



香港和解中心
Hong Kong Mediation Centre

匯聚各業專才 盡顯調解優勢

GATHER PROFESSIONALS FROM DIVERSE FIELDS
SHOWCASE THE BENEFITS OF MEDIATION



調解服務
MEDIATION
SERVICES

專才培訓
PROFESSIONAL
TRAINING

專業提升
PROFESSIONALISATION

大眾教育
PUBLIC
EDUCATION

對外協作
EXTERNAL
COLLABORATION

專業意見提供
PROFESSIONAL
ADVICE PROVISION

會長的話 PRESIDENT'S MESSAGE



作為香港歷史最悠久和最具公信力的註冊專業調解組織，香港和解中心二十多年來一直專注於推動調解的發展。我們透過發展多元化的會務及匯聚各業專才，已把調解服務推廣至香港社會不同階層和行業，以至內地及國際社會。此外，本中心近十年亦就不同調解相關條例的制定提供了專業意見。這些條例的落實，為調解服務訂立了完備的法律框架。透過本中心及社會各界的共同努力，調解的重要性備受社會肯定。

縱使香港目前推展調解的路途上充滿挑戰，我們仍會竭盡所能優化各項服務，與時並進，針對受眾需要提供更適切的協助，務求使調解服務專業化及專門化，從而實現調解普及化的願景，使大眾真正受惠於優質的調解服務，惠澤香港。

隨著意義重大的《新加坡調解公約》落實，調解將於國際商貿發展中扮演舉足輕重的角色。本中心會繼續以聯合國國際貿易法委員會觀察員的身份，為本地業界開拓無限發展機遇，為全球法律、爭議解決和商貿發展作出貢獻，與各界攜手邁向國際，迎接新的里程碑。

羅偉雄博士

07. 2021

For over 20 years, Hong Kong Mediation Centre (HKMC), being a registered professional mediation organisation with the longest history and highest credibility, has been devoting itself to promoting the development of mediation. With the development of diverse services and gathering professionals from different fields, we have promoted mediation services to different classes and industries in the Hong Kong society, as well as the Mainland and the international community. In the past 10 years, HKMC has provided professional opinions on the formulation of mediation-related ordinances. The implementation of such ordinances established a comprehensive legal framework for mediation services. With the joint endeavours of HKMC and members from different sectors, the importance of mediation is well recognised by the society.

At present, the journey of mediation promotion and development in Hong Kong is impeded by obstacles. Yet, we would keep up with the times and strive to enhance our services with the aspiration to provide clients with the most appropriate and pertinent assistance, thereby strengthening the professionalism and specialty of mediation services. Looking forward, we are committed to raising prevalence and achieving the ultimate goal of serving the public with outstanding mediation services that are beneficial to the local community.

The Singapore Convention on Mediation is of remarkable significance. Following its implementation, mediation will play a pivotal role in the development of international commerce and trade. As an UNCITRAL observer, HKMC would bring forth the local mediation industry and open up boundless opportunities for development. We would also make contributions to the development in the fields of legal, dispute resolution, as well as commerce and trade in the global community. In pursuit of future milestones, we hope to join hands with different sectors and embark on the journey of internationalisation.

Dr. LAW Wai Hung, Francis
07. 2021

簡介 INTRODUCTION



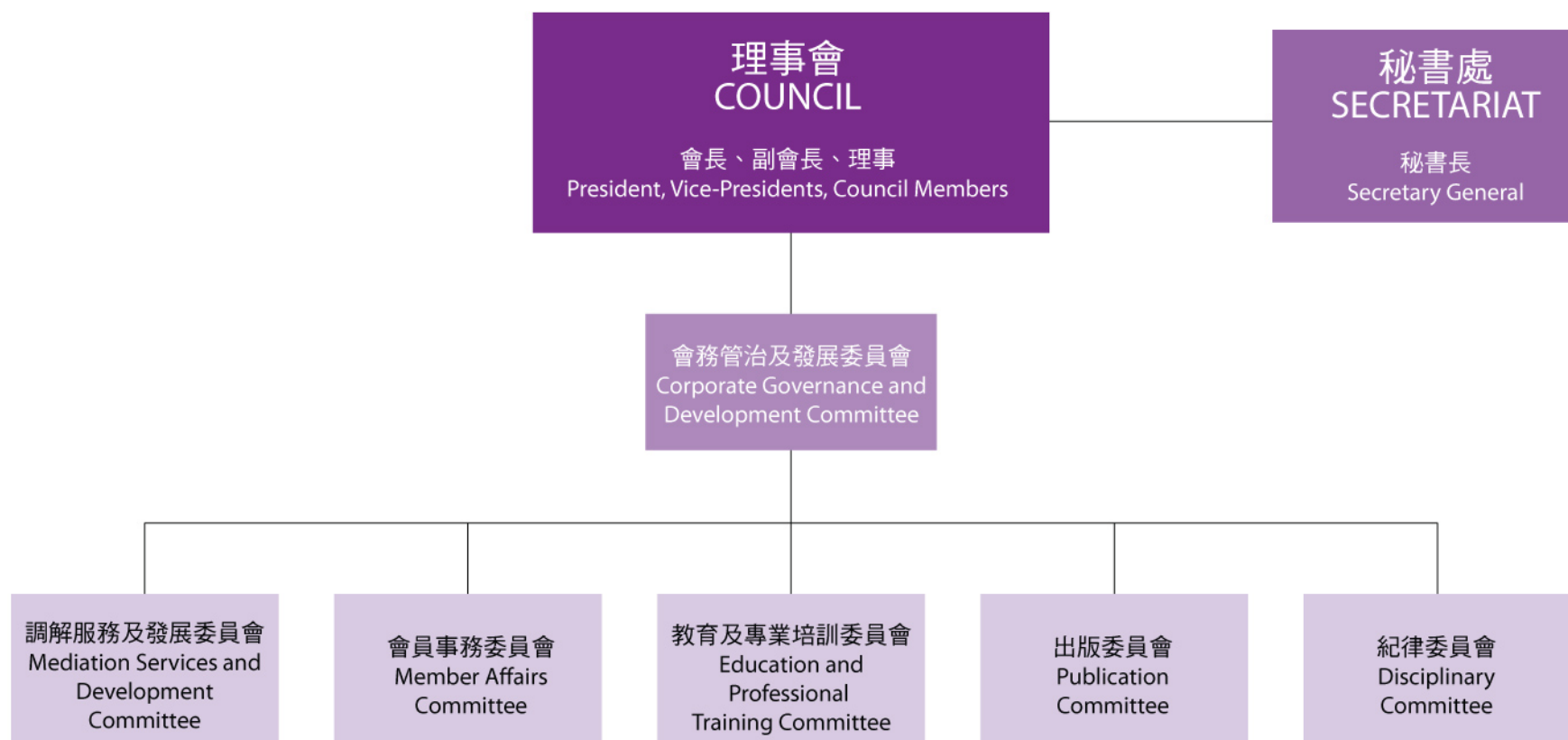
香港和解中心成立於1999年，是香港首間獲政府認可為慈善機構的專業調解組織，擁有近千位來自不同專業界別的會員，於調解業界中具有領導地位。二十多年來，本中心一直透過多元化的會務，致力推動調解發展，締造社會和諧。除提供專業調解服務外，會務亦涵蓋專才培訓、專業提升、大眾教育、對外協作等範疇。

本中心備受香港、內地以至國際的高度認可，獲政府安排以法律相關組織的身份，進駐位於香港核心商業區的國際「法律樞紐」。此外，本中心不僅是多個主要聯合調解組織的創辦機構，更擁有聯合國國際貿易法委員會的觀察員地位，為全球爭議解決的發展提供專業意見，進一步提升香港作為亞太區主要國際法律及爭議解決服務中心的地位。

Established in 1999, Hong Kong Mediation Centre (HKMC) is the first professional mediation organisation recognised as a charitable institution in Hong Kong. It has about 1,000 members from various professional sectors and plays a leading role in the mediation industry. For over 20 years, the Centre has strived to promote the development of mediation through its diverse services, aiming to create a harmonious community. Apart from professional mediation services provision, our service also extends to areas such as professional training, professionalisation, public education and external collaboration.

The Centre is also highly recognised by Hong Kong, Mainland and even the international community. The Centre is positioned in the central business district as a law-related organisation within the international Legal Hub by the Government. Being internationally renowned, the Centre co-founded many major joint mediation organisations, and is granted observer status at the invitation of the United Nations Commission on International Trade Law (UNCITRAL), providing professional opinions on the development of international dispute resolution. It further consolidates Hong Kong's position as a leading centre for international legal and dispute resolution services in the Asia-Pacific region.

組織架構圖 ORGANISATION CHART



願景 VISION

透過推展調解，締造社會和諧

Create social harmony by promoting and developing mediation

強化香港作為亞太區主要國際法律及爭議解決服務中心的地位

Strengthen Hong Kong's position as a leading centre for international legal and dispute resolution services in the Asia-Pacific region

使命 MISSION

教育大眾認識調解

推動社會廣泛使用調解

提供專業調解服務

透過優質的課程，培育專業調解員

透過完善的發展階梯及持續專業發展計劃，提升香港法律界的整體專業水平

加強與本地、內地及海外的政府機構、法律爭議解決組織及專業團體的合作和聯繫

Educate the public on the notion of mediation

Promote the wider use of mediation in the community

Provide professional mediation services

Nurture professional mediators by organising high-quality training courses

Raise the overall professional standard of Hong Kong's legal field through comprehensive development pathways and Continuing Professional Development

Strengthen cooperation and develop closer ties with government bodies, legal dispute resolution institutions and professional organisations in Hong Kong, Mainland and overseas countries



調解服務 MEDIATION SERVICES

為切合社會不同需要，本中心提供多元化的調解服務，包括：

設有專業調解服務，為各種商業或個人爭議個案轉介合適的調解員

推行免費社區調解服務計劃，為符合條件的社區爭議個案提供免費的調解服務

提供免費調解諮詢服務，協助有需要人士了解調解性質，解答有關查詢

提供一站式的專業糾紛解決服務，包括管理案件及安排專家證人提供報告

為不同的政府機構及團體組織推行各種特設的調解服務計劃，例如與民政事務總署合辦的大廈管理義務專業調解服務計劃

提供本中心的調解規則予大眾以作參考，該規則亦被香港司法機構建議成為可採納的指定規則

To address distinct needs of the community, the Centre provides diverse mediation services. For instance, it

Provides Professional Mediation Services and refers appropriate mediators to different commercial or individual disputes.

Launches the Free Community Mediation Service Scheme which provides free mediation services for eligible community disputes.

Assists those in need by offering Free Mediation Consultation and answering enquiries, so as to let them understand the nature of mediation.

Provides a range of comprehensive services in response to dispute resolution, such as case management and expert witness report arrangement.

Launches various mediation service schemes pertaining to the needs of different government bodies and organisations, such as Free Mediation Service Scheme for Building Management co-organised with the Hong Kong Home Affairs Department.

Provides Mediation Rules of HKMC for the public to take reference from. The set of rules is one of the recommended rules of the Judiciary of Hong Kong.

本中心建議所有合約加入以下特設調解條款，為糾紛作好準備。

「本合約中出現或有關的爭議，先由香港和解中心派出調解員，根據香港和解中心的規則作出調解。」

Mediation Clause recommended by Hong Kong Mediation Centre in preparation of disputes:

“Any dispute arising from or in connection with this contract shall be submitted to Hong Kong Mediation Centre for mediation which shall be conducted in accordance with the Centre’s Mediation Rules in effect at the time of mediation.”

專才培訓 PROFESSIONAL TRAINING

本中心為來自各行各業有志成為專業調解員或有意提升個人能力之人士，提供40小時的綜合調解員培訓課程。本中心擁有超過20年舉辦此課程的經驗，亦是香港多年來提供此課程最主要的培訓機構，市場佔有率超過60%，更與多所大專院校及專業團體，例如香港中文大學專業進修學院、嶺南大學持續進修學院、香港理工大學專業進修學院及聖雅各福群會等，合辦了超過250屆綜合調解員培訓課程，共培訓了近20,000名調解學員。

本中心亦按不同組織及政府機構的需要，例如民政事務總署、法律援助署和一般職系處等，提供優質的企業特設培訓課程，屢獲口碑。

The Centre provides 40-hour General Mediator Training Courses to people from different industries who intend to become professional mediators, and to those who wish to enhance personal abilities. It has more than 20 years of experience in organising such courses, and is the major institution providing such courses with a market share of over 60%. It has co-organised more than 250 sessions of General Mediator Training Course with many colleges and professional bodies, such as the School of Continuing and Professional Studies of the Chinese University of Hong Kong, the Lingnan Institute of Further Education, the Hong Kong Polytechnic University School of Professional Education and Executive Development and St. James' Settlement. Over the years, approximately 20,000 participants were trained.

The Centre also provides high-quality corporate training courses in response to the needs of different organisations and government bodies, such as the Hong Kong Home Affairs Department, Legal Aid Department and General Grades Office. It has a well-earned reputation for the comprehensive courses and trainings it has organised.

如何成為本中心的專業調解會員？

憑「綜合調解員培訓證書」，學員可報考由調評會統籌的資歷評核。成功通過兩宗模擬調解個案的考核者，可申請成為本中心的「專業調解會員」。

專業提升 PROFESSIONALISATION

本中心為會員提供多元化的持續專業發展機會及平台，例如深造課程、講座、國際研討會、個案轉介、師友計劃等，協助他們強化調解知識和技巧，使調解成為一門專業化、專門化而又惠及大眾的專業服務。同時，本中心亦會舉辦交流活動，促進會員之間的互相溝通。

另外，本中心亦會推薦會員加入各政府機構或專業組織的調解員名冊，例如土地審裁處、金融糾紛調解計劃、香港調解資歷評審協會（「調評會」）和民政事務總署的相關名冊。

The Centre provides its members with diverse opportunities and platforms for continuing professional development, including but not limited to advancement courses, seminars, international conferences, case referrals and mentorship schemes, so that members could polish their skills and enhance their acquaintance with mediation. It also fosters mediation to become a service which benefits the general public with professionalism and specialty. The Centre also organises networking activities to foster communication between members.

Besides, members are recommended by the Centre to have their names included in the list of professional mediators of government bodies or professional institutions. Recommendation has been made to institutions including the Hong Kong Home Affairs Department, the Lands Tribunal, Financial Dispute Resolution Centre and Hong Kong Mediation Accreditation Association (HKMAAL).

How to become a Panel Member of HKMC?

Upon receipt of the "Certificate of General Mediator Training Course", participants can apply directly with HKMAAL for attempting accreditation. Participants who achieve a pass in two simulated mediation case assessments could apply to be a Panel Member of HKMC.



大眾教育 PUBLIC EDUCATION



為教育大眾認識調解及推動社會人士廣泛使用調解，本中心積極舉辦各類活動，例如免費講座、教育展覽、調解展覽及嘉年華等，亦經常接受傳媒訪問，務求使調解更趨普及。

In order to educate the public on the notion of mediation and to promote the wider use of mediation by the community, the Centre actively organises various activities such as free talks, education exhibitions, mediation exhibitions and carnivals, etc. It also makes frequent appearances in the news and media, aiming to promote and popularise mediation.

對外協作 EXTERNAL COLLABORATION



The Centre cooperates closely with many local, Mainland and overseas institutions, such as the UNCITRAL, Department of Justice of HKSAR (DoJ), the International Dispute Resolution and Risk Management Institute, and the Academy of

專業意見提供 PROFESSIONAL ADVICE PROVISION

本中心與多個本地、內地及海外機構保持緊密合作關係，例如聯合國國際貿易法委員會、香港律政司、國際爭議解決及風險管理協會及國際爭議解決及專業談判研究院等，也與各地相關機構簽訂多份合作協議，並共同創立多個主要的調解組織。

International Dispute Resolution and Professional Negotiation. The Centre also co-founded a number of major mediation organisations and professional bodies with the institutions, and has signed cooperation agreements with them.

本中心就《實務指示31》、《調解條例》及《道歉條例》的制定，為香港政府及律政司調解督導委員會提供專業意見，同時亦就《聯合國關於調解所產生的國際和解協議公約》（新加坡調解公約）的制定為聯合國國際貿易法委員會提供專業建議。

The Centre provides professional advice to the Hong Kong Government and the Steering Committee on Mediation of DoJ on the formulation of Practice Direction 31, Mediation Ordinance and the Apology Ordinance. It also professionally advised the UNCITRAL regarding the formulation of the United Nations Convention on International Settlement Agreements Resulting from Mediation (The "Singapore Convention on Mediation").



里程碑 MILESTONE

1999

香港和解中心成立
Establishment of Hong Kong Mediation Centre (HKMC).

2007

與新加坡、馬來西亞、菲律賓和印尼的4家主要調解機構共同創立**亞洲調解協會**，為亞洲首個大型調解聯盟

Jointly founded the **Asian Mediation Association (AMA)** with 4 major Mediation Organisations of Singapore, Malaysia, the Philippines and Indonesia. AMA is the first large-scale mediation alliance in Asia.

ama Asian Mediation Association

2009

香港和解中心成立十周年
The 10th Anniversary of HKMC's Establishment.



本中心理事與出席香港和解中心十周年誌慶的貴賓合影，圖中右五為首任律政司司長梁愛詩女士，右一為時任律政司司長黃仁龍先生

Photograph of HKMC Council Members, Ms. Elsie Leung, the first Secretary for Justice (fifth from right), Mr. Wong Yan Lung, the then Secretary for Justice (first from right) and guests at the 10th Anniversary Celebration.

2010

與7家來自本港不同專業界別的機構共同創立**聯合調解專線辦事處**

Jointly founded the **Joint Mediation Helpline Office (JMHO)** with 7 local institutions from different professional sectors.



2012

與3家業界專業組織在香港律政司的推動下共同創立**香港調解資歷評審協會**，制定調解員的專業標準，確保業界的專業性。本中心為該協會中唯一專注於調解發展的創辦機構

Established the **Hong Kong Mediation Accreditation Association (HKMAAL)** with 3 other professional institutions of the legal sector with the promotion by DoJ. The Association standardises and ensures the professionalism of mediators and the mediation industry as a whole. HKMC, among the founders of HKMAAL, is the only organisation which devotes meticulous attention to the development of mediation.



2013

與14家粵港澳地區的商事仲裁調解機構共同創立**粵港澳仲裁調解聯盟**（前稱「粵港澳商事調解聯盟」），致力促進內地與香港的調解發展及交流

Established the **Guangdong, Hong Kong & Macao Arbitration & Mediation Alliance** (formerly known as the "Guangdong-Hong Kong-Macao Commercial Mediation Alliance") with 14 commercial arbitration and mediation institutions in the region. It aims to foster cross-border communication and facilitate the development of mediation.



2014

舉辦「**第三屆亞洲調解協會國際研討會**」，為香港首次舉辦的大型國際性調解會議

Organised the **3rd Asian Mediation Association Conference**. It was the first time for Hong Kong to host a large-scale international mediation conference.



本中心代表與亞洲調解協會的各國代表於第三屆亞洲調解協會國際研討會合影，圖中前排左三為時任律政司司長袁國強先生

Photograph of representatives from HKMC, Mr. Rimsky Yuen, the then Secretary for Justice (first row, third from left) and AMA representatives from different countries at the 3rd AMA Conference.

2015

在香港律政司的高度支持下，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**，其不僅為首個由兩地主要調解機構提供的跨境商業爭議解決平台，更在《內地與香港關於建立更緊密經貿關係的安排》中，為兩地政府的指定調解機構

With the generous support from DoJ, HKMC jointly established the **Mainland – Hong Kong Joint Mediation Center (MHJMC)** with the China Council for the Promotion of International Trade (CCPIT) / China Chamber of International Commerce (CCOIC) Mediation Center. Not only is it the first cross-border commercial dispute resolution platform jointly established by major mediation institutions from the two regions, it is also assigned by the governments of Hong Kong and Mainland as a mediation institution in the Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA).



在首任律政司司長梁愛詩女士（後排右二）和時任律政司司長袁國強先生（後排左二）的見證下，兩家中心共同設立內地—香港聯合調解中心

The Inauguration Ceremony of the Mainland – Hong Kong Joint Mediation Center was witnessed by Ms. Elsie Leung, the first Secretary for Justice (second row, second from right) and Mr. Rimsky Yuen, the then Secretary for Justice (second row, second from left).

2016

與香港律政司合辦首個大型**調解嘉年華**，更為2016年調解周的重點項目，大眾反應熱烈

Co-organised the first large-scale **Mediation Carnival** with DoJ. It was the highlight of Mediation Week 2016 which attracted active public engagement.



主辦機構代表與一眾支持機構代表參與調解周2016—調解嘉年華的開幕儀式，圖中左七為民事法律專員張錦慧女士。Representatives from Organisers and Supporting Organisations, along with Ms. Christina Cheung, the Law Officer (Civil Law) (seventh from left), attended the Opening Ceremony of Mediation Week 2016 – Mediation Carnival.

正式獲邀成為**聯合國國際貿易法委員會第二工作組的觀察員**，為香港當時唯一獲得此身份的專業組織

Formally invited to take up the **observer's role in UNCITRAL's Working Group II**. At that time, HKMC was the only professional institution in Hong Kong to be granted such role.



本中心會長羅偉雄博士於聯合國國際貿易法委員會第二工作組中就《新加坡調解公約》的制定發表專業意見

Dr. Law Wai Hung, Francis, President of HKMC, is providing professional advice on the formulation of the Singapore Convention on Mediation in UNCITRAL's Working Group II.

里程碑 MILESTONE

2018

與香港律政司和內地—香港聯合調解中心於2018年調解周，共同合辦「一帶一路倡議及跨境商業爭議解決發展趨勢」研討會，並獲兩地法律及商界人士出席支持

Organised the **Seminar on The Trend of Cross-border Commercial Dispute Resolution and the Belt and Road Initiatives** with DoJ and MHJMC in Mediation Week 2018. The event attracted the support and participation of legal and commercial professionals from Hong Kong and Mainland.



主辦機構代表與一眾支持機構代表於「一帶一路倡議及跨境商業爭議解決發展趨勢」研討會合影，圖中前排左七為律政司司長鄭若驊女士

Photograph of representatives from Organisers, Supporting Organisations, and Ms. Teresa Cheng, Secretary for Justice (first row, seventh from left) at the Seminar on The Trend of Cross-border Commercial Dispute Resolution and the Belt and Road Initiatives.

2019

被邀出席《聯合國關於調解所產生的國際和解協議公約》（新加坡調解公約）的簽署儀式。該公約的落實是國際調解發展歷史上的重要里程碑，本中心有幸全程參與公約的制定過程

Invited to the **Signing Ceremony of the United Nations Convention on International Settlement Agreements Resulting from Mediation (The "Singapore Convention on Mediation")**. The implementation of the Convention is a significant milestone in the development history of international mediation, and we are honoured to have participated in the formulation process.



本中心代表於聯合國國際貿易法委員會會議中，與參與制定《新加坡調解公約》的各國政府及專業組織代表合影

HKMC's representatives and representatives from governments and professional institutions of different countries attended the UNCITRAL meeting to participate in the formulation process of the Singapore Convention on Mediation.

與聯合國國際貿易法委員會等機構共同舉辦首屆國際爭議解決研討會，吸引近千名來自世界各地的專業人士參與，為業界矚目盛事

Organised the first **International Dispute Resolution Conference** with institutions such as the UNCITRAL. The event was an extravaganza of the mediation industry which attracted nearly a thousand professionals from different parts of the world.



國際爭議解決研討會2019的各主辦及協辦機構代表與主禮嘉賓合影，圖中左七為行政長官林鄭月娥女士

Photograph of representatives from the Organisers and Collaborating Organisations of IDRC 2019, guests of honour and Ms. Carrie Lam, the Chief Executive (seventh from left).

香港和解中心成立二十周年

The 20th Anniversary of HKMC's Establishment.



與香港中聯辦、國家法官學院於北京聯合舉辦首屆**國際爭議解決實務研修班**，並獲中國最高人民法院的大力支持，促進兩地業界的交流

Organised the **Practical Course of Advanced Research and Studies on International Dispute Resolution** with the Liaison Office of the Central People's Government in the Hong Kong S.A.R. and the National Judges College. The event, which took place in Beijing, received substantial support from The Supreme People's Court of The People's Republic of China, and facilitated cross-border communication between members of the legal industry.



主辦機構代表與參與國際爭議解決實務研修班的各成員於國家法官學院合影，圖中前排左七為時任國家法官學院副院長蔣惠嶺先生，前排左六為中聯辦法律部部長劉春華先生

Photograph of representatives from the Organisers and participants of the Practical Course of Advanced Research and Studies on International Dispute Resolution at the National Judges College, along with Mr. Jiang Hui Ling, the then Vice President of the National Judges College (first row, seventh from left) and Mr. Liu Chun Hua, Director-General, Legal Affairs Department, Liaison Office of the Central People's Government ("LOCPG") in the HKSAR (first row, sixth from left).



國際爭議解決實務研修班成員拜訪中國最高人民法院，並與時任最高院副院長羅東川先生（前排右六）合影留念

Photograph of the participants of the Practical Course of Advanced Research and Studies on International Dispute Resolution with Mr. Luo Dong Chuan, the then Vice President of The Supreme People's Court of The People's Republic of China (first row, sixth from right).

2020

進駐中環律政中心，為國際「法律樞紐」內的法律相關組織

Moved in to Justice Place, Central as a **law-related organisation within the international Legal Hub**.



2021

正式成為**香港選舉委員會法律界一般選舉的團體投票人**，進一步提升了調解界在本港的地位

Officially became a **corporate elector of the Ordinary Election of the legal sector**, which elevated the mediation profession to a higher status in Hong Kong.

展望 LOOKING FORWARD



普及化 POPULARISATION

繼續推展調解，使調解服務於社會更趨普及
Pursue the efforts to promote and develop mediation, aiming to enhance the wider use of mediation services within the community.



專業化 PROFESSIONALISATION

監管調解員質素，提升調解業界的專業水平
Monitor the quality of mediators, and to raise the overall professionalism of the mediation industry.



專門化 SPECIALISATION

與不同專業界別合作，提供各種專門的調解服務
Cooperate with members from different sectors and provide various types of specialised mediation services.



國際化 INTERNATIONALISATION

深化與聯合國國際貿易法委員會及各地爭議解決機構的合作，強化香港作為亞太區主要國際法律及爭議解決服務中心的地位
Enhance cooperation with the UNCITRAL and dispute resolution institutions from other regions; consolidate Hong Kong's position as a leading centre for international legal and dispute resolution services in the Asia-Pacific region.



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