

Monitoring measures taken by the four major procuring departments on outsourced service contracts

	Number of on-site inspections Note 1	Number of surprise checks Note 1	Number of regular meetings or interviews with non-skilled workers Note 1	Number of working meetings or interviews with contractors Note 2	Alleged breaches of the provisions of Standard Employment Contracts or the Employment Ordinance by contractors	
					Number of cases ^{Note1}	Main nature
2019-20	266	333	1 437	5	74	Wages, working hours, statutory holiday pay, payment of wages by means of autopay and gratuity
2020-21	348	362	1 092	4	30	
2021-22	362	349	961	5	16	
2022-23	378	356	1 123	4	9	
2023-24	368	362	1 082	5	22	
2024-25 (as at October 1, 2024)	218	213	507	1	3	

Note 1: The data refers to the monitoring measures carried out and the cases found by the central monitoring teams of HD and FEHD. Although GPA and LCSD do not have a central monitoring team to carry out relevant monitoring measures, the inspections, checks and interviews specifically related to non-skilled workers are subsumed in the routine inspection activities by the supervisory staff for property management services of GPA and venue management staff of LCSD during their checking of contractors' services performance. Therefore, the number of their monitoring measures specifically related to non-skilled workers is not readily available. If departments find cases of alleged breaches of the provisions of Standard Employment Contracts or the Employment Ordinance by contractors during their operations, they will also carry out necessary follow-up actions. Similar routine inspection mechanisms are also in place for frontline management staff of HD and FEHD.

Note 2: The data refers to the number of working meetings or interviews held between the central monitoring team of HD and the contractors. Such mechanism of holding working meetings or interviews with contractors is not in place for the central monitoring team of FEHD.