



香港和解中心
Hong Kong Mediation Centre

和聲 Mediators' Voice

焦點：

香港和解中心正式成為本港唯一參與
聯合國國際貿易法委員會第二工作組的機構

Spotlight:

HKMC Officially Becomes the Only Organization in HK
to Take Part in the UNCITRAL Working Group II



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歡迎投稿 SUBMISSION OF ARTICLES

歡迎各位會員對《和聲》提供寶貴意見，使我們不斷提升及優化內容質素，把最新的資訊帶給大家。我們亦歡迎大家踴躍投稿，如稿件一經採用，會員將會獲得持續專業進修學分。如欲投稿，請郵至admin@mediationcentre.org.hk，查詢請電+852 2866 1800。

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總編輯的話 FROM THE CHIEF EDITOR

繼上期《和聲》出版後，香港和解中心(“中心”)一直致力推動調解，不但促進香港社區和諧，更為世界共融出一分力。

除了定期舉辦持續專業發展講座外，中心亦積極參與不同義務調解服務計劃，包括中國進出口商品交易會(廣交會)之義務調解服務計劃及大廈管理義務專業調解服務計劃；反應熱烈的香港貿發局教育及職業博覽2017已圓滿舉行；多個專業團體調解講座亦順利舉行；中心亦接待了不少到訪的外地與調解或仲裁相關的機構。

今期《和聲》會重點介紹中心獲邀參加於聯合國國際貿易法委員會工作組，在2017年2月6至10日期間，中心會長羅偉雄先生、秘書長黃欣女士及理事呂慧婷女士代表中心出席於紐約舉行的第六十六屆聯合國國際貿易法委員會第二工作組會議。是次中心榮幸獲邀參與大型的國際性會議的機會來之不易，全賴中心多年來的努力，標誌著中心在調解上的貢獻獲得國際肯定，更可藉此將香港調解專業推廣至國際舞台。

是次會議涵蓋的五大範疇包括：

- 一、 和解協議的法律效力
- 二、 司法或仲裁過程中達成的和解協議
- 三、 爭議雙方當事人選用或不選用之聲明
- 四、 調解過程及調解員道德操守對和解協議執行程序的影響及
- 五、 文書的形式

羅偉雄先生亦於會上就調解員的專業水平和操守準則發表意見，從而帶出中心的四大發展宗旨，包括調解專業化、調解專門化、調解國際化及調解一體化。

中心將繼續積極在香港及中國內地推動調解，提升香港作為亞太地區的國際爭議解決中心的競爭力，並為改進跨境爭議解決服務及條款/公約作出貢獻。

Since the last Mediator's Voice published in December 2016, Hong Kong Mediation Centre (HKMC) has been working seamlessly in integrating with not only the community in Hong Kong, but also the rest of the world.

Besides conducting Continuing Professional Development seminars, HKMC has offered free mediation service schemes at the Canton Fair and at Home Affairs Department

for building management cases in Hong Kong. The HKTDC Education & Careers Expo 2017 was completed with encouraging number of visitors and responses. Mediation talks were held on building management and for professional bodies. Visits from foreign mediation or arbitration-related organizations were also received.

In this issue, special highlight is drawn to members that HKMC had just been invited to attend the 66th Session of United Nations Commission on International Trade Law (UNCITRAL) in New York from 6 to 10 February 2017. Representatives from HKMC in the Working Group II of the Session were Mr. Francis Law (President of HKMC), Ms. Amy Wong (Secretary General of HKMC) and Ms. Nana Lui (Council Member of HKMC). Efforts were made by HKMC in signifying the hard-earned recognition of HKMC and promoting Hong Kong mediation to the international stage.

At the UNCITRAL Session, five main topics were focused:

1. Legal effect of settlement agreements,
2. Settlement agreements concluded in the course of judicial or arbitral proceedings,
3. Opt-in or opt-out for the parties to the settlement agreement,
4. Impact of the conciliation process, and of the conduct of conciliators, on the enforcement procedure and,
5. Form of instrument.

Mr. Francis Law had expressed opinion about the professional conduct of mediators in this Session, to synchronize with the four motives of HKMC, i.e. professionalism, specialization, internationalization and integration of mediation.

In future, HKMC will continue its proactive role to advance the mediation profession in Hong Kong and Mainland China, to facilitate Hong Kong as the international disputes resolution center in the Asia Pacific region and to contribute to the establishment of refined cross-border mediation service and dispute resolution provision or convention.

尹達光 Frank Wan
總編輯 Chief Editor
香港和解中心 Hong Kong Mediation Centre



會長的話 PRESIDENT'S MESSAGE

香港和解中心一直熱心於推動調解，亦致力促進香港及國際的調解專業發展。過去數月，中心在國際調解業取得新突破，本人連續兩屆率領代表團出席聯合國國際貿易法委員會第二工作組，並在第六十五及六十六屆國際爭議解決會議中發表有關調解專業的意見。成為香港首個專業調解機構參與聯合國相關會議，是一個重要的里程碑，標誌著中心在過去十八年來努力發展調解的成果，以及中心在香港及國際調解業的地位，使我們能夠在國際舞台上推進調解的發展，大大表現了香港調解專業的重要性，是一個十分難得的榮譽。

中心除了在國際舞台上取得重大成就外，我們亦繼續在本地為香港社區的調解發展作出貢獻。中心早前向律政司申請使用律政司法律樞紐空間，已成功獲批，預計秘書處將最早於2019年遷址至法律樞紐。經過政府就有關申請按與法律相關或爭議解決的領域運作經驗，以及對提升香港作為主要亞太區爭議解決服務樞紐的地位的貢獻作出評審，中心的申請獲得接納，顯示中心在香港調解業的貢獻備受政府認同。作為律政司法律樞紐的一分子，我們將致力提升香港作為亞太地區國際法律及爭議解決服務中心的地位，我們亦深信可為鞏固香港調解地位及提升香港的競爭力帶來新契機。

為了加強香港在爭議解決方面的競爭力，中心主張應從專業化、專門化、國際化和協同化四個方向促進調解的發展。展望未來，中心致力促進及監督調解在國際爭議解決的發展，並利用中心在國際專業調解的優勢，吸引更多國際貿易和投資，發揮香港作為「超級聯繫人」的角色，也突顯香港政府對調解專業發展的認同及重視。

Hong Kong Mediation Centre (HKMC) has been enthusiastic in promoting mediation. It is also devoted to facilitating the development of mediation profession in Hong Kong, as well as in the world. In the past few months, it had been a new breakthrough for my leading delegations to take part in the Working Group II of the United Nations Commission on International Trade Law for the past two consecutive sessions, and to present views in both the 65th and 66th sessions in respect to dispute resolution related to cross-border and international trades. HKMC being the only participating mediation institution from Hong Kong in the conferences of United Nations is a significant milestone that

signifies the recognition of HKMC's effort in developing mediation profession in the past 18 years and the status of HKMC in mediation profession in Hong Kong, as well as in the world, which enables us to step forward to engage in the development of mediation in the international stage and reveals the importance of the Hong Kong mediation profession. It is our honor to be granted this opportunity.

Apart from the above mentioned significant achievement in the international level, locally, we continue to contribute to the development of mediation profession in the Hong Kong community. Our application for the allocation of space in the Legal Hub of Department of Justice (DoJ) was successful and the Secretariat of HKMC will move to the Legal Hub in 2019 at the earliest. In accordance with the assessment criteria of operation experience in the field of law-related or dispute resolution and contribution to the status of Hong Kong as a dispute resolution service hub in the Asia-Pacific region, DoJ accepted our application, which indicates its recognition of HKMC's effort in developing the profession of dispute resolution. As a member in the Legal Hub, we will definitely contribute to enhance Hong Kong's status as a center for international legal and dispute resolution services in the Asia-Pacific region. We also believe that it can bring new opportunities for the consolidation of Hong Kong's status in mediation and to enhance the competitiveness of Hong Kong.

In order to strengthen Hong Kong's competitiveness in dispute resolution, HKMC will continue to promote mediation towards professionalism, specialization, internationalization and integration. Looking forward, HKMC will strive to facilitate and monitor the development of international dispute resolution by mediation. Utilizing the advantages in international professional mediation, we shall perform the role of "Super Contact Person" to attract more international trades and investments. It highlights Hong Kong SAR government's recognition and attention towards the development of mediation.



羅偉雄 Francis Law
會長 President

香港和解中心 Hong Kong Mediation Centre

焦點：香港和解中心正式成為本港唯一參與聯合國國際貿易法委員會第二工作組的機構

SPOTLIGHT: HKMC OFFICIALLY BECOMES THE ONLY ORGANIZATION IN HK TO TAKE PART IN THE UNCITRAL WORKING GROUP II



中心會長羅偉雄先生（中）、副會長陳顯文先生（左）及關衛肇先生（右）於2016年9月前往奧地利維也納參與聯合國國際貿易法委員會第二工作組（爭議解決）第六十五屆會議。

Mr. Francis Law (middle), President of HKMC, Mr. Alfred Chan (left) and Mr. Frankie Kwan (right), Vice Presidents of HKMC travelled to Vienna, Austria in September 2016 and attended the 65th Session of the UNCITRAL Working Group II (Dispute Settlement).

繼香港和解中心於2016年9月列席參與在奧地利維也納舉行的聯合國國際貿易法委員會第二工作組（爭議解決）第六十五屆會議後，本中心於2016年11月正式獲聯合國國際貿易法委員會批核，成為香港唯一一家參與其第二工作組的專業調解機構。其後，會長羅偉雄先生、秘書長黃欣女士及理事呂慧婷女士代表本中心參與該工作組於2017年2月6日至10日假紐約聯合國總部舉行的第六十六屆會議。作為香港唯一參與聯合國有關工作組會議的調解機構，香港和解中心感到萬分榮幸。是次機會不僅標誌著中心多年來努力推廣調解的成果，亦顯示中心備受國際組織認同，進一步提升香港調解於國際舞台的地位。

區的知名爭議解決組織，包括專業調解及仲裁機構，在會議上提出其專業意見，以制定合適及可行的文書——即公約（國家代表簽署承認及執行其內容的公約）或示範立法條例（供各國參考立法的條例）。

是次會議的與會者除本中心代表外，亦包括中、美、加、日等41個成員國代表；比利時、芬蘭、挪威、越南等19個國家及歐盟派出之觀察員；國際棉花諮詢委員會（ICAC）及國際統一私法學會（UNIDROIT）兩個國際組織派出之代表；及國際商會（ICC）及國際大律師協會（IBA）等39個各地非政府組織的爭議解決機構之代表，合共約250人。會議集中就五個重點作出交流及討論：

（一）和解協議的法律效力、（二）司法或仲裁過程中達成的和解協議、（三）爭議雙方當事人選用或不選用之聲明、（四）調解過程及調解員道德操守對和解協議執行程序的影響及（五）文書的形式。中心會長羅偉雄先生亦於會上就調解員的專業水平和操守準則發表意見，以供與會代表參考。



聯合國國際貿易法委員會第二工作組（爭議解決）第六十六屆會議於紐約聯合國總部舉行。

The 66th Session of United Nations Commission on International Trade Law Working Group II (Dispute Settlement) was held in the Headquarters of the United Nations in New York.

自2000年開始，聯合國國際貿易法委員會下設的第二工作組開始積極尋求解決國際貿易爭議的方法，及為保障該方法的執行力提供具法律約束力的文書，專責針對有關跨境及國際貿易爭議的解決方法進行研討。該工作組會議除了由聯合國各成員國代表、歐盟及其他國家之觀察員出席外，亦邀請全球不同地



會長羅偉雄先生在會上發言，就確保調解員的專業水平和操守準則提出專業意見。

Mr. Francis Law, President of HKMC, provided professional advice on the assurance of professional standard and the code of conduct of mediators in the meeting.

在調解協議的執行力方面，與會代表熱烈討論有關調解員的水平及道德操守對和解協議之執行力的影響，並表示對調解員的專業性十分關注，更提出需要確保調解員的專業操守和水平。由此可見，在確保調解員的專業操守方面，香港的調解培訓及資歷認可架構已達世界領先水平。而是次會議上提及之調解員專業水平要求亦與香港和解中心努力推廣調解專業化、專門化、國際化及協同化等四大宗旨一致。展望將來，香港和解中心將繼續積極向世界展示香港在調解專業的卓越發展，再次確立香港作為亞太區爭議解決中心的地位，並為訂立完善的跨境爭議解決款或公約作出貢獻。



聯合國紐約總部。
The Headquarters of the United Nations in New York.

Having attended the 65th Session of United Nations Commission on International Trade Law (UNCITRAL) Working Group II (Dispute Settlement) held in Vienna, Austria in September 2016 as observers, Hong Kong Mediation Centre became the only professional mediation organization in Hong Kong as at November 2016, officially granted by the UNCITRAL to participate in Working Group II. Afterwards, the 66th Session of UNCITRAL Working Group II was held in the Headquarters of the United Nations in New York from 6 to 10 February 2017. Mr. Francis Law, President of HKMC, Ms. Amy Wong, Secretary General of HKMC and Ms. Nana Lui, Council Member of HKMC attended the meeting on behalf of HKMC. It is our honor to be the only participating mediation organization in Hong Kong taking part in the meeting of relevant working group of the United Nations. This opportunity does not only symbolize the result of HKMC's efforts in promoting mediation and signify the hard-earned recognition of HKMC from international institutions, but it also further elevates the status of Hong Kong mediation on the international stage.

Since 2000, UNCITRAL Working Group II has been a task force for the discussion of dispute resolution related to cross-border and international trades, seeking to resolve disputes emerging from international trade and to provide legally binding instruments which assure the feasibility of those proposed dispute resolution methods. The meetings of the UNCITRAL Working Group II are not only attended by delegates from Member States of the United Nations and observers sent from European Union and other countries. Representatives from renowned dispute resolution organizations in different parts of the world have also been invited to provide professional advice on the meetings for the setup of an appropriate instrument, i.e. a convention (which national representatives sign on and such nations then shall execute the content) or a legislative provision (a referencing provision for the legislation of each signatory country).

Apart from representatives of HKMC, attendants of this Session included delegates from 41 Member States (e.g.

China, America, Canada, Japan, etc.); observers from the European Union and 19 other countries (e.g. Belgium, Finland, Norway, Vietnam, etc.); representatives from the two international organizations, namely the International Cotton Advisory Committee (ICAC) and the International Institute for the Unification of Private Law (UNIDROIT); and representatives from the 39 non-governmental dispute resolution organizations from different parts of the world (e.g. International Chamber of Commerce, International Bar Association, etc.), totaling around 250 people. The discussion of this Session focused on 5 main topics, including (1) Legal effect of settlement agreements, (2) Settlement agreements concluded in the course of judicial or arbitral proceedings, (3) Opt-in or opt-out for the parties to the settlement agreement, (4) Impact of the conciliation process, and of the conduct of conciliators, on the enforcement procedure and (5) Form of instrument. Mr. Francis Law, President of HKMC, also provided opinion on professional standard and the code of conduct of mediators, for the reference of the attending representatives.



會長羅偉雄先生（中）、秘書長黃欣女士（左）及中心理事呂慧婷女士（右）代表香港和解中心出席第六十六屆會議。
Mr. Francis Law, President of HKMC (Center), Ms. Amy Wong, Secretary General of HKMC (Left) and Ms. Nana Lui, Council Member of HKMC (Right) attended the 66th Session, on behalf of HKMC.

In respect of the legal effect of the settlement agreement, attendants had a keen discussion on the impact of ethics and standard and conduct of practicing mediators on the feasibility of the settlement agreement. Concerns over the professionalism of mediators were raised and it was suggested that standards and the professional conduct of mediators should be assured. It can thus be seen that, in terms of ensuring professionalism of mediators, the training and accreditation assessment structure of mediation in Hong Kong has already been taking the lead in the world. The professional standards mentioned in this Session are also in synchrony with the four visions of HKMC, i.e. professionalism, specialization, internationalization and integration. In the future, HKMC will continue to display the remarkable advancement in the profession of mediation in Hong Kong proactively, to reinstate the status of Hong Kong as the center for dispute resolution in the Asia-Pacific region and to contribute to the establishment of the refined cross-border mediation service and dispute resolution provision or convention.



聯合國國際貿易法委員會第二工作組（爭議解決）第六十五屆會議於維也納聯合國會議室舉行。
The 65th Session of the UNCITRAL Working Group II (Dispute Settlement) was held at the conference room of the United Nations in Vienna.

中心動向 WHAT'S NEW

香港和解中心將遷進法律樞紐 USE OF THE LEGAL HUB BY HONG KONG MEDIATION CENTRE

有關使用律政司法律樞紐空間的申請，即前中區政府合署西座的部分地方及前法國外傳道會大樓，已獲有關委員會批准，預期秘書處將最早於2019年遷址至法律樞紐上址。

為配合提升香港作為亞太區國際法律及爭議解決服務中心地位的政策目標，政府將在前中區政府合署西座的部分地方及在前法國外傳道會大樓，提供空間給法律相關組織使用。連同律政司位於前中區政府合署中座、東座和部分西座的辦公室，該地段將成為位處香港市中心的一個法律樞紐。此舉有助法律相關組織發展服務，並締造良好環境吸引更多國際法律、仲裁和調解機構來港設立辦事處。



由於香港和解中心是香港首間獲認可為慈善機構的專業調解組織，並一直致力推動調解，積極與本地及海外多個調解仲裁機構合作，因而廣為世界各地的調解仲裁機構所認識。此外，為推廣跨境調解，本中心於2015年12月與中國國際貿易促進委員會／中國國際商會調解中心共同設立內地－香港聯合調解中心，為跨境及國際商事糾紛提供一個完善的解決平台。在推動調解發展及提升香港作為國際爭議解決服務中心的競爭力方面，香港和解中心的努力及貢獻得到香港政府的肯定，並對律政司批准本中心在第一階段的申請及獲分配使用法律樞紐空間感到非常高興。

展望將來，香港和解中心將會善用位處法律樞紐的優勢，並繼續致力提升香港調解於國際間之地位。本中心深信我們定能共同面對更多挑戰，並繼續得到各會員的支持。

Our application for the allocation of space in the Legal Hub of Department of Justice (DoJ), in the West Wing of the former Central Government Offices (CGO) and the former French Mission Building (FMB) in Central, has been approved. Therefore, the Secretariat of HKMC aims to move to the Legal Hub in 2019 at the earliest.

Pursuant to the policy objective of enhancing Hong Kong's status as a leading center for international legal and dispute resolution services in the Asia-Pacific region, the Government is providing certain space to Law Related Organizations (LROs) in the West Wing of the former CGO and FMB. Together with the DoJ offices in the Main Wing, the East Wing and part of the West Wing of the former CGO, the whole area is intended to form a legal hub at the heart of Hong Kong. With the establishment of the Legal Hub, it is hoped that LROs will be able to further develop their services, and create a favorable environment to attract more international legal, arbitration and mediation institutions to set up offices in Hong Kong.

Given the fact that HKMC is the first non-profit professional mediation organization with charitable status, we actively collaborate with local and overseas mediation / arbitration organizations and are well known by many mediation / arbitration organizations around the world. Moreover, in order to promote mediation across the boundary, HKMC jointly set up the "Mainland - Hong Kong Joint Mediation Center" (MHJMC) in December 2015 with the China Council for the Promotion of International Trade (CCPIT)/China Chamber of International Commerce (CCOIC) Mediation Center, creating a well-developed platform in Hong Kong for the resolution of cross-border and international commercial disputes. Our efforts and contribution in promoting the development of mediation and enhancing the competitiveness of Hong Kong as a center for international legal and dispute resolution services in the Asia-Pacific region have been recognized by the Hong Kong Government and we are pleased to know that HKMC's application to use space in the Legal Hub has been approved by the DoJ and certain space has been allocated to us in Stage 1 application exercise.

Looking forward, HKMC will harness the advantages brought about by being situated in the Legal Hub and continue to devote efforts in enhancing the status of mediation in the world. We believe that together we can embrace more challenges ahead and hope to have your continuous support.

新辦公室開幕酒會 NEW OFFICE COCKTAIL RECEPTION



一眾嘉賓包括李伯誠先生（左七）及陳潔儀女士（左六）於新辦公室開幕酒會中合照留念。
Group photo of all guests, including Mr. Simon Lee (seventh left) and Ms. Ada Chen (sixth left) in the cocktail reception.

為配合中心長遠的發展，秘書處辦公室經已擴張及啟用。為慶祝新辦公室入伙，中心於2016年11月11日舉行開幕酒會活動，邀請了香港律政司副民事法律專員李伯誠先生、律政司爭議解決政策統籌辦公室主任陳潔儀女士、各中心理事及顧問等嘉賓出席。酒會上設茶點小吃，讓各位嘉賓度過歡愉的晚上。

位於灣仔守時商業大廈9樓的新辦公室開幕後，中心現增設三間備有完善設施的會議室，供會員及有需要人士租用。三間會議室皆為調解會議的特殊需要而設。如需查詢租用詳情，請與本中心職員聯絡。

To tie in with the long-term development of HKMC, Secretariat office has been extended and is now in service. To celebrate the opening of the new office, HKMC organized

a cocktail reception as a house-warming event on 11 November 2016, inviting guests like Mr. Simon Lee, Deputy Law Officer and Ms. Ada Chen, Commissioner of the Joint Dispute Resolution Strategy Office of the Department of Justice, Council Members and Consultants of HKMC. Refreshments were served in the reception, enabling all the guests to enjoy the evening.

After the opening of the new office, which is located on 9/F, Success Commercial Building in Wan Chai, three extra conference rooms are now available for rental. The three conference rooms are equipped with advanced facilities. They are specifically designed for mediation. Please contact our staff for more information on conference room rental.

會員全接觸 MEMBERS' CORNER

持續專業發展講座 CONTINUING PROFESSIONAL DEVELOPMENT SEMINARS

「道歉有用嗎？ - 道歉法制定與調解」講座 “DOES AN APOLOGY MATTER? – ENACTMENT OF APOLOGY LEGISLATION AND MEDIATION” SEMINAR



中心會長羅偉雄先生（中）向黃吳潔華女士（右）致送感謝狀。
A Certificate of Appreciation was presented to Mrs. Cecilia Wong Ng Kit Wah (right) by Mr. Francis Law, President of HKMC (middle).

商業調解案件一般以金錢賠償達至和解，但涉及人身傷害及人為疏忽之案件中的受害人及其家屬則期望獲得對方的道歉以緩解心中鬱結。在不幸事件後的調解中，即使造成傷害的一方認為自己並沒有任何失誤，亦可能想就事件對受害人造成的傷害作出道歉及慰問。可是，社會上普遍擔憂道歉可能會成為承認錯誤及責任的證據而招致法律責任，以致類似案件在很多情況下未能達成和解。為了解決以上問題，香港律政司的調解工作小組在2010年的報告中建議考慮在香港推行道歉條例。

由於道歉法有助更多案件的當事人達成和解，中心一直關注香港制定有關條例的情況，更邀請了調解資歷豐富的調解資歷評審協會有限公司主席黃吳潔華女士於2016年11月2日為是次講座擔任主講嘉賓。講者以親身經歷以及本港過去的案例作引旨，再以外國的道歉法例作參考，集中討論調解和道歉之間的關係，深入探討本港的《道歉法例草案》，令參加者了解更多有關道歉法與調解的關係。

While most commercial mediation cases focus on monetary settlement, for personal injury and negligence cases, victims and their families would expect receiving an apology to relieve their soreness. In a dispute following a mishap, the party causing injury may also wish to convey apology or condolence to the injured persons for the loss and suffering sustained, even if the party believed that nothing has been done wrong. However, it appears there is a common concern that an apology may be used as evidence of an admission of fault, liability or legal responsibility, thus leading to numerous failure in achieving settlement. To address the above concern, in its report published in 2010, the Working Group on Mediation of the Department of Justice recommended the consideration of the enactment of Apology Ordinance in Hong Kong.

As the Apology Ordinance can facilitate the settlement between parties, HKMC has kept a close eye on its enactment in Hong Kong. We had also taken a step further to invite Mrs. Cecilia Wong Ng Kit Wah, an experienced mediator and Chairlady of Hong Kong Mediation Accreditation Association Limited, to be the guest speaker at the seminar held on 2 November 2016. In the seminar, Mrs. Wong introduced the concepts through her personal vivid experience and past cases in Hong Kong, quoted the Apology Ordinances of foreign countries as references and had an in-depth discussion on the Apology Legislation Bill of Hong Kong. The seminar had attracted more than 60 members to join and to learn more about the relationship between Apology Ordinance and mediation.

國際商品交易会調解經驗分享會

EXPERIENCE SHARING SEMINAR ON MEDIATION IN INTERNATIONAL TRADE FAIR

中國進出口商品交易会（廣交會）是內地一個國際知名的商業及貿易活動。在中國國際貿易不斷上升的同時，貿易爭議數量亦隨之而急升，跨境調解因此亦相應增加。在此環境之下，香港的調解員具備相當優勢。憑著擁有多種語言能力和符合國際標準的調解員資歷，他們絕對有充分的準備處理一些非常複雜的國際貿易糾紛個案。

中心調解員在過去三屆廣交會中的表現備受好評，亦受到主辦單位、參展商及與會商人的高度認同。他們不但在會場中的投訴站解答有關調解之問題，而且為多宗國際貿易糾紛提供專業調解服務。因此，香港和解中心便邀請了當中數位曾參與此項服務的會員分享他們的經驗，分享他們各自在此調解服務中所曾面對的挑戰，以及重點提出涉及國際貿易的調解之特點。分享會於2016年12月9日舉行，中心副會長陳顯文先生以及會員服務委員會主席羅子淇先生擔當分享會主持人，與一眾講者作出互動。其後，參加者分為小組，與講者更深入互動及交流。小組討論反應熱烈，參與者和講者都渡過了一個豐盛的晚上。

China Import and Export Fair (Canton Fair) is an internationally renowned commercial and trading event in Mainland China. While international trade in China is continuously growing, the number of trading disputes is also sky-rocketing, in turn, spurring cross-border mediation. In this circumstance, mediators in Hong Kong are in obvious advantage. Being

multilingual and qualified with an established international standard of mediators' qualification, they are well prepared to embrace highly complexed international trade disputes.

Mediators of HKMC at the three Canton Fairs in the past years had earned reputation and were highly recognized by the organizer, exhibitors as well as traders. Not only had they answered questions about mediation at the complaint corner, they had also provided professional mediation services in resolving a large number of international trade disputes. Therefore, HKMC invited members who had engaged in the pro bono mediation services in Canton Fair to share their experiences, citing some challenges they faced adding with numerous real case scenarios, pinpointing the major features of mediation involved in international trade. The seminar was successfully held on 9 December 2016. Mr. Alfred Chan, Vice President of HKMC and Mr. Jacky Law, Chairperson of the Member Services Committee of HKMC, acted as moderators to interact with the speakers who first shared on stage. Later in the seminar, participants split into groups to listen to speakers' sharing more closely, and with more details. Group interaction was rewarding and all participants and speakers had a fruitful evening.



參加者皆踴躍參與小組討論。
Participants were taking part in the group discussion.



中心副會長關衛擎先生（後排左二）與眾講者合照。
Mr. Frankie Kwan, Vice President of HKMC (back row, second left) took a photo with the speakers after seminar.

調解代理人之講座 SEMINAR ON MEDIATION ADVOCACY



中心會長羅偉雄先生（右）向Michael Beckett先生（左）致送感謝狀。
A Certificate of Appreciation was presented to Mr. Michael Beckett (left) by Mr. Francis Law, President of HKMC (right).

實務指示31生效後，調解代理人在調解中代表其中一方進行調解的情況愈趨普遍。2016年12月20日舉行的調解代理人之講座，就有關在調解中代表一方進行調解時的所需技巧進行討論，以及指出在擔任此角色時，不論是律師、客戶或任何行業的代表應注意的常犯錯誤。中心邀請了香港城市大學客座研究員Michael Beckett先生擔任是次講座的主講嘉賓，就調解代理人事宜與會員進行深入討論。

With the introduction of Practice Direction 31, the opportunity to represent clients in a mediation has become more common. The seminar held on 20 December 2016 discussing the knowledge and skills that were needed to represent a party in a mediation whether you are a lawyer, a client or a representative from any industry and what mistakes should be avoided in this role. Mr. Michael Beckett, a Visiting Fellow at City University of Hong Kong, was invited to be the speaker and to have an in-depth discussion with members on this matter.

提升處理情緒障礙之調解技巧講座 SEMINAR ON HOW TO REMOVE EMOTIONAL OBSTACLES IN MEDIATION

進行調解時，調解員都經常遇到爭議雙方帶著負面情緒的情況。為了讓會員認識更多關於在調解中消除情緒障礙的知識，中心於2017年2月21日舉辦了提升處理情緒障礙之調解技巧講座，並邀請了香港家庭福利會高級調解服務主任及家事調解監督黃陳子英女士擔任主講嘉賓。講座能讓參與者了解爭議雙方的消極情緒如何影響調解，並教育他們消除情緒障礙的技巧，配合真實案例分享及角色扮演環節，約130名參加者的反應正面，令人鼓舞。



黃陳子英女士與參加者進行互動環節。
Mrs. Ruth Wong Chan Tsz Ying had interactive activity with participants.



中心會長羅偉雄先生（左）向黃陳子英女士（右）致送感謝狀。
A Certificate of Appreciation was presented to Mrs. Ruth Wong Chan Tsz Ying (right) by Mr. Francis Law, President of HKMC (left).

It is not uncommon that mediators would encounter negative emotions of parties during mediation. To equip members with knowledge and skills of removing emotional obstacles in mediation, HKMC held the Seminar on How to Remove Emotional Obstacles in Mediation on 21 February 2017 and invited Mrs. Ruth Wong Chan Tsz Ying, Senior Coordinator (Mediation Services) of the Hong Kong Family Welfare Society as well as an experienced accredited Family Mediation Supervisor, to be the speaker. The seminar helped participants to understand how negative emotions of parties affected mediation adversely and to enhance their competence of removing the emotional obstacles. With case illustrations, demonstration and exercises, very positive feedbacks from around 130 participants were received.

調解專門化系列 - 物業管理公司與業主常見的矛盾

MEDIATION SPECIALIZATION SERIES – COMMON DISPUTES BETWEEN PROPERTY MANAGEMENT COMPANIES AND THE OWNERS

業主的維權意識越來越強，相關的法律法規也越來越多，加上《物業管理服務條例》在去年五月底獲立法會通過後，物業管理工作也因此越趨複雜。有見及此，中心邀請了中華物業管理學會會長馮國雄博士於2017年4月3日舉行的「調解專門化系列 - 物業管理公司與業主常見的矛盾」講座擔任主講嘉賓。本次研討會重點介紹從事物業管理人士面臨的挑戰，馮博士及中心副會長關衛擎先生亦分享了物業管理公司與業主之間常見的糾紛及如何應用調解以解決物業管理糾紛。

With the raising awareness of rights of the property owners and the increasing number of laws and regulations governing properties, as well as after the enactment of the Property Management Services Ordinance by the Legislative Council in May last year, property management becomes more complicated. HKMC thus invited Dr. Lobo Fung Kwok Hung, the President of the Greater China Institute of Property Management, to be the speaker of the seminar, Mediation Specialization Series – Common Disputes between Property Management Companies and the Owners, on 3 April 2017. The seminar focused on the challenges for Property Manager. Dr. Fung and Mr.

Frankie Kwan, Vice President of HKMC, shared on typical disputes and application of mediation to resolve disputes related to property management.



中心會長羅偉雄先生（右）向馮國雄博士（左）致送感謝狀。
A Certificate of Appreciation was presented to Dr. Lobo Fung Kwok Hung (left) by Mr. Francis Law, President of HKMC (right).

如何善用性格分析以增強調解技巧

HOW TO STRENGTHEN MEDIATION SKILLS THROUGH PERSONALITY ASSESSMENT

為了加強會員對性格分析的認識及對爭議各方的了解，中心於2017年4月27日舉行了如何善用性格分析以增強調解技巧講座，中心十分榮幸能邀請到DISC專業培訓師George T. K. Quek先生及馮超惟先生作主講嘉賓。他們在培訓服務方面具有豐富經驗，包括心理測量學評估及溝通培訓。講座介紹了DISC模式，並深入探討了性格分析的重要性和如何善用以提升調解技巧。逾100名參加者的反應正面，相信他們均獲益良多。

To enrich members' personality assessment knowledge and skills to strengthen the understanding of dispute parties in mediation, HKMC held the seminar, How to Strengthen Mediation Skills through Personality Assessment, on 27 April 2017. HKMC was honored to invite DISC Trainers, Mr. George T. K. Quek and Mr. Fred Fung, to be the speakers. They are experienced in managing and developing training services, focusing on aspects such as psychometric assessment and communication. During the seminar, DISC Model was introduced to help participants to understand the importance of personality assessment, and how it supported mediator to know their dispute parties in-depth. Response from more than 100 participants was encouraging and it was believed that they learned a lot from the seminar.



中心代表向George T. K. Quek先生（左四）及馮超惟先生（右四）致送感謝狀。
A Certificate of Appreciation was presented to Mr. George T. K. Quek (forth left) and Mr. Fred Fung (forth right) after the seminar.



馮超惟先生於講座介紹DISC模式。
Mr. Fred Fung introduced DISC Model during the seminar.

調解專門化系列 - 以調解解決知識產權及創新科技爭議論壇 MEDIATION SPECIALIZATION SERIES – FORUM ON THE OPPORTUNITY TO RESOLVE INTELLECTUAL PROPERTY AND INNOVATIVE TECHNOLOGY DISPUTES BY MEDIATION



中心會長羅偉雄先生（左三）及副會長陳穎文先生（右一）向梁家麗女士（右三）、劉帥賢博士（右二）、梁偉峯博士（左二）及呂慧婷大律師（左一）致送感謝狀。

Certificates of Appreciation were presented to Ms. Leung Ka Lai Ada (third right), Dr. Lau Shui Yin Alex (second right), Dr. Leung Wai Fung Joseph (second left) and Ms. Lui Whei Ting Nana (first left) by Mr. Francis Law, President of HKMC (third left) and Mr. Alfred Chan (first right), Vice President of HKMC.

香港正發展成為知識產權貿易中心和創新科技中心，從業員對於如何締造和諧的商業環境都表示關注，同時，他們需具備足夠能力以處理有可能引起的爭議。為了加強會員對此方面的了解，中心於2017年6月30日舉辦了調解專門化系列－以調解解決知識產權及創新科技爭議論壇。

中心很榮幸邀請到香港特別行政區知識產權署署長梁家麗女士擔任講者，她分享了香港知識產權制度的發展及香港作為區域知識產權貿易中心的競爭優勢，及上述因素如何輔助香港發展成為具領導性的爭議解決中心。中心亦邀請了數名業內人士，包括劉帥賢博士、梁偉峯博士及呂慧婷大律師擔任嘉賓講者，分別以專業調解員、知識產權及創新科技從業員以及大律師的角度，與一眾參加者分享意見。眾嘉賓講者先各自就議題發表演說，隨後眾嘉賓講者於台上進行小組專題討論，探討如何應用調解以解決知識產權和創新科技糾紛，最後以問答環節作結，是次論壇逾120人參加。



香港特別行政區知識產權署署長梁家麗女士於論壇擔任講者。
Ms. Leung Ka Lai Ada, Director of Intellectual Property of HKSAR Government, spoke in the forum.

Hong Kong is developing as an intellectual property trading hub and a center of Innovative Technology. Practitioners may concern about measures in creating a suitable environment for the business. They need to be equipped to deal with the matter in case disputes arise. To address to their concerns, Mediation Specialization Series – Forum on the Opportunity to Resolve Intellectual Property and Innovative Technology Disputes by Mediation was held on 30 June 2017.



眾嘉賓講者於台上進行小組專題討論。
All speakers participated in the panel discussions on stage.

It was HKMC's honor to have invited Ms. Leung Ka Lai Ada, Director of Intellectual Property of HKSAR Government, as the honorable speaker to share her views on development of Hong Kong's intellectual property regime, competitive advantages of developing Hong Kong as a regional intellectual property trading hub and how the above might complement government's policy to develop Hong Kong as a leading center of dispute resolution. Other guest speakers, Dr. Lau Shui Yin Alex, Dr. Leung Wai Fung Joseph and Ms. Lui Whei Ting Nana shared the views of professional mediator and also the practitioner in the field of intellectual property and innovative technology, and as a barrister-at-law respectively. The forum started with brief respective presentations by the speakers, followed by panel discussions, to explore the application and practical tips in using mediation in resolving intellectual property and innovative technology disputes, ended with a Question and Answer section. The forum attracted around 120 participants.

會員聯誼活動 NETWORKING ACTIVITIES

香港和解中心及香港調解會聯辦酒會

HONG KONG MEDIATION CENTRE AND HONG KONG MEDIATION COUNCIL JOINT COCKTAIL RECEPTION



梁愛詩女士（前排右四）、張錦慧女士（前排左四）、兩會代表及嘉賓向在座會員祝酒。

Ms. Elsie Leung (front row, fourth right), Ms. Christina Cheung (front row, fourth left), representatives of both organizations and guests gave a toast to members.

香港和解中心和香港調解會於2017年4月12日在香港中華總商會舉行了聯辦酒會。當晚大會十分榮幸邀請了全國人大常委會香港特區基本法委員會副主任及香港和解中心名譽顧問梁愛詩女士、律政司副民事法律專員張錦慧女士及其他律政司代表擔任嘉賓，中心會長羅偉雄先生與香港調解會主席楊文聲先生則為酒會致歡迎辭。兩會代表分別介紹其機構的最新動向，讓會員更了解兩會的資訊。兩會會員亦可藉著酒會與不同專業背景的會員互相交流，討論有關調解或其他替代性爭議解決方式事宜。是次酒會能夠圓滿舉行，有賴兩會超過120位會員支持。

Hong Kong Mediation Centre and the Hong Kong Mediation Council jointly organized the Cocktail Reception at the Chinese General Chamber of Commerce Members Club on 12 April 2017. Ms. Elsie Leung, GBM, JP, Deputy Director of HKSAR Basic Law Committee of Standing Committee of National People's Congress / Honorary Advisor of Hong Kong Mediation Centre and representatives from Department of Justice, including Ms. Christina Cheung, Deputy Law Officer (Civil Law), were invited to join our delightful night. Mr. Francis Law, President of HKMC and Mr. Yeung Man Sing, Chairperson of Hong Kong Mediation Council, delivered the welcoming speeches. Representatives of the two organizations introduced their latest news respectively for members to understand more about their recent updates. It was a

perfect opportunity to network with members from different professions of the two organizations and facilitate exchange of information in relation to mediation and other forms of Alternate Dispute Resolution. The event was a big success with over 120 members from the two organizations.



中心理事歡迎梁愛詩女士（右三）。

Council Members of HKMC were welcoming Ms. Elsie Leung (third right).





2016年會員周年大會 ANNUAL GENERAL MEETING 2016

香港和解中心2016年會員周年大會已於12月2日順利舉行。大會由中心秘書長黃欣女士主持，會長羅偉雄先生匯報了中心於過去一年的工作概況，並介紹中心未來一年的發展方向。與此同時，會長亦正式宣布成立三個專家小組及介紹各專家小組之服務範圍。另外，中心2015-2016年度的財政狀況則由中心名譽司庫譚盛標先生及會長羅偉雄先生作出報告。會員大會除各位會員支持參與外，中心亦很榮幸邀請到會務顧問陳炳煥律師 SBS, JP出席。

在周年大會理事選舉環節中，四位候選人包括關衛擎先生、呂慧婷女士、鄧劍崇先生及尹達光先生自動當選成為新一屆的理事會成員，並向會員作自我介紹，讓會員對他們有更深入的認識。中心感謝每一位會員一直支持中心發展以及堅守專業精神，中心將為會員帶來更多及更廣的調解員專業發展機會。

The Annual General Meeting 2016 was held on 2 December 2016. The Meeting was hosted by Ms. Amy Wong, Secretary General of HKMC. In the Meeting, Mr. Francis Law, President of HKMC, reported the work progress in the past year. At the same time, he also officially announced the establishment of the three Expert Panels and introduced their respective features. On the other hand, the financial report for the year 2015-2016 was delivered by Mr. Darren Tam, Honourary Treasurer of HKMC and Mr. Francis Law, President of HKMC. Other than the support and attendance of members, it was our honor to have our consultant, Mr. Chan Bing Woon SBS, JP with us that night.



香港和解中心2016年年度會員大會已於12月2日舉行。
The Annual General Meeting 2016 was held on 2 December 2016.

In the election for Council Members, the four nominees, including Mr. Kwan Wai King, Frankie, Ms. Lui Nana Whei Ting, Mr. Tang Kim Sung and Mr. Wan Tat Kwong, Frank, were automatically elected and had a self-introduction for members to get to know them better. HKMC is grateful for members' participation in the Annual General Meeting and hopes that all members will continue to support HKMC's endeavors to bring more and wider opportunities for mediators' professional development.

調解服務 MEDIATION SERVICE

中國進出口商品交易會(廣交會)之義務調解服務計劃 CHINA IMPORT AND EXPORT FAIR'S (CANTON FAIR) PRO BONO MEDIATION SERVICE SCHEME



中心代表團與廣交會及深圳國際仲裁院代表之合照。
Group photo of delegates of HKMC with the representatives from Canton Fair and Shenzhen Court of International Arbitration.

鑒於中心調解員過往的表現出色並獲得大會肯定，中心連續四屆獲邀參與中國進出口商品交易會(簡稱廣交會)中的義務調解服務計劃，第120屆及第121屆廣交會分別於2016年9至10月及2017年4至5月間舉行，中心委派了調解員在投訴站中為各國商人解答調解有關疑難及提供調解服務解決國際商貿糾紛。會長羅偉雄先生帶領中心代表團與廣交會代表會面，並獲接待於廣交會參觀，介紹其背景和歷史，代表團亦到現場了解情況、視察環境，並向調解員提供相關指導，令調解服務的表現更卓越。此外，會員能透過是次機會獲得處理多項國際商貿糾紛的寶貴經驗，同時增進與內地調解員和法律人員的交流，代表團亦與深圳國際仲裁院(華南國際經濟貿易仲裁委員會)代表交流意見，雙方獲益良多，故此有助促進兩地的調解發展。

In light of the outstanding performance of HKMC mediators in the past events, it has been the fourth time for HKMC to be invited to join the Canton Fair. HKMC took part in the 120th Canton Fair which was held between October and November in

2016, and the 121st Canton Fair which was held in April and May 2017. Under its Pro Bono Mediation Service Scheme, mediators representing HKMC were stationed at the mediation booth to address mediation enquires from overseas businessmen and provide them with mediation services for resolving international trade disputes. In addition, delegates of HKMC, led by Mr. Francis Law, President of HKMC, had visited the Canton Fair and were honored to have a guided tour from representatives of Canton Fair, who introduced its history and background. Delegates of HKMC also observed the environment and evaluated the situation, and provided guidance to the mediators. The scheme created a platform for interactions between mediators and legal professionals from the Mainland. Through exchanging mediation knowledge with the representatives from Shenzhen Court of International Arbitration, South China International Economic and Trade Arbitration Commission, HKMC strived to enhance the mediation development for both places.



中心代表團與廣交會代表之合照。
Group photo of delegates of HKMC with the representatives from Canton Fair.



廣交會代表向中心代表團介紹廣交會背景及歷史。
Representatives from Canton Fair introduced to delegates of HKMC about the background and history of Canton Fair.

大廈管理義務專業調解服務計劃

OFFICIAL LAUNCH OF THE HAD FREE MEDIATION SERVICE SCHEME FOR BUILDING MANAGEMENT

大廈管理既複雜又繁瑣。業主、租客、業主立案法團和物業管理公司對日常的大廈管理和維修工作，可能有不同的意見。如果各方未能妥善溝通協調，便可能會出現爭議，甚至掀起法律訴訟。

為協助有關各方面人士更有效和迅速地解決大廈管理糾紛，省卻採取法律行動的開支和時間，香港和解中心聯同民政事務總署及香港調解會於2015年3月合作推行為期兩年的「大廈管理義務專業調解服務試驗計劃」，由專業認可調解員協助涉及大廈管理糾紛的各方以調解方式解決爭議。為進一步在社區推廣調解服務，民政事務總署與中心議定把試驗計劃恆常化，由2017年3月開始正式推行「大廈管理義務專業調解服務計劃」，並擴大服務範圍涵蓋綜合商業住宅大廈，協助調解業主立案法團與商業營運者就大廈公用部分管理事宜的糾紛。只要各方同意以調解處理大廈管理糾紛，民政事務總署會安排調解員提供不多於15小時的免費調解服務，協助各方解決爭議。

Building management may be complicated and tedious. Owners, tenants, owners' corporations and property management companies may have different views on day-to-day building management and maintenance work. Ineffective communication and coordination may lead to disputes or even litigation.

In order to assist relevant parties in resolving disputes over building management more promptly and effectively, and to save the cost and time incurred in legal actions, after the implementation of the Pilot Scheme for two years since March 2015, the Home Affairs Department (HAD) had officially launched the Free Mediation Service Scheme for Building Management on 1st March 2017. The scope of service was expanded to cover disputes between owners' corporations and commercial operators over the management of common parts of composite commercial/residential buildings. Given that all parties agreed to settle the disputes regarding building management by mediation, HAD would arrange at most 15 hours of free mediation service in assisting parties to resolve the disputes.

大廈管理義務專業調解服務計劃的宣傳海報。
Publicity Poster of HAD Free Mediation Service Scheme for Building Management.

宣傳及推廣 PUBLICITY AND PROMOTION

展覽 EXHIBITIONS

香港貿發局教育及職業博覽 2017

HONG KONG TRADE DEVELOPMENT COUNCIL EDUCATION & CAREERS EXPO 2017



中心職員及調解大使向有意參加調解課程的參觀者提供詳盡介紹。
Staff and Mediation Ambassadors of HKMTC explained details of mediation-related courses to interested parties.

中心今年於2017年2月23至26日再度參展由香港貿易發展局舉辦的2017教育及職業博覽，目的是讓公眾人士對調解有進一步的認識，真正把調解帶進社區，並藉此向在場人士推廣由中心主辦或與其他大專院校及專業團體合辦的40小時綜合調解員培訓課程及其他調解相關課程，鼓勵更多對調解有興趣的人士投身這門行業或助他們發展事業。博覽會期間於2月25日舉辦了免費講座-「善用調解助你發展事業」，由中心副會長陳顯文先生分享調解經驗及心得，助在職人士/畢業生善用調解發展事業。另外，中心亦於博覽中提供免費調解服務諮詢，由調解員即場解答公眾人士的調解疑難。今年攤位參觀人數顯著上升，達至720人次，反應踴躍。

In light of the last year experience, HKMTC participated in the Education & Careers Expo organized by Hong Kong Trade Development Council (HKTDC) from 23 to 26 February 2017.

We aimed at enhancing public's understanding towards mediation, and spurring the development of mediation in local community, as well as promoting our 40-hour General Mediator Training Course and other mediation related training courses which were organized/ co-organized by HKMTC to participants who were interested in career advancement and enhancing personal skills. A seminar on the topic of "Harnessing the Power of Mediation to Advance your Career" was delivered by Mr. Alfred Chan, Vice President of HKMTC, on 25 February 2017 in the Expo to share mediation experience and to help working people and graduates to make use of mediation for their career development. In addition, HKMTC provided free mediation consultation and in the Expo to address the public's mediation-related enquiries. The number of visitors had greatly increased this year, with more than 720 visitors visiting our booth.



中心副會長陳顯文先生於香港貿發局教育及職業博覽分享於調解的經驗和心得。
Mr. Alfred Chan, Vice President of HKMTC, spoke in the seminar in HKTDC Education & Careers Expo 2017.

講座 TALKS

2017年「調解為先」承諾書活動 "MEDIATE FIRST" PLEDGE EVENT 2017

政府一直致力推廣調解發展，為提倡和推廣在香港更廣泛地以調解決爭端，律政司每兩年舉辦一次「調解為先」承諾書活動，讓公眾更了解調解及其好處。2017年「調解為先」承諾書活動於2017年6月13日舉行，活動主要由「調解為先」承諾書簽署及「調解為先：邁步向前」研討會兩部分組成。360家公司和組織已經簽署承諾書，以示支持「調解為先」，當他們遇到紛爭時，承諾會先以調解決爭端，避免訴諸法庭。多間跨國公司和中小企業代表出席了是次活動，從中交流彼此對應用調解的感想和經驗。作為支持機構之一，香港和解中心於活動當日簽署了承諾書，亦推薦了多間中小企業簽署「調解為先」承諾書。



會長羅偉雄先生於「調解為先：邁步向前」研討會擔任講者。
Mr. Francis Law, President of HKMTC, was the guest speaker of the "Mediate First: Moving Forward" seminar.

活動的另一部分為「調解為先：邁步向前」研討會，中心會長羅偉雄先生獲邀擔任嘉賓講者，以「跨境貿易爭議的調解」為題，向在場約500位參加者分享調解在跨境爭議上的廣泛應用。

The government is determined to promote the development of mediation. The “Mediate First” Pledge Event offered opportunities for the public to know more about the advantages of mediation in resolving a wide range of disputes and to



share experience. It was held on 13 June 2017, which was a biannual event and organized by the Department of Justice. The event mainly consisted of two parts, “Mediate First” Pledge and “Mediate First: Moving Forward” seminar. The “Mediate First” Pledge is a commitment by signatory of the Pledge to use mediation first when parties encounter disputes, before seeking other means of dispute resolution. 360 companies and organizations have already shown their commitment by signing the pledge. Representatives of multinational corporations and small and medium enterprises from various industries attended the event to exchange their views and experience of using mediation. HKMC, as one of the supporting organizations, had signed the pledge during the event, and also recommended various small and medium enterprises to sign the pledge as well.

Regarding the “Mediate First: Moving Forward” seminar, Mr. Francis Law, President of HKMC, was invited to be one of the guest speakers, to deliver a talk on the topic of “Mediation for Cross-border Commercial Disputes”, facilitating the participants’ understanding on the broad application of mediation, especially cross-border disputes. Around 500 participants took part in the event.



物業管理周2017 - 論壇暨優秀從業員頒獎典禮

PROPERTY MANAGEMENT WEEK 2017 - FORUM AND OUTSTANDING PRACTITIONERS AWARDS CEREMONY



隨著經濟及社會迅速發展，市民對住屋的要求及物業管理的服務質素日益提高。物業管理從業員與業主或住戶產生摩擦，甚至糾紛的情況時有發生。為了加深大眾對物業管理工作的認識及常見糾紛的了解，香港和解中心聯同大中華物業管理學會及香港地產行政師學會於2017年6月22日合辦了物業管理周2017 - 論壇暨優秀從業員頒獎典禮。是次論壇邀請了眾多位學者及專業人士，就主題「以調解處理物管糾紛 締造和諧居住環境」發表演說，並與參加者積極討論相關議題。中心會長羅偉雄先生於論壇擔任講者，以「調解處理物管糾紛能給予住戶及物業管理公司最大的保障」為題發表演說，向參加者講解利用調解以處理物管糾紛的好處。

除此之外，為表揚各級物業從業員對行業作出的貢獻，活動期間舉辦了優秀從業員選舉，選出多位優秀從業員，中心副會長關衛堃先生於選舉中擔任評審委員會主席，並於頒獎典禮中致辭及嘉許從業員於工作上的出色表現。是次活動已舉行至第四屆，反應熱烈，逾400人參加，相信各參加者皆獲益不少。

With the rapid economic development in society, people pursue a higher quality for housing, as well as the service of property management. This may create increasingly more frictions, even conflicts between the practitioners in property



management and property owners or tenants. To enhance public's understanding in property management and common disputes arisen in the profession, HKMC, together with Greater China Institute of Property Management and Hong Kong Institute of Real Estate Administrators, co-organized the Property Management Week 2017 - Forum and Outstanding Practitioners Awards Ceremony on 22 June 2017. Plenty scholars and professionals were invited to present their views in the forum, based on the theme "Handling property management dispute by mediation to create a harmonious living environment", and to have discussion with the participants. Mr. Francis Law, President of HKMC, was invited to be one of the speakers, to share his view on the topic of "Maximizing the protection of tenants and property management companies

by handling property management dispute by mediation", to explain to the participants the benefits of resolving disputes in property management by mediation.

In addition, in praise of the contribution of property practitioners at all levels, through the Outstanding Practitioners Awards Election, the panel selected a number of outstanding practitioners. Mr. Frankie Kwan, Vice President of HKMC, as well as Chairman of the Assessment Committee, delivered a speech and awarded their outstanding working performance in the ceremony. It had been the fourth time for holding the event, and the responses were overwhelming. The auditorium was packed with around 400 participants. It is believed that the participants' knowledge can be enriched.



中心副會長關衛華先生擔任評審委員會主席，並於頒獎禮中致辭。
Mr. Frankie Kwan, Chairman of the Assessment Committee and Vice President of HKMC, spoke in the ceremony.



中心會長羅偉雄先生擔任頒獎嘉賓，向優秀從業員得獎者頒發獎狀。
Mr. Francis Law, President of HKMC, presented the Outstanding Practitioners Award to an awardee.



中心會長羅偉雄先生（中）、副會長關衛華先生（左）及秘書長黃欣女士（右）合照留念。
Group photo of Mr. Francis Law, President of HKMC (middle), Mr. Frankie Kwan, Vice President of HKMC (left) and Ms. Amy Wong (right) in Property Management Week 2017 - Forum and Outstanding Practitioners Awards Ceremony.



中心副會長關衛華先生擔任頒獎嘉賓，向優秀從業員得獎者頒發獎狀。
Mr. Frankie Kwan, Vice President of HKMC, presented the Outstanding Practitioners Award to an awardee.

大廈管理及調解講座

TALKS ON BUILDING MANAGEMENT AND MEDIATION

民政事務處大廈管理及調解講座

TALKS ON BUILDING MANAGEMENT AND MEDIATION BY HOME AFFAIRS DEPARTMENT

大廈管理糾紛是常見的爭議議題，為加深市民對《建築物管理條例》的認識，並鼓勵他們利用調解方式以解決大廈管理糾紛，民政事務處定期於各區舉辦大廈管理及調解講座，並一如以往繼續邀請中心之代表擔任嘉賓講者。過去半年間，一共舉辦了7次講座，吸引了逾700名市民出席。透過真實個案的示範，講者於講座介紹調解概念、好處和程序，亦推廣「大廈管理義務專業調解服務試驗計劃」，希望能讓市民進一步了解調解和大廈管理。

Building management issues had always been the common topics for disputes. To enhance the public's understanding on the Building Management Ordinance and introduce mediation as a means of resolving disputes related to building management, representatives of HKMC were continually to be invited by the Home Affairs Department to be the guest speakers in a series of talks on building management and mediation. In the past half-year, 7 talks were organized in

different districts, attracting around 700 audience. Speakers introduced the concepts, advantages and procedures of mediation, further illustrated the ideas with role play demonstrations. In addition, Free Mediation Service Scheme for Building Management was also promoted during the talk. Overall, it helped strengthen people's knowledge on mediation and building management.



觀塘民政事務處代表向講者中心副會長陳顯文先生（中）和羅子淇先生（左三）及中心調解員致送感謝狀。

Representative from Kwun Tong District Office of Home Affairs Department presented a certificate of appreciation to Mr. Alfred Chan, Vice President of HKMC (middle), Mr. Jacky Law (third left) and mediators.



英子烈先生於深水埗區優質私人樓宇管理課程擔任解答參加者疑問。

Mr. Daniel Ying spoke in Building Management Seminar at Lai Kok Community Hall.



中心會長羅偉雄先生於民政事務總署大廈管理調解講座後與民政事務總署擔任講者。

Mr. Francis Law, President of HKMC, spoke in the Mediation Workshop on Building Management.



英子烈先生（左）與尹達光先生（右）於葵青區大廈管理證書課程擔任講者。

Mr. Daniel Ying (left) and Mr. Frank Wan (right) spoke in Building Management Seminar at Lai King Community Hall.



東區民政事務處代表向講者羅子淇先生（左）致送感謝狀。

Representative from Eastern District Office of Home Affairs Department presented a certificate of appreciation to Mr. Jacky Law (left).



呂樹添先生（右）於西營盤樓宇維修及大廈管理工作坊擔任講者。

Mr. Lui Shu Tim (right) spoke in Building Management Seminar at Sai Ying Pun Community Complex.



尹達光先生於生生社企餐廳大廈管理調解講座擔任講者。

Mr. Frank Wan spoke in Building Management Seminar at New Life Social Enterprise Restaurant.

調解課程推廣講座

PROMOTIONAL TALKS FOR MEDIATION COURSE

中心一直致力將調解推廣到社會各界，再次承蒙聖雅各福群會邀請，分別於2016年11月1日、2017年2月17日及4月27日舉辦「認識調解締造雙贏與解決跨境商業糾紛」講座，中心調解員暨導師呂樹添先生、會長羅偉雄先生及副會長陳顯文先生先後擔任講座的主講嘉賓，而副會長關衛擎先生在2016年11月23日亦應邀到嶺南大學持續進修學院擔任嘉賓講者。講座就調解的基本概念和程序進行介紹，亦就香港調解服務的發展動向進行討論，為參加者提供如何能夠成為專業認可調解員的資訊。講座內容亦涵蓋了跨境爭議解決平台之介紹，讓參加者認識跨境調解的好處。活動反應熱烈，四次講座一共吸引超過300名參加者，希望他們能藉此更了解調解及其應用。

HKMC has been dedicated efforts to make mediation known to all walks of life. HKMC has continued to be invited to by St. James' Settlement to hold promotional talks for mediation

course. Mr. Lui Shu Tim, accredited mediator and trainer of HKMC, served as speaker in the mediation talk on 1 November 2016. Mr. Francis Law, President of HKMC, and Mr. Alfred Chan, Vice President of HKMC, were invited to spoke in the talks on 17 February 2017 and 27 April 2017 respectively. HKMC was also invited to Lingnan Institute of Further Education to hold a mediation talk on 23 November 2016, in which Mr. Frankie Kwan, Vice President of HKMC, served as the speaker. The speakers promoted mediation by introducing mediation concepts and procedures, elaborating on the development of mediation services in Hong Kong, as well as the career path of becoming a professional accredited mediator. In addition, cross-border mediation and its advantages were also introduced. The events attracted more than 300 participants in total, which helped them to have a better understanding on mediation and its application.

調解講座 - 專業團體及其他機構

MEDIATION TALKS FOR PROFESSIONAL BODIES AND OTHER ORGANIZATIONS

第一太平戴維斯物業管理有限公司調解講座：調解與物業管理

MEDIATION TALK FOR SAVILLS PROPERTY MANAGEMENT LIMITED: MEDIATION AND PROPERTY MANAGEMENT

前線物業管理從業員許多時候要處理住戶的投訴和業主之間發生的衝突，故此物業管理公司會為他們的員工進行調解培訓，令他們掌握處理糾紛的知識和技巧，以應付其工作需要。中心於2016年11月9日獲第一太平戴維斯物業管理有限公司邀請為其物業管理團隊舉辦講座。講座由中心副會長關衛擎先生主講，主要介紹調解的技巧，並輔以真實案例作分享，令參加者更容易掌握調解如何能應用於處理物管糾紛，從而在工作時學以致用，為建設和諧社區及舒適的居住環境出一分力。

There is no doubt that front-line property management practitioners encountered many complaints and disputes from residents and property owners. There is an essential need to provide mediation training to staff of property

management companies to equip them with the knowledge and skills to handle disputes effectively. To address this issue, HKMC was invited to hold a talk on 9 November 2016 for the staff members of Savills Property Management Limited. Mr. Frankie Kwan, Vice President of HKMC, served as the speaker to inculcate the participants with mediation knowledge and skills that were required for resolving disputes. Illustrated with the real-life cases and scenarios, it enhanced participants' understanding of the application of mediation and they would be better equipped with the skills for handling property disputes. Through the mediation talk, HKMC hoped to facilitate in creating a more harmonious community with comfortable living environment.

港怡醫院專業調解研討會：調解醫療爭議

PROFESSIONAL MEDIATION SEMINAR FOR GLENEAGLES HONG KONG HOSPITAL: RESOLVING MEDICAL AND HEALTH CARE DISPUTE

醫療爭議在本港時有所聞，而調解正正是解決醫療爭議的可取做法。中心於2016年12月22日獲邀到港怡醫院舉辦專業調解講座，逾120名醫護人員參加，並由中心會長羅偉雄先生及副會長陳顯文先生主講，簡介了何謂調解，及重點教授了調解之基本技巧，簡述香港醫療爭議之情況，對如何以調解解決醫療爭議作出深入探討，並輔以模擬個案示範，期望參加者有需要時能適當地應用調解，繼續緊守他們的崗位，服務社會。

Medical disputes are often heard in Hong Kong. Mediation can serve as an effective means for resolving the disputes. HKMC was invited to hold a mediation seminar for Gleneagles Hong Kong Hospital on 22 December 2016, attracting around

120 participants. Mr. Francis Law, President of HKMC, and Mr. Alfred Chan, Vice President of HKMC, served as speakers to teach participants mediation concepts and skills, and introduce the current situation of medical disputes in Hong Kong. Through role-plays, they also highlighted the resolution of medical and health care disputes by mediation. This tailor-made talk for the medical care institution was hoped to equip the practitioners with better mediation knowledge, which would prepare them to apply the learnt mediation skills when disputes happened, to continue to contributing to the society in the medical and health care profession.



中心副會長陳穎文先生擔任講者。
Mr. Alfred Chan, Vice President of HKMC, spoke in the seminar.



中心會長羅偉雄先生（中）與兩位調解員進行調解示範。
Mr. Francis Law, President of HKMC (middle), had case demonstration with two mediators.

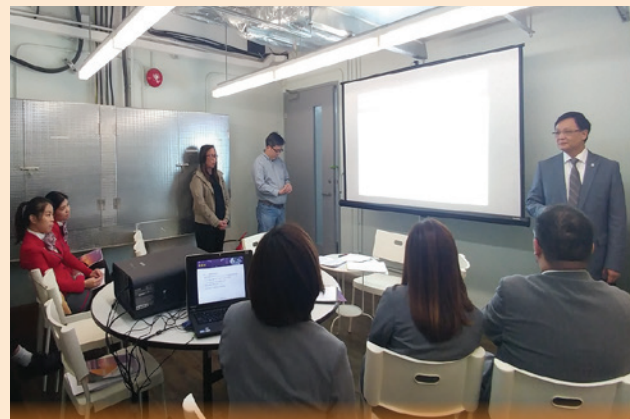
國際廣場管業處之調解工作坊

MEDIATION WORKSHOP FOR ISQUARE MANAGEMENT OFFICE

物業管理從業員往往需要在工作中處理各方的投訴或糾紛，若然糾紛處理不當，則可能影響商場的聲譽，故此培訓員工如何處理糾紛成為了不少行內公司的趨勢。中心於2017年4月28日獲邀為國際廣場管業處之物業管理員工舉辦調解工作坊。中心副會長關衛華先生擔任講者，簡介了調解的基本概念、技巧以及在商場中調解的應用，盼參加者能善用調解來化解投訴和糾紛。

Practitioners of property management are frequently required to handle many kinds of complaints or disputes. It will adversely affect the reputation of the shopping mall if the disputes are not handled properly. Hence, many property management companies offer trainings to their staff on handling disputes. HKMC was invited by iSQUARE Management Office to hold a mediation workshop for their staff on 28 April 2017. Mr. Frankie Kwan, Vice President of HKMC, served as speaker and delivered a speech regarding basic concept of mediation and skills. Application of mediation

in the shopping mall setting was also taught, by which we anticipated that the participants could utilize mediation when they encountered complaints and disputes.



中心副會長關衛華先生於工作坊向參加者教授調解技巧。
Mr. Frankie Kwan, Vice President of HKMC, spoke in the workshop.

教育 EDUCATION

綜合調解員培訓課程及企業培訓

GENERAL MEDIATOR TRAINING COURSE & CORPORATE TRAINING

中心一直致力推廣調解，積極推動社會人士廣泛使用調解，並加強教育大眾掌握調解技巧，在日常生活中活用調解。同時，中心亦與多個辦學團體合作，培訓更多專業調解員，今年首6個月，已開辦了6班綜合調解員培訓課程，吸引超過150人報讀。課程內容全面，主要教授調解概念、程序、技巧及相關的法律知識，使學員能夠掌握各類調解技巧以成為專業調解員。

此外，中心亦為不同機構和企業提供企業培訓，如政府部門及大專院校，因應其需要設計不同培訓內容，希望參加者能把所學於工作或生活上應用。



三名調解員即場演出模擬個案，為學員作示範。
Three mediators were performing a role play case as live demonstration for students.

HKMC is always committed to promoting mediation and educating the public to adopt mediation as a basic skill and way of life, popularizing mediation by nurturing more professional mediators and thus enabling more people to apply mediation skills in daily life and workplace. Therefore, HKMC has been collaborating with various educational institutions to organize 40-hour General Mediator Training Course and has held 6 classes of General Mediator Training Course, attracting more than 150 students in the first six months of the year. The course

mainly focuses on concept of mediation, mediation procedures, mediation skills and relevant legal knowledge, equipping students to become accredited professional mediators.

Moreover, HKMC also provides customized corporate training for various organizations and enterprises, such as government departments and tertiary institutions, to encourage people to use mediation wisely and effectively when dispute arises in workplace or daily life.

廣告宣傳 PUBLICITY



香港和解中心
Hong Kong Mediation Centre

本課程為調評會所認可

綜合調解員培訓課程

**現正接受
報名**

課程目標及特色

本課程除教授調解概念、程序及相關的法律知識外，更透過小組討論、真實個案分享及模擬個案練習等教學模式，以助學員掌握各類調解技巧。專業指導員更在模擬個案練習中為學員的表現提供意見，大大提高課程的互動性。學員除可透過此課程成為專業調解員外，更可提升個人溝通能力、改善人際相處技巧，及有效地運用不同調解技巧，有組織地及有系統地處理日常生活及工作上所遇到的爭議和衝突。

對象

- 專業人士、行政人員或
- 有志成為專業調解員之人士或
- 有意提升溝通及解決衝突技巧之人士

課程優勢

接受性高：香港和解中心是香港首間獲政府認可為慈善機構的專業調解組織，於調解業界中具有領導地位。與香港大律師公會、香港律師會及香港國際仲裁中心創辦了香港調解資深評審協會有限公司（“調評會”），致力於制定調解員資歷及調解課程的評審機制，提高業界的專業水平及接受性。

教學質素保證：本中心擁有超過17年舉辦此課程經驗，為多所大專院校及專業團體舉辦了超過200個調解員培訓課程，培訓了超過10,000名調解學員，並屢獲口碑。

持續專業發展：本中心為會員提供多元化的持續專業發展機會及平台，包括深造課程、講座、研討會、個案轉介、實習計劃等，以助他們進一步發展調解專業。

專業認可

學員憑「綜合調解員培訓證書」可自行報考由調評會統籌的資歷評核。成功通過考核者，可申請成為本中心的「專業調解員」。

曾合辦此課程機構 (排名不分先後，合作機構眾多，未能盡錄)

- 香港中文大學專業進修學院
- 香港理工大學專業進修學院
- 嶺南大學持續進修學院
- 香港專業教育學院
- 聖雅各福群會
- 民政事務總署

課程詳情

課程編號：HKMC C029

日期：2017年7月8、15、22、29日及8月5日(星期六，共5堂)

時間：上午9時15分至下午6時45分

總時數：40小時

上課地點：香港和解中心(香港灣仔軒尼詩道245-251號守時商業大廈21樓)

語言：粵語為主，輔以英語(教材以英文為主)

學費：港幣15,000元正

報讀資格：大專程度或以上，學員須於報名時遞交學歷證明文件副本

截止報名：2017年6月30日 報名表格可於中心網頁下載

其他課程詳情，可與本中心聯絡。 ☎ 2866 1800 / 3974 5481 ☎ 2866 1299

www.mediationcentre.org.hk
training@mediationcentre.org.hk

綜合調解員培訓課程刊登於Job Market之廣告。

Newspaper advertisement of General Mediator Training Course on Job Market.

透過不同的宣傳廣告，中心一直致力推廣調解員的專業形象。為推廣本中心的40小時綜合調解員培訓課程，中心特別在報章雜誌（如Recruit及Job Market）刊登相關廣告，希望藉此機會將課程推廣給有志成為專業調解員的社會各界人士，令調解更趨普及。

With the help of various publicities, HKMC is committed to enhance the professional image of mediators. On top of that, for promoting HKMC's 40-hour General Mediator Training Course, HKMC specifically published relevant advertisements on newspapers and magazines, including Recruit and Job Market. It is believed that it could help promote the course to people who are interested in being professional mediators, so as to popularize mediation.

Course

綜合調解員培訓課程

化解衝突迎雙贏

日常生活及工作上常有衝突發生，很多人會選擇修讀調解課程，學習以調解技巧去化解衝突。調解是一門高階的溝通學問，學習調解有助學員加強個人溝通能力，懂得以多角度來看待事情，以及尊重別人的想法和感受，能大大提升人際相處技巧，從而改善與客戶、上司、下屬和家人的關係，增加工作效率。例如在日常工作中遇上顧客投訴時，可運用調解中的「換位法」，將較負面的感覺轉換為中性或正面的思想，更理解顧客的真正需要，有效提升顧客對你和公司的信任。此外學員更可學習到系統化分析難題，創造和選擇合適的解決方案，能更有效處理日常所遇到的爭議和衝突。

香港和解中心開辦的綜合調解員培訓課程，適合有意成為專業調解員或提升溝通技巧之人士修讀。課程主要教授調解概念、程序、技巧及相關的法律知識，透過小組討論、真實個案分享及模擬個案（角色扮演）練習等教學模式，使學員能更掌握各類調解技巧及專業調解員的工作。完成此課程及通過相關考核後，可獲取綜合調解員的專業資格，對事業發展大有裨益。

綜合調解員培訓課程刊登於Recruit之廣告 只截止報名。

Newspaper advertisement of General Mediator Training Course on Recruit.

媒體報導 MEDIA COVERAGE

在政府的大力宣傳及中心過往多年的推廣下，公眾對調解的認知有所提升。過去六個月，中心獲各大傳媒邀請接受訪問。承蒙《明報》的邀請，中心會長羅偉雄先生於2016年12月24日《明報副刊》刊出的《相嗌唔好口？調解技術性擊倒衝突》中，詳細介紹了調解概念，程序和技巧。羅會長亦接受了《頭條日報》的訪問，詳談和睦的重要性以及調解理念，並論及調解業在國際的發展動向，是次訪問分別於2016年12月30日及2017年1月6日《商識滿天下》專欄中刊出。另外，就調解行業在國際的前景，中心秘書長黃欣女士及認可調解員梁偉峯博士也接受了《明報JUMP》的訪問，於2017年2月10日刊出的《調解締造雙贏》中講解善用調解以解決糾紛的獨特優勢以及調解的靈活應用，並指出中港及國際貿易頻繁，跨境調解的需求逐漸增加。除此之外，羅會長於《求職廣場》定期撰寫有關調解的文章，讓讀者了解更多調解的知識。有賴中心及一眾會員的努力和支持，相信調解業的發展越趨專業化和國際化。

With much promotion from the government, as well as HKMC's efforts in promoting mediation in the past years, mediation has been gaining more public awareness. Over the past six months, HKMC was invited by various media for interviews. Reporters from

Ming Pao conducted an interview with Mr. Francis Law, President of HKMC, detailing mediation concept, procedures and skills, which was published in the Feature section on 24 December 2016. Moreover, Headline Daily also arranged interviews with Mr. Francis Law and published the interviews in Column section for two consecutive issues, dated 30 December 2016 and 6 January 2017. He explained the importance of harmony and pointed out that mediation could serve the function. He also put forward the vision and prospect of mediation development in the international arena. In addition, Ms. Amy Wong, Secretary General and Dr. Joseph Leung, accredited mediator, were interviewed by Mingpao JUMP, which was published on 10 February 2017. They talked about the advantages of using mediation for dispute resolution as well as application of mediation in different aspects. They further pin-pointed the increasing demand of cross-border mediation as there were more international commercial business and trading. Besides, Mr. Francis Law publishes articles about mediation in Job Market regularly, enhancing the readers' knowledge on mediation. With HKMC's support and effort, they believed that the development of mediation would become more professional and international.



中心會長羅偉雄先生獲《明報副刊》訪問，相關內容於2016年12月24日刊登。

Mr. Francis Law, President of HKMC, was invited to be interviewed by Ming Pao in its 24 December 2016 issue in the Feature section.

商識滿天下——以和為貴的「香港和解中心」

商興滿天下 © 2016-12-30



1/1

在中國傳統價值體系，「和」的意義與影響非常重大及深遠，例如「和平共處」、「和而不同」、「家和萬事興」……由此可見，充滿平等與包容的民族精神，在華人社會中十分普及，抱著「以和為貴」作宗旨的「香港和諧中心」，會長羅耀雄先生（見圖）表示，其中於一九九九年成立，是香港首間強認為可為不同背景的專業調解組組，多年來一直致力推動調解理念，現有超過一千位會員；他們都是專業人士，來自不同的界別，如醫護、教育、法律、社區、工商、建築及工程等。

中心期望透過教育和宣傳，進一步把調解工作廣及社區。此外，亦專注推行粵語和英語的調解，希望為有需要的人士作出貢獻。中心創辦人認為推廣調解服務，將對港人帶來莫大裨益，他們深信調解能平息痛苦的紛爭，調解過程更能促進人與人之間互相理解，使香港達至一個和諧及繁榮的社會。「內地-香港合辦調解中心」二〇一五年十二月九日正式成立，旨在為兩地提供一個快捷有效，解決跨境商業爭端之平台。

調解是訴訟以外，一種非常有效的解決爭議方法。由受過專業訓練的調解員，在不出判決的情況下，協助爭議各方進行磋商，以達成共同接受的解決方案，並協助撰寫《經調解的和解協議書》。調解過程和解釋賦予以保密，保障當事人的隱私及利益。調解可於訴訟前，或訴訟之任何階段開始，做法相對靈活。當事人毋須把爭議訴諸法庭，省卻高昂費用和寶貴時間。調解儘可避免出現對峙局面，有助修復及改善各方的關係。

大部份的爭議，如商業、金融、保險索償、大廈管理，甚至朋友或鄰舍之間等糾紛，都適合以調解方

<http://hd.sheadline.com/news/columns/8120161230526066>

商盛運天下——港產訓練服務企業國際·專欄·網峰日報 Headline Daily

商識滿天下——港產調解服務進軍國際

06



1/1 香港和船中心會得羅傑斯

僑僑認為一個成功機構，需要令員工達到期望，並與僱主有着相同理念，對員工事業發展有正面幫助。同時，在業界應受到尊重和高度評價，機構要實踐信念，並朝著正確方向邁進。再者，要提升會員的專業知識和技能，令社會人士認識其服務的好處，拓展行業前景等。

羅先生將他們的理想辦納為三點：（一）加強推廣和教育工作，與一些教育機構合辦培訓課程，希望將商業變成基礎教育的一部份。（二）把理念推廣至社會各階層，提倡和諧談判的合作精神，減少因誤會而產生的矛盾與內耗。（三）向世界出發，分享香港在調解爭議服務方面取得的優勢和經驗，讓香港的專業服務世界。

羅先生續指，機內雖能有關資源分配不均、溝通協調不足的問題，這些問題管理層應去過問和認真地處理。如果領導講得清楚，問題自然迎刃而解。否則禍患無窮。他建議分三階段確立在世界上的領導地位：（一）透過整合內部機構，提高專業性和反應性；（二）推廣和傳佈全面服務策略，以其機構為例，包括免費社區調解服務和各種商業專業調解服務；（三）與國際機構合作組成立於境平坡，聯合聯合國國際貿易法委員會調解與相關國際公約訂定，並且聯絡中國內地和亞洲各地，把香港的事務輸出到亞洲各地。

羅先生又提到在一年中，中心理事會出現理念上的分歧和爭議，歷經幾番發展。到了一二年，以選舉制取代委任制，由所有會員投票選出理事會成員，各方走出因循。在創辦新市場時，亦遇上障礙，例如向外國機構介紹服務時，往往遇上很多的時間和精力，才令對方明白協同帶來的益處，因此，事前必須做足準備工作，然後讓對方往擴充工作的項目，從而在結盟或合作的過程中，獲得最大優勢。

「香港調解評審委員會」於一二年成立。當年的「香港和解中心」曾下一個難於取捨的決定，就是交出己方的評審權，以便讓「律師會」、「大律師公會」及「香港國際仲裁中心」融合起來，統一香港的調解發展方向。凸顯香港作為國際爭議解決中心的角度。但交出評審權會影響中心收入，對於沒有政府財政支援的專業調解組織，是吃力不討好。然而，中心仍作出無私選擇，成為香港的調解發展。

<http://hd.silheadline.com/news/columns/8120170106529700>

另一篇相關訪問於2017年1月6日刊登於《頭條日報》專欄。
Another Column was published in Headline Daily on 6 January 2017.

[illegible]

中心秘書長黃欣女士及認可調解員梁偉峯博士接受《明報JUMP》專訪，報導於2017年2月10日刊登。

Ms. Amy Wong, Secretary General of HKMC and Dr. Joseph Leung, accredited mediator of HKMC, were interviewed by Mingpao JUMP and the story was published on 10 February 2017.

[illegible]

對外聯繫 COLLABORATION

亞洲調解協會2016年年會

ANNUAL GENERAL MEETING 2016 OF ASIAN MEDIATION ASSOCIATION

中國國際貿易促進委員會／中國國際商會調解中心作為亞洲調解協會現任輪值主席，於2016年10月19日在北京舉辦了亞洲調解協會2016年年會，大會由亞洲調解協會主席盧鵬起先生主持，是次會議共有9個成員國參加。香港和解中心作為亞洲調解協會始創成員，會長羅偉雄先生、副會長關衛擎先生以及秘書長黃欣女士代表中心出席。會議通過了蒙古國工商會商事糾紛調解中心加入亞洲調解協會的決議，使其正式成為亞洲調解協會普通會員，連同現有會員，合共有13個會員機構。其後，香港和解中心亦在會上匯報了中心過去一年的工作，並對調解業務在亞洲的發展方向提出了建設性的意見。內地—香港聯合和解中心理事陳顯文先生亦出席了會議，並在會上向各協會成員簡單介紹了內地—香港聯合和解中心的成立及其服務範疇等。

The China Council for the Promotion of International Trade (CCPIT)/ China Chamber of International Commerce (CCOIC) as the Chairman on Duty of Asian Mediation Association (AMA) held the Annual General Meeting 2016 on 19 October 2016 in Beijing and it was chaired by Mr. Lu Pengqi, Chairman of AMA. On behalf of HKMC, one of the founding members of AMA, Mr. Francis Law, President of HKMC, Mr. Frankie Kwan, Vice President of HKMC and Ms. Amy Wong, Secretary General of HKMC, attended the meeting, with representatives from other 9 member states. In the AGM, a motion was



各成員代表於會後合照留念。
Group photo of representatives of AMA members.

passed to officially recognize Mongolian National Chamber of Commerce and Industry Commercial Dispute Mediation Center as an Ordinary Member of the AMA. Including the current members, there are 13 members in total. HKMC also reported its work in the year and provided constructive comments on the future development of mediation in Asia. Mr. Alfred Chan, Director of MHJMC, also attended the meeting, and introduced the establishment of MHJMC and its provision of services to the members of AMA.

亞洲調解協會第四屆國際調解研討會

THE 4TH ASIAN MEDIATION ASSOCIATION CONFERENCE



中心會長羅偉雄先生於研討會中發表演說。
Mr. Francis Law, President of HKMC, delivered a speech in the Conference.

繼上屆由香港和解中心主辦的第三屆亞洲調解協會國際調解研討會順利舉行後，中心獲邀出席第四屆國際調解研討會，是次研討會由中國國際貿易促進委員會／中國國際商會調解中心主辦，於2016年10月20至21日在北京順利舉行。中國內地首次舉辦盛大的調解活動，可見中國內地更重視調解，制定發展方針。研討會以「世界調解新趨勢—共性與差異」為主題，來自17個國家和地區的調解機構參與其中，而大會亦邀請了40多名國家領導及國內外調解專家發表主題演講，包括最高人民法院院長周強先生、中國法學會代表、中華全國律師協會代表、香港律



中心會長羅偉雄先生（中）、副會長陳顯文先生（右二）及關衛擎先生（左一）與秘書長黃欣女士（右一）與中國國際貿易促進委員會商事法律服務中心主任李健寧先生（左二）合照。
Group photo of Mr. Li Jianning, Director-General of Commercial Legal Service Center of CCPIT (second left), with Mr. Francis Law, President of HKMC (middle), Mr. Frankie Kwan (first left) and Mr. Alfred Chan (second right), Vice Presidents of HKMC and Ms. Amy Wong, Secretary General of HKMC (first right).

政司代表等，設置了「多元糾紛解決機制改革」、「律師調解制度的中西方比較」、「人民調解或社區調解在東西方語境下的差異」、「仲裁與調解在解決涉外商事爭議中的各自作用」、「在線糾紛解決方式的國際發展趨勢」、「西方和亞洲調解的文化差異和調解技巧」等議題，讓各國調解專家藉此機會從國際層面探討調解的異同，中心會長羅偉雄先生亦獲邀以「在線糾紛解決機制在中國和香港特別行政區的未來發展」為題發表演說。是次研討會逾350名國內外人士參加，提供一個讓各國調解專家交流知識和經驗的平台，推動和促進調解的發展。



中心代表與亞洲調解協會主席暨中國國際貿易促進委員會副會長盧鵬起先生（右四）及其中心代表合照。

Group photo of Mr. Lu Pengqi, Chairman of AMA and Vice Chairman of CCPIT (fourth right), representatives of CCPIT, and representatives of HKMC.

After organizing the 3rd AMA Conference in 2014 successfully, HKMC was honored to be invited to participate in the 4th AMA Conference, Asian Mediation Association, which was held in Beijing from 20 to 21 October 2016 by the China Council for the Promotion of International Trade (CCPIT)/ China Chamber of International Commerce (CCOIC). It was the first time to hold a large-scale mediation event in the Mainland China, which showed China's determination on developing mediation profession. The theme of the Conference was "New Global Trend of Mediation—Similarities and Differences", inviting guests from 17 countries and regions, and more than 40 national leaders and mediation experts to deliver featured speeches. They took this opportunity to explore the similarities and differences of mediation from a global perspective. Apart from Mr. Zhou Qiang, President of Supreme People's Court of China, representatives from China Law Society, All China Lawyers Association and Department of Justice of Hong

Kong attended the Conference. Highlights of the discussion included the reform of diversified dispute resolution mechanism, the comparison on lawyer's mediation mechanism between China and western countries, the differences in people's mediation or community mediation between eastern and western contexts, the respective roles of mediation and arbitration in the settlement of foreign commercial disputes, the international trend of on-line dispute resolution, the cultural differences and mediation techniques between Asia and western countries. Mr. Francis Law, President of HKMC, was invited to be the speaker on the topic of Development of On-line Dispute Resolution in Hong Kong and China. The Conference attracted around 350 participants and provided an excellent platform for experts all over the world to exchange knowledge and share invaluable experience, to promote and facilitate the use of mediation to settle disputes amicably.

與內地組織的聯繫

COLLABORATION WITH ORGANIZATIONS IN MAINLAND

中心一直與其他業界友好機構保持緊密聯繫，希望開拓更多的合作機會，以進一步推動調解於各地發展。過去數月，中心與不同機構代表會面，互相交流合作，包括中國國際貿易促進委員會商事法律服務中心、中國國際貿易促進委員會東莞市委員會、東莞市道滘鎮委員會及中國國際貿易促進委員會廣東省委員會廣東國際商會。中心在調解業經驗豐富，相信有助協助他們推動廣東地區的調解發展及提升其調解服務質素，他們亦能藉此了解香港的調解發展和模式，透過討論及交流，為業界的發展集思廣益。

HKMC always endeavors to maintain a close relationship with mediation-related organizations. Through dialogues and collaboration, HKMC opens new opportunities to enhance and promotion mediation services. Over the past few months, various organizations from the Mainland China visited HKMC, including representatives from Commercial Legal Service Center of China Council for the Promotion of International Trade, China Council for the Promotion of International Trade Dongguan City Committee, China Chamber of International Commerce Guangdong Chamber of Commerce, Committee of Daojiao, Dongguan City, and China Council for the



中心會長羅偉雄先生（中）及秘書長黃欣女士（左三）與中國國際貿易促進委員會商事法律服務中心副主任閻芸女士（右三）、商事證明處處長張瀚蓉女士（右二）、代辦領事認證處副處長孫嘉先生（右一）及其他代表之合照。

Group photo of Mr. Francis Law, President of HKMC (middle) and Ms. Amy Wong, Secretary General of HKMC (third left) with Ms. Yan Yun, Deputy Director (third right), Ms. Zhang Hanrong, Director of Certificate Division (second right), Mr. Sun Jia (first right) and other representatives from Commercial Legal Service Center of China Council for the Promotion of International Trade.

Promotion of International Trade Guangdong Committee, Guangdong Chamber of International Commerce. With HKMC's fruitful experience in the mediation profession, HKMC support the organizations to promote mediation and enhance the quality of mediation services in the Guangdong region. On the other hand, they can understand and know more about HKMC, as well as the mediation models being used in Hong Kong.



中心會長羅偉雄先生（右三）、副會長陳顯文先生（左二）及秘書長黃欣女士（左一）與中國國際貿易促進委員會東莞市委員會會長曾民盛先生（左三）及副會長周雪華女士（右二）之合照。

Group photo of Mr. Francis Law, President of HKMC (third right), Mr. Alfred Chan, Vice President of HKMC (second left) and Ms. Amy Wong, Secretary General of HKMC (first left) with Mr. Zeng Minsheng, Chairman (third left) and Ms. Zhou Xuehua, Vice Chairman (second right) of China Council for the Promotion of International Trade Dongguan City Committee, China Chamber of International Commerce Guangdong Chamber of Commerce.



中心會長羅偉雄先生（中）及秘書長黃欣女士（左二）與東莞市道滘鎮委員會書記鄧濤先生（右二）及其他代表之合照。

Group photo of Mr. Francis Law, President of HKMC (middle) and Ms. Amy Wong, Secretary General of HKMC (second left) with Mr. Deng Tao, Officer (second right), and other representatives from Committee of Daojiao, Dongguan City.



中心會長羅偉雄先生（右二）及秘書長黃欣女士（左二）與中國國際貿易促進委員會廣東省委員會秘書長敖妍女士（中）、法律部部長游盛華先生（右一）及副部長王寧女士（左一）之合照。

Group photo of Mr. Francis Law, President of HKMC (second right) and Ms. Amy Wong, Secretary General of HKMC (second left) with Ms. Ao Yan, Secretary General (middle), Mr. You Shenghua, Executive Director of Legal Affairs Department (first right) and Ms. Wang Ning, Vice Director of Legal Affairs Department of China Council for the Promotion of International Trade Guangdong Committee (first left).

參觀新加坡之另類解決爭議機構

VISIT TO DISPUTE RESOLUTION INSTITUTIONS IN SINGAPORE

新加坡一直致力推動調解的多元發展，政府及司法機構在過程中擔當了不可或缺的角色，故此新加坡在調解發展的經驗非常值得香港借鏡。有見及此，中心會長羅偉雄先生於5月31日率領代表團一行十人到訪新加坡三天，成員包括：律政司公眾教育及宣傳小組主席暨中心會務顧問陳炳煥律師 SBS, JP、副會長陳顯文先生及關衛擎先生、秘書長黃欣女士、理事呂慧婷女士及各專家小組委員會召集人等。



羅偉雄先生（中）率領代表團到訪新加坡最高法院。
Mr. Francis Law, President of HKMC (middle), led a delegation to visit Supreme Court of Singapore.

此次新加坡之行收穫甚豐，代表團到訪了數間另類解決爭議機構，並與不同機構代表會晤，瞭解當地解決爭議服務的最新發展情況。是次參觀交流之機構包括新加坡最高法院、新加坡調解中心、新加坡國際調解中心及爭議管理三方聯盟(Tripartite Alliance for Dispute Management)。

新加坡最高法院附設調解制度，為調解提供了充分的介入機會，令其得以廣泛應用。新加坡調解中心成立於1997年，其設立是為了解決本地的商業糾紛，其受理案件中約四成是經由法院轉交，從而極大地減輕了法院的工作負擔。

新加坡國際調解中心則成立於2014年，主要提供跨境商業爭議之調解服務。而爭議管理三方聯盟(Tripartite Alliance for Dispute Management)則主要提供調解及為正在面對就業糾紛之員工提供諮詢服務。

透過此行，中心能藉此了解新加坡的最新調解發展概況，並同時推廣香港的調解發展和模式，透過相互討論及交流，為業界的發展集思廣益，饒有意義。

Singapore has been committed to promoting the diversification of mediation, and the Government and the Judiciary have played an indispensable role in the process, thus Singapore's experience in mediation development is well worth learning. In view of this, Mr. Francis Law, the President of HKMC, led a group of delegation to visit Singapore for a three-day exchange trip. The delegation included Chairperson of Public Education and Publicity Sub-committee of the Department of Justice and Consultant of HKMC, Mr. Chan Bing Woon, SBS, JP, Mr. Alfred Chan and Mr. Frankie Kwan, Vice Presidents of HKMC, Ms. Amy Wong, Secretary General of HKMC, Ms Nana Lui, Council Member of HKMC as well as other expert panel subcommittee conveners.



中心代表團到訪新加坡調解中心。
Delegation of HKMC visited Singapore Mediation Centre.

The trip to Singapore is very rewarding and the delegation visited several alternative dispute resolution institutions and met with their representatives to learn about the latest developments in the dispute resolution services. The institutions included the Supreme Court of Singapore, Singapore Mediation Centre, Singapore International Mediation Centre, and Tripartite Alliance for Dispute Management.

The Singapore Supreme Court possesses a mediation system that provides sufficient opportunities for mediation to be widely used. The Singapore Mediation Centre was established in 1997 to address local commercial disputes. About 40% of the cases were handed over from the Courts, thus greatly reducing the burden of the Courts.



中心代表團到訪新加坡國際調解中心。
Delegation of HKMC visited Singapore International Mediation Centre.

Singapore International Mediation Centre was established in 2014, mainly providing cross-border dispute resolution services for commercial disputes. As for Tripartite Alliance for Dispute Management, it provides mediation and advisory services to employees who are facing employment disputes.

Through this trip, HKMC is able to learn more about latest mediation development of Singapore through mutual discussion and exchange of ideas and at the same time, promoting Hong Kong's mediation development and model.



中心代表團到訪爭議管理三方聯盟。
Delegation of HKMC visited Tripartite Alliance for Dispute Management.

其他資訊 OTHER INFORMATION

會員專享優惠 EXCLUSIVE OFFERS FOR MEMBERS

出版社 Publisher	書名 Book Title	原價（港幣） Original Price (HK\$)	折扣（%） Discount Rate (%)	折實價（港幣） Discounted Price (HK\$)
國際專家學會	調解通鑒	HK\$380	20%	HK\$304
法律出版社•中國	調解實務與技巧	HK\$80	20%	HK\$64

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