

As at the end of December 2002, the Group employed 11,643 people (2001: 11,733) in its headquarters in Hong Kong and its principal subsidiary companies worldwide. The two main areas of concentration are in Hong Kong employing 4,255 (2001: 4,379) and in the mainland of China employing 7,168 (2001: 7,126). Another 220 (2001: 228) are employed in subsidiaries in Japan, Singapore and Canada.

Human Resource Management

The Group recognizes and respects each individual's rights and adopts non-discriminatory employment policies giving equal opportunities to qualified candidates. CITIC Pacific strives to be consistent and fair in administering its human resource management practices to the mutual benefit of its employees and the Group. Our Code of Conduct covers many aspects of business ethics, including relations with suppliers and customers and employees in terms of employment practices. Everyone working on the affairs of the Group is required to follow this Code and heads of business units are charged with the responsibility of disseminating the Group's requirements to the people concerned. An explanation of the contents of the Code is included in the induction of new employees and refresher courses conducted by internal or external speakers are arranged for employees from time to time. Any violation or non-compliance of the Code is subject to established disciplinary procedure or actions as appropriate.

Employee Compensation

The Group aims to attract, retain and motivate employees who have the relevant skills, knowledge and abilities to develop, support and sustain the continued success of the Group. On an annual basis, CITIC Pacific reviews the cash compensation and benefits program provided for its employees to ensure that the overall compensation is internally equitable, consistent with local norms, and in support of the business strategy.

截至二零零二年十二月底，本集團共僱用員工 11,643 人（二零零一年：11,733 人），分別任職於香港總部及其分佈世界各地的主要附屬公司。香港及中國大陸為兩個主要集中地，分別僱用員工 4,255 人（二零零一年：4,379 人）及 7,168 人（二零零一年：7,126 人）；其餘 220 人（二零零一年：228 人）則分別受僱於日本、新加坡及加拿大的附屬公司。

人力資源管理

本集團認同及尊重個人權利，並採納平等僱傭政策，給予所有合資格人士平等就業機會。中信泰富亦致力採取一致及公正之人力資源管理模式，令集團及其員工皆能互相得益。本集團之紀律守則涵蓋有關商業道德多方面範疇，其中包括與供應商及客戶的關係，以及員工的職業操守。本守則規定所有為本集團處理公司業務的人士均須遵守，並要求所有部門主管均有責任向有關人士闡釋本集團的規則。守則的詳細內容已包括在新員工入職課程內，而本集團亦不時為員工安排內部培訓及聘請外來講者主持有關之培訓。任何違反或不遵守該守則者，將受到公司紀律處分或以適當之行動處理。

員工薪酬

本集團致力吸引、挽留及激勵具備有關技能、知識及能力的員工，以拓展、支持及延續本集團的成就。中信泰富每年均檢討員工的薪酬及福利計劃，確保整體待遇對內達致公平公正，對外與業界水平均等，並能配合業務發展需要。

The Group's practice of paying an annual discretionary bonus linked to Group results and individual employee performance was extended to subsidiary Group companies in 2002. During the year, through an efficiency enhancement program, employees contributed to higher levels of performance through a series of initiatives to improve on the Group's results. At the end of 2002, in keeping with world trend to shorten the working week, office based employees agreed to end alternate Saturday work in exchange for a 5% reduction in salary in order to have more time for leisure and personal pursuits. The Group's operations staff continued to serve customers during weekends and the shorter working hours have not affected operating efficiency in any way. The Group's policy of rewarding deserving staff members with the performance based annual discretionary bonus adequately provides for good performers to make up any reduction in monthly income.

Details of the CITIC Pacific Share Incentive Plan 2000 and the granting of options are reported on pages 60 to 63. Financial information on Directors' emoluments can be found on page 91.

Retirement Benefits

The CITIC Group Retirement Plan ("ORSO Plan") provides retirement benefits for employees of the Group. The ORSO Plan is a defined contribution scheme registered under the Occupational Retirement Schemes Ordinance and has obtained an exemption certificate having satisfied the requirements of the Mandatory Provident Fund Schemes Ordinance. HSBC Trustee (Hong Kong) Limited is Trustee of the ORSO Plan, who in turn appointed the investment managers and plan administrator to manage the Plan in accordance with the Trust Deed and Rules. Employees are offered a choice of investments and the Trustee issues statements to members of the ORSO Plan twice a year.

A CITIC Group Mandatory Provident Fund Scheme ("MPF Scheme") offers a choice to employees who opt not to join the ORSO Plan. The Hang Seng Bank is the service provider of the MPF Scheme.

Further details on these plans are given in the Notes to the Accounts on page 92.

本集團於二零零二年整體實行按年視乎集團業績及員工個人的工作表現酌情發放花紅。於年內，集團推行效率提昇計劃，僱員透過連串措施進一步提升工作表現，有助改善本集團的業績。於二零零二年底，為順應縮減工時的世界潮流，辦公室員工同意減薪5%，作為取消長短週工作制度的條件，從而換取更多消閒及進修時間。本集團的營業部員工於週末仍如常為客戶服務，故是次縮短工作時間絕不影響營運效率。本集團每年按員工的工作表現向值得嘉許的員工酌情發放花紅的機制，亦足以彌補表現優秀的員工每月所減少的收入。

有關中信泰富股份獎勵計劃二零零零的資料及授出購股權的詳情載於第60至63頁。有關董事酬金的財務資料載於第91頁。

退休福利

中信集團退休計劃（「退休計劃」）為本集團的員工提供退休福利。退休計劃為一項根據職業退休計劃條例註冊的界定供款退休金計劃，並在符合強積金條例的要求下獲發豁免證明書。滙豐信託（香港）有限公司為上述退休計劃的信託人，上述計劃由信託人委任投資經理及行政管理人根據信託契約及條例細則管理。員工有數個不同的投資組合可供選擇，他們亦會每年兩次定期收到由信託人發出的退休計劃結單。

中信集團強制性公積金計劃（「強積金計劃」）為不參與退休計劃的員工提供另一選擇。恒生銀行是強積金計劃的服務提供者。

此等計劃的進一步詳情載於第92頁的賬目附註。

Training & Development

CITIC Pacific is committed to providing a healthy organizational environment conducive to each individual's development. Employees are encouraged to commit to continuous improvement by taking responsibility for their own learning and self-development. Seminars and courses organized by professional institutions are sponsored by the Group to assist employees to improve their current job performance. In-house training for all levels of employees is organized regularly on product knowledge and skills training. Where applicable, the Group arranges external service providers to conduct customized training programs on specific subjects such as managerial development and updates on new technology.

To strengthen safety and health in the work place, the safety and health committees in Group companies regularly carry out risk evaluation and gap assessment of various work sites and took pre-emptive or corrective actions according to their findings. Internal self-audit and accident investigation systems were set up with appropriate training conducted for staff.

CITIC Pacific also believes in investing in the training and development of the younger members of society. The Group has put in place various management trainee and apprentice training programs in different industries of subsidiary companies. It also participates in the Government's Youth Pre-employment Training Program and supports other institutional initiatives, such as the One-Company-One-Job Campaign, with a view to providing opportunities for young school-leavers.

培訓及發展

中信泰富致力提供一個健康的企業環境，讓員工得以各展所長，並鼓勵他們工餘進修，不斷自我增值。本集團亦贊助專業機構舉辦研討會及課程，藉以協助員工改善工作表現，亦定期為各階層員工開辦有關產品知識及技術培訓方面之在職訓練。在有需要時，本集團會安排外界服務機構舉辦針對特定課題而設的訓練課程，如管理發展及介紹最新技術等。

為加強員工對工作地點的安全及健康，集團屬下公司的安全及健康委員會定期到各工作地點進行風險評估及研究堵塞漏洞，並根據所得調查結果採取相應之預防或修正措施。集團並設立內部稽核及意外調查系統，為員工提供合適的培訓。

中信泰富亦相信要投資於社會上年青一輩的培訓及發展。本集團已在旗下從事各行各業之附屬公司設立多項管理見習及學徒訓練計劃，亦參與政府之展翅計劃及響應其他機構推行之運動，如「一間公司一份工」計劃，務求為年青之離校人士提供就業機會。