consideration if an inquiry hearing should be conducted.

The Disciplinary Committee, a standing committee established under the EAO, receives, considers and conducts inquiries into complaints and submissions by the CEO. If the Disciplinary Committee, after conducting an inquiry hearing, is satisfied that the complaint or submission is well-founded, it may exercise disciplinary powers including admonishing or reprimanding the licensee concerned, attaching/varying specified conditions attached to his licence, suspending/revoking his licence, imposing a fine and making a costs order.

In 2017/18, the Disciplinary Committee adjudicated 229 cases, of which 226 were substantiated (i.e. 98.7%). As a result, a total of 232 licensees were disciplined, among whom 153 were individual licensees<sup>1</sup> and 79 company licensees.



模擬紀律研訊圖片。

A staged inquiry hearing.

<sup>1</sup> 包括地產代理公司的獨資經營者／合夥人。

<sup>1</sup> Including sole-proprietors and partners of estate agency firms.

同期，紀律委員會暫時吊銷了30個牌照，吊銷期由七天至兩個月不等。被處分的持牌人涉及作出違反專業操守的行為，例如作出誤導性陳述、未有保障和促進客戶的利益，以及為客戶提供服務時沒有盡量小心和盡一切應盡的努力。

共有168名持牌人被罰款，金額由500元至120,000元不等。

### 公布研訊的裁決理由

為提高透明度，監管局自2017年2月起在其網站上公布紀律委員會所進行的研訊的裁決理由。

公布裁決理由不僅讓地產代理業界進一步了解監管局的紀律裁決，還讓持牌人對如何遵守《地產代理條例》及／或其附屬法例有更深入的理解，以避免日後出現類似的投訴。此外，公布監管局的規管行動及其背後的原因，亦有助維持公眾對監管局擔任規管角色的信心。

During the same period, 30 licences were suspended for periods ranging from seven days to two months. Licensees disciplined were found to have been engaged in unprofessional conduct such as making misrepresentations, failing to protect and promote the interests of their clients, or failing to exercise due care and due diligence.

A total of 168 licensees were fined, with the fines ranging from \$500 to \$120,000.

### Publication of reasons for the decisions of inquiry hearings

For achieving greater transparency, the EAA has since February 2017 published on its website the reasons for the decisions of the inquiry hearings conducted by the Disciplinary Committee.

The publication of the reasons for the decisions enables the estate agency trade to have a better understanding of the EAA's disciplinary decisions. It also gives licensees an opportunity to learn about how to comply with the EAO and/or its subsidiary legislation so that similar complaints may be prevented in the future. Moreover, by demonstrating what regulatory action is being or has been taken and the reasons behind, public confidence in the regulatory role of the EAA can also be maintained.

### 已舉行並作出裁決的紀律研訊次數

#### Number of Inquiry Hearings with Decision Handed Down

年度 Year	2015/16	2016/17	2017/18
研訊次數 Number of hearings	186	187	229



## 積極參與執法 Proactive in Law Enforcement

2017/18 年度常見違規事項 * Common Types of Non-compliance in 2017/18*	指稱宗數 Number of Allegations
1. 發出虛假或誤導性廣告；未獲賣方事先書面同意而發出廣告；發出違反賣方指示的廣告 Issuing a false or misleading advertisement; advertising without vendor's prior written consent; advertising in contravention of vendor's instruction	50
2. 持牌人以個人而非地產代理公司的身份，發出有關一手住宅樓盤的廣告 Issuing an advertisement concerning a first-hand residential development in the licensee's personal capacity instead of in the capacity of an estate agency company	48
3. 提供／提出提供貸款予一手樓盤的準買家 Offering/making a loan to a prospective purchaser of a first-hand property	22
4. 向客戶提供錯誤的物業或交易資料；未有查核提供予客戶的物業或交易資料的準確性 Providing wrong property or transaction information to clients; failure to verify the accuracy of property or transaction information provided to clients	20
5. 在推銷一手樓盤時，沒有佩戴地產代理證及／或職員證 Failure to wear Estate Agent card and/or staff card when promoting the sale of first-hand properties	19
6. 在廣告提供物業的實用面積時未有遵守監管局所發出的指引 Failure to comply with the guidelines issued by the EAA when providing the saleable area of the property concerned in the advertisement	18
7. 未有在安排租賃前核實業主的身份；未有確保代表簽署臨時買賣協議／租約／臨時租約／地產代理協議的人士已獲賣方／出租方或買方／租客正式授權 Failure to ascertain the ownership of the property before arranging it for rent; failure to ensure that the signatory was duly authorised by the vendor/lessor or purchaser/tenant to sign the provisional agreement for sale and purchase/tenancy agreement/provisional tenancy agreement/ estate agency agreement	17
8. 未有按照訂明表格的指示填寫該表格，或未有將已填妥的訂明表格交予有關人士，或訂明表格未有附上該表格內所指明或訂明的文件；未有在地產代理協議中訂明有效期條款 Failure to complete a prescribed form in accordance with the directions specified in the form or supply a completed prescribed form to a person or attach to a prescribed form such documents as directed or specified in the form; failure to stipulate the term of validity period in the estate agency agreement	16
9. 未有與客戶訂立地產代理協議 Failure to enter into an estate agency agreement with clients	15
10. 未有履行向客戶作出的現金回贈承諾及／或以書面形式列明有關承諾 Failure to give and/or set out in writing the cash rebate as promised to clients	9

\* 部分紀律研訊個案或涉及超過一項違規事宜。

\* There could be more than one type of non-compliances in some inquiry hearing cases.

向持牌人或前持牌人採取的行動 * Actions Taken Against Licensees or Former Licensees*	2015/16	2016/17	2017/18
有關的持牌人或前持牌人人數 Number of licensees or former licensees involved	368	324	359
行動性質 <sup>1</sup> Type of actions <sup>1</sup>			
訓誡／譴責 Admonishment/reprimand	193	192	233
罰款 Fine	123	132	168
在牌照上附加條件 <sup>2</sup> Attachment of conditions to licence <sup>2</sup>	223	177	170
暫時吊銷牌照 Suspension of licence	22	25	31
撤銷牌照 Revocation of licence	56 <sup>△</sup>	29 <sup>△</sup>	30 <sup>△</sup>

\* 《地產代理條例》的權力而作出的判決。當中有部份可能不屬於紀律性質。部份是往年展開調查的個案。

<sup>1</sup> 在部分個案中，會對同一持牌人或前持牌人採取超過一項行動。

<sup>2</sup> 部分條件於批出牌照時附加，其餘則隨後附加。

<sup>△</sup> 這些撤銷牌照的個案均由牌照委員會裁定，理由是持牌人不再符合相關的發牌條件。

\* These actions were taken pursuant to powers under the EAO. Some actions may be disciplinary in nature and others not. Some cases were carried over from previous years.

<sup>1</sup> In some cases more than one action was imposed on the same licensee or former licensee.

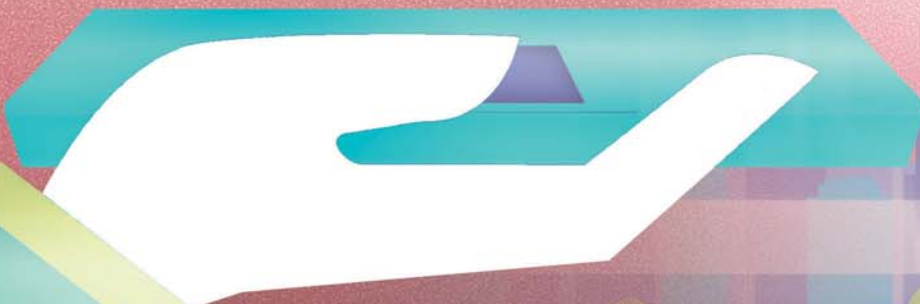
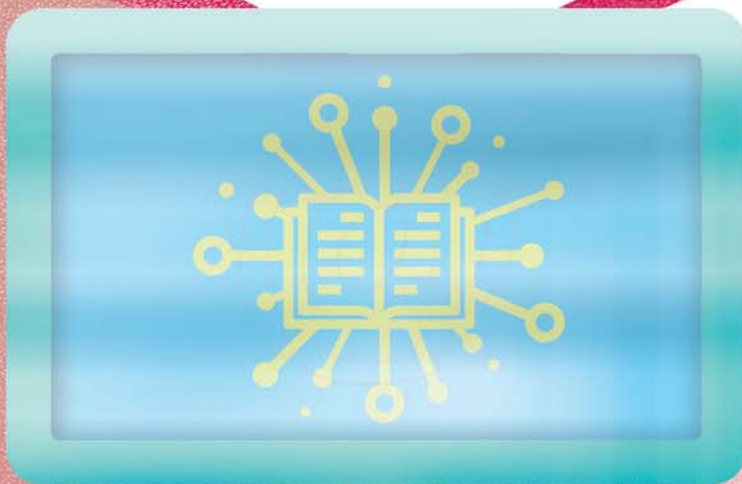
<sup>2</sup> Some conditions were attached upon the granting of licences and others attached thereafter.

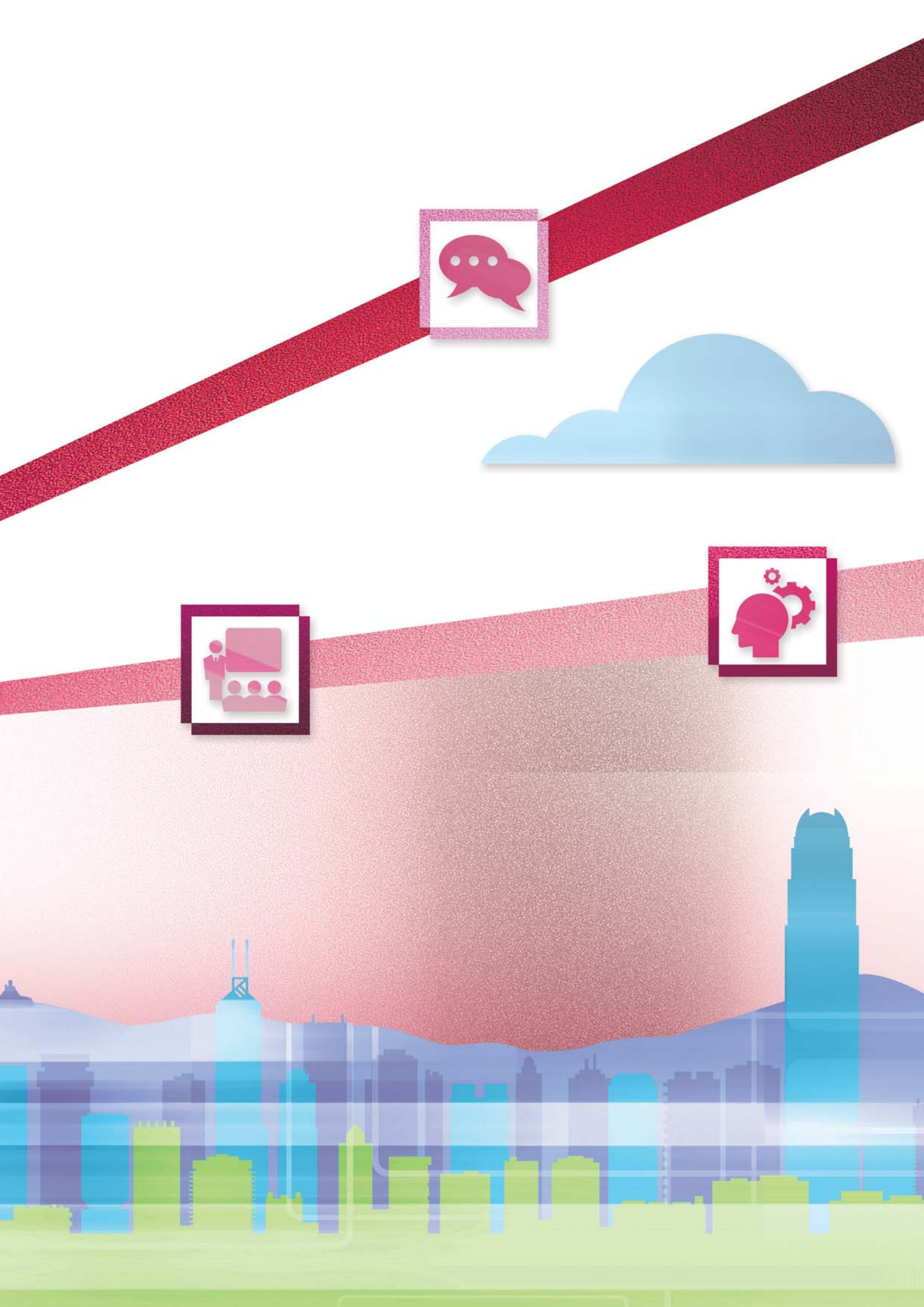
<sup>△</sup> These cases were decided by the Licensing Committee on the ground that the licensees concerned no longer met the relevant licensing requirements.



知識灌輸前瞻

# Forward Looking in Knowledge Instillation





## 知識灌輸前瞻

## Forward Looking in Knowledge Instillation

### 專業發展

為了促進地產代理從業員的事業發展及提升他們的專業水平，監管局於2005年推出持續專業進修計劃。透過持續專業進修計劃，監管局致力在地產代理從業員間營造自我提升的文化，以提升從業員的知識和技能，並確保他們具備最新的專業知識來應付他們的工作。

### Professional Development

With a view to fostering career progression and professional advancement of the estate agency trade practitioners, the EAA launched a Continuing Professional Development (“CPD”) Scheme in 2005. Through the CPD Scheme, the EAA strives to build a culture of self-advancement among practitioners, which helps advance the practitioners’ knowledge and skills and keep their professional knowledge up to date within the field in which they work.



監管局不時就本局發出的執業通告舉行相關的持續專業進修活動，促進持牌人對指引要求的了解。

Related CPD activities on the Practice Circulars issued by the EAA are held regularly to familiarise licensees with the requirements of the guidelines.

### 推行持續專業進修計劃

監管局以自願參與形式推行持續專業進修計劃，並鼓勵從業員參與由不同主辦機構所提供範圍廣泛的持續專業進修活動，主辦機構包括監管局當局、教育機構、其他監管機構或專業團體，業界商會及地產代理公司。

### Introduction of the CPD Scheme

The CPD Scheme is implemented on a voluntary basis. Under the scheme, practitioners are encouraged to take part in a wide range of CPD activities provided by different activity organisers, including the EAA itself, educational institutions, other regulatory bodies or professional associations, trade associations and the estate agency firms.

持續專業進修活動分為兩個主要類別，分別為合規及有效管理類別，以及全面提升發展類別。合規及有效管理類別包括法例、法規要求及監督事宜有密切關係的科目；而其他有助提升持牌人全面發展及質素提升的科目則歸類為全面提升發展類別。

CPD activities are classified under two main categories, namely Compliance and Effective Management, and All-round Advancement. Subjects relating to law, compliance or supervisory issues are grouped under Compliance and Effective Management, while other subjects conducive to all-round development and quality enhancement of licensees are grouped under All-round Advancement.

每個持續專業進修活動均會獲分配持續專業進修學分，並根據每項活動的參與時數計算。一般來說，持牌人每參與一小時的活動，便會獲得一個持續專業進修學分。為了吸引持牌人參與及配合他們各種興趣和需要，持牌人可透過不同學習模式的活動來取得持續專業進修學分，例如參加講座／研討會、網上遙距學習、可獲頒學術資格的課程、遊學團、代表團探訪及專業交流活動。

### 活動及參與次數

年內，監管局及其他主辦機構合共舉辦了494場持續專業進修活動，吸引了28,933人次參與，共取得55,808個持續專業進修學分。在494個活動中，119場（佔活動總數的24%）由監管局舉辦，參與人次為16,021（約佔總參與人次的55%）。

### 過往三年的持續專業進修活動

#### CPD Activities in the Past Three Years

	2015/16		2016/17		2017/18	
	活動數目 No. of Activities	參與人次 No. of Enrolments	活動數目 No. of Activities	參與人次 No. of Enrolments	活動數目 No. of Activities	參與人次 No. of Enrolments
監管局 EAA	104	16,267	111	15,747	119	16,021
地產代理業界 Estate Agency Trade	224	8,483	316	10,727	366	12,702
其他主辦機構 Other Providers	8	220	7	78	9	210
總數 Total	336	24,970	434	26,552	494	28,933

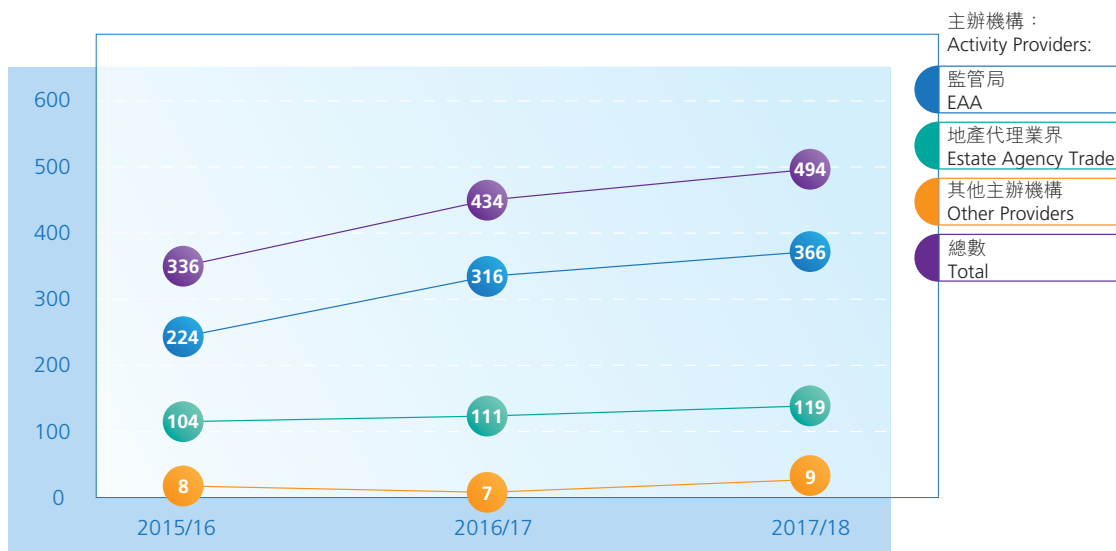
CPD points would be assigned to CPD activities based on the number of hours involved in a CPD activity. Generally, one CPD point would be awarded for each hour of activity undertaken. In order to motivate licensees and to meet their demands of diverse interests and needs, CPD points are allowed to be acquired through various modes of learning, such as seminar/lecture, web-based distance learning, award-bearing courses, tour, delegation visit and professional exchange activities.

### Number of activities and enrolments

During the year, a total of 494 CPD activities were organised by the EAA and other activity organisers. These CPD activities attracted 28,933 enrolments and attained 55,808 CPD points. Among the 494 activities, 119 (24% of the total number of activities) were organised by the EAA with 16,021 enrolments (about 55% of total enrolments).

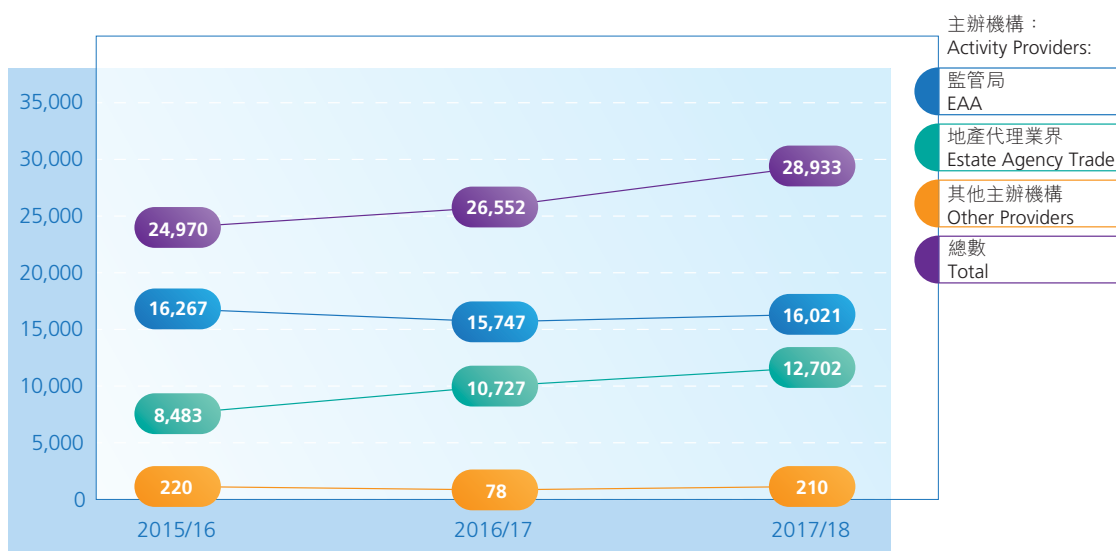
### 活動數目

#### Number of Activities



### 參與人次

#### Number of Enrolments



## 活動摘要

### 地產代理監管局實務證書課程

為使持牌人掌握地產代理有效執業所需的實用及法律知識，監管局自2016年起舉辦名為「地產代理監管局實務證書課程」的結構性課程。年內，監管局舉辦了20個課堂，吸引2,978人次參加。課程的內容以地產代理的日常工作流程為主，讓參加者掌握有關日常執業的實務知識。課程及練習均以互動方式設計，加強參加者對物業交易之法律及監管要求的了解。鑑於參加者反應良好，監管局的實務證書課程會定期舉行，讓持牌人掌握最新的知識和技能。

## Highlights of activities

### EAA's Certificate Programme in Practice

To equip the licensees with the necessary practical and legal knowledge for effective estate agency practices, the EAA has been organising a structured programme titled "EAA's Certificate Programme in Practice" since 2016. During the year, 20 classes were held and they attracted 2,978 enrolments. The contents of the programme are mainly focused on estate agents' daily workflow, emphasising practical knowledge for everyday practice. The classes and exercises were specially designed to enhance the participants' understanding of legal and regulatory requirements of property transactions in a lively and interactive manner. In light of the positive responses from the participants, the EAA's Certificate Programme in Practice is regularly run with the most updated knowledge and skills offered to the licensees.



參與第一期「地產代理監管局實務證書課程」的持牌人獲監管局頒授證書。

Participants of the first series of "EAA's Certificate Programme in Practice" were awarded the certificate.

## 專業團體及監管機構代表主講的講座

為提供廣泛而多元化的持續專業進修課程及活動，監管局定期邀請專業團體及監管機構的代表向地產代理從業員主講講座。年內，監管局與多個專業團體及監管機構合作舉辦了26場持續專業進修活動，合作機構包括特許公認會計師公會、屋宇署、競爭事務委員會、平等機會委員會、香港綠色建築議會、入境事務處、香港營造師學會、香港測量師學會、香港按揭證券有限公司、個人資料私隱專員公署、香港警務處、英國皇家特許測量師學會，以及一手住宅物業銷售監管局。令人鼓舞的是，持牌人在不斷追求知識下令他們對其他學科或專業範疇產生興趣，因而在地產代理業界形成了一種專業學習的文化。

## Talks Given by Representatives of Professional Associations and Regulatory Bodies

In order to provide a broad range of diversified CPD courses and activities, the EAA regularly invites representatives of professional associations and regulatory bodies to give talks to the estate agency practitioners. During the year, 26 CPD activities were organised in collaboration with various professional associations and regulatory bodies namely: the Association of Chartered Certified Accountants; the Buildings Department; the Competition Commission; the Equal Opportunities Commission; The Hong Kong Green Building Council; the Immigration Department; the Hong Kong Institute of Construction Managers; The Hong Kong Institute of Surveyors; The Hong Kong Mortgage Corporation Limited; the Office of the Privacy Commissioner for Personal Data; The Hong Kong Police Force; the Royal Institution of Chartered Surveyors; and the Sales of First-hand Residential Properties Authority. It is encouraging to note that the licensees' increasing quest for knowledge has led to their interests in other disciplines and professions, thus facilitating a culture of professional learning within the estate agency trade.



## 知識灌輸前瞻

### Forward Looking in Knowledge Instillation

#### 提升專業操守的持續專業進修活動

為加強對誠信及專業操守的重視，監管局與廉政公署、保安局禁毒處及聯合財富情報組定期合辦了多場持續專業進修課程／活動。年內，局方順利舉行了八項課程／活動，以向持牌人提供有關打擊洗錢、防止賄賂、妥善管治及有效內部監控等法例的最新知識。

#### 持續專業進修獎勵及嘉許獎章

在持續專業進修計劃下，於為期12個月的進修時段內取得12個或以上持續專業進修學分的從業員，將獲視為達到持續專業進修計劃的學分要求，並可獲頒持續專業進修計劃嘉許獎章。除此之外，持牌人連續三個及五個進修時段均達到持續專業進修計劃的學分要求，亦將分別獲頒持續專業進修計劃優越嘉許獎章銀章（「銀章」）及持續專業進修計劃優越嘉許獎章金章（「金章」）。銀章及金章的得主將獲頒發一個小型獎章予以佩戴，以表揚其學習上的專注、勤奮和努力。

除個人持牌人會獲頒發持續專業進修計劃優越嘉許獎章外，若已申請營業詳情說明書的地產代理商舖有80%或以上的持牌僱員達到該計劃的學分要求，亦可獲頒發地產代理商舖專業進修嘉許獎章。

#### CPD Activities for Promotion of Professional Ethics

To highlight the importance of integrity and ethical practices, CPD courses/activities jointly organised by the EAA, the Independent Commission Against Corruption, the Narcotics Division of the Security Bureau and the Joint Financial Intelligence Unit were regularly held. During the year, eight courses/activities were successfully held to provide up-to-date knowledge on the legislations in relation to anti-money laundering, corruption prevention, proper governance and effective management control.

#### CPD incentives and premium recognitions

Under the CPD Scheme, practitioners who earned 12 or more CPD points in a 12-month CPD period are considered having achieved the CPD yearly attainment target and will be awarded the CPD Attainment Symbol. Moreover, licensees who have achieved their CPD attainment targets for three and five consecutive CPD periods will also be awarded the Premium CPD Attainment Symbol — Silver (“Silver Symbol”) and Premium CPD Attainment Symbol — Gold (“Gold Symbol”) respectively. Awardees of Silver Symbol and Gold Symbol will be presented with a small wearable badge as recognition of their commitment, diligence and learning efforts.

In addition to the Premium CPD Attainment Symbols which are presented to individual licensees, holders of statement of particulars of business (“SPOB”) with over 80% of their licensed employees having achieved the yearly CPD attainment target will be presented with the CPD Mark for Estate Agencies.



監管局將提供更多類型的優質持續專業進修課程，協助從業員創造更多商機及更有效地履行他們的工作。

The EAA will provide more high quality CPD courses with more options to help practitioners create business opportunities and carry out their work more effectively.

成就 Achievement	獎勵 Award	2017/18 年度 得獎者數目 No. of awardees in 2017/18
在一個進修時段達到持續專業進修計劃的學分要求的持牌人* Licensees achieving CPD attainment target for one CPD period*	持續專業進修計劃嘉許獎章 CPD Attainment Symbol	1,747
在連續三個進修時段達到持續專業進修計劃的學分要求的持牌人(自2013年10月1日開始的進修時段起生效) Licensees achieving CPD attainment target for three consecutive CPD periods (with effect from the CPD period commencing 1 October 2013)	銀章 Silver Symbol	109
在連續五個進修時段達到持續專業進修計劃的學分要求的持牌人(自2013年10月1日開始的進修時段起生效) Licensees achieving CPD attainment target for five consecutive CPD periods (with effect from the CPD period commencing 1 October 2013)	金章 Gold Symbol	不適用# N.A.#
有80%或以上持牌僱員達到持續專業進修計劃的學分要求的營業詳情說明書持有人 Holders of SPOB with over 80% of licensed employees having achieved the CPD attainment target	地產代理商舖專業進修嘉許獎章 CPD Mark for Estate Agencies	50

\* 每個持續專業進修時段為期12個月，由每年10月1日起至翌年9月30日止。

\* Each CPD period shall be a 12-month period commencing 1 October each year and ending on 30 September the following year.

# 首批在2014、2015、2016、2017及2018年9月30日結束的進修時段中均達到持續專業進修計劃學分要求的持牌人，將獲頒發金章。

# Gold Symbol would be awarded to the first batch of licensees who achieved the CPD attainment target for the CPD periods ending on 30 September 2014, 2015, 2016, 2017 and 2018.

### 網上學習活動

除了面授的持續專業進修活動外，持牌人亦可選擇隨時隨地參與網上持續專業進修活動，以便更靈活地學習。年內，監管局在其網上學習平台上新增了五個網上學習活動。由於網上學習活動漸漸得到地產代理從業員接受和採用，監管局將會開發及推出更多專題科目的網上學習活動，以配合持牌人的興趣和學習需要。

### E-Learning programmes

In addition to face-to-face CPD activities, licensees are provided with a flexible learning option to undertake online CPD activities at anytime and anywhere. During the year, the EAA added five new e-learning programmes to its e-learning platform. As e-learning programmes have been gradually gaining acceptance and adoption amongst the estate agency trade practitioners, more e-learning programmes on topical subjects will be developed and launched to suit the interests and learning needs of the licensees.

## 知識灌輸前瞻

### Forward Looking in Knowledge Instillation

過往三年監管局的網上學習活動

#### EAA's e-learning Programmes in the Past Three Years

	2015/16	2016/17	2017/18
監管局網上學習活動數目 Number of EAA's e-learning programmes	9	13	18
監管局網上學習活動的參加人數 Number of participants of EAA's e-learning programmes	361	455	441
監管局網上學習活動的參與人次 Number of enrolments of EAA's e-learning programmes	1,372	1,901	1,943

#### 持續專業進修計劃的未來發展

為了提供更多學習選擇及讓持牌人能獲得更多類型的優質持續專業進修課程，監管局分別與香港大學專業進修學院及香港理工大學企業發展院訂立策略合作關係，向地產代理從業員提供既吸引又符合其負擔能力的優質持續專業進修課程。在這個策略合作關係下，監管局及策略夥伴旨在提供各種優質的持續專業進修課程，協助從業員創造更多商機及更有效地履行他們的工作。

#### 公眾教育及與持份者的聯繫

##### 消費者教育

監管局相信若消費者更了解他們在物業交易中的權益，便能盡量減少糾紛和誤解。因此，監管局在促進消費者教育上不遺餘力。在2017/18年度，監管局繼續透過不同的溝通渠道及平台，向公眾發放各種物業交易知識。

#### Future of the CPD Scheme

In order to provide more learning options and widen licensees' access to quality CPD courses, the EAA has entered into strategic partnerships with HKU School of Professional and Continuing Education and Institute for Entrepreneurship — The Hong Kong Polytechnic University respectively for the provision of high quality CPD courses which are both appealing and affordable to the estate agency trade practitioners. Under the strategic partnerships, the EAA and the strategic partners are aiming to provide high quality CPD courses which would help practitioners create business opportunities and carry out their work more effectively.

#### Public Education and Stakeholder Liaisons

##### Consumer educational campaigns

The EAA believes that disputes and misunderstandings could be minimised if consumers are more aware of their rights and interests in property transactions. Hence, the EAA strives to spare no effort on consumer education. In 2017/18, the EAA continued to share different knowledge on property transactions with the public through multiple communication channels and platforms.

在2017年9月及2018年3月，監管局舉辦了兩個大型公開教育講座。在其中一個名為「投資非住宅·交易問與答」的講座中，監管局向觀眾分享非住宅物業交易的有用貼士；而在另一個名為「海外置業多面睇」的講座中，局方就向消費者分享有關委託持牌地產代理購買香港境外物業的有用資訊。兩場講座均反應熱烈。

In September 2017 and March 2018, the EAA organised two large-scale public education seminars. One of the seminars was titled “Be Smart in Non-residential Property Transactions” so as to share useful tips on the transaction of non-residential properties with the audience; while the second seminar titled “Points to Note on Purchasing Properties Situated Outside Hong Kong”. It was aimed at disseminating useful information for consumers when appointing licensed estate agents to purchase properties situated outside Hong Kong. Both seminars received an overwhelming response from the public.



2017年9月，監管局在一個名為「投資非住宅·交易問與答」的大型公開教育講座中，向觀眾分享非住宅物業交易的有用資訊。

In September 2017, the EAA organised a large-scale public education seminar titled “Be Smart in Non-residential Property Transactions” so as to share useful information on the transaction of non-residential properties with the audience.

為提升公眾尤其年輕一代對地產代理業的了解，監管局舉辦了一個微電影比賽，作為監管局20周年的重頭活動之一。藉着這個以全日制專上院校學生為主要對象的比賽，局方希望加深年青人對地產代理業的了解，並推廣業界的專業形象。參賽者需要從以下三個主題中挑選其中一個提交拍攝計劃書，當中包括「置業安居 全賴有你」、「尋找對的中間人」及「誠信·安居·地產代理」。比賽結果於2017年11月2日監管局的20周年慶祝酒會上公布。

In order to enhance the understanding of “the estate agency trade by the public, in particular the young generation, the EAA organised a Micro Movie Competition as one of the highlighted events of the 20<sup>th</sup> anniversary of the EAA. The competition, mainly targeting full time post-secondary students, aimed at building up young people’s understanding of the industry and promoting the professional image of the trade. Participants were required to submit their shooting proposals based on a choice of three themes, namely “Acquiring a Dream Home with Your Devotion”, “Finding the Right Middleman” and “Integrity, Home, Estate Agents”. The results were announced in the cocktail reception of the EAA’s 20<sup>th</sup> anniversary on 2 November 2017.

## 知識灌輸前瞻

### Forward Looking in Knowledge Instillation

另外，監管局亦於2017年5月出版了一份名為《非本地學生在香港租屋指南》的新小冊子。小冊子說明了委託持牌地產代理、簽訂地產代理協議，以及選擇物業時需要注意的重要事項。小冊子設有三種語言版本，包括繁體中文、簡體中文和英文版，方便非本地學生閱讀。小冊子可於香港各所大學及監管局辦事處索取。

#### 傳媒關係

為了讓公眾和持份者更加知悉監管局的工作，以及維持局方的正面形象，監管局繼續與傳媒加強聯繫，發布有關局方的舉措及工作。年內，監管局共發出了11篇新聞稿，舉辦了三次新聞發布會，均獲傳媒廣泛報導。監管局主席及行政總裁亦接受了主要印刷及電子傳媒合共八次專訪。同時，監管局透過舉辦與前線記者會面的午餐會及農曆新年聚會，與傳媒保持密切聯繫。

為透過大眾媒體進一步推廣與消費者相關的資訊，監管局定期在媒體專欄撰寫有關物業交易及地產代理服務的文章。在2017/18年度，監管局在四份報章或網站專欄合共發表了47篇文章，分別發表於《英文虎報》、《星島日報》地產網站及雜誌、《信報財經新聞》網站及《中金在綫》網站。

Furthermore, the EAA published a new consumer booklet titled "Tenancy Guide for Non-local Students in Hong Kong" in May 2017. The booklet illustrated the important points about appointing a licensed estate agent, entering into an estate agency agreement and selecting a property. The booklet has three language versions available, including traditional Chinese, simplified Chinese and English versions, for non-local students to read easily. Copies of the booklet have been distributed to the universities in Hong Kong and are also available for collection at the EAA office.

#### Media relations

To improve public and stakeholders' awareness of the work of the EAA and to maintain a positive image, the EAA continues to strengthen the connection with the media to publicise its initiatives and efforts. During the year, the EAA issued 11 press releases and held three press conferences which gained wide media coverage. A total of eight feature interviews were arranged with the EAA Chairman and Chief Executive Officer in major print and electronic media. At the same time, by organising media luncheons and the Chinese New Year gathering with frontline journalists, the EAA maintained a cordial relationship with the media.

To further promote consumer-related information through mass media channels, the EAA regularly contributes articles on current topics relating to property transactions and expected services of estate agents to the media. In 2017/18, the EAA contributed a total of 47 articles to four print or online columns, namely, *The Standard*, the property magazine and website of *Sing Tao Daily*, *Hong Kong Economic Journal* website, and the website of *cnfol.com*.

## 業界溝通

地產代理業界是監管局追求地產代理高水平執業手法的緊密夥伴。為了獲得業界代表對監管局工作的理解及支持，局方與他們維持良好關係至為重要。監管局於2017/18年度與主要業界商會代表舉行了四次聯絡會議，從而與業界保持定期對話及雙向溝通。監管局在會上聽取了業界代表就局方新舉措所發表的意見。另外，會議除了討論到雙方關心的議題外，監管局亦向業界闡述了草擬中的執業通告要點，並釐清及考慮了業界就實施情況所提出的關注。年內，政府就《打擊洗錢及恐怖分子資金籌集（金融機構）條例》提出的修訂作出諮詢，有關修定包括要求包括地產代理業在內等參與特定交易的指定非金融行業及專業進行客戶盡職審查及備存記錄。為此，監管局與政府及業界保持緊密溝通，讓業界更了解政府的建議，並收集他們的意見。除聯絡會議外，監管局亦與不同地區的持牌人舉行聚焦小組會議，與前線從業員保持直接對話。在會議中，監管局邀請持牌人分享其遇到的執業問題，這有助監管局為業界制定有效的政策、指引和措施。本年度局方分別於啟德及大埔舉行了兩個聚焦小組會議，並得到正面回應。

## Trade communications

The estate agency trade is a close partner with the EAA in pursuing a higher standard of trade practices. Maintaining a good rapport with trade representatives is essential to gaining their understanding and support for the work of the EAA. The EAA hosted four liaison meetings with the representatives of major trade associations in 2017/18 as a regular dialogue and two-way exchange with the trade. Trade representatives' views regarding the EAA's new initiatives were collected at these meetings. Moreover, issues of mutual concern were discussed and the trade was briefed on the salient points of the draft practice circulars. Their concerns on the implementation were clarified and noted for further consideration. During the year, the Government launched a consultation exercise on a proposal to amend the Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance to require designated non-financial businesses and professions, including the estate agency sector, engaged in specified transactions to conduct customer due diligence and keep record. On this, the EAA kept close communication with both the Government and the trade to facilitate the trade's better understanding of the Government's proposal and collect their views. Apart from liaison meetings, focus group meetings with licensees in various districts were organised to maintain direct dialogue with frontline practitioners. At these meetings, the EAA invited licensees to share practice issues they encountered, which helped the EAA formulate practical policies, guidelines and measures for the trade. In the reporting year, two focus group meetings were held in Kai Tak and Tai Po respectively, all with positive feedback.



監管局於2017/18年度與主要業界商會代表舉行了四次聯絡會議，從而與業界保持定期對話及雙向溝通。

The EAA hosted four liaison meetings with the representatives of major trade associations in 2017/18 as a regular dialogue and two-way exchange with the trade.

## 知識灌輸前瞻

### Forward Looking in Knowledge Instillation

監管局亦透過電郵或於網站上的特別通告以發出致持牌人函件或提示，警醒業界注意一些有關執業的規定及由政府發出的提示或措施。在2017/18年度，監管局合共發出了18個此等致持牌人函件或通告。此外，監管局亦於年內出版了四期持牌人通訊《專業天地》，讓持牌人知悉局方最新的規管措施及活動。公眾人士亦可於監管局辦事處索取該通訊或於監管局網站瀏覽電子版本。在2017/18年度，監管局也透過出席不同的業界活動，與業界保持緊密聯繫。

#### 與其他持份者的交流及聯繫

除與從業員聯繫外，監管局亦與政府、其他專業團體和公眾等外界持份者保持良好關係。年內，監管局就政府對《打擊洗錢及恐怖分子資金籌集(金融機構)條例》所提出的修訂建議，持續擔當着政府和地產代理業界的溝通橋樑。就着政府加強對指定非金融行業及專業打擊洗黑錢法規的立法建議，監管局亦於2017年2月邀請業界代表出席政府為地產代理業而設的簡報會。監管局亦舉行了不同的會議，以收集業界對於實施所需措施的意見。地產代理有必要了解相關的政府法規及市場的最新發展。監管局定期與不同的政府部門及公共機構聯繫，包括屋宇署、土地註冊處、消費者委員會、平等機會委員會、競爭事務委員會及個人資料私隱專員公署等，讓持牌人從這些部門或機構處得知與地產代理業相關的最新資訊。

The EAA also issues letters or reminders to licensees in the form of email or special notices published on the EAA's website to alert them to certain requirements relating to the estate agency practice, and reminders or new measures from the Government. In 2017/18, a total of 18 such letters or notices were issued. In addition, four issues of the EAA's newsletter for licensees, *Horizons*, were published in the year to keep licensees abreast of the EAA's regulatory measures and our latest activities. Members of the public could also collect a copy of the newsletter at the EAA office or read the e-version at the EAA's website. The EAA also maintained a cordial relationship with the trade by attending different trade events in 2017/18.

#### Exchanges and liaisons with other stakeholders

Apart from liaisons with practitioners, the EAA also keeps a good relationship with external stakeholders, including the Government, other professional bodies and the public. In the year, regarding the Government's proposed amendments to the Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance, the EAA consistently acted as a bridge between the Government and the estate agency trade. The EAA also invited trade representatives to attend a Government briefing session for the estate agency sector on the legislative proposals to enhance the Anti-Money Laundering Regulation of designated non-financial businesses and professions in February 2017. Different meetings were also held to gather the opinions from the trade on the implementation of the required measures. It is essential for estate agents to keep informed of relevant government regulations and new developments in the market. The EAA interacts consistently with different government departments and public bodies such as Buildings Department, Land Registry, Consumer Council, Equal Opportunities Commission, Competition Commission and Privacy Commissioner for Personal Data, etc. Licensees are being informed of updated information relating to the estate agency sector from these departments and bodies.

另外，監管局亦與本地及香港境外的不同專業、法定及業界組織交流會面。年內，監管局分別於2017年7月及2018年2月接待了法律教育基金及中國房地產估價師與房地產經紀人學會的代表團。到訪的嘉賓對監管局的角色和職能，以及香港地產代理業的規管架構都非常感興趣。

In addition, the EAA had exchange meetings with different professional, statutory and trade bodies both local and outside Hong Kong. During the year, the EAA received two delegations from the Legal Education Fund and the China Institute of Real Estate Appraisers and Agents respectively in July 2017 and February 2018. Participating guests showed great interest in learning the role, functions of the EAA and the regulatory framework of the estate agency trade in Hong Kong.



2018年2月，監管局接待了法律教育基金及中國房地產估價師與房地產經紀人學會的代表團。

The EAA received a delegation from the China Institute of Real Estate Appraisers and Agents respectively in February 2018.

監管局的管理層亦於2017年11月會見了房地產牌照司法人員協會基金會的其中一位董事，與其分享對香港規管制度的意見。另外，監管局亦於2018年1月與物業管理業監管局舉行會議，分享監管局在地產代理業發牌制度上的經驗。

The EAA management also met with one of the directors of Association of Real Estate License Law Officials Foundation ("ARELLO") in November 2017 to share opinions on the regulatory regime of Hong Kong with ARELLO. Separately, a meeting with the Property Management Services Authority was held in January 2018 to share the EAA's experience on the licensing regime of the estate agency trade.



# 獨立核數師報告

## Independent Auditor's Report

致地產代理監管局全體成員

(根據《地產代理條例》於香港成立)

### 意見

本核數師(以下簡稱「我們」)已審計列載於第112至138頁地產代理監管局(以下簡稱「監管局」)的財務報表,此財務報表包括於2018年3月31日的財務狀況表與截至該日止年度之收支結算表、儲備變動表及現金流量表,以及財務報表附註(包括主要會計政策概要)。

我們認為,上述財務報表已根據香港會計師公會頒佈的《香港財務報告準則》真實而公平地反映監管局於2018年3月31日的財務狀況,及監管局截至該日止年度的財政表現及現金流量,並已遵守《地產代理條例》妥為編製。

### 意見的基礎

我們已根據香港會計師公會頒佈的《香港審計準則》進行審計。我們在該等準則下承擔的責任已於本報告的「核數師就審計財務報表須承擔的責任」部分中進一步闡述。根據香港會計師公會頒佈的《專業會計師道德守則》(以下簡稱「守則」),我們獨立於監管局,並已根據守則履行其他道德責任。我們相信,我們所獲得的審計憑證能充足和適當地為我們之意見提供基礎。

TO THE MEMBERS OF ESTATE AGENTS AUTHORITY

地產代理監管局

(established in Hong Kong pursuant to the Estate Agents Ordinance)

### Opinion

We have audited the financial statements of Estate Agents Authority set out on pages 112 to 138, which comprise the statement of financial position as at 31 March 2018, and the statement of income and expenditure, statement of movements in reserves and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of Estate Agents Authority as at 31 March 2018, and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Estate Agents Ordinance.

### Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of Estate Agents Authority in accordance with the HKICPA's Code of Ethics for Professional Accountants (the "Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## 其他信息

監管局須對其他信息負責。其他信息包括年報內所載的信息，但不包括財務報表及當中的核數師報告。

我們對財務報表的意見並不涵蓋其他信息，我們亦不對此等其他信息發表任何形式的鑒證結論。

就我們對財務報表的審計，我們的責任是細閱其他信息，並在此過程中考慮其他信息與財務報表或與我們在審計過程中所知悉的情況是否存在重大不相符或似乎存在其他重大錯誤陳述。基於我們已執行的工作，如果我們認為該等其他信息存在重大錯誤陳述，我們須報告該事實。在這方面，我們沒有任何報告。

## 監管局須就財務報表承擔的責任

監管局須負責根據香港會計師公會頒佈的《香港財務報告準則》及《地產代理條例》，編製真實而公平的財務報表，及落實其認為編製財務報表所必要之內部監控，以使財務報表不存在由於欺詐或錯誤而導致之重大錯誤陳述。

在編製財務報表時，監管局須負責評估其持續經營的能力，並披露與持續經營有關的事項(如適用)。除非監管局擬將監管局清盤或停止營運，或除此之外並無其他實際可行的辦法，否則須採用持續經營會計基礎。

監管局須負責監督其財務報告流程。

## Other Information

Estate Agents Authority is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Estate Agents Authority's Responsibility for the Financial Statements

Estate Agents Authority is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and the Estate Agents Ordinance, and for such internal control as Estate Agents Authority determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, Estate Agents Authority is responsible for assessing its ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless Estate Agents Authority either intends to liquidate Estate Agents Authority or to cease operations, or has no realistic alternative but to do so.

Estate Agents Authority is responsible for overseeing its financial reporting process.

# 獨立核數師報告

## Independent Auditor's Report

### 核數師就審計財務報表須承擔的責任

我們的目標是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並出具包括我們意見的核數師報告。我們根據《地產代理條例》第12條僅向作為一家機構的監管局出具核數師報告，除此之外核數師報告別無其他目的。我們不會就本報告的內容向任何其他人士負上任何責任或承擔任何法律責任。合理保證是高水準的保證，但按照《香港審計準則》進行的審計並不保證總能發現所存在的重大錯誤陳述。錯誤陳述可由欺詐或錯誤引起，如果按合理預期該等錯誤陳述或會個別或總體影響財務報表使用者倚賴此等財務報表所作的經濟決策，則被視作重大錯誤陳述。

在根據《香港審計準則》進行審計的過程中，我們運用專業判斷並保持專業懷疑態度。我們亦：

- 識別及評估因欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險，設計及執行審計程序以應對此等風險，以及獲取充足及適當的審計憑證，作為我們意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、失實陳述，或凌駕於內部監控之上，因此，未能發現因欺詐導致出現重大錯誤陳述的風險，高於未能發現因錯誤導致出現重大錯誤陳述的風險。
- 了解與審計相關的內部監控，以設計適當的審計程序，但目的並非對監管局內部監控的有效性發表意見。

### Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion solely to you, as a body, in accordance with section 12 of the Estate Agents Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Estate Agents Authority's internal control.

- 評估監管局所採用的會計政策的適當性以及作出會計估計及相關披露的合理性。
  - 對監管局採用持續經營會計基礎的適當性作出結論，並根據所獲取的審計憑證，確認是否存在與可能導致對監管局持續經營能力產生重大疑慮的事項或情況相關之重大不確定性。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中的相關披露，或如有關披露不充分，則修改我們的意見。我們的結論乃基於截至核數師報告之日止所取得的審計憑證。然而，未來事項或情況或可能導致監管局不再持續經營業務。
  - 評估財務報表的整體列報方式、結構及內容（包括披露），以及財務報表是否公平反映相關交易及事項。
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Estate Agents Authority.
  - Conclude on the appropriateness of Estate Agents Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Estate Agent Authority's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause Estate Agents Authority to cease to continue as a going concern.
  - Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

除其他事項外，我們與監管局就審計的計劃範圍和時間安排及重大審計發現（包括我們在審計期間識別的內部監控之任何重大缺陷）進行溝通。

We communicate with Estate Agents Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

德勤•關黃陳方會計師行  
執業會計師  
香港  
2018年7月24日

**Deloitte Touche Tohmatsu**  
Certified Public Accountants  
Hong Kong  
24 July 2018

# 財務報表

## Financial Statements

### 收支結算表

截至2018年3月31日止年度

### Statement of Income and Expenditure

For the year ended 31 March 2018

		附註 NOTES	2018 港元 HK\$	2017 港元 HK\$
收入	Income			
牌照費	Licence fees	5	<b>77,302,651</b>	75,528,912
考試費	Examination fees	6	<b>8,231,550</b>	6,191,900
利息收入	Interest income		<b>2,160,616</b>	1,821,442
			<b>87,694,817</b>	83,542,254
支出	Expenditure			
核數師酬金	Auditor's remuneration		<b>69,000</b>	69,000
公眾教育開支	Community education expenses		<b>1,965,972</b>	2,066,662
投訴、調查及紀律研訊的支出	Complaints, investigation and disciplinary proceedings expenses		<b>148,250</b>	141,309
折舊	Depreciation	8	<b>2,295,621</b>	2,502,241
器材維修保養及通訊費用	Equipment maintenance and communication expenses		<b>1,602,470</b>	1,475,579
地產代理證支出	Estate agent card expenses		<b>90,630</b>	97,389
保險費	Insurance		<b>1,182,436</b>	1,104,952
汽車營運支出	Motor vehicle operating expenses		<b>189,922</b>	195,064
辦公室及相關開支	Office accommodation and related expenses		<b>2,532,625</b>	2,616,520
經營租賃租金 — 土地及樓宇	Operating lease rentals in respect of land and buildings		<b>9,095,937</b>	9,097,586
郵費	Postage		<b>370,140</b>	295,327
印刷及文具	Printing and stationery		<b>469,220</b>	408,368
專業服務費用	Professional service fees		<b>100,000</b>	34,000
公共關係及聯絡費	Public relations and liaison		<b>34,567</b>	37,873
宣傳及廣告	Publicity and advertising		<b>339,778</b>	70,000
員工成本	Staff costs			
— 薪金及津貼	— wages, salaries and allowances		<b>51,302,637</b>	49,827,444
— 強制性公積金供款	— contributions to mandatory provident fund scheme		<b>1,442,438</b>	1,401,910
考試服務費	Service fees for examinations		<b>5,952,265</b>	4,532,218
培訓活動開支	Training activity expenses		<b>816,957</b>	689,023
其他開支	Other expenses		<b>579,860</b>	477,252
			<b>80,580,725</b>	77,139,717
年內盈餘及其他全面收益總額	Surplus and total comprehensive income for the year		<b>7,114,092</b>	6,402,537

## 財務狀況表

於2018年3月31日

## Statement of Financial Position

At 31 March 2018

		附註 NOTES	2018 港元 HK\$	2017 港元 HK\$
非流動資產	Non-current assets			
物業、機器及設備	Property, plant and equipment	8	<b>2,699,244</b>	4,409,909
購置物業、機器及設備之 已付按金	Deposit paid for acquisition of property, plant and equipment	9	<b>12,950,210</b>	–
			<b>15,649,454</b>	4,409,909
流動資產	Current assets			
應收賬款、預付款項及按金	Debtors, prepayments and deposits		<b>3,994,762</b>	3,775,077
定期存款	Time deposits	10	<b>21,786,359</b>	87,225,399
銀行結餘及現金	Bank balances and cash	10	<b>211,393,631</b>	147,932,054
			<b>237,174,752</b>	238,932,530
流動負債	Current liabilities			
應付賬款及應計項目	Creditors and accruals		<b>8,963,443</b>	10,949,365
遞延收入	Deferred income	11	<b>62,921,218</b>	57,878,462
已收牌照申請款項	Licence application fees received	12	<b>4,235,492</b>	4,924,651
			<b>76,120,153</b>	73,752,478
流動資產淨值	Net current assets		<b>161,054,599</b>	165,180,052
總資產減流動負債	Total assets less current liabilities		<b>176,704,053</b>	169,589,961
儲備	Reserves		<b>176,704,053</b>	169,589,961

載於第108至134頁之財務報表於2018年7月24日獲地產代理監管局全體成員批准及授權刊發，並由以下代表簽署：

The financial statements on pages 108 to 134 were approved and authorised for issue by the members of Estate Agents Authority on 24 July 2018 and are signed on their behalf by:

梁永祥  
主席

韓婉萍  
行政總裁

William LEUNG Wing-cheung  
Chairman

Ruby HON  
Chief Executive Officer

儲備變動表

截至2018年3月31日止年度

Statement of Movements in Reserves

For the year ended 31 March 2018

		資本 項目基金 <b>Capital project fund</b> 港元 HK\$	累積儲備 <b>Cumulative fund</b> 港元 HK\$	總計 <b>Total</b> 港元 HK\$
於2016年4月1日	At 1 April 2016	111,885,790	51,301,634	163,187,424
年內盈餘	Surplus for the year	–	6,402,537	6,402,537
轉撥至資本項目基金	Transfer to capital project fund	3,706,369	(3,706,369)	–
於2017年3月31日及 2017年4月1日	At 31 March 2017 and 1 April 2017	115,592,159	53,997,802	169,589,961
年內盈餘	Surplus for the year	–	7,114,092	7,114,092
轉撥至資本項目基金	Transfer to capital project fund	4,705,386	(4,705,386)	–
於2018年3月31日	At 31 March 2018	120,297,545	56,406,508	176,704,053

資本項目基金為用以支付發展經地產代理監管局(以下簡稱「監管局」)核准的資本項目成本。監管局每年會酌情自累積儲備中轉撥款項至資本項目基金，或由資本項目基金轉撥款項至累積儲備。

Capital project fund caters for the cost of capital projects, as approved by Estate Agents Authority (“EAA”). Transfers will be made from the cumulative fund to the capital project fund or from the capital project fund to the cumulative fund at the discretion of EAA.

於2018年3月31日，資本項目基金結餘乃預留作日後購置永久辦公室的款項120,297,545港元(2017年：115,592,159港元)。

Capital project fund balance at 31 March 2018 of HK\$120,297,545 (2017: HK\$115,592,159) represented funds for the acquisition of permanent office accommodation in future.

## 現金流量表

截至2018年3月31日止年度

## Statement of Cash Flows

For the year ended 31 March 2018

		<b>2018</b>	2017
		港元	港元
		HK\$	HK\$
<b>營運活動</b>	<b>OPERATING ACTIVITIES</b>		
年內盈餘	Surplus for the year	<b>7,114,092</b>	6,402,537
就下列各項作出調整：	Adjustments for:		
利息收入	Interest income	<b>(2,160,616)</b>	(1,821,442)
折舊	Depreciation	<b>2,295,621</b>	2,502,241
營運資金變動前之營運現金流量	Operating cash flows before movements in working capital	<b>7,249,097</b>	7,083,336
應收賬款、預付款項及按金增加	Increase in debtors, prepayments and deposits	<b>(281,303)</b>	(268,086)
應付賬款及應計項目減少	Decrease in creditors and accruals	<b>(1,985,922)</b>	(1,727,385)
遞延收入增加	Increase in deferred income	<b>5,042,756</b>	2,621,966
已收牌照申請款項(減少)增加	(Decrease) increase in licence applications received	<b>(689,159)</b>	137,544
營運活動所得現金淨額	NET CASH FROM OPERATING ACTIVITIES	<b>9,335,469</b>	7,847,375
<b>投資活動</b>	<b>INVESTING ACTIVITIES</b>		
提取定期存款	Withdrawal of time deposits	<b>65,439,040</b>	–
存置定期存款	Placement of time deposits	–	(3,620,331)
購置物業、機器及設備	Purchase of property, plant and equipment	<b>(584,956)</b>	(143,800)
已收利息	Interest received	<b>2,222,234</b>	1,621,593
購置物業、機器及設備之已付按金	Deposit paid for acquisition of property, plant and equipment	<b>(12,950,210)</b>	–
投資活動所得(所用)現金淨額	NET CASH FROM (USED IN) INVESTING ACTIVITIES	<b>54,126,108</b>	(2,142,538)
現金及現金等值物增加淨額	NET INCREASE IN CASH AND CASH EQUIVALENTS	<b>63,461,577</b>	5,704,837
年初的現金及現金等值物	CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR	<b>147,932,054</b>	142,227,217
年終的現金及現金等值物	CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	<b>211,393,631</b>	147,932,054
現金及現金等值物結餘分析	ANALYSIS OF BALANCES OF CASH AND CASH EQUIVALENTS:		
銀行結餘及現金	Bank balances and cash	<b>211,393,631</b>	147,932,054



### 財務報表附註

截至2018年3月31日止年度

#### 1. 一般資料

地產代理監管局(「監管局」)根據於1997年5月29日頒佈的《地產代理條例》成立。其主要職能為促進地產代理的專業操守，提高從業員的專業水平，及簽發地產代理牌照。監管局的註冊辦事處及主要營業地點為香港灣仔皇后大道東合和中心48樓。

本財務報表以港元呈列，而港元同樣為監管局的功能貨幣。

#### 2. 應用新訂及經修訂之香港財務報告準則(「香港財務報告準則」)

於本年度，監管局首次採用以下由香港會計師公會頒佈之經修訂香港財務報告準則：

香港會計準則第7號修訂本  
Amendments to HKAS 7

香港會計準則第12號修訂本  
Amendments to HKAS 12

香港財務報告準則第12號修訂本  
Amendments to HKFRS 12

於本年度應用此等香港財務報告準則之修訂對監管局於本年度及過往年度之財務表現及狀況及／或對該等財務報表所載之披露資料，並無造成重大影響。

### Notes to the Financial Statements

For the year ended 31 March 2018

#### 1. General

EAA was established with the principal functions of promoting integrity and competence of estate agents and issuing estate agents' licences under the Estate Agents Ordinance dated 29 May 1997 (date of enactment). The address of the registered office and principal place of business of EAA is 48th Floor, Hopewell Centre, Queen's Road East, Hong Kong.

The financial statements are presented in Hong Kong dollar, which is the same as the functional currency of EAA.

#### 2. Application of New and Amendments to Hong Kong Financial Reporting Standards ("HKFRSs")

EAA has applied, the following amendments to HKFRSs issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") for the first time in the current year:

披露計劃  
Disclosure Initiative

就未實現虧損確認遞延稅項資產  
Recognition of Deferred Tax Assets for Unrealised Losses

作為香港財務報告準則二零一二至二零一四年週期之年度改進之部分  
As part of the Annual Improvements to HKFRSs 2012–2014 Cycle

The application of the above amendments to HKFRSs in the current year has had no material effect on the EAA's financial performance and positions for the current and prior years and/or on the disclosures set out in the financial statements.

**2. 應用新訂及經修訂之香港財務報告準則(「香港財務報告準則」)**  
(續)

**已頒佈但尚未生效之香港財務報告準則新訂及修訂本**

監管局並未提前採用以下已頒佈但尚未生效之香港財務報告準則新訂及修訂本：

香港財務報告準則第9號  
HKFRS 9

香港財務報告準則第15號  
HKFRS 15

香港財務報告準則第16號  
HKFRS 16

香港財務報告準則第17號  
HKFRS 17

香港(國際財務報告詮釋委員會)－詮釋第22號  
HK(IFRIC) – Int 22

香港(國際財務報告詮釋委員會)－詮釋第23號  
HK(IFRIC) – Int 23

香港財務報告準則第2號修訂本  
Amendments to HKFRS 2

香港財務報告準則第4號修訂本  
Amendments to HKFRS 4

**2. Application of New and Amendments to Hong Kong Financial Reporting Standards (“HKFRSs”) (Continued)**

**New and revised HKFRSs in issue but not yet effective**

EAA has not early applied the following new and amendments to HKFRSs that have been issued but are not yet effective:

金融工具<sup>1</sup>  
Financial Instruments<sup>1</sup>

客戶合約收益及相關修訂<sup>1</sup>  
Revenue from Contracts with Customers and the related Amendments<sup>1</sup>

租賃<sup>2</sup>  
Leases<sup>2</sup>

保險合約<sup>4</sup>  
Insurance Contracts<sup>4</sup>

外幣交易及預付代價<sup>1</sup>  
Foreign Currency Transactions and Advance Consideration<sup>1</sup>

所得稅不確定性的處理<sup>2</sup>  
Uncertainty over Income Tax Treatments<sup>2</sup>

以股份為基礎付款交易的分類及計量<sup>1</sup>  
Classification and Measurement of Share-based Payment Transactions<sup>1</sup>

與香港財務報告準則第4號保險合約一併應用的香港財務報告準則第9號金融工具<sup>1</sup>  
Applying HKFRS 9 Financial Instruments with HKFRS 4 Insurance Contracts<sup>1</sup>

**2. 應用新訂及經修訂之香港財務報告準則(「香港財務報告準則」)**  
(續)

**已頒佈但尚未生效之香港財務報告準則新訂及修訂本(續)**

香港財務報告準則第9號修訂本  
Amendments to HKFRS 9

香港財務報告準則第10號修訂本及  
香港會計準則第28號修訂本  
Amendments to HKFRS 10 and HKAS 28

香港會計準則第19號修訂本  
Amendments to HKAS 19

香港會計準則第28號修訂本  
Amendments to HKAS 28

香港會計準則第28號修訂本  
Amendments to HKAS 28

香港會計準則第40號修訂本  
Amendments to HKAS 40

香港財務報告準則修訂  
Amendments to HKFRSs

- 1 於二零一八年一月一日或之後開始的年度期間生效
- 2 於二零一九年一月一日或之後開始的年度期間生效
- 3 於待定期限或之後開始的年度期間生效
- 4 於二零二一年一月一日或之後開始的年度期間生效

除以下詳述以外，監管局管理層認為新訂及經修訂之香港財務報告準則的應用將不會對財務報表產生重大影響。

**2. Application of New and Amendments to Hong Kong Financial Reporting Standards (“HKFRSs”)** (Continued)

**New and revised HKFRSs in issue but not yet effective** (Continued)

負補償的預付款項特性<sup>2</sup>  
Prepayment Features with Negative Compensation<sup>2</sup>

投資者與其聯營或合營公司之間的資產出售或投入<sup>3</sup>  
Sale or Contribution of Assets between an Investor and its Associate or Joint Venture<sup>3</sup>

計劃修訂、縮減或支付<sup>2</sup>  
Plan Amendment, Curtailment or Settlement<sup>2</sup>

於聯營公司及合營公司的長期權益<sup>2</sup>  
Long-term Interests in Associates and Joint Ventures<sup>2</sup>

作為《香港財務報告準則》2014年至2016年週期之部分年度改進<sup>1</sup>  
As part of the Annual Improvements to HKFRSs 2014–2016 Cycle<sup>1</sup>

投資物業轉讓<sup>1</sup>  
Transfers of Investment Property<sup>1</sup>

香港財務報告準則二零一五年至二零一七年週期之本年度改進<sup>2</sup>  
Annual Improvements to HKFRSs 2015–2017 Cycle<sup>2</sup>

- 1 Effective for annual periods beginning on or after 1 January 2018
- 2 Effective for annual periods beginning on or after 1 January 2019
- 3 Effective for annual periods beginning on or after a date to be determined
- 4 Effective for annual periods beginning on or after 1 January 2021

Except as described below, management of EAA does not anticipate that the application of the new and revised HKFRSs will have material impact on the financial statements.

## 2. 應用新訂及經修訂之香港財務報告準則(「香港財務報告準則」) (續)

### 已頒佈但尚未生效之香港財務報告準則新訂及修訂本(續)

#### 香港財務報告準則第9號金融工具

香港財務報告準則第9號新引進有關金融資產、金融負債之分類和計量、一般對沖會計法之新規定及金融資產之減值規定。

與監管局有關的香港財務報告準則第9號主要規定如下：

- 所有屬香港財務報告準則第9號範圍內之已確認金融資產其後均須按攤銷成本或公允價值計量。具體而言，於目的為收取合約現金流量之業務模式中持有之債務工具，以及僅為支付本金及未償還本金利息而產生合約現金流量之債務投資，一般於其後的會計期末按攤銷成本計量。於目的為同時收回合約現金流量及出售金融資產之業務模式中持有之債務工具，以及合約條款令於特定日期產生之現金流量僅為支付本金及未償還本金利息之債務工具，一般以公允價值計量並計入其他全面收益(「以公允價值計量並計入其他全面收益」)。所有其他債務工具及股本投資均於其後會計期間結束時按公允價值計量。此外，根據香港財務報告準則第9號，實體可作出不可撤回選擇，於其他全面收益呈列並非持作買賣的股本投資公允價值的其後變動，僅股息收入一般於損益確認。

## 2. Application of New and Amendments to Hong Kong Financial Reporting Standards (“HKFRSs”) (Continued)

### New and revised HKFRSs in issue but not yet effective (Continued)

#### HKFRS 9 Financial Instruments

HKFRS 9 introduces new requirements for the classification and measurement of financial assets, financial liabilities, general hedge accounting and impairment requirements for financial assets.

Key requirements of HKFRS 9 which are relevant to EAA are:

- all recognised financial assets that are within the scope of HKFRS 9 are required to be subsequently measured at amortised cost or fair value. Specifically, debt instruments that are held within a business model whose objective is to collect the contractual cash flows, and that have contractual cash flows that are solely payments of principal and interest on the principal outstanding are generally measured at amortised cost at the end of subsequent accounting periods. Debt instruments that are held within a business model whose objective is achieved both by collecting contractual cash flows and selling financial assets, and that have contractual terms that give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding, are generally measured at fair value through other comprehensive income (“FVTOCI”). All other debt instruments and equity investments are measured at their fair value at subsequent accounting periods. In addition, under HKFRS 9, entities may make an irrevocable election to present subsequent changes in the fair value of an equity investment (that is not held for trading) in other comprehensive income, with only dividend income generally recognised in profit or loss.

**2. 應用新訂及經修訂之香港財務報告準則(「香港財務報告準則」)**  
(續)

**已頒佈但尚未生效之香港財務報告準則新訂及修訂本** (續)

**香港財務報告準則第9號金融工具** (續)

- 就金融資產減值而言，與香港會計準則第39號「金融工具：確認及計量」下按已產生信貸虧損模式計算相反，香港財務報告準則第9號規定採用預期信貸虧損模式。預期信貸虧損模式需要實體於各報告日期將預期信貸虧損及該等預期信貸虧損的變動入賬，以反映信貸風險自初始確認以來的變動。換言之，毋須再待發生信貸事件即可確認信貸虧損。

根據監管局於2018年3月31日的金融工具及風險管理政策，監管局管理層預期初始採用香港財務報告準則第9號將會產生以下潛在影響：

**分類及計量**

所有金融資產及金融負債將繼續按香港會計準則第39號下當前計量的相同基準計量。

**減值**

一般而言，監管局管理層預期，採用香港財務報告準則第9號的預期信貸虧損模式將導致提前計提信貸虧損撥備，而監管局按攤銷成本計量的金融資產及其他項目須於監管局採用香港財務報告準則第9號後計提目前尚未產生的信貸虧損。

基於監管局管理層的評估，其預計香港財務報告準則第9號的實施將不會對監管局的業績及財務狀況產生重大財務影響。

**2. Application of New and Amendments to Hong Kong Financial Reporting Standards (“HKFRSs”)** (Continued)

**New and revised HKFRSs in issue but not yet effective** (Continued)

**HKFRS 9 Financial Instruments** (Continued)

- in relation to the impairment of financial assets, HKFRS 9 requires an expected credit loss model, as opposed to an incurred credit loss model under HKAS 39 Financial Instruments: Recognition and Measurement (“HKAS 39”). The expected credit loss model requires an entity to account for expected credit losses and changes in those expected credit losses at each reporting date to reflect changes in credit risk since initial recognition. In other words, it is no longer necessary for a credit event to have occurred before credit losses are recognised.

Based on EAA’s financial instruments and risk management policies as at 31 March 2018, management of EAA anticipates the following potential impact on initial application of HKFRS 9:

**Classification and measurement**

All financial assets and financial liabilities will continue to be measured on the same bases as are currently measured under HKAS 39.

**Impairment**

In general, management of EAA anticipates that the application of the expected credit loss model of HKFRS 9 will result in earlier provision of credit losses which are not yet incurred in relation to the EAA’s financial assets measured at amortised costs and other items that subject to the impairment provisions upon application of HKFRS 9 by EAA.

Based on the assessment by management of EAA, it is anticipated that the application of the HKFRS 9 will have no material financial impacts on the results and the financial position of EAA.

## 2. 應用新訂及經修訂之香港財務報告準則(「香港財務報告準則」) (續)

### 已頒佈但尚未生效之香港財務報告準則新訂及修訂本(續)

#### 香港財務報告準則第15號客戶合約收益

已頒佈的香港財務報告準則第15號制定，單一全面模式供實體將客戶合約產生的收益入賬。香港財務報告準則第15號生效後，將取代現時沿用的收入確認指引，包括香港會計準則第18號收入、香港會計準則第11號建造合約及相關詮釋。

香港財務報告準則第15號的核心原則為實體於確認描述向客戶轉讓承諾貨品或服務收入時，金額應能反映該實體預期就交換該等貨品或服務有權獲得的代價。具體而言，該準則引入確認收入的五個步驟：

- 第1步：識別與客戶訂立的合約
- 第2步：識別合約中的履約責任
- 第3步：釐定交易價
- 第4步：將交易價分配至合約中的履約責任
- 第5步：於實體完成履約責任時(或就此)確認收入

根據香港財務報告準則第15號，實體於完成履約責任時(即特定履約責任相關貨品或服務的「控制權」轉讓予客戶時)確認收益。香港財務報告準則第15號已加入處理特別情況的更明確指引。此外，香港財務報告準則第15號規定作出更詳盡披露。

## 2. Application of New and Amendments to Hong Kong Financial Reporting Standards (“HKFRSs”) (Continued)

### New and revised HKFRSs in issue but not yet effective (Continued)

#### HKFRS 15 Revenue from Contracts with Customers

HKFRS 15 was issued which establishes a single comprehensive model for entities to use in accounting for revenue arising from contracts with customers. HKFRS 15 will supersede the current revenue recognition guidance including HKAS 18 Revenue, HKAS 11 Construction Contracts and the related interpretations when it becomes effective.

The core principle of HKFRS 15 is that an entity should recognise revenue to depict the transfer of promised goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. Specifically, the standard introduces a 5-step approach to revenue recognition:

- Step 1: Identify the contract(s) with a customer
- Step 2: Identify the performance obligations in the contract
- Step 3: Determine the transaction price
- Step 4: Allocate the transaction price to the performance obligations in the contract
- Step 5: Recognise revenue when (or as) the entity satisfies a performance obligation

Under HKFRS 15, an entity recognises revenue when (or as) a performance obligation is satisfied, i.e. when ‘control’ of the goods or services underlying the particular performance obligation is transferred to the customer. Far more prescriptive guidance has been added in HKFRS 15 to deal with specific scenarios. Furthermore, extensive disclosures are required by HKFRS 15.

## 2. 應用新訂及經修訂之香港財務報告準則(「香港財務報告準則」) (續)

### 已頒佈但尚未生效之香港財務報告準則新訂及修訂本(續)

#### 香港財務報告準則第15號客戶合約收益 (續)

於二零一六年，香港會計師公會發表香港財務報告準則第15號之澄清，內容有關對履約責任的識別、主事人與代理人代價以及牌照申請指引。

監管局的管理層預計香港財務報告準則第15號的實施將不會對監管局的財務報表產生重大影響。

#### 香港財務報告準則第16號租賃

香港財務報告準則第16號為識別出租人及承租人的租賃安排及會計處理引入一個全面模式。當香港財務報告準則第16號生效時，將取代香港會計準則第17號租賃及相關的詮釋。

香港財務報告準則第16號根據所識別資產是否由客戶控制來區分租賃及服務合約。除短期租賃及低值資產租賃外，經營及融資租賃的差異自承租人會計處理中移除，並由承租人須就所有租賃確認使用權資產及相應負債的模式替代。

使用權資產初步按成本計量，隨後按成本(若干例外情況除外)減累計折舊及減值虧損計量，經租賃負債任何重新計量調整。租賃負債初步按當時未支付租賃付款現值計量。隨後，租賃負債經(其中包括)利息及租賃付款，以及租賃修改影響予以調整。就現金流分類而言，貴集團現時呈列先期預付租賃款項作為有關自用租賃土地及該等分類為投資物業的投資現金流，而其他經營租賃付款呈列為經營現金流。在實施香港財務報告準則第16號後，有關租賃負債租賃付款將分配至本金及利息部分，此將呈列為融資現金流。

## 2. Application of New and Amendments to Hong Kong Financial Reporting Standards (“HKFRSs”) (Continued)

### New and revised HKFRSs in issue but not yet effective (Continued)

#### HKFRS 15 Revenue from Contracts with Customers (Continued)

In 2016, the HKICPA issued Clarifications to HKFRS 15 in relation to the identification of performance obligations, principal versus agent considerations, as well as licensing application guidance.

Management of EAA does not expect that the application of HKFRS 15 will have a significant impact, when applied, on the EAA's financial statements.

#### HKFRS 16 Leases

HKFRS 16 introduces a comprehensive model for the identification of lease arrangements and accounting treatments for both lessors and lessees. HKFRS 16 will supersede HKAS 17 Leases and the related interpretations when it becomes effective.

HKFRS 16 distinguishes lease and service contracts on the basis of whether an identified asset is controlled by a customer. Distinctions of operating leases and finance leases are removed for lessee accounting, and is replaced by a model where a right-of-use asset and a corresponding liability have to be recognised for all leases by lessees, except for short-term leases and leases of low value assets.

The right-of-use asset is initially measured at cost and subsequently measured at cost (subject to certain exceptions) less accumulated depreciation and impairment losses, adjusted for any remeasurement of the lease liability. The lease liability is initially measured at the present value of the lease payments that are not paid at that date. Subsequently, the lease liability is adjusted for interest and lease payments, as well as the impact of lease modifications, amongst others. For the classification of cash flows, the Group currently presents upfront prepaid lease payments as investing cash flows in relation to leasehold lands for owned use and those classified as investment properties while other operating lease payments are presented as operating cash flows. Upon application of HKFRS 16, lease payments in relation to lease liability will be allocated into a principal and an interest portion which will be presented as financing cash flows.

## 2. 應用新訂及經修訂之香港財務報告準則(「香港財務報告準則」) (續)

### 已頒佈但尚未生效之香港財務報告準則新訂及修訂本(續)

#### 香港財務報告準則第16號租賃(續)

相比承租人會計法而言，香港財務報告準則第16號大致上轉承香港會計準則第17號之出租人會計法規定，並繼續要求出租人將租賃分類為經營租賃或融資租賃。此外，香港財務報告準則第16號規定作出更詳盡披露。

於2018年3月31日，如附註14所披露，監管局持有的不可撤銷經營租賃承擔為5,465,680港元。初步評估表明，該等安排將符合香港財務報告準則第16號項下租賃的定義，因此，監管局將就所有該等租賃確認使用權資產及相應負債，除非在應用香港財務報告準則第16號後其符合低價值或短期租賃。

此外，監管局目前認為已付的2,095,182港元的可退還租金按金為香港會計準則第17號適用的租賃下權利及義務。依據香港財務報告準則第16號下租賃款的定義，上述按金並非與使用相關資產的權利有關的款項。因此，上述按金的賬面金額可調整至攤銷成本，及有關調整額視為額外租賃款。對可退還的已付租金按金作出的調整須計入使用權資產的賬面金額中。

此外，採用新規定可能會導致上文所述的計量、呈列及披露發生變動。然而，在管理層完成詳盡審閱前，無法合理估計財務影響。

## 2. Application of New and Amendments to Hong Kong Financial Reporting Standards (“HKFRSs”) (Continued)

### New and revised HKFRSs in issue but not yet effective (Continued)

#### HKFRS 16 Leases (Continued)

In contrast to lessee accounting, HKFRS 16 substantially carries forward the lessor accounting requirements in HKAS 17, and continues to require a lessor to classify a lease either as an operating lease or a finance lease. Furthermore, extensive disclosures are required by HKFRS 16.

As at 31 March 2018, EAA has non-cancellable operating lease commitments of HK\$5,465,680 as disclosed in note 14. A preliminary assessment indicates that the arrangement will meet the definition of a lease under HKFRS 16, and hence EAA will recognise a right-of-use asset and a corresponding liability in respect of all these leases unless they qualify for low value or short-term leases upon the application of HKFRS 16.

In addition, EAA currently considers refundable rental deposits paid of HK\$2,095,182 as rights and obligations under leases to which HKAS 17 applies. Based on the definition of lease payments under HKFRS 16, such deposits are not payments relating to the right to use the underlying assets, accordingly, the carrying amounts of such deposits may be adjusted to amortised cost and such adjustments are considered as additional lease payments. Adjustments to refundable rental deposits paid would be included in the carrying amount of right-of-use assets.

In addition, the application of new requirements may result changes in measurement, presentation and disclosure as indicated above. However, it is not practicable to provide a reasonable estimate of the financial effect until the management complete a detailed review.



### 3. 主要會計政策

本財務報表根據香港會計師公會頒佈的《香港財務報告準則》及《地產代理條例》編製。

本財務報表乃按歷史成本基準編製，惟如下列重大會計政策所述按公允價值計量的若干金融工具除外。

歷史成本一般以交換貨品及服務時給予代價的公平值為基準。

#### 收入確認

牌照收入乃根據牌照年期以直線法確認。

考試收入乃根據考試日期確認。

金融資產的利息收入於有關經濟利益將可能流入監管局及收入金額能予可靠計量時確認。利息收入乃按時間基準計算，並參考尚餘本金額及適用之實際利率（即透過將該項金融資產估計年期預計之未來現金收入折讓至該項資產於初次確認時之賬面淨值之息率）。

### 3. Significant Accounting Policies

The financial statements have been prepared in accordance with HKFRSs issued by the HKICPA and the Estate Agents Ordinance.

The financial statements have been prepared on the historical cost basis, except for certain financial instruments, which are measured at fair value, as explained in the significant accounting policies set out below.

Historical cost is generally based on the fair value of the consideration given in exchange for goods and services.

#### Revenue recognition

Income from issuing licences is recognised on a straight-line basis over the life of the licence.

Income from examinations is recognised on the date of the examination.

Interest income from a financial asset is recognised when it is probable that economic benefits will flow into EAA and the amount of income can be measured reliably. Interest income is accrued on a time basis, by reference to the principal outstanding and at the effective interest rate applicable, which is the rate that exactly discounts the estimated future cash receipts through the expected life of the financial asset to that asset's net carrying amount on initial recognition.

### 3. 主要會計政策(續)

#### 物業、機器及設備

物業、機器及設備乃按成本減其後累計折舊及累計減值虧損(如有)於財務狀況表列賬。

物業、機器及設備折舊乃按其估計可使用年期，以直線法撇銷其成本減剩餘價值。估計可使用年期，剩餘價值及折舊方法於各報告期終時檢討，並會考慮到未來估計任何變動的影響。

物業、機器及設備項目於出售後或預期持續使用該資產將不會產生未來經濟利益時終止確認。出售或報銷物業、機器及設備時所產生之任何收益或虧損，按出售所得款項與該資產賬面值之差額釐定，並於收支結算表內確認。

#### 有形資產之減值

於報告期末，監管局會審閱其有形資產之賬面值，以釐定有否任何顯示該等資產已出現減值虧損的跡象。倘有任何有關跡象出現，將會估計有關資產之可收回金額，以釐定減值虧損(如有)之程度。當無法估計個別資產之可收回金額時，監管局會估計該資產所屬現金產生單位之可收回金額。倘可確定合理及一致之分配基準，企業資產亦會被分配至個別之現金產生單位，否則會被分配至可合理及一致之分配基準而識別之最小現金產生單位組別中。

### 3. Significant Accounting Policies

(Continued)

#### Property, plant and equipment

Property, plant and equipment are stated in the statement of financial position at cost less subsequent accumulated depreciation and subsequent accumulated impairment losses, if any.

Depreciation is recognised so as to write off the cost of items of property, plant and equipment less their residual values over their estimated useful lives, using the straight-line method. The estimated useful lives, residual values and depreciation method are reviewed at the end of each reporting period, with the effect of any changes in estimate accounted for on a prospective basis.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected to arise from the continued use of the asset. Any gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the asset and is recognised in the statement of income and expenditure.

#### Impairment of tangible assets

At the end of the reporting period, EAA reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss, if any. When it is not possible to estimate the recoverable amount of an individual asset, EAA estimates the recoverable amount of the cash-generating unit to which the asset belongs. Where a reasonable and consistent basis of allocation can be identified, corporate assets are also allocated to individual cash-generating units, or otherwise they are allocated to the smallest group of cash-generating units for which a reasonable and consistent allocation basis can be identified.

### 3. 主要會計政策 (續)

#### 有形資產之減值 (續)

可收回金額為公平價值減銷售成本與使用價值兩者之較高者。於評估使用價值時，估計未來現金流量乃使用稅前貼現率折現至其現值，該貼現率反映現時市場對貨幣時間值之評估，及估計未來現金流量未經調整的資產之獨有風險。

倘資產(或現金產生單位)之可收回金額估計低於賬面值，則會將該項資產(或現金產生單位)之賬面值減至其可收回金額。減值虧損即時於收支結算表內確認。

倘減值虧損其後撥回，則該資產之賬面值將增加至經修訂的估計可收回金額，惟增加後的賬面值不得超過倘以往年度並無就該項資產(或現金產生單位)確認減值虧損而應有的賬面值。減值虧損撥回即時確認為收入。

#### 金融工具

當監管局成為工具合約條文的訂約方時，確認金融資產及金融負債。金融資產及金融負債初步按公平價值計量。因收購或發行金融資產及金融負債而直接產生交易成本，於首次確認時於該項金融資產或金融負債的公平價值中計入或扣除(視適用情況而定)。

### 3. Significant Accounting Policies

(Continued)

#### Impairment of tangible assets (Continued)

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or a cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or a cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in the statement of income and expenditure.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or a cash-generating unit) in prior years. A reversal of an impairment loss is recognised as income immediately.

#### Financial instruments

Financial assets and financial liabilities are recognised on the statement of financial position when EAA becomes a party to the contractual provisions of the instrument. Financial assets and financial liabilities are initially measured at fair value. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities are added to or deducted from the fair value of the financial assets or financial liabilities, as appropriate, on initial recognition.

### 3. 主要會計政策 (續)

#### 金融工具 (續)

##### 金融資產

監管局的金融資產主要為貸款及應收款項。分類視乎金融資產的性質及目的，於初步確認時釐定。所有定期方式購買或銷售的金融資產以交易日期作基準確認及取消確認。定期方式購買或銷售指要求按規則或市場慣例所定的時間規範內將資產運抵的金融資產買賣。

##### 實際利率法

實際利息法為計算金融資產於有關期間攤銷成本以及分配利息收入之方法。實際利率指將金融資產於整個預計可使用年期或較短期間內（倘適用）的估計未來現金收入（包括屬於實際利率不可分割部份的所有已付或已收費及點數、交易成本及其他溢價或折讓）剛好貼現為初步確認時賬面淨值的利率。

利息收入按實際利息基準確認。

##### 貸款及應收款項

貸款及應收款項為具有固定或可釐定付款之非衍生金融資產，該等資產於活躍市場上並無報價。初次確認後，貸款及應收款項（包括應收賬款、定期存款以及銀行結餘及現金）乃使用實際利息法按攤銷成本減任何減值計算（見下文金融資產減值之會計政策）。

### 3. Significant Accounting Policies

(Continued)

#### Financial instruments (Continued)

##### Financial assets

EAA's financial assets are classified as loan and receivables. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. All regular way purchases or sales of financial assets are recognised and derecognised on a trade date basis. Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the marketplace.

##### Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts (including all fees and points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial asset, or, where appropriate, a shorter period to the net carrying amount on initial recognition.

Interest income is recognised on an effective interest basis.

##### Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. Subsequent to initial recognition, loans and receivables (including debtors, time deposits and bank and cash balances) are carried at amortised cost using the effective interest method, less any impairment losses (see accounting policy on impairment of financial assets below).

### 3. 主要會計政策 (續)

#### 金融工具 (續)

##### 金融資產減值

金融資產於報告期末評定是否有減值跡象。當有客觀證據顯示金融資產之估計未來現金流量因於初步確認該金融資產後發生之一項或多項事件而受到影響時，該金融資產視為已減值。

減值的客觀證據可包括：

- 發行人或交易對方有重大財政困難；或
- 違反合約，如未能繳付或延遲償還利息或本金；或
- 借款人有可能面臨破產或財務重組；或
- 因財政困難而導致該金融資產失去活躍市場。

若干類別之金融資產(如應收賬款)而言，不會單獨作出減值之資產會匯集一併評估減值。應收款項組合出現減值之客觀證據包括監管局過往收款記錄、組合內超過平均信貸期的延遲付款數目增加、地區經濟狀況出現明顯變動導致應收賬款未能償還。

關於按攤銷成本入賬的金融資產，減值虧損確認為資產賬面值與按金融資產原實際利率對估計未來現金流量貼現後的現值兩者之間的差額。

### 3. Significant Accounting Policies

(Continued)

#### Financial instruments (Continued)

##### Impairment of financial assets

Financial assets are assessed for indicators of impairment at the end of the reporting period. Financial assets are considered to be impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows of the financial assets have been affected.

Objective evidence of impairment could include:

- significant financial difficulty of the issuer or counterparty; or
- breach of contract, such as default or delinquency in interest or principal payments; or
- it becoming probable that the borrower will enter bankruptcy or financial re-organisation; or
- disappearance of an active market for that financial asset because of financial difficulties.

For certain categories of financial asset, such as debtors, assets that are assessed not to be impaired individually are, subsequently, assessed for impairment on a collective basis. Objective evidence of impairment for a portfolio of receivables could include EAA's past experience of collecting payments, an increase in the number of delayed payments in the portfolio past the average credit period, and observable changes in local economic conditions that correlate with default on receivables.

For financial assets carried at amortised cost, the amount of the impairment loss recognised is the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial asset's original effective interest rate.

### 3. 主要會計政策 (續)

#### 金融工具 (續)

##### 金融資產減值 (續)

所有金融資產之減值虧損會直接自金融資產之賬面值扣減，惟應收賬款則除外，其賬面值會透過撥備賬作出扣減。當應收賬款視為不可收回時，其將於撥備賬內撇銷。於其後收回的已撇銷款項將計入收支結算表。

就按攤銷成本計量之金融資產而言，倘於其後期間其減值虧損之金額減少，而該減少可以客觀地與確認減值虧損後發生之一項事件有關，則先前已確認之減值虧損透過收支結算表撥回，惟該資產撥回減值虧損當日之賬面值，不得超過該資產於未確認減值時之已攤銷成本。

##### 金融負債

金融負債乃根據所訂立合約安排之內容及金融負債之定義分類。

##### 實際利息法

實際利息法為計算金融負債於有關期間之攤銷成本以及分配利息支出之方法。實際利率指將金融負債於預計可使用年期或較短期間內(視適用情況而定)的估計未來現金付款(包括組成實際利率、交易成本及其他溢價或折讓不可分割部份已付或已收之所有費用及點數)剛好貼現為初步確認時賬面淨值的利率。

##### 金融負債

金融負債包括應付賬款及應計項目乃其後以按實際利息法按攤銷成本計量。

### 3. Significant Accounting Policies

(Continued)

#### Financial instruments (Continued)

##### Impairment of financial assets (Continued)

The carrying amount of the financial asset is reduced by the impairment loss directly for all financial assets with the exception of debtors, where the carrying amount is reduced through the use of an allowance account. When a debtor is considered uncollectible, it is written off against the allowance account. Subsequent recoveries of amounts previously written off are credited to the statement of income and expenditure.

For financial assets measured at amortised cost, if, in a subsequent period, the amount of impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment losses was recognised, the previously recognised impairment loss is reversed through the statement of income and expenditure to the extent that the carrying amount of the asset at the date the impairment is reversed does not exceed what the amortised cost would have been had the impairment not been recognised.

##### Financial liabilities

Financial liabilities are classified in accordance with the substance of the contractual arrangements entered into and the definition of a financial liability.

##### Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments (including all fees and points paid on received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial liability, or, where appropriate, a shorter period to the net carrying amount on initial recognition.

##### Financial liabilities

Financial liabilities (including creditors and accruals) are subsequently measured at amortised cost, using the effective interest method.

### 3. 主要會計政策(續)

#### 金融工具(續)

##### 終止確認

監管局僅於資產現金流量之合約權利屆滿時，或將金融資產及資產所有權之絕大部份風險及回報轉讓予另一實體時終止確認金融資產。倘監管局並無轉讓亦無保留所有權之絕大部分風險及回報，而繼續控制已轉讓資產，則監管局會按其持續參與程度繼續確認資產及相關負債。倘監管局保留已轉讓金融資產所有權之絕大部分風險及回報，則監管局繼續確認該金融資產，亦會就已收取之所得款項確認已抵押借貸。

完全終止確認金融資產時，該資產之賬面值與已收及應收代價總和及已於其他全面收益當中確認之累計收益或虧損間之差額乃於收支結算表中確認。

僅於監管局的責任解除、取消或屆滿時，方終止確認金融負債。終止確認的金融負債賬面值與已付及應付代價之差額於收支結算表中確認。

##### 租賃

經營租賃款項，按租賃年期以直線法確認為開支，惟有另一項有系統性之基準更能反映消耗，租賃資產所產生之經濟效益之時間模式則作別論。

倘於訂立經營租賃時可以獲得租賃優惠，則有關優惠確認為負債。優惠總利益以直線法確認為租金開支減少，另一項有系統性之基準更能反映消耗租賃資產所產生之經濟效益之時間模式則作別論。

### 3. Significant Accounting Policies

(Continued)

#### Financial instruments (Continued)

##### Derecognition

EAA derecognises a financial asset only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership of the asset to another entity. If EAA neither transfers nor retains substantially all the risks and rewards of ownership and continues to control the transferred asset, EAA continues to recognise the asset to the extent of its continuing involvement and recognises an associated liability. If EAA retains substantially all the risks and rewards of ownership of a transferred financial asset, EAA continues to recognise the financial asset and also recognises a collateralised borrowing for the proceeds received.

On derecognition of a financial asset in its entirety, the difference between the asset's carrying amount and the sum of the consideration received and receivable and the cumulative gain or loss that had been recognised in other comprehensive income is recognised in the statement of income and expenditure.

EAA derecognises financial liabilities when, and only when, EAA's obligations are discharged, cancelled or expire. The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable is recognised in the statement of income and expenditure.

##### Leasing

Operating lease payments are recognised as an expense on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

### 3. 主要會計政策 (續)

#### 僱員福利

##### 僱員可享年假權利

僱員可享年假之權利在其符合資格享有時確認。

就截至結算日止因僱員已提供服務而產生之估計年假責任已作出撥備。

##### 僱員福利 — 公積金責任

監管局在香港設立一項強制性公積金計劃(「強積金計劃」)。強積金計劃的資產分開存放在由信託人管理的基金內。監管局及其僱員每月均須繳付相等於僱員有關收入5%之供款，上限為1,500港元(2017年：1,500港元)。監管局就強積金計劃所作供款於作出供款時確認為開支。

### 4. 關鍵會計判斷及估計不確定因素之主要來源

於應用監管局之會計政策時(已於附註3詳述)，管理層作出下列對財務報表所確認之金額具有最重大影響之關鍵判斷。

#### 應收賬款之呆壞賬撥備

應收賬款初次確認乃按公平價值計算，其後則按實際利息法以攤銷成本計算。倘有客觀證據顯示該資產出現減值，則就估計不可收回金額計算之適當撥備於收支結算表內確認。

### 3. Significant Accounting Policies

(Continued)

#### Employee benefits

##### Employee leave entitlements

Employee entitlements to annual leave are recognised when they accrue to employees.

A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the end of the reporting period.

##### Employee benefits — provident fund obligations

EAA operates a mandatory provident fund scheme (“MPF scheme”) in Hong Kong. The assets of the MPF scheme are held in a separate trustee — administered fund. Both EAA and the employees are required to contribute 5% of the employee’s relevant income up to a maximum of HK\$1,500 (2017: HK\$1,500) per employee per month. EAA’s contributions to the MPF scheme are expensed as incurred.

### 4. Critical Accounting Judgment and Key Sources of Estimation Uncertainty

In the process of applying EAA’s accounting policies, which are described in note 3, management had made the following judgments that have the most significant effect on the amounts recognised in the financial statements.

#### Allowances for bad and doubtful debts of debtors

Debtors are measured at initial recognition at fair value, and are subsequently measured at amortised cost using the effective interest method. Appropriate allowances for estimated irrecoverable amounts are recognised in the statement of income and expenditure when there is objective evidence that the asset is impaired.



#### 4. 關鍵會計判斷及估計不確定因素之主要來源(續)

##### 應收賬款之呆壞賬撥備(續)

決定個別撥備時，監管局認為已實施周詳程序以監控此項風險。釐定是否需要作出呆壞賬撥備時，監管局已考慮賬齡狀況、可收回之可能性及估計貼現未來現金流量。特定撥備僅就不大可能收回之應收款項而作出。倘若此等賬款轉壞，導致其還款能力減退，則可能須作出撥備。

#### 4. Critical Accounting Judgment and Key Sources of Estimation Uncertainty (Continued)

##### Allowances for bad and doubtful debts of debtors (Continued)

In determining individual allowances, EAA has considered that detailed procedures have been in place to monitor this risk. In determining whether allowance for bad and doubtful debts is required, EAA takes into consideration the aging status, the likelihood of collection and the estimated discounted future cash flows. Specific allowance is made for debtors that are unlikely to be collected. If the financial conditions of these debtors were to deteriorate, resulting in an impairment of their ability to make payments, allowances may be required.

#### 5. 牌照費

#### 5. Licence Fees

		2018 港元 HK\$	2017 港元 HK\$
牌照費總收入	Total licence fees	<b>77,302,651</b>	75,528,912

#### 6. 考試費

#### 6. Examination Fees

		2018 港元 HK\$	2017 港元 HK\$
地產代理及營業員資格考試	Estate agents and salespersons qualifying examinations	<b>7,811,550</b>	6,191,900
在《內地與香港關於建立更緊密經貿關係的安排》下一中港專業資格互認考試費收入	Examination for the scheme on mutual recognition of professional qualifications for estate agents in the Mainland and Hong Kong under the Closer Economic Partnership Arrangement (CEPA)	<b>420,000</b>	-
		<b>8,231,550</b>	6,191,900

**7. 稅項**

根據《稅務條例》第87條，監管局獲豁免繳納香港利得稅。

**7. Taxation**

EAA is exempt from Hong Kong Profits Tax under section 87 of the Inland Revenue Ordinance.

**8. 物業、機器及設備****8. Property, Plant and Equipment**

		租賃物業裝修 Leasehold improvements	汽車 Motor vehicles	傢俬及裝置 Furniture and fixtures	設備 Equipment	合計 Total
		港元 HK\$	港元 HK\$	港元 HK\$	港元 HK\$	港元 HK\$
<b>成本</b>	<b>COST</b>					
於2016年4月1日	At 1 April 2016	4,579,853	557,264	1,767,907	17,230,483	24,135,507
添置	Additions	18,900	–	2,180	122,720	143,800
於2017年3月31日	At 31 March 2017	4,598,753	557,264	1,770,087	17,353,203	24,279,307
添置	Additions	6,880	–	–	578,076	584,956
註銷	Disposal	–	–	–	(2,800)	(2,800)
於2018年3月31日	At 31 March 2018	4,605,633	557,264	1,770,087	17,928,479	24,861,463
<b>折舊</b>	<b>DEPRECIATION</b>					
於2016年4月1日	At 1 April 2016	4,566,326	557,264	1,682,697	10,560,870	17,367,157
年內撥備	Provided for the year	7,036	–	48,852	2,446,353	2,502,241
於2017年3月31日	At 31 March 2017	4,573,362	557,264	1,731,549	13,007,223	19,869,398
年內撥備	Provided for the year	19,968	–	26,067	2,249,586	2,295,621
撇銷	Eliminated on disposal	–	–	–	(2,800)	(2,800)
於2018年3月31日	At 31 March 2018	4,593,330	557,264	1,757,616	15,254,009	22,162,219
<b>賬面值</b>	<b>NET BOOK VALUES</b>					
於2018年3月31日	At 31 March 2018	12,303	–	12,471	2,674,470	2,699,244
於2017年3月31日	At 31 March 2017	25,391	–	38,538	4,345,980	4,409,909

物業、機器及設備折舊乃按其估計使用年期以直線法按以下年率撇銷其成本：

Depreciation is recognised to write off the cost of items of property, plant and equipment over their estimated useful lives, using the straight-line method, at the following rates per annum:

租賃物業裝修	20% 或按租賃年期 (倘少於五年)
汽車	30%
傢俬及裝置	20%
設備	20% 至 30%

Leasehold improvements	20% or over the period of the lease term if it is less than 5 years
Motor vehicles	30%
Furniture and fixtures	20%
Equipment	20% to 30%

## 9. 購置物業、機器及設備之已付按金

於2018年3月15日，監管局與獨立第三方訂立了一份買賣協議，以70,000,000港元的代價購買辦事處及停車位。於2018年3月31日，監管局已按照買賣協議支付7,000,000港元按金，及總額5,950,210港元的其他相關成本。此購置已於2018年4月12日完成。

## 10. 銀行結餘及現金及定期存款

銀行結餘及現金包括監管局持有之現金及餘下到期日為11至58日(2017年：11至59日)，按當時市場年利率介乎0.01%至1.10%(2017年：介乎0.01%至0.96%)計算之短期銀行存款。

定期存款包括餘下到期日為159日(2017年：138至159日)，按當時市場年利率為1.15%(2017年：介乎0.98%至1.15%)計算之短期銀行存款。

監管局認為該等資產之賬面值與其公平價值相若。

## 11. 遞延收入

遞延收入乃指地產代理為牌照有效期繳交之牌照費，按監管局的收入確認政策作遞延處理。

## 12. 已收牌照申請款項

該等款項乃指地產代理連同牌照申請一併繳交之款項，其牌照申請並於結算日仍在處理中。

## 9. Deposit Paid For Acquisition of Property, Plant and Equipment

On 15 March 2018, EAA entered into a sale and purchase agreement with an independent third party to purchase an office premise and car parking spaces at the consideration of HK\$70,000,000. As at 31 March 2018, EAA has paid deposit of HK\$7,000,000 in accordance with the sale and purchase agreement, and other related cost of total HK\$5,950,210. The acquisition was completed on 12 April 2018.

## 10. Bank Balances and Cash and Time Deposits

Bank balances and cash comprise cash held by EAA and short-term bank deposits with remaining tenure of 11 to 58 days (2017: 11 to 59 days) at prevailing market interest rates ranging from 0.01% to 1.10% per annum (2017: 0.01% to 0.96% per annum).

Time deposits comprise a short-term bank deposit with remaining tenure of 159 days (2017: 138 to 159 days) at prevailing market interest rate being 1.15% per annum (2017: 0.98% to 1.15% per annum).

EAA considers that the carrying amounts of these assets approximate their fair values.

## 11. Deferred Income

Deferred income represents licence fees received from estate agents for a validity period, which are deferred according to EAA's income recognition policy.

## 12. Licence Application Fees Received

These represent amounts paid by estate agents applying for the licences which were still being processed but not yet approved at the end of the reporting period.

### 13. 資本承擔

### 13. Capital Commitments

		<b>2018</b>	2017
		港元	港元
		<b>HK\$</b>	HK\$
就購置物業、機器及設備之 資本開支(已於附註9所詳述)：	Capital expenditure in respect of the acquisition of property, plant and equipment, as stated in note 9:		
— 已訂約但未在財務報表中撥備	— contracted but not provided for in the financial statements	<b>63,000,000</b>	—

### 14. 經營租賃承擔

### 14. Operating Lease Commitments

於結算日，監管局就租用樓宇之不可撤銷之經營租賃，於下列期間之未來最低租賃款項承擔如下：

At the end of the reporting period, EAA had commitments for future minimum lease payments under non-cancellable operating leases in respect of rented premises which fall due as follows:

		<b>2018</b>	2017
		港元	港元
		<b>HK\$</b>	HK\$
一年內	Within one year	<b>5,465,680</b>	9,423,600
第二至第五年(包括首尾兩年)	In the second to fifth year inclusive	—	5,465,680
		<b>5,465,680</b>	14,889,280

經營租賃款項乃監管局就其辦事處應付之租金。租賃及租金平均每三年(2017：三年)議定一次。

Operating lease payments represent rentals payable by EAA for certain of its office premises. Leases are negotiated for and rentals are fixed for an average term of three years (2017: three years).

## 15. 資本風險管理

監管局的資本主要是來自其成立以來所累積的盈餘。其資本管理的目的是要確保監管局能持續經營，以提升地產代理的專業操守及專業水平。

監管局定期檢討並管理其資本架構，以確保監管局有充足的資金以作營運及資本需求。監管局對產生的盈餘實行零攤派政策。盈餘均轉入資本項目基金，以預留作日後可能購置永久辦公室的款項。

地產代理每年須向監管局繳付牌照費。監管局定期檢討增加牌照費的需要，以確保妥善切合營運需求。

## 16. 金融工具

### a. 金融工具類別

		2018	2017
		港元	港元
		HK\$	HK\$
<b>金融資產：</b>	<b>Financial assets:</b>		
貸款及應收款項	Loans and receivables		
其他應收款	Sundry receivables	<b>1,193,493</b>	1,157,784
已付按金	Deposit paid	<b>2,132,268</b>	2,129,682
定期存款、銀行結餘及現金	Time deposits, bank balances and cash	<b>233,179,990</b>	235,157,452
		<b>236,505,751</b>	238,444,918
<b>金融負債：</b>	<b>Financial liabilities:</b>		
攤銷成本	Amortised costs		
應付賬款	Creditors	<b>8,785,617</b>	10,394,592

## 15. Capital Risk Management

EAA's capital comprises primarily the fund accumulated since its establishment, and its objective when managing the capital is to ensure that EAA will be able to continue as a going concern so that it can continue to promote integrity and competence of estate agents.

EAA regularly reviews and manages its capital to ensure adequacy for both the operational and capital needs. EAA operates a zero distribution policy with regard to surpluses generated. Surpluses are transferred to the capital project fund for the possible acquisition of permanent office accommodation in future.

EAA charges annual licence fees on the estate agents. EAA regularly reviews the need to increase licence fees to ensure operational needs are fully covered.

## 16. Financial Instruments

### a. Categories of financial instruments

## 16. 金融工具 (續)

### b. 金融風險管理目標及政策

監管局之主要金融工具包括應收賬款、定期存款、銀行結餘、現金及應付賬款。該等金融工具詳情於各自附註披露。該等金融工具之相關風險包括市場風險(包括利率風險)、信貸風險及流動資金風險。如何減輕該等風險的政策載於下文。管理層管理及監控該等風險，以確保可及時及有效地實施適當措施。

#### 市場風險

##### 現金流量利率風險

監管局因計息金融資產利率變動的影響而面對現金流量利率風險。計息金融資產主要為銀行結餘，全屬短期性質。因此，未來任何利率變動將不會對監管局之業績造成重大影響。

#### 信貸風險

信貸風險指交易對手予未能履行合約責任而引致監管局蒙受財務損失之風險。監管局會持續監控及審核因對手而面對之信貸風險。

為了儘量減低信貸風險，監管局於每個結算日就應收款項之可收回金額進行檢討，以確保對不可收回金額充分計算減值損失。就此而言，監管局認為其信貸風險已大幅降低。

定期存款及流動資金之信貸風險不大，原因是交易對手為具良好聲譽之銀行。

## 16. Financial Instruments (Continued)

### b. Financial risk management objectives and policies

EAA's major financial instruments include debtors, time deposits, bank balances and cash and creditors. Details of the financial instruments are disclosed in respective notes. The risks associated with these financial instruments include market risk (including interest rate risk), credit risk and liquidity risk. The policies on how to mitigate these risks are set out below. Management manages and monitors these exposures to ensure that appropriate measures are implemented in timely and effective manner.

#### Market risk

##### Cash flow interest rate risk

EAA is exposed to cash flow interest rate risk through the impact of rate changes on interest bearing financial assets. Interest bearing financial assets are mainly balances with banks which are all short term in nature. Therefore, any future variation in interest rates will not have a significant impact on the results of EAA.

#### Credit risk

Credit risk refers to the risk that the counterparty will default on its contractual obligations resulting in financial loss to EAA. EAA's exposure of its counterparties are continuously monitored, received and approved.

In order to minimise the credit risk, EAA reviews the recoverable amount of the receivables at the end of each reporting period to ensure that adequate impairment losses are made for irrecoverable amounts. In this regard, EAA considers that EAA's credit risk is significantly reduced.

The credit risk on time deposits and liquid funds is limited because the counterparties are banks with good reputation.

## 16. 金融工具 (續)

### b. 金融風險管理目標及政策 (續)

#### 流動資金風險

監管局管理層對流動資金風險負有最終管理責任，彼等已就監管局之短期、中期及長期資金及流動資金管理規定建立適當之流動資金風險管理框架。監管局管理層透過維持足夠儲備以及持續監察預測及實際現金流量，以管理流動資金風險。

下表載列監管局非衍生金融負債之餘下合約到期日。該表乃根據監管局可被要求支付金融負債之最早日期編製，以反映金融負債之未貼現現金流量。

		加權平均 實際利率 Weighted average effective interest rate %	0至30天 0-30 days 港元 HK\$	31至60天 31-60 days 港元 HK\$	未貼現現金 流量總額 Total undiscounted cash flows 港元 HK\$	賬面值 Carrying amount 港元 HK\$
<b>2018年</b>	<b>2018</b>					
應付賬款	Creditors	-	8,222,017	563,600	8,785,617	8,785,617
<b>2017年</b>	<b>2017</b>					
應付賬款	Creditors	-	9,991,885	402,707	10,394,592	10,394,592

### c. 公平價值

金融資產及金融負債之公平價值，按貼現現金流量分析普遍採納之定價模式釐定。

監管局認為，於財務報表按攤銷成本入賬的金融資產及金融負債之賬面值與其公平價值相約。

## 16. Financial Instruments (Continued)

### b. Financial risk management objectives and policies (Continued)

#### Liquidity risk

Ultimate responsibility for liquidity risk management rests with management of EAA, which has built an appropriate liquidity risk management framework for the management of EAA's short, medium and long-term funding and liquidity management requirements. Management of EAA manages liquidity risk by maintaining adequate reserves and continuously monitors the forecast and actual cash flows.

The following table details EAA's remaining contractual maturity for its non-derivative financial liabilities on the agreed repayment terms. The table has been drawn up based on the undiscounted cash flows of financial liabilities based on the earliest date on which EAA can be required to pay.

### c. Fair values

The fair values of financial assets and financial liabilities are determined in accordance with generally accepted pricing models based on discounted cash flow analysis.

EAA considers that the carrying amounts of financial assets and financial liabilities recorded at amortised cost in the financial statements approximate their corresponding fair values.

