

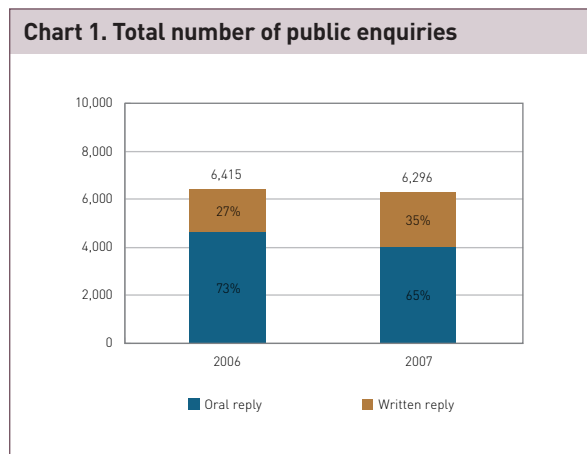


HONG KONG MONETARY AUTHORITY  
香港金融管理局

Annual Report 2007

## Public enquiries

The Public Enquiry Service (PES) of the HKMA received nearly 6,300 enquiries in 2007. The interactive voice response system used by the PES and the HKMA website provide basic information on the work of the HKMA. Over one-third of the public enquiries were related to banking issues. Other major topics included Hong Kong's monetary policy, the Exchange Fund, the issue of notes and coins and market infrastructure. Most of the written enquires came from law firms, researchers, academics and students in finance subjects, and overseas banks and regulators. The percentage of written enquires increased to 35% in 2007 from 27% in 2006 (Chart 1).



## General administration

The HKMA continued to streamline its administrative work to improve cost-effectiveness. Contingency plans were kept under review and a number of drills were held, including a table-top exercise on handling an outbreak of influenza.

The HKMA has implemented an Environmental Policy since 2001 with the aim of conserving resources and promoting an environmentally friendly working environment. In 2007 consumption of paper declined by 16%, and recycled paper constituted 41% of the total used, up from 13% in 2006. Electricity consumption in the HKMA's offices decreased by 6.5% during the year.<sup>1</sup>

The HKMA supports and encourages recycling. Regular charity campaigns are held to collect unwanted clothes, toys and other re-usable items from staff. Waste paper and used printer cartridges are collected for recycling. Obsolete computers and peripheral equipment are donated to charities for re-use. In recognition of the HKMA's commitment, the Hong Kong Council of Social Service presented "The Most Donation Campaign" award to the HKMA in June 2007.

During 2007 teams from the HKMA participated in a number of charity events, such as the Shenzhen Western Corridor Walk for Millions and the Raleigh Wilson Trail Challenge, in which the HKMA Team came first in the corporate category. Forty-seven staff participated in a blood donation drive organised by the Hong Kong Red Cross in May. Other charity events included the Dress Special Day and the Skip Lunch Day organised by the Community Chest.



HKMA staff participate in the Shenzhen Western Corridor Walk for Millions.

<sup>1</sup> Excluding the data centres, which house crucial IT facilities.

