

**Mechanism on Monitoring of Service Contractors
by the Major Procuring Departments**

FEHD

FEHD officers conduct regular site inspections to check the attendance record of workers. This is to ensure that the number of staff provided complies with the provision committed by the contractor. Under the service contracts, contractors have to submit records on monthly attendance, paid monthly wages and contribution to the Mandatory Provident Fund (MPF) to FEHD. FEHD conducts random checks on these records to ensure contractors' compliance with the relevant employment conditions. If any irregularity on MPF contribution is detected, FEHD will refer the case to the Mandatory Provident Fund Authority for follow-up.

LCSD

Contractors shall arrange their employees to perform the duties according to the manpower requirements stipulated in the service contracts. Outsourced workers are required to sign in and out daily on the log books placed at specified spots in venues for checking by venue management officers. In case the number of the contractors' employees on duty does not meet the requirements, or that there are contractors' employees coming in late or leaving early, the LCSD may deduct the monthly service fee from the contractor concerned according to the contract terms and conditions and consider taking follow-up actions as appropriate. In addition, LCSD's venue management officers will conduct regular and surprise inspections. If a suspected breach of the Mandatory Provident Fund Schemes Ordinance is detected, LCSD's venue management officers will normally communicate with the contractor concerned to have an understanding of the matter and provide possible assistance for its employees. Where necessary, LCSD's venue management officers will assist the outsourced workers to approach relevant law enforcement agencies for follow-up.

GPA

GPA's property management services contracts ("Contracts") specify that contractors shall pay their non-skilled workers at a rate not lower than the committed wages or the statutory minimum wage. Under the Contracts, each of the contractors is required to submit a monthly statement certified by a Certified Public Accountant to confirm contractors' payment of the prescribed wages to their non-skilled workers. To monitor contractors' treatment of their non-skilled workers in respect of wage payment and benefits, GPA regularly conducts site inspections, surprise checks and audit checks on relevant records. If the contractors have not fulfilled their contractual obligations as stipulated in relevant clauses in the Standard Employment Contract (SEC) such as the wage level, maximum allowable daily working hours, etc., GPA will take appropriate action under the Demerit Point system. In addition, GPA regularly conducts onsite interviews with non-skilled workers on a random basis to check whether the contractors have complied with contractual requirements in relation to the payment of wages and benefits under the SEC.

HD

HD closely monitors the performance and contract compliance of services providers. HD conducts interviews with the cleansing workers at least quarterly to understand workers' conditions for the prevention of exploitation. Furthermore, each management office has been provided with an e-Face system to monitor the attendance and working hours of non-skilled workers and to ensure that the contractors comply with the daily/weekly number and working hours of workers. In addition, the Central Monitoring Unit of HD conducts surprise checks in different estates for the protection of rights of the non-skilled workers.