

# 人物誌 Portrait



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## 監管局成員黃偉雄先生 MH Mr Addy WONG Wai-hung, MH, Member of the EAA

本期《專業天地》專訪了監管局成員黃偉雄先生 MH，與各位持牌人分享他作為業界代表，對監管局工作及業界表現的看法。

In this issue of *Horizons*, we interview Mr Addy WONG Wai-hung, member of the EAA, about his feelings on the EAA's work and his views on the performance of the trade from the perspective as a trade's representative.

問：加入監管局董事局後，你對監管局的工作和行業表現的看法有沒有改變？

Q: After joining the EAA Board, is there any change in your perception of the EAA's work and the trade's performance?

答：加入了監管局董事局三年，最深切感受到的就是監管局的工作繁重！我加入地產代理行業已三十年，一直都有和監管局接觸，近年尤其感受到監管局行政部門致力去提升業界的專業性，但要直至到我親身加入其中，才真正感受到監管局工作是如何繁重和複雜。尤其是處理發牌和聆訊工作方面，涉及的資料和文件是十分多，而且每一個個案都需要謹慎處理，工作一點都不簡單。至於業界的表現，其實近年的違規情況已比以往少了很多，持牌人都比較以前更加尊重自己行業和

A: After joining the EAA Board for three years, my deepest impression is the heavy workload of the EAA! In fact, I have been in the estate agency industry for 30 years and have been in regular contact with the EAA. In recent years, I especially felt that the EAA Administration is very committed to improving the professionalism of the industry. However, not until I personally joined the EAA did I really understand how heavy and complicated the EAA's work is. In particular, there are large volume of information and documents to process in licensing and inquiry hearings, and each case has to be handled with care, which is not simple at all. As to the trade's performance, the number of violations nowadays is much less than in the past. Licensees are more respectful of their industry and cherish their licences. In recent

珍惜自己的牌照。近年多了一些例如反洗錢的工作，大家工作都較以往辛苦，但同時亦比以前更加專業，而且逐步提升行業水平至國際級別。

**問：**作為一家大型地產代理公司的高級管理層，你能否與我們分享一下，如何將監管局的訊息傳達給你的員工？

**答：**其實，在監管局董事局裏討論的許多議題，由於保密關係，我不可以和外人討論。作為董事局成員，我和監管局一樣，對前線從業員抱有同樣的期望，就是要令他們不斷自我提升。我作為地產代理公司的管理層，十分重視推動公司文化，以提升員工的專業知識和品格操守，這一點和監管局所期望的方向一致，務求令行業在社會上備受尊重。例如我會和前線員工分享，鼓勵他們要將工作看成長遠事業，而非只是「搵快錢」途徑；同時透過公司的培訓、獎勵和表揚機制，令員工更加專業嚴謹，在行業內得以長線發展。

**問：**最近，監管局推出了一些企業社會責任活動，以供業界參加。你的看法如何？可否鼓勵一下業界為社區服務？

**答：**企業社會責任並不是一個潮流，而是一個責任，我鼓勵所有業界公司都應該參與。例如要保護環境，可以考慮如何減少印製宣傳單張。其實，一間公司撥捐盈餘去幫助有需要的弱勢社群，並不困難，但我認為更加應該要做的，是鼓勵員工去親身參與企業社會責任活動，而不是只作捐款了事。我的公司在十多年前已開始這方面的工作，我發現員工在親身接觸和服務社區之後，都感到開心和滿足，工作時也更有動力。

除了鼓勵業界其他公司都參與企業社會責任活動，我也建議大家提升公司的機構管治文化，令公司制度更加公平、公正和透明，這種種都能令公司的內部文化得以優化，員工亦會更加專業，工作也會更愉快。

years, though there are more tasks to accomplish such as anti-money laundering compliances and everyone is working harder than before, the trade is also at the same time becoming more professional and the industry is gradually moving towards an international standard.

**Q:** As senior management of a large estate agency firm, could you share with us how you deliver the messages from the EAA to your staff?

**A:** In fact, many issues discussed on the EAA Board cannot be discussed with outsiders due to their confidentiality. As a Board member, I share the same expectations as the EAA on frontline practitioners and that is to make them improve themselves continuously. As the management of an estate agency company, I attach great importance to promoting the company's culture in order to enhance the professional knowledge, morals and ethics of employees. This is in line with the direction of the EAA in shaping the trade to be respected by the society. For example, I share my knowledge with frontline employees and encourage them to treat their work as long-term careers, instead of just looking for "quick money". At the same time, the company's training and mechanism of rewards and praises will make the employees more professional and rigorous, enabling them to develop in the industry in the long run.

**Q:** Recently the EAA has organised some CSR activities for the trade to participate in. What do you think of this initiative and what would you like to say to encourage the trade to serve the community?

**A:** Corporate social responsibility is not a trend, but a duty, and I encourage all companies in the trade to participate. For example, to protect the environment, we may consider how to reduce the printing of leaflets. In fact, it is not difficult for a company to donate a portion of its profits to help the underprivileged groups, but I think it is more important to encourage employees to participate in corporate social responsibility activities in person rather than just to donate. My company has been working in this area for more than a decade and I find that my employees are happy and content after they are personally in touch with and serve the community.

In addition to encouraging other companies in the industry to participate in corporate social responsibility activities, I would also like to see them improve their corporate governance culture to make their systems fairer, impartial and transparent. All these can optimise the internal culture of the company and enhance the professionalism of employees.