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主席序言

Foreword by the Chairman



經歷三年新冠疫情的嚴峻考驗後，我們的日常生活終於能夠逐漸復常。我亦欣喜為大家呈上第二十一期「明途聯繫」的年度報告。

在利息急速上升，金融市場動盪，地緣戰爭及中美貿易戰角力之際，環球及本地經濟受到更多不確定因素影響。此外，香港人消費模式的改變以及高消費遊客的減少也直接影響了本地零售業，香港零售業務在 2023 年下半年重拾增長之前，公司將面臨更多挑戰。

感謝政府持續性的財政支持以及公司員工的努力和付出，我很高興與大家分享公司過去一年的強勁表現。在達到社會企業雙底線的前提下，2022 - 2023 年度公司的營業額達到 1.71 億港元，稅後盈利為 3,054,864 港元。

截至 2023 年 3 月 31 日財政年度止，公司共聘 221 名員工，其中超過 7 成 的員工來自弱勢社群。是年實習學員人數為 143 人。過去一年，公司共經營 35 間店舖及社企項目，包括兩個新增合約。雖然公司會繼續致力為醫院內的病人、親屬、員工和顧客提供服務，但在延續與他們在醫院的關係之餘，亦會在醫院外尋求擴展機會。公司將繼續與其他社會企業共同努力，推動企業社會責任和支持弱勢社群。

感謝「思健」的支持，公司有機會與七·十一合作營運並管理店舖員工，透過引入社工的支援，促進殘疾人士在工作環境中的康復進程。通過積累經驗，這種工作融合模式堪可成為企業和社企為精神復元人士在康復過程中的合作典範。

我謹代表董事會感謝民政及青年事務局、社會福利署、醫院管理局、供應商、榮譽顧問和其他持份者對公司的持續支持和建議。董事會對鍾偉成先生及其團隊致以感謝，他們的奉獻和辛勤工作為公司的成功作出了貢獻。我要對董事會成員為公司作出具遠見的建議和不懈支持作出感謝。

明途聯繫有限公司
董事會主席
黎守信醫生
Dr. Benjamin Lai
Chairman, Board of Directors
MentalCare Connect
Company Limited



I am delighted to present to you the twenty first annual report of MentalCare Connect Company Limited after the three year long testing period of COVID pandemic. I hope that the pandemic is gradually subside and our daily life can imminently get back on track.

The global and local economic situations have been confronted with uncertain time amid the rapid increase in interest rates, turbulence in the financial market and regional warfare on top of the unresolved trade war between Mainland China and the United States. In addition, a change of pattern of consumer behavior by people in Hong Kong and the reduction of high end tourists have directly affected the local retail industry. The Company has its fair share of challenges to manage before the projected re-expansion of retail business in Hong Kong in latter part of 2023.

Thanks to the continual financial support by the Government and the dedication and the hard work of the staff of the Company, I am pleased to share with you the strong performance of the Company over the past year. To meet the double bottom lines of a social enterprise, the business turnover of the Company is \$171 million Hong Kong dollars with a net profit after tax of \$3,054,864.

At the end of the financial year of 31 March 2023, the number of employees is 221, accounting over 70% of the employees being from the disadvantaged group. The number of trainees gaining experience in the Company in the year is 143. As of 31 March 2023, there are 35 shops and social enterprise projects under the Company,

including two new contracts in the past one year. While the Company will maintain its commitment to the provision of business outlets and services to patients, relatives, staff and customers inside the hospitals, it is understood that the Company will look for continuing relationship with them beyond the hospital. MentalCare Connect will also look for suitable opportunities in expanding its shops outside of the hospitals. It will continue the joint efforts with other social enterprises in the promotion of social responsibilities and support of the disadvantaged persons.

Thanks to the support of MINDSET, "MentalCare Connect" has the opportunity to manage the staff in running a shop under 7-Eleven with the input of social worker support. This can facilitate the adjustment of the disabled persons in the work environment during the course of their rehabilitation. With accumulating experience such collaborative efforts should become an exemplary model for an integrative approach by a corporation and a social enterprise in the facilitation of the rehabilitation of the people in recovery.

On behalf of the Board, I would like to thank the Home and Youth Affairs Bureau, Social Welfare Department, the Hospital Authority, suppliers, honorary advisors and other stakeholders for their continual support and advice to MentalCare Connect. The Board is grateful to Mr. Chung Wai Shing and his staff for their dedication and hard work for the success of the Company. I wish to thank members of the Board for their insightful advice and untiring support to the Company.

行政總裁報告

CEO Report

隨著 20 周年紀念活動的結束，也標誌著「明途聯繫」進入另一個 20 年。創業難，守業更難。企業的永續在於持續發展與承傳。「明途聯繫」作為一間社企，要承傳的可能是以下 5 個「心」：



「**初心**」為精神復元人士及弱勢社群創造就業機會；



「**雄心**」透過擴大規模達到經營社企的雙重底線（社會及財務回報）；



「**小心**」不過度發展，小心經營及避免財務風險；



「**專心**」強項為本，不熟不做，不跟紅頂白；



「**同心**」內部連結團隊力量；對外與「共享價值」的企業或社企合作，發揮更大的社會效益。

踏入第 21 年，很高興能夠夥拍「同心」的企業開展嶄新的社企經營模式，透過與怡和集團轄下的慈善基金「思健」及七·十一合作經營第一間「友善特營」便利店，為更多精神復元人士製造就業機會。期待著「同心」協作可以為社企的發展帶來更大的社會效益及機遇。

財務表現

2022-2023 年度，公司總收入為 HK\$171,203,906，比同年下降 15.6%，其中「創業展才能」計劃及「伙伴倡自強」社區協作計劃共資助 HK\$2,549,649，作為多項社企項目的種籽基金，約佔整體收入的 1.5%。公司稅後盈利為 \$3,054,864。營運收入減少主要是新冠疫情下，公立醫院仍持續實施「緊急應變級別」措施，位於醫院內十多間店舖的營業額仍未能復常，加上期內一些防疫物資及券類訂單的重要客戶流失，導致全年的銷售額大幅下降。尤幸政府推出「保就業」及消費券，加上政府及醫管局轄下店舖的減租措施，令公司最終轉虧為盈。

履行核心價值

至 2022 年 3 月止，「明途聯繫」營運的社企數目有 35 間，共聘用 221 位僱員，其中 158 位來自弱勢社群（其中 144 位是殘疾人士），佔僱員人數的 71%，是年度各機構轉介到公司及轄下店舖實習的學員達 143 人次。為了加強對已離開輔助就業服務的殘疾僱員提供情緒支援，公司於 2022 年 9 月開始向母會，即香港心理衛生會購買社工服務，服務推行半年，成效理想。

業務發展

復康店 / 便利店業務

醫院長期處於「緊急應變級別」、探病時間減少和限制探病人數、非緊急醫療服務有限度提供等措施，令醫院人流大大減少。隨著香港通關及解除口罩令，「卓思廊」的營業額明顯回升，我們會進一步增加產品總類及推行更有效的促銷活動，以維持顧客的忠誠度和擴闊客源。去年，「明途聯繫」分別於沙田醫院及葛量洪醫院開設了 2 間「卓思廊」，生意漸上軌道，同時，我們也會繼續留意社區是否有適合位置開設新舖。

明途聯繫有限公司
行政總裁
鍾偉成先生
Mr. Chung Wai Shing
Chief Executive Officer
MentalCare Connect
Company Limited



合作社 / 樂協業務

同樣，位於醫管局大樓的職員合作社營業額也因「緊急應變級別」而減少。總部給前線醫護的恆常職員訓練活動及各種會議減少，令人流大幅減少，營業額因此下跌。同時，防疫物資及券類產品的直接銷售額對比2021-2022年度也大幅減少，原因是期內一些主要客戶的流失。

餐飲業務

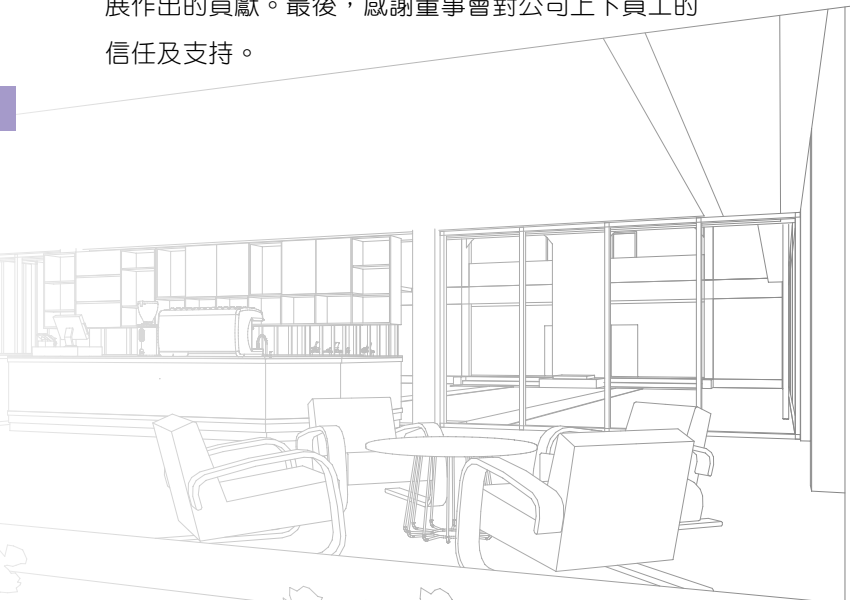
隨著疫情逐漸緩和，探病及覆診人數漸次增加，營業額有頗理想的反彈。相信未來一年，營業額會有進一步的提升空間，而公司亦會繼續物色適當地點營辦新業務。

網購業務

無可否認，社會運動及疫情期間，市民的購物習慣出現急劇的改變，過去3年，公司的網購業務每年均有雙位數的增幅；但當疫情逐漸放緩，市民開始重返實體店購物，特別是一些需要體驗或尋求專業意見的產品。因此，期內網購業務的營業額出現下滑。未來公司需要調整電子商務的發展策略，同時投放更多資源改善網購系統，透過線上線下的協同，提升顧客的購物體驗及滿意度。

展望

2022年一月起爆發的第5波疫情，是新冠病毒在香港流行以來，持續最久，對醫療和民生經濟最嚴峻的考驗。然而在政府「保就業」等防疫抗疫措施及各級員工的努力下，2022-2023年度「明途聯繫」的店舖及殘疾僱員數目及仍有可觀增長，情況令人鼓舞。經歷三年多的疫情，零售市場起著翻天覆地的變化，公司一方面要持盈保泰，另方面亦需檢視及強化內部的系統建設，以應付持續擴展的需要。在此感謝政府及醫管局在疫情期間在財政及租金寬減方面的支援、供應商提供的各種優質產品及員工們對公司的持續發展作出的貢獻。最後，感謝董事會對公司上下員工的信任及支持。



行政總裁報告

CEO Report

With the 20th anniversary commemorative event comes to an end which symbolises "MentalCare Connect" entering into another 20 years. Starting a business is difficult, but sustaining it on is even harder. The sustainability of an enterprise relies on continuous development and succession. As a social enterprise, the inheritance of the five mottos underneath is vital to "MentalCare Connect":



"Original Intent":

Creating employment opportunities for people in recovery and disadvantaged group of people



"Ambitious":

Achieving double bottom lines (Social and Financial Returns) of social enterprise through scaling up



"Cautious":

Avoiding over expansion and carefully managing financial risks.



"Focus":

Focusing on the Company strengths and engaging in the areas of expertise.



"Concentric":

Strengthening of the team unity and collaborating with enterprises or social enterprises sharing the same value and further maximize social impact.

Stepping into "MentalCare Connect"'s 21st year, we are delighted to collaborate with the enterprises sharing the same value and subsequently launching a new social enterprise operation model. Through the partnership with MINDSET under Jardines and 7-Eleven, the first "Friendchised" convenience store was established. It carries the value creating job opportunities for more people in recovery. We look forward to joining the collaborative efforts in creating greater social impact and opportunities for the social enterprise development.

Financial Performance

For the financial year 2022-2023, the total revenue of "MentalCare Connect" was HK\$171,203,906, a decline of 15.6% as comparing with the previous year. "Enhancing Employment of People with Disabilities through Small Enterprise" Project and the "Enhancing Self-Reliance Through District Partnership" Programme funded a total of HK\$2,549,649 serving as the grant for various social enterprise projects and accounting for approximately 1.5% of the overall income. The Company's profit after tax was HK\$3,054,864, the drop in revenue was primarily due to the implementation

of Emergency Response Level in public hospitals during the COVID-19 pandemic, resulting in the decrease of sales from over ten stores located in hospitals. Moreover, the loss of key clients purchasing anti-epidemic supplies and cash vouchers further contributed to the significant reduction in annual sales. Fortunately, the Government's "Employment Support Scheme" and "Consumption Voucher Scheme", along with rental reductions for stores under government and Hospital Authority, helped the Company turn losses into profits.

Core Mission Implementation

As of March 2022, "MentalCare Connect" operated a total of 35 social enterprises projects and a total of 221 employees were hired, 158 of them were disadvantaged group of people (144 were disabled person), accounting for 71% of the total workforce. 143 cases were referred from various organizations to "MentalCare Connect" and its shops for training. In order to strengthen the counselling of those employees with disabilities who have left the Supported Employment Service, "MentalCare Connect" started employing the counselling services from its



Mother Organisation, The Mental Health Association of Hong Kong in September 2022. The service has been implemented for six months with positive impact.

Business Development

Rehab Shop/Convenience Store Business:

Due to the long-term Emergency Response Level implemented in the hospitals, including the limitation of visiting hours and number of visitors, as well as limited provision of non-emergency medical services, the footfall in hospitals has significantly reduced. With the easing of travel restrictions and the lifting of mask wearing requirement in Hong Kong, the revenue of "Cheers Gallery" in hospitals has significantly increased. Therefore, we need to further increase the variety of products and implement more attractive sales promotions to maintain customer loyalty and expand our customer base. Last year, "MentalCare Connect" opened two "Cheers Gallery" in Shatin Hospital and Grantham Hospital, and the overall business has been gradually on track. We will also continue to explore suitable locations in the community for opening new stores.

Coop Shop Business/Cheers Coop:

Similarly, the revenue of the HA Coop Shop located in the Hospital Authority Building was decrease due to the implementation of Emergency Response Level. The significant reduction in footfall was due to the cut-down of training activities and conference in the headquarter. The revenue was thus declined. In addition, the direct sales of anti-epidemic supplies and cash coupon have also significantly dropped, as compared to the financial year of 2021-2022, primarily due to the loss of some key customers.

Catering Business:

With the gradual easing of the epidemic, the number of visits and follow-up patients has steadily increase, leading to a remarkable rebound in revenue. We believe that there is room for revenue growth in the coming year. The Company will continue to search for suitable locations to establish new catering shop.

E-commerce Business:

The buying habits of the public have undeniably undergone drastic changes during the social movements and the epidemic period, resulting in double-digit growth in the Company's e-commerce business each year. However, as the epidemic gradually subsides, shoppers have started to return to physical stores, especially for products that require personal experience or professional advice. As a result, the revenue of our e-commerce business has declined during the period. In the future, the Company will adjust its developmental strategy for e-commerce and allocate more resources to improve the online shopping system. By integrating online and offline channels, we aim to enhance the shopping experience and customer satisfaction.

Future

The fifth wave of the COVID-19 outbreak starting in January 2022 has been the longest and most challenging period for healthcare and the economy in Hong Kong since the pandemic began. However, with the implementation of government measures such as "Employment Support Scheme" and the efforts of employees at all levels, it is encouraging for "MentalCare Connect" to see its continuous significant growth in the number of stores and disabled employees in the financial year of 2022-2023. After more than three years of epidemic, the retail market has undergone tremendous changes. The Company needs to maintain its profitability as well as to review and strengthen the internal systems to satisfy the needs of further expansion. We would like to express our gratitude to the Government and the Hospital Authority for their support in terms of financial assistance and rental concessions during the epidemic. We also need to thank our suppliers for providing various quality products and to our employees for their contributions to the Company's sustainable development. Last but not least, we are indebted to the Board of Directors for their trust and support to the "MentalCare Connect" and its employees.

願景、使命與核心價值

Vision, Mission & Core Values

願景

每一個人都應該擁有平等且具尊嚴的就業機會。

Vision

Everyone should have an equal and dignified employment opportunity.

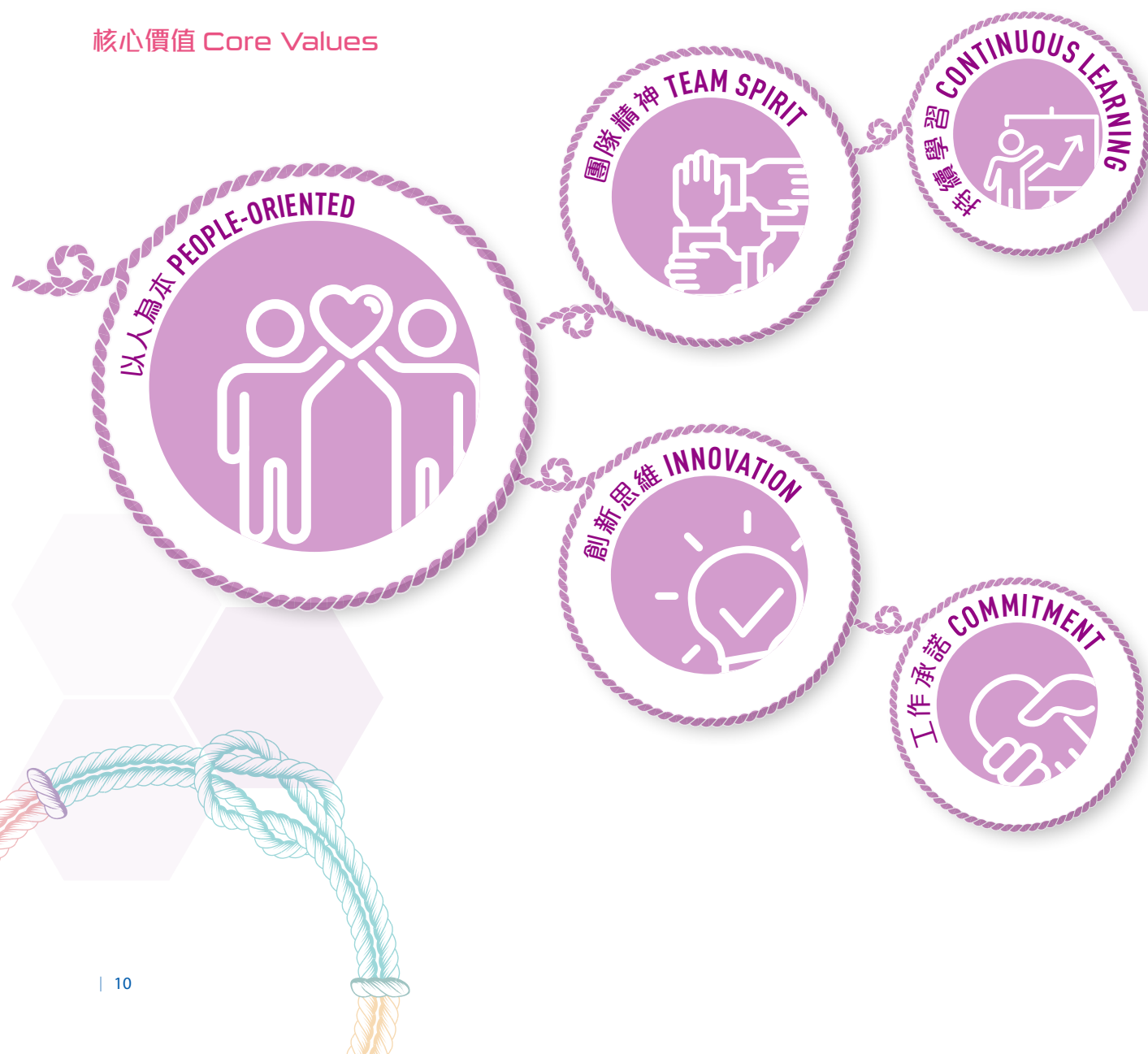
使命

- 以社會企業模式為殘疾人士及弱勢社群創造具尊嚴的就業機會，並且促進工作間的精神健康；
- 推動社會企業的可持續發展和推廣「幫襯社企」運動。
- 經營溢利會全數重投於業務的未來發展。

Mission

- To create employment opportunities with dignity for the disabled and disadvantaged people through social enterprise model and further promote the mental health in workplace.
- To enable the self-sustainability of social enterprises and promote "Buy Social" Movement.
- All operation profit will be reinvested in the future business development.

核心價值 Core Values



社會效益亮點

Social Impact Highlights (2002-2023)

營運中社企項目總數
No. of Operating SE projects

35

歷年僱員人數
No. of Accumulated Employees

3,494

歷年弱勢僱員人數
No. of Accumulated Disadvantaged Employees

2,421

2022-2023營運收入
Annual Revenue

HK\$171,203,906

歷年營運收入
Accumulated Total Revenue

HK\$1,775,560,969

歷年政府種籽基金資助
Accumulated Grant from the Government

HK\$29,298,833

歷年責任採購及慈善贊助
Responsible Procurement and Sponsorship Over the Years

HK\$5,570,940

歷年減省社會成本
Reduced Social Cost over the Years

HK\$109,429,200

歷年發放給弱勢僱員薪酬
Accumulated Salary to Disadvantaged Employees

HK\$123,760,652

2022-2023為殘疾人士提供
實習崗位數目
No. of Placement Provided to Disabled Persons

143

組織架構

Organisational Chart



香港心理衛生會執行委員會
Executive Committee of The Mental Health Association of Hong Kong



明途聯繫有限公司董事會
Board of Directors of MentalCare Connect Co. Ltd.



董事會主席：黎守信醫生
Chairman : Dr. Benjamin Lai



董事：盧德臨醫生
Director : Dr. Lo Tak Lam



董事：梁士雄先生
Director : Mr. Carlos Leung



董事：潘佩璆醫生
Director : Dr. Pan Pey Chyou



董事：林美玲醫生
Director : Dr. May Lam



董事：高淑蘭博士
Director : Dr. Flora Ko



公司義務秘書：鍾偉成先生
Hon. Secretary :
Mr. Chung Wai Shing



列席：香港心理衛生會總幹事
程志剛先生
In attendance : Mr. Ching Chi Kong
(Director of MHAHK)

明途聯繫有限公司
MentalCare Connect Co. Ltd.
行政總裁：鍾偉成先生
Mr. Chung Wai Shing
(Chief Executive Officer)

零售營銷
Retail Marketing

企業營銷
Corporate Marketing

財務及
人力資源部
Finance & Human
Resources
Department

物流及
顧客服務
Logistic &
Customer
Service

資訊科技部
Information &
Technology
Department

行政部
Administrative
Department

零售業務
Retail Service

市場
推廣服務
Marketing
and Promotion
Service

出版業務
Publications

電子商務
Electronic
Commerce

餐飲業務
Catering Service

清潔業務
Cleansing
Services

員工團隊

Staff Team

行政總裁 Chief Executive Officer

鍾偉成先生

Mr. Chung Wai Shing

助理總經理 Assistant General Manager

金保華小姐 (業務發展)

Ms. Winnie Kam (Business Development)

黃秀花小姐 (財務及人力資源)

Ms. Christine Wong (Finance and Human Resources)

高級經理 Senior Manager

葉鍵庭先生 (企業營銷)

Mr. Leo Yip (Corporate Marketing)

黃子卓先生 (行政)

Mr. Dobe Wong (Administration)

業務經理 Business Manager

蔡柏朗先生

Mr. Andy Choi

鄭家俊先生

Mr. Kevin Cheng

王國榮先生

Mr. Dennis Wong

葉敬宗先生

Mr. Duncan Ip

助理經理 Assistant Manager

梁巧欣小姐

Ms. Ada Leung

鄺嘉惠小姐

Ms. Karen Kwong

關嘉穎小姐

Ms. Wing Kwan

李詩敏小姐

Ms. Mandy Lee

高級主任 Senior Officer

李君小姐

Ms. Printemps Lee

梁孟威先生

Mr. Barry Leung

朱銘禧先生

Mr. Tony Chu

黃婉婷小姐

Ms. Peony Wong

何燕琳小姐

Ms. Yen Ho

主任 Officer

梁嘉儀小姐

Ms. Kathy Leung

唐佩斯小姐

Ms. Teresa Tong

譚慧瑩小姐

Ms. Yvonne Tam

蕭笑慧小姐

Ms. Ada Leung

梁惠貞小姐

Ms. Rabi Leung

杜啟倩小姐

Ms. Anna To

張苑琳小姐

Ms. May Cheung

店務主任 Shop Supervisor

盧靜寧小姐

Ms. Loo Ching Ning

李玉英小姐

Ms. Lee Yuk Ying

倪鎮惠先生

Mr. Ngai Chun Wai

何美蓮小姐

Ms. Ho Mei Lin

袁詩敏小姐

Ms. Yuen Sze Man

黃少娟小姐

Ms. Wong Siu Kuen

吳婉兒小姐

Ms. Ng Yuen Yee

謝寶珍小姐

Ms. Tse Po Chun

何茂娥小姐

Ms. Ho Mau Ngor

文玲君小姐

Ms. Man Ling Kwan

王家欣小姐

Ms. Wong Ka Yan

陳智明先生

Mr. Chan Chi Ming

吳紹琴小姐

Ms. Ng Siu Kam

潘志偉先生

Mr. Pan Chi Wai

紀式雄先生

Mr. Kei Sik Hung

劉景浩先生

Mr. Lau King Ho

黃桂萍小姐

Ms. Wong Kwai Ping

殷敏琪小姐

Ms. Yan Man Ki

馮成滔先生

Mr. Fung Shing To

李偉光先生

Mr. Li Wai Kwong

劉家傑先生

Mr. Lau Kar Kit

關景雲先生

Mr. Kwan King Wan

周秀娟小姐

Ms. Chow Sau Kuen

劉麗玲小姐

Ms. Lau Lai Ling

黎錦發先生

Mr. Lai Kam Fat



業務版圖

Business Presence



便利店 Convenience Store

- 「卓思廊」北區醫院 24 小時便利店
"Cheers Gallery" North District Hospital Convenience Store(24 hour)
- 「卓思廊」威爾斯親王醫院便利店
"Cheers Gallery" Prince of Wales Hospital Convenience Store
- 「卓思廊」律敦治醫院 24 小時便利店
"Cheers Gallery" Ruttonjee Hospital Convenience Store(24 hour)
- 「卓思廊」大埔醫院便利店
"Cheers Gallery" Tai Po Hospital Convenience Store
- 「卓思廊」荔景大樓便利店
"Cheers Gallery" Lai King Building Convenience Store
- 「卓思廊」博愛醫院復康店 | 便利店
"Cheers Gallery" Pok Oi Hospital Rehab Shop | Convenience Store
- 「卓思廊」沙田醫院復康店 | 便利店
"Cheers Gallery" Shatin Hospital Rehab Shop | Convenience Store
- 「卓思廊」葛量洪醫院復康店 | 便利店
"Cheers Gallery" Grantham Hospital Rehab Shop | Convenience Store

醫院復康店 Hospital Rehab Shop

- 「卓思廊」將軍澳醫院復康用品專賣店
"Cheers Gallery" Tseung Kwan O Hospital Rehab Shop
- 「卓思廊」屯門醫院復康用品專賣店
"Cheers Gallery" Tuen Mun Hospital Rehab Shop
- 「卓思廊」東區醫院復康用品專賣店
"Cheers Gallery" Pamela Youde Nethersole Eastern Hospital Rehab Shop
- 「卓思廊」瑪嘉烈醫院復康生活幹線
"Cheers Gallery" Princess Margaret Hospital Rehab Links
- 「卓思廊」明愛醫院復康生活幹線
"Cheers Gallery" Caritas Medical Centre Rehab Links
- 「卓思廊」廣華醫院復康店
"Cheers Gallery" Kwong Wah Hospital Rehab Links

社區復康店 Community Rehab Shop

- 「卓思廊」復康用品專賣店 (南京街)
"Cheers Gallery" Rehab Shop (Nanking Street)
- 「卓思廊」復康生活幹線 (協和街)
"Cheers Gallery" Rehab Links (Hip Wo Street)
- 「卓思廊」復康生活幹線 (窩打老道)
"Cheers Gallery" Rehab Links (Waterloo Road)
- 「卓思廊」復康生活幹線 (街市街)
"Cheers Gallery" Rehab Links (Market Street)
- 「卓思廊」復康生活幹線 (南安街)
"Cheers Gallery" Rehab Links (Nam On Street)
- 「卓思廊」復康生活幹線 (皇后大道中)
"Cheers Gallery" Rehab Links (Queen's Road Central)

Cheers Café

- 北區醫院「Cheers Café」
Cheers Café@North District Hospital
- 教育局教育服務中心「Cheers Café」
Cheers Café@ESC

合作社 Coop Shop

- 醫院管理局職員合作社
Hospital Authority Staff Co-op Shop
- 「樂協」社團優惠坊 (稅務大樓)
"Cheers Coop" Discount Store(Revenue Tower)
- 「樂協」便利店 (港澳碼頭)
"Cheers Coop" Convenience Store (HK Macau Ferry Terminal)

友善特營便利店 Friendchising Convenience Store

- 將軍澳醫院 7-Eleven
7-Eleven Tseung Kwan O Hospital

二十周年紀念午宴花絮

Highlights of the 20th Anniversary Luncheon



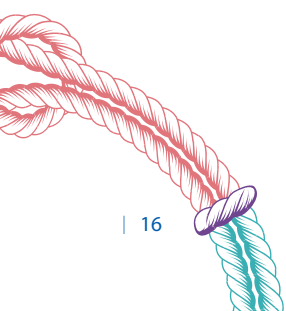
明途聯繫有限公司二十周年午宴暨利群採購頒獎禮於 2022 年 12 月 2 日在旺角康得思酒店舉行。百多位政府部門、商界合作伙伴、社企界及社福機構代表及「明途聯繫」同事出席。香港特區行政會議成員林正財醫生更蒞臨主禮及致辭。當日政商菁英雲集，場面好不熱鬧。

MentalCare Connect Co Ltd 20th Anniversary Luncheon cum Social Procurement Prize Award was held on 2nd December, 2022 at Cordis Hotel, Mongkok. More than 150 guests from Government Departments, Business Partners, Social Enterprises and NGO's representatives and colleagues attended the event. Dr. Lam Ching-choi, Official Member of Executive Council of HKSAR, officiated and delivered a speech. Elites from various political & business sectors gathered to celebrate the events.





頒獎禮頒授「利群採購」計劃榮譽大獎及嘉許二十周年午宴白金贊助商。另外，就議題「政商界可如何支持社企持續發展」分享環節中，邀得前任立法會議員黃元山博士及怡和管理有限公司行政及物業部總經理陸秋明先生，討論政商界在支持社企持續發展中扮演的角色。壓軸項目是思健 x 7-Eleven x 明途聯繫「友善特營」便利店剪綵儀式，慶祝合作計劃中第一間友善特營的 7-Eleven 便利店於將軍澳醫院順利展開。





The Prize Award was to recognize the partners spending most in social procurement and the appreciation award was presented to the platinum sponsors of the Anniversary Luncheon. In addition, in the sharing session titled "How the Political and Business Sectors Can Support the Sustainable Development of Social Enterprises", Dr. Hon Stephen Wong, former LegCo Member and Mr. Danny Luk, General Manager, Administration and Property of Jardine Matheson Limited, were invited to discuss the role to be played by the sectors in supporting the sustainable development of social enterprises. The finale of the event was the ribbon-cutting ceremony of MINDSET x 7-Eleven x MentalCare "Friendchised" collaboration, epitomizing the successful launch of the first 7-Eleven Convenience Store of the partnership project at Tseung Kwan O Hospital.







「友善特營」 思健 × 7-Eleven × 明途聯繫

"Friendchising" MINDSET × 7-Eleven × MentalCare



「明途聯繫」是精神復元人士在就業上安身立命的地方，然作為只有中小企規模的社企，可以發揮的社會效益仍然有限。相信透過 7-Eleven 龐大的分店網絡及成熟的營運管理系統；怡和集團成立的慈善組織 - 「思健」在資金及專業義工的支持及「明途聯繫」二十年來聘用大量精神復元人士的經驗，可以共同創造一個嶄新的合作模式，為復元人士就業製造更多可能。這經驗日後或可輻射到怡和集團轄下其他業務單位，甚至是其他企業。在三方的共同努力下，第一間「友善特營」7-Eleven 在 2022 年 9 月 1 日於將軍澳醫院開設。

"MentalCare Connect" is a place for people in recovery to settle down in working. There maybe hindrance and limitation in the generation of social impact for a social enterprise in SME scale. It was believed the comprehensive retail coverage of convenience store and its sophisticated management system of 7-ELEVEN; funding and professional volunteer support of charitable organization set up by "MINDSET" of Jardines; 20 years experience of employing people in recovery from MentalCare Connect. All these created a renowned cooperation for more employment possibilities to people in recovery, resulting in generating more knowledge and skill set to inspire other business units of Jardines, even to other enterprises in the territory. The endeavour from the three parties led to the first "Friendchised" 7-Eleven starting the operations in Tseung Kwan O Hospital on 1 September 2022.

三間機構的代表於 2022 年 8 月 28 日 (星期日) 在海洋公園舉行「制服移交儀式」，象徵各機構以自家的資源及經營優勢，打造有利復元人士的工作環境，為社會效益帶來協同效應。其中環節安排公司旗下「卓思廊」的助理店務主任馮成滔先生與鍾偉成先生對談。馮成滔是公司其中一位精神復元人士，見證了平等及具尊嚴的工作機會能讓復元人士融入社會。

Representatives from the three organizations participated "Uniform Handover Ceremony" at Ocean Park on 28 August 2022 (Sunday) to demonstrate their strengths in deploying their own resources and operation advantages in creating an optimum working environment to people in recovery and bringing synergy to the social interest. There was a sharing session between Mr. Chung Wai Shing and Mr. Fung Shing To, Assistant Shop Supervisor, witnessing the social integration from working through equal and dignified working opportunities.





怡和管理有限公司行政及物業部總經理
陸秋明先生

Mr. Danny Luk
General Manager
Administration and Property of Jardine
Matheson Limited



「思健」20年來一直協助精神復元人士重投社會，對於他們來說獲得一份有意義的工作是踏出社會重要的一步。

今次與「明途聯繫」和 7-Eleven 合作，在將軍澳醫院創辦了第一間為精神復元人士提供培訓及就業機會的 7-Eleven，希望藉著嶄新的合作模式，能持續地創造更多職位和培訓機會，讓更多精神復元人士重返社會。

將軍澳醫院 7-Eleven 已經開業一年。回想在疫情期間籌辦這一個項目的過程，各工作人員只能盡力而為，小心謹慎地見步行步，面對了不同的、未能預計的挑戰。

幸好在各方努力下，店舖已逐漸走上軌道。看到一班在此工作的復康者重拾信心，投入和貢獻社會，的確值得高興。同時亦驗證這個模式的可行性和持續發展的空間。未來，我們的團隊會持續努力，將這個模式擴展開去，務求讓更多精神復元人士受惠。

"MINDSET" has been helping people in recovery to reintegrate into the society for 20 years. This is particularly meaningful to them as it symbolizes a big leap in the society.

"MentalCare Connect" cooperates with 7-Eleven to establish the first Convenience Store in Tseung Kwan O Hospital with the provision of training and employment opportunities for people in recovery. We hope that such a novel model can continue to create more job and training opportunities allowing more people in recovery to reintegrate to society.

The "friendchised" 7-Eleven in Tseung Kwan O Hospital has been opened for one year. Each stakeholder faced different challenges in the project and they tried their best in handling any unexpected difficulties and proceed with courage during the period of time.

Fortunately, the project got on track gradually with the effort of every participant. It is indeed gratifying and encouraging to see the group of people in recovery working and building up their confidence, committing and contributing to society. At the same time, it also verifies the feasibility and sustainability of the model. In the future, our team will continue to work hard to develop this model, so that more people in recovery can be benefitted.



將軍澳醫院 7-Eleven
店務員 馮丹蕾小姐
Ms. Nicole Feng
Shop Keeper
7-Eleven@Tseung Kwan O Hospital

嗨！大家好，我是 Nicole！轉眼間我在將軍澳醫院 7-11 的工作已經有 10 個月了。我從來沒有想像過自己能勝任這份工作，因為「便利店」需要的溝通技巧相比我過往琴行工作的要求更高，往往需要更精準、更快速的回覆。我原本以為自己只能坐在接待台上回覆客人的 WhatsApp 訊息，但現在我知道，我可以做得更多，我可以成為顧客需要的人，為他們提供更好的服務。然而，由於我的計算能力比較遜色，對於收舖的「清機」工作會感到較為吃力，幸好同事們都會包容和體諒我，更會主動協助支援。同時，亦感謝店長 Sandy 不斷的鼓勵和支持，讓我能夠快速勝任這份工作。

回想起來，從一開始完全沒有零售經驗，到現在可以獨立處理忙碌的早班工作，這段成長過程讓我學到了很多東西。我從對貨物一無所知，到現在對每一種商品都瞭若指掌；從收貨到落貨，我都學會了如何有效地管理貨物；從對顧客服務一無所知，到現在可以與顧客面對面交談，並且為他們提供幫助。這一切的成長和進步，都歸功於公司給予的機會，讓我發現了自己的潛能，並且挖掘出自己不曾發現的能力。

這段成長過程讓我更加自信，也讓我更加相信自己能夠克服任何困難，並且實現自己的夢想。感謝這段成長過程中所有支持和幫助過我的人，讓我成為一個更好的自己。我希望將來積極調整狀態，減少內耗，並得到升職機會。

「患病就像傷風感冒一樣，人總會生病，也總會痊愈，平常心就好了！」

Hello, I'm Nicole! I have been working at 7-Eleven in Tseung Kwan O Hospital for 10 months. I never imagined that I would be capable of this job. It is because in my perception, operating a "convenience stores" requires higher communication skills than my previous job in a music store. It seems that the job requires more accurate and quicker responses. I just thought that I could only sit at the cashier counter and respond to guests' WhatsApp messages. Now I know that I could do more by greeting customers and providing better service. However, I still found that clearance of the daily ledger is a bit difficult to me as I am not so sensitive to number and calculation. My colleagues are tolerant and considerate and they will proactively render me assistance and guidance. At the same time, I would also express my sincere gratitude to Sandy, the store manager for her unfailing support and encouragement that enables me to adapt the working environment in a short time.

Today, I have learned a lot from having no retail experience at all before and I can handle the busy morning shift independently now. I have the product knowledge and understand each product. I know more about the logistics of goods and manage effectively in the shop. I can also serve customer with good service quality and communicate with them. All these enhanced my growth in working and thanks to the opportunities offered by the Company, so that I can truly unveil my potential.

The growing process made me more confident to overcome any difficulties and realize my dreams. Thanks to everyone who has supported and helped me during this period of growth, allowing me to become a better version of myself. I hope to actively readjust my status in the future, reduce inner struggle and get further promotion opportunities.

"Sickness is just like a cold. People will get sick and they will finally recover. Just be calm and you will be fine!"



價值共創

Co-creation of Value

「明途聯繫」除了致力為殘疾人士及弱勢社群創造具尊嚴的就業機會外，公司的另一個使命是推動社會企業的可持續發展和推廣「幫襯社企」運動。因此，我們亦會與不同的社會企業合作，共創社會價值。

在關注樂齡一族的生活需求方面，「明途聯繫」聯同其他社企如「歷耆者 Eldpathy」及「睿程工作室」合作，出售／寄賣他們為長者而設計的產品。

In addition to creating dignified job opportunities for disabled and disadvantaged groups of people, "MentalCare Connect" is committed to promote the sustainable development of SE and the "Buy Social" Movement. We will further cooperate with different social enterprise to create social value together.

In terms of caring the daily living needs of elderly, "MentalCare Connect" cooperates with "Eldpathy" and Rhys Company Limited (Rhys), set up the consignment counter for their products specializing for the elderly or merchandise their products.

「隨行傘」是歷耆者全新產品，結構穩固耐用，搭配時尚外型，讓每位長者都可以隨心走到每一處！

"Cane Umbrella" is a brand new product of Eldpathy. The umbrella is made with durable material for the framework decently and present in a stylish appearance. It can be used by every elderly going anywhere they want.

可調節安穩隨行傘
優惠價 **\$239**
~~\$299~~

拐杖雨傘一物兩用

送

Cheers Gallery | 卓思廊

*贈品送完即止



另一個合作夥伴是「睿程工作室」。「睿程工作室」認為愛美是人的天性，即使老去仍可以穿得美麗和為了可以讓長者穿得美麗及容易穿著，他們為長者專門設計了屬於老友記的《特製長者服飾》。

The other SE partner is Rhys. Rhys believes that everyone loves beauty and the elderly can still dress beautifully. In order to facilitate the elderly to dress easily and beautifully, they specialize in designing clothes for elderly.

社企之間的合作，可以讓彼此接觸不同的客群，從而開拓商機。「歷耆者 Eldpathy」及「睿程工作室」正正能透過「卓思廊」，接觸到長者和照顧者，而「卓思廊」同時亦可藉著這兩家社企接觸長者客群，了解他們的實際需要，從而提供更貼心的服務及產品。此外，「卓思廊」亦利用旗下的宣傳平台「復康速遞」雜誌和 Facebook，為「睿程工作室」及「歷耆者 Eldpathy」推廣有關產品，讓大家有更多機會接觸專為長者設計產品的社企。

The cooperation of social enterprises can offer opportunities to reach different customer segment and broaden the customer base. Eldpathy and Rhys can reach the elderly customers and their carers from MentalCare Connect.

Cheers Gallery also utilizes its promotional platform – Rehab Express Magazine and Facebook to promote products of Rhys and Eldpathy and facilitate the public to have more opportunities to reach the products for elderly.



企業成就及嘉許 2022-2023

Corporate Achievements and Recognitions 2022-2023

香港社會服務巡禮 2023 (15/02/2023)

Hong Kong Social Service Expo 2023 (15th February, 2023)



「明途聯繫」獲頒發連續 20 年以上「商界展關懷」標誌的公司獎項，藉此表揚公司積極推動企業社會責任，建設共融社會。

"MentalCare Connect" was awarded the certificate of 20th consecutive years Caring Company Logo on 15th February, 2023. The logo praised the Company for its proactive promotion in the good corporate citizenship and social inclusiveness.

賽馬會齡活城市「全城・長者友善」計劃 2022

Jockey Club Age-friendly City Partnership Scheme 2022

計劃旨在鼓勵社會不同持份者，攜手建立樂齡文化，為長者及中高齡人士提供有用的資訊並提高公眾對長者及年齡友善的重要性，帶動公眾尊重長者。「明途聯繫」獲得『全城・長者友善』標籤，以表揚公司的參與和貢獻，為長者提供相關的產品及服務。

The objectives of the scheme were to encourage different community stakeholders in developing an age-friendly environment in the community by providing useful resources and information to the elderly people and soon-to-be elderly people. The scheme also to arouse public awareness over the importance of an Age-friendly City and promote public respect for the elderly. "MentalCare Connect" was awarded the label for appreciating its provision of products and services for the establishment of Age-friendly cities to respect the elderly.



基督教家庭服務中心翠藝中心及尚恩家舍開幕典禮暨開放日 (11/01/2023)

The Opening Ceremony cum Open Day of Tsui Ngai Co-production Centre and Sheung Yan House (11th January, 2023)

「明途聯繫」獲邀出席及獲頒嘉許狀，表揚公司致力為殘疾人士提供就業機會，公司市場營銷助理經理鄭嘉惠小姐及科文楊文波小姐代表公司出席。

On 11th January, 2023, "MentalCare Connect" was invited and prized with the Appreciation Award for recognizing its endeavor in creating job opportunities to disabled person. Ms. Karen Kwong and Ms. Aman Yeung, Assistant Manager and Foreman of Retail Marketing represented the Company to receive the Award.



觀塘區關愛僱主表揚計劃 2022

Carnival for International Day of Disabled Persons 2022

「明途聯繫」獲頒嘉許狀，以表揚公司於 2022 – 2023 年期間聘用殘疾人士工作，及傷健共融上作出努力。

"MentalCare Connect" was awarded a certificate for appreciating its enthusiasm in creating job opportunities for disabled persons and promoting social integration.



「畫無界·融無限」無障古蹟畫賽 (15/09/2022)

Art Unbound, Inclusion Absolute-Heritage for All Drawing Competition (15th September, 2022)

古物古蹟辦事處主辦的「畫無界·融無限」無障古蹟畫賽舉行頒獎典禮，「明途聯繫」作為活動協作社企獲頒感謝狀，由高級行政主任李君代表公司出席及接受感謝狀。

"The Art Unbound, Inclusion Absolute - Heritage for All Drawing Competition 2022" organised by The Antiquities and Monuments Office held an Award Ceremony. As a supporting social enterprise, "MentalCare Connect" was awarded a Certificate of Appreciation. Ms. Printemps Lee Senior Administrative Officer, attended and received the certificate on behalf of the Company.

勞工處「展翅青見計劃」2021/2022

YETP, Labour Department 2021/2022

「展翅青見計劃」為參與計劃的青年人提供工作實習訓練機會，讓青少年汲取工作經驗，幫助他們為就業作好準備。「明途聯繫」獲頒感謝狀以表揚對活動的支持。

"Youth Employment and Training Programme (YETP)" provides young people with the working opportunity to enhance them to be better equipped in future works. "MentalCare Connect" received Certificate of Appreciation, commending the Company for its support to provide Workplace Attachment Training opportunities to trainees under YETP.



交流及培訓

Sharing and Training

第五屆「種子聯盟」體驗計劃研討會 (02/09/2022)

"The 5th SEED Programme" Seminar (2nd September, 2022)



「種子聯盟」體驗計劃由 2017 年推出至今，旨在透過商界企業及社企的「一對一」配對安排雙方攜手合作，按社企在業務營運上的實際挑戰，協商一個指定項目，並在生產力局顧問的指導下共同執行。鍾偉成先生獲邀出席是次研討會，分享疫下社企營商情況。

The SEED Programme has been launched since 2017, aiming at matching the business and social enterprises on "one-to-one" basis, overcoming the operational challenges under the guidance of HKPC advisers. Mr. Chung Wai Shing was invited to the seminar, sharing the social enterprise operations under COVID-19.



「十一良心消費運動」2022 開幕禮暨研討會 (26/09/2022)

TECM 2022 Opening Ceremony cum Forum (26th September, 2022)

鍾偉成先生獲邀於「十一良心消費運動」開幕禮暨研討會上擔任嘉賓講者，就主題「從企業社會責任 (CSR) 邁入環境保護、社會責任及企業管治 (ESG)」分享他的見解。

Mr. Chung Wai Shing was invited to the "TECM 2022 Opening Ceremony cum Forum" and served as the Guest Speaker to share his views in the Panel Discussion titled 'From "Corporate Social Responsibility (CSR)" to Environmental, Social and Governance (ESG): How social enterprises can help.'



「社企圈 香港社企秋季交易會」(28/10/2022)

"SE Circle - Hong Kong Social Enterprises Autumn Trade Fair" (28th October, 2022)

「明途聯繫」為是次活動的銀贊助，並參與展覽攤位，推廣公司業務。鍾偉成先生亦應邀參與題為「信念與熱情之旅：社企從業者努力堅持的成功故事」的座談會並擔任演講嘉賓，分享「明途聯繫」發展社會企業的初心。

"MentalCare Connect" is a silver sponsor of the event and participated in the exhibition booth to promote the Company's business. Mr. Chung Wai Shing, was also invited to participate in the panel discussion titled "Journey of Faith and Passion: Success Stories of Social Enterprise Practitioners" as a guest speaker to share the original intent of "MentalCare Connect" to develop as a social enterprises.



「沒有不一樣的店員 社會企業在醫院」專訪 (28/10/2022)

Cheers Gallery Staff was interviewed by New Territories East Cluster Newsletter Fair" (28th October, 2022)



「明途聯繫」轄下大埔醫院「卓思廊」店務員麥連鑫先生 (Paul) 及業務經理鄭家俊先生，接受新界東醫院聯網刊物第 113 期的專訪，分享投得醫管局合約於醫院經營社企，為殘疾人士及弱勢社群提供就業機會的意義重大。阿 Paul 亦分享他進入職場的經歷及對他的影響。

Mr. Kevin Cheng, Business Manager and Mr. Paul Mak, Shop Assistant of "Cheers Gallery" Tai Po Hospital Convenience Store under "MentalCare Connect" received an exclusive interview by Episode 113, New Territories East Cluster Publication. It was a recall of great significance in securing the tender to operate a social enterprise in Tai Po Hospital and providing employment opportunities for the disabled and disadvantaged groups of people. Paul also shared his working experience and the related impact to him.

員工參與及成就

Employee Participation & Achievement

在職達人選舉暨愛心僱主嘉許禮 2021 (26/11/2022)

HKRP Lift Driver Election 2021 cum Award for Caring Employers (26th November, 2022)

「明途聯繫」榮獲「愛心僱主嘉許獎」及「感謝狀」，以表揚為傷健人士提供就業機會。另外，威爾斯親王醫院「卓思廊」店長紀式雄及提名金保華小姐亦分別獲頒「感謝狀」，表彰式雄在工作崗位上的貢獻。

"MentalCare Connect" awarded the Caring Employers Award and Appreciation Certificate. Mr. Kei Sik Hung, Shop Supervisor of Cheers Gallery, Prince of Wales Hospital and his nominee, Ms. Winnie Kam were awarded Appreciation Certificate, for recognizing his contribution at work.

2021 年度社企嘉許計劃

Social Enterprise Awards Scheme 2021

嘉許計劃表揚得獎社會企業在推動良心消費的傑出表現，以及肯定他們在實踐社會使命上的努力。「明途聯繫」除獲頒「傑出社企推廣夥伴大獎」外，助理總經理金保華小姐亦榮獲「傑出社企員工大獎」。而由本公司提名的「勞氏清潔服務公司」及「康業服務有限公司」分別獲得「支持社企機構」及「傑出支持社企」。

The Award Scheme is to praise the awarded social enterprises (SE) for their outstanding performance in promoting ethical consumption and affirm their efforts in fulfilling respective social mission. "MentalCare Connect" was awarded "The Outstanding SE Promotion Partnership Award" and Ms. Winnie Kam, Assistant General Manager, of "MentalCare Connect" was also awarded "The Outstanding SE Staff Award". "Lo's Cleaning Services Ltd" and "Hong Yip Service Co Ltd" nominated by "MentalCare Connect" were awarded "SE Supporting Organisation" and "The Outstanding SE Supporting Organisation" respectively.





社企總會 x 星展銀行香港社企員工嘉許計劃 2022 (13/01/2022)

GCSE x DBS Hong Kong Social Enterprises Employee Recognition Scheme 2022 (13th January, 2022)



「明途聯繫」高級行政主任李君小姐和資訊科技高級主任梁孟威先生於是次嘉許計劃中獲頒發「長期服務獎」；劉景浩先生和蔡雅儀小姐分別獲頒發「最具合作精神獎」和「飛躍進步獎」，以嘉許及表揚他們在工作上的優異表現和貢獻。

此外，「明途聯繫」亦有 6 位員工獲頒傑出社企員工：

周秀娟小姐	北區醫院 Cheers Café	杜啟倩小姐	機構消費計劃
黎志立先生	明途聯繫有限公司	陳信鳴先生	「卓思廊」復康生活幹線（街市街）
甄家為先生	「卓思廊」沙田醫院復康店 / 便利店	陸炎曦小姐	「卓思廊」復康生活幹線（南安街）

Ms. Printemps Lee (Senior Administrative Officer) and Mr. Barry Leung (Senior Officer, IT Department) were awarded the "Long Service Award". Mr. Lau King Ho and Ms. Tsoi Nga Yee received the "Best Team Spirit Award" and the "Leap Progress Award" respectively for recognising their outstanding performance and contributions at work.

6 staff of "MentalCare Connect" were awarded Outstanding Employee:

Ms. Chow Sau Kuen	"Cheers Café" North District Hospital
Ms. Anna To	Organization Consumption Project
Mr. Lai Chi Lap	MentalCare Connect Company Limited
Mr. Chan Shun Ming	"Cheers Gallery" Rehab Links @ Market Street
Mr. Yin Ka Wai	"Cheers Gallery" Shatin Hospital Rehab Shop/Convenience Store
Ms. Luk Yim Hei	"Cheers Gallery" Rehab Links @ Nam On Street

香港心理衛生會 2022 九龍區賣旗日 (27/08/2022)

The Mental Health Association of Hong Kong Flag Day 2022 (27th August, 2022)



「明途聯繫」多位員工及其家屬參與賣旗日，為母會非政府資助服務籌募經費。

Staff of "MentalCare Connect" and their family members participated in the Flag Day, aiming at raising funds for the self-financing projects.

員工參與及成就

Employee Participation & Achievement

「明途聯繫」2022 年度周年晚宴 (12/02/2023)

"MentalCare Connect" Annual Dinner 2022 (12th February, 2023)

董事會主席黎守信醫生致詞答謝員工在過去一年的努力，於逆境中仍緊守崗位，創造可喜的業績。當晚除了遊戲及抽獎外，同場亦頒發 5 年、10 年及 15 年忠誠服務獎予得獎員工。

Dr. Benjamin Lai, Chairman of Board of Directors addressed his their gratitude to the staff's endeavour in creating a remarkable business result by remaining steadfast in duties. Games and lucky draws were held for creating the pleasant atmosphere. 5-year, 10-year and 15-year Long Service Awards were also presented in the event.



聖誕聚餐及團建活動 (23/12/2022) Christmas Party and Team Building Activity (23rd December, 2022)

總辦事處舉行聖誕聯歡會，讓同事忙裡偷閒，釋放工作壓力之餘，亦增加大家對公司的歸屬感。

同日早上，管理層人員組隊進行團建活動，透過健身運動和挑戰，加強團隊合作和凝聚力，並提醒大家要注重身心健康平衡的重要。

A Christmas party held at the Head Office, allowing our colleagues to take a break from their busy work and relieve from work pressure, so that the sense of belonging to the Company can be enhanced.

The management team conducted a team-building activity in the morning of the gym day. Through fitness exercises and challenges to strengthen teamwork and cohesion, the activity also reminded everyone of the importance of physical and mental health balance.



公司管理人員退修會 (30-31/03/2023) Corporate Management Retreat (30th - 31st March, 2023)

退修會假澳門葡京人舉行，共有 14 位同事出席，商討自家產品代工及提升網購生意的策略。

The retreat was held at the Lisboeta, Macau. A total of 14 colleagues attended and discussed strategies for manufacturing own brand product and enhancing the online platform business.



員工分享 Staff Sharing



十五年長期服務獎

Fifteen Years Long Service Award



明途聯繫有限公司
高級行政主任
李君小姐
Ms. Printemps Lee
Senior Administrative Officer
MentalCare Connect Co. Ltd.

回顧這 16 年在「明途聯繫」的工作生涯，過去的點滴，我深感值得。

在事業與家庭兩頭需兼顧的社會中，有一位理解並支持家庭需求的老闆是非常重要的。「明途聯繫」正正有一位能體諒和包容有孩子員工的老闆。在兒子幼時，容易生病，需不時請假照顧，老闆也沒有怨言，他的理解與支持，讓我在工作和家庭之間取得平衡。

生活中總會有一些無法預測的情況需要請假處理。在一些公司中，請假往往伴隨著壓力和責備。幸運的是，「明途聯繫」是一家寬容度很高的公司，在我們需要時能獲批請假處理私事，不被刁難。這樣的寬容和理解讓我能安心工作，對公司也有了歸屬感。

此外，公司給予弱勢員工相等的就業機會和關懷尊重，幫助他們融入社會，不但讓我對精神病康復者多了了解，也加深了在工作上的使命感 - 工作不單為生計，也可創造無價的意義。

面對過去 20 年不斷變化的市場，「明途聯繫」屹立不倒，其主因之一是勇於迎接挑戰，除努力發展現有業務，更不懼嘗試開創新業務。這股精神就像不斷注入公司的燃料，保持著公司的動力，亦引領著全體員工發揮所長，一同成長。

隻字片語，不能盡抒所感，總的而言，能在「明途聯繫」工作，倍感榮幸！

Looking back on my 16-year working career at "MentalCare Connect", I treasure every moment of work-life.

In the society which needs to balance the life of career and family, so it is very important to have a boss who can understand the importance of caring the needs of the family. "MentalCare Connect" is the Company which is considerate and tolerance employees to take care of their children. When my son was young, he always got sick and I needed to apply time-off occasionally to take care of him. My boss did not complain about and his understanding and support allowed me to strike a balance between the work and family.

There are always unpredictable situations in life that may occupy the working time to deal with. In some companies, applying time-off is often accompanied with stress and blame. Fortunately, MentalCare Connect is a very considerate Company. We were allowed to take time-off and the supervisor will be considerate towards our situation. He will grant his permission without questions about. Such tolerance and understanding allows me to work with peace of mind and give me a sense of belonging to the Company.

In addition, the Company supports equal employment opportunities and shows care and respect to the disabled and disadvantaged employees. It also helps them to reintegrate into the society. This does not only allow me to understand more about people in recovery, but also deepens my sense of mission at work - work is not only for livelihood, but also for creating priceless value.

In the ever-changing market over the past 20 years, one of the main reasons why "MentalCare Connect" has remained outstanding in the market is that it has the courage to face challenges. Besides its core businesses, the Company is fearless to create new businesses. This likes unfailing supply of fuel which maintain the Company with development momentum and leading all employees to develop their strengths and grow together.

Only a few words cannot fully express my feelings. Overall, I am honored to work at "MentalCare Connect".



十五年長期服務獎

Fifteen Years Long Service Award



明途聯繫有限公司
資訊科技高級主任
梁孟威先生
Mr. Barry Leung
Senior Officer
(Information Technology)
MentalCare Connect Co. Ltd.

我在公司工作超過 15 年。這段時間，我渡過了許多美好的時光，也經歷了許多挑戰。回顧這些年，我感到非常自豪和滿足。

在這家公司，我遇到了許多出色的同事和領導，他們不僅是我的工作夥伴，更是我的朋友和家人。我們共同成長，相互支持，為實現公司的目標而努力。這種團隊精神一直是我在這裡最珍貴的財富之一。

這段時間裡，我積累了豐富的經驗和知識，讓我可以幫忙每位寫字樓及店舖同事所遇到的問題。

與此同時，我也要感謝公司給予我的信任和機會，讓我能夠在各個崗位上發揮才能。我深深地珍惜這份工作，以及在公司中建立的人際關係。

當我獲知被公司提名社企總會頒發的「最具合作精神員工獎」時，心情非常激動和感到十分榮幸，因為據我所知，要獲得此殊榮並不容易。同時十分感激公司在云云優秀員工中揀選了我，讓我感到十分激勵。

I have been working in the Company for over 15 years. I have had many wonderful times and experienced a lot of challenges during the time period. I look back on these years with great pride and satisfaction.

In this Company, I have had many outstanding colleagues and leaders, who are not only my working partners, but also my friends and family members. We grow together, support each other and work hard to achieve the Company's goals. The team spirit has been one of my most treasurable assets here.

I have accumulated a wealth of experience and knowledge, allowing me to help every office and store colleague with their problems encountered.

At the same time, I would also like to thank the Company for trusting me and giving me the opportunity to utilise my talents in various occasions. I deeply value this job and the relationships I built in the Company.



飛躍進步獎

Leap Progress Award



「卓思廊」沙田醫院
復康生活幹線 副店務主任
劉景浩先生
Mr. Ken Lau
Assistant Shop Supervisor
"Cheers Gallery" Shatin Hospital
Rehab Shop

When I learned that my Company nominated me for the Award, I was very thrilled and honored. As far as I know, it is not easy to win such an award. At the same time, I am very grateful to the Company for nominating me among so many outstanding colleagues, which makes me very excited.

員工分享 Staff Sharing



飛躍進步獎 Leap Progress Award

回想未進入「明途聯繫」大家庭之前，我是一個失業者，對未來沒有任何希望，接近自殺邊緣的抑鬱症患者，由於對人信心盡失，害怕見人，對我來說，處理人際關係彷彿是門最難的課題。

獲獎後，我深感生命的奇妙無常，進入「明途聯繫」絕對是我生命中一個最重要的轉捩點，它提供了一個平台讓我發揮，讓我有機會到多間分舖工作，結識了很多同事，並感恩都能和他們愉快相處和合作。所以，說公司對我恩同再造也不為過。現在我已是一個重拾尊嚴和價值觀，對生命充滿希望，對工作充滿熱誠，重新融入社會的人。

不知不覺間，我在公司服務已踏入第 13 個年頭。



最具合作精神獎 Most Cooperative Award



「卓思廊」博愛醫院復康店
便利店 高級店務員
蔡雅儀小姐
Ms. Tsoi Nga Yee
Senior Shop Keeper
"Cheers Gallery" Pok Hospital Rehab Shop
Convenience Store

距離我上一次得獎應該已經是十多年前的事，從沒有想過在脫離學生身份後還能得到獎項認同，真的很感恩能得到香港社會企業總會頒發的飛躍進步獎，亦很感激上司對我工作上的認同。

回想當初，脫離了社會一年多的我抱著忐忑不安的心加入了「卓思廊」。在加入「卓思廊」前我完全沒有接觸過復康產品，根本不懂得甚麼叫做血糖機，甚麼叫做助行架。

感謝當時的前上司 Jenny 對我的包容，完全不介意我毫無相關知識，也很感激同事們不介意如同白紙一般的

Before joining the family of MentalCare Connect, I was an unemployed person with no hope for the future. I was a patient of depressive disorder and on the verge of committing suicide. I was afraid of meeting people because I had lost all confidence in dealing with people. Dealing with interpersonal relationships seem to be the most difficult topic to me.

After winning the award, I deeply felt the wonder of life. Joining MentalCare Connect was definitely the most important turning point in my life. It provided a platform to express myself and give me the opportunity to work in different shops. I have many colleagues and I am grateful that I can get along and cooperate with them happily. Therefore, it is not exaggerate to say that the Company has treated me full of kindness. Now I am a person who has regained my dignity and values. I believe my life is full of hope. I am working with enthusiasm and have reintegrated into society.

This is my 13th year serving the Company.

There is around 10 years since I won my last award. I did not think that I can win another award after leaving school. I would like to express my heartfelt thanks to HKGCSE to present the award and the recognition from my supervisor.

I recalled that I joined Cheers Gallery with restlessness after leaving the working environment for a year. I had no knowledge about rehab products before joining the Company, even a blood glucose meter or walking aid.

I am grateful to Jenny, the former shop supervisor, for her inclusiveness. She does not mind to teach me even I had not any related product knowledge. My

我，手把手教導我相關的知識，以及該如何接待客人。今天的我面對客人的各種詢問，會很有自信介紹給他們所需的產品，亦懂得去指導客人如何使用相關產品。

我亦很感激公司對康復者的包容，不介意我過往病情，在我想退縮時，一次又一次鼓勵我，給我機會去嘗試，肯定我的工作能力，令我有勇氣去挑戰自我，不再去否認自己。我如今的進步絕對是源自大家的幫助。

我衷心希望明天的我也能繼續進步，在「卓思廊」成就更好的自己，更好的為客人服務，幫助他們解決問題。



商界展關懷 - 關懷大使

Caring Company Award - Caring Ambassador



「卓思廊」廣華醫院復康店及復康生活幹線
(窩打老道) 店長
吳婉兒小姐
Ms. Shirley Ng
Shop Supervisor
"Cheers Gallery" Kwong Wah Hospital Rehab Shop and Rehab Links @ Waterloo Road

回想起加入「明途」之前，我一直從事服裝零售行業，對復康用品可謂一無所知，但公司給予我很多學習機會。最初到其他店舖體驗不同工作崗位和環境，由有經驗的同事耐心指導引領，加上自己與客人多分享、多溝通、多交流心得，又定期參與很多不同種類的產品認知課程，逐步增加了對各種貨品及此行業的認識，另外對個人保健資訊及如何幫助病人得到較好照顧等知識，都有更多了解，獲益良多。

與同事相處方面，雖然要多花心思和耐心指導他們，但好幸運大家合得來，都為做好工作共同努力，守望相助，令每天的工作輕鬆不少。每逢大時大節，我們還會相約在放工後聚餐，一起慶祝，很高興一同建立了好多美好的回憶！

獲得這個「關懷大使」獎項我很開心，再一次多謝公司給予的信任及各位同事的合作和支持。我會繼續保持這份精神，和同事們一起維繫這個歡樂溫馨的工作環境，多謝！

colleagues do not mind either and guide me about every product in details or greet the customers. I am confident to handle the customers' enquiry and introduce products now, as well as teach the customer how to use the products.

I am greatly indebted to the Company's inclusiveness, especially to the people in recovery. It does not mind my history of illness. It encourages me again and again when I want to withdraw from my work. The support enhances me to challenge the difficulties. My great leap at work was largely due to my colleagues' help.

I wish that I will have continuously advancement for working at "Cheers Gallery", serving customers with quality and solve their problems.

I recall before joining "MentalCare Connect", I had been working in clothing retail industry and knew nothing about rehab products. The Company gave me different learning opportunities. At first, I went to different shops to gain more experience. I was patiently guided by experienced colleagues. In addition, I shared and communicated more with customers. I also regularly participated in many different types of product training sessions and enhance my experience. This can enhance my knowledge of various products, personal health information and the trend of the industry.

I have to spend much time and patience to guide my colleague, I am lucky that everyone gets along with me well and works and helps each other, which makes the working life full of joy. Before major public holidays, we will meet up to have festive dinner after work and celebrate together. I am very happy that many beautiful memories are built with my colleagues.

I am very happy to receive "Care Ambassador" award. Once again, I would like to thank the Company for its trust and all my colleagues for their cooperation and support. I will continue to maintain this spirit and work with my colleagues to maintain this happy and warm working environment. Thank you!

員工分享 Staff Sharing



商界展關懷 - 關懷大使

Caring Company Award - Caring Ambassador



「卓思廊」屯門醫院復康用品店 店長

倪鎮惠先生

Mr. Amen Ngai

Shop Supervisor

"Chess Gallery" Tuen Mun Hospital Rehab Shop

時間過得很快，不經不覺，我在「明途聯繫」工作已十四年，感激公司給我一個機會能夠在這所社會企業工作，有機會讓我能夠與康復者溝通及提供工作指導，協助他們於社會上可以正常就業，這確實是一個難能可貴的機會。而更令我欣喜的是能夠認識到一班互相協助和積極合作、能夠發揮團隊精神的好同事。

隨著公司業務不斷發展，期盼公司能為殘疾人士及弱勢人社群提供更多就業機會，以令他們能夠發揮所長。

近幾年，社會發生很多改變，我亦期望世界在變，社會在變，時代在變，但大家初心不變。多一些包容，少一些自私；多一些信任，少一些猜度，讓社會持續發展。

社企有建樹，你我都支持。

Time flies so fast. I have been working in "MentalCare Connect" for 14 years. I am grateful that the Company gives me the opportunity to work in this social enterprise, which has allowed me to communicate with and provide work for the people in recovery. Guiding and helping them to find a job in the society is indeed difficult. What makes me even more gratified is that I can have a group of good colleagues that we will cooperate with each other and living up with team spirit.

As the Company's business continues to grow, I hope more employment opportunities can be offered to the disabled and disadvantaged groups, so that they can unveil their talents.

In recent years, many changes were undergone in the society. I wish that even the world, the society and the times are changing, but everyone can retain their core intention. Be more tolerate and less selfish; have more trust and less speculation, so that the society can continue to develop.

Let us support the social enterprise and help them bloom!





商界展關懷 - 關懷大使

Caring Company Award - Caring Ambassador



「卓思廊」將軍澳醫院復康用品專賣店
高級店務員 黃俊輯先生
Mr. Wong Chun Chap
Shop Keeper
"Cheers Gallery" Tseung Kwan O Hospital
Rehab Shop Senior

不經不覺已經在「卓思廊」工作了 20 多年，回想入職當初只是為了應付社工和家人才加入「卓思廊」。由最初的「零知識、零經驗」，到現在對每樣產品、服務，甚至部份醫療知識我都能如數家珍，工作令我充滿成就感。儘管現時的收入並不能稱得上十分豐厚，但相對於過往只能依靠政府的援助，在「卓思廊」工作更能讓我找到自我價值，而且我亦因為這份工作結識到一班好同事，同事之間的互相包容和幫助亦令我對這裡充滿歸屬感！

每次接觸客人前我都會習慣先同顧客打招呼，務求令顧客感覺到親切友善，讓「卓思廊」更加有人情味！店務員的日常工作的除了可以透過接觸及服務顧客提升自己的社交、溝通和應變能力、增值自己外，亦能幫助到客人，更可以貢獻社會，相比過往渾渾噩噩的生活更加有色彩。

「未來的日子我希望可以努力做到最好！學習更多新知識！」



I have been working in "Cheers Gallery" for more than 20 years. I recalled that I joined the Company for entertaining the social workers and my family. From "zero knowledge and zero experience" to knowing every product, service and even medical knowledge, my work gives me a sense of accomplishment. Although my current income cannot be said to be as very considerable, compared with the past when I had to rely on government assistance, working at "Cheers Gallery" allows me to find my own value. I also get to know a group of good colleagues at work with offering mutual support and help among each other. This makes me perceiving a sense of belonging here!

Every time I greet the customer, I am used to saying hello to the customer first. This can make the customer feel friendly and to create "Cheers Gallery" to be more humane! This can improve the social, communication and resilience and add value to myself through serving customers. Daily work of shopkeeper can also help customers and contribute myself to the society, which makes my lives more colorful than before.

"I hope to do my best in the days to come! Let me gain more new knowledge!"

財務回報

Financial Return 2022-2023

2022-2023 年度總收入 Annual Revenue

: HK\$171,203,906

包括 Includes:

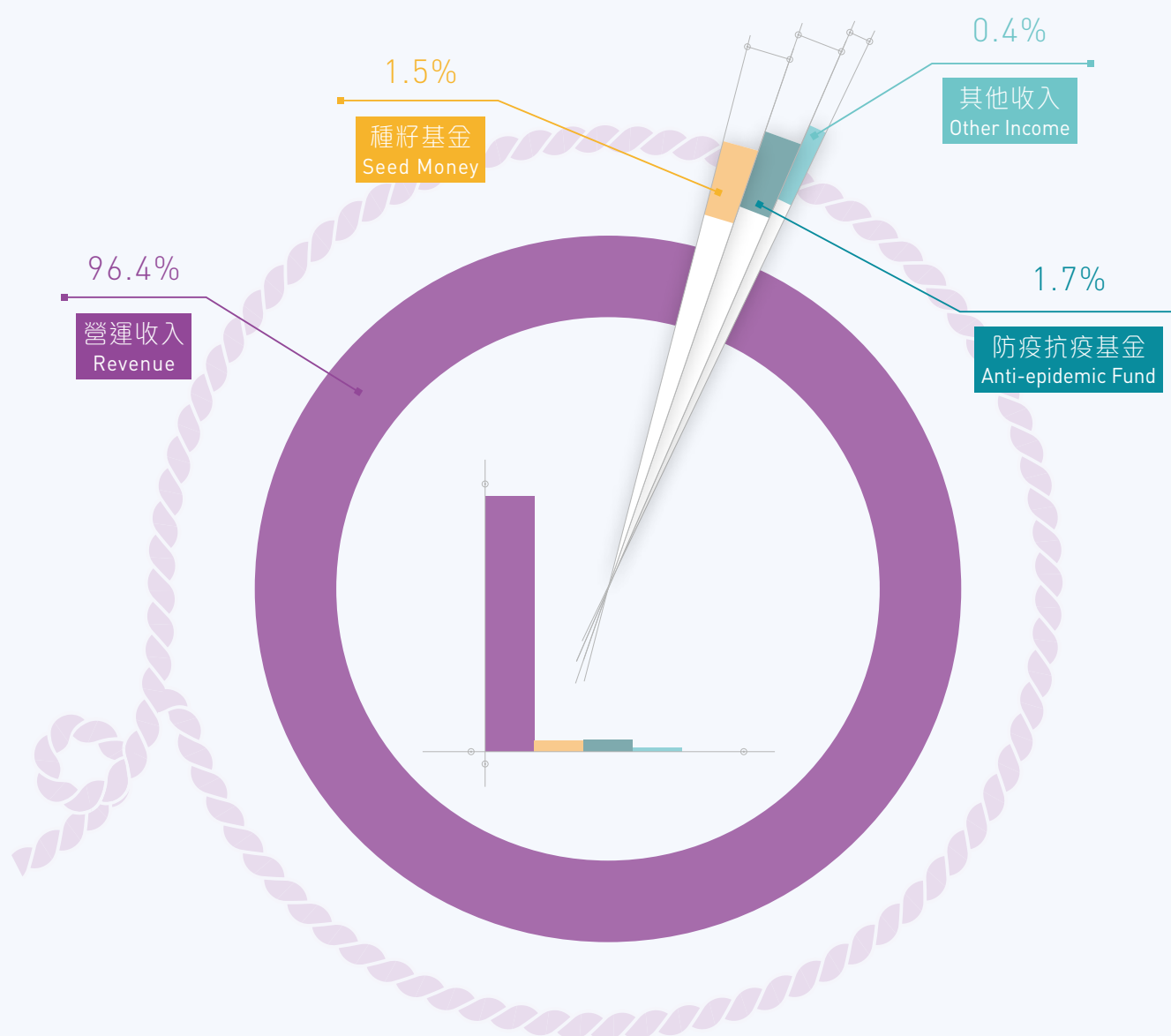
- 種籽基金 Seed Money
- 防疫抗疫基金 Anti-epidemic Fund
- 營運收入 Revenue
- 其他收入 Other Income

: HK\$2,549,649

: HK\$2,911,200

: HK\$165,043,638

: HK\$699,419



核數報告

Audit Report (2022-2023)

MENTALCARE CONNECT COMPANY LIMITED
明途聯繫有限公司
STATEMENT OF FINANCIAL POSITION
AS AT 31 MARCH 2023

	NOTE	2023 HK\$	2022 HK\$
NON-CURRENT ASSETS			
Plant and equipment	4	3,309,872	3,978,643
Available-for-sale financial assets	5	4,063,569	4,586,271
		<u>7,373,441</u>	<u>8,564,914</u>
CURRENT ASSETS			
Inventories	6	10,284,542	11,700,192
Deposits		633,615	591,615
Payment in advance		126,773	196,222
Trade and other receivables		2,793,831	3,537,760
Cash and bank balances		16,277,802	14,919,244
Current tax refundable	8	323,942	0
		<u>30,440,505</u>	<u>30,945,033</u>
CURRENT LIABILITIES			
Accrued expenses		2,747,028	3,171,314
Trade and other payables		13,847,335	16,370,482
Received in advance		1,150,627	1,623,780
Current tax payable	8	0	112,343
Deferred income	7	695,233	695,233
		<u>18,440,223</u>	<u>21,973,152</u>
NET CURRENT ASSETS		<u>12,000,282</u>	<u>8,971,881</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>19,373,723</u>	<u>17,536,795</u>
NON-CURRENT LIABILITIES			
Deferred income	7	(830,894)	(1,526,128)
NET ASSETS		<u>18,542,829</u>	<u>16,010,667</u>
Represented by:			
Share capital	9	3,000,000	3,000,000
SWD funds		161,986	161,986
Accumulated other comprehensive income		(936,431)	(413,729)
Retained profits		<u>16,317,274</u>	<u>13,262,410</u>
TOTAL FUND AND RESERVES		<u>18,542,829</u>	<u>16,010,667</u>

The accompanying accounting policies and explanatory notes form an integral part of, and should be read in conjunction with, these financial statements.

These financial statements were approved and authorised for issue by the Company's Board of Directors on 30 SEP 2023


Lai Benjamin
Director


Pan Pey Chyau
Director

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MENTALCARE CONNECT COMPANY LIMITED
明途聯繫有限公司
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 MARCH 2023

	NOTE	2023 HK\$	2022 HK\$
INCOME			
Grant income	7	2,549,649	3,417,149
Sales income	10	165,043,638	199,020,135
Grant from Catering Business Subsidy Scheme under the Anti-epidemic Fund		0	50,000
Grant from Employment Support Scheme under the Anti-epidemic Fund		2,911,200	0
Sundry income		<u>699,419</u>	<u>357,909</u>
Total Income	11	<u>171,203,906</u>	<u>202,845,193</u>
EXPENDITURE			
Cost of sales	12	120,761,828	151,736,852
Staff Cost			
- Salaries, wages and allowances		27,923,665	27,247,360
- Contribution to MPF		1,226,903	1,378,680
Depreciation on plant and equipment	4	1,595,029	1,565,154
Management fee to immediate parent and ultimate controlling party		990,262	1,194,121
Other operating expenses	14	15,646,837	16,946,022
Total Expenditure		<u>168,144,524</u>	<u>200,068,189</u>
PROFIT BEFORE TAXATION	11	<u>3,059,382</u>	<u>2,777,004</u>
TAX EXPENSES	13	<u>4,518</u>	<u>318,460</u>
PROFIT FOR THE YEAR		<u>3,054,864</u>	<u>2,458,544</u>
OTHER COMPREHENSIVE EXPENSE			
Available-for-sale financial assets			
- Fair value changes during the year		(522,702)	(413,729)
OTHER COMPREHENSIVE EXPENSE FOR THE YEAR		<u>(522,702)</u>	<u>(413,729)</u>
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		<u>2,532,162</u>	<u>2,044,815</u>

The accompanying accounting policies and explanatory notes form an integral part of, and should be read in conjunction with, these financial statements.

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鳴謝 Acknowledgements

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社會福利署		Social Welfare Department	
民政及青年事務局		Home and Youth Affairs Bureau	
勞工及福利局		Labour & Welfare Bureau	
醫務衛生局		Health Bureau	
政府產業署		Government Property Agency	
商業夥伴		Business Partners	
醫院管理局		Hospital Authority	
北區醫院		North District Hospital	
博愛醫院		Pok Oi Hospital	
律敦治醫院		Ruttonjee Hospital	
將軍澳醫院		Tseung Kwan O Hospital	
屯門醫院		Tuen Mun Hospital	
瑪嘉烈醫院		Princess Margaret Hospital	
明愛醫院		Caritas Medical Centre	
大埔醫院		Tai Po Hospital	
廣華醫院		Kwong Wah Hospital	
威爾斯親王醫院		Prince of Wales Hospital	
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沙田醫院		Shatin Hospital	
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誠信醫療中心		Alliance Medical Center	
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BCT 銀聯集團		BCT Bank Consortium Trust Company Limited	
國農證券有限公司		China Demeter Financial Investments Limited	
華人置業集團		Chinese Estates Holdings Limited	
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港怡醫院		Gleneagles Hospital	
恆益物業管理有限公司		Hang Yick Properties Management Limited	
香港藝術中心		Hong Kong Arts Centre	
香港失明人協進會		Hong Kong Blind Union	
香港寬頻網絡有限公司		Hong Kong Broadband Network Limited	



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ONYX 酒店集團	ONYX Hospitality Group (Shama Management Ltd.)
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Aesop Hong Kong Limited	Aesop Hong Kong Limited
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關建慧小姐 基督教香港信義會屯門地區康健中心註冊營養師	Ms. Kwan Kin Wai Registered Dietitian, Tuen Mun District Health Centre, The Evangelical Lutheran Church Social Service – Hong Kong
曾玉玲小姐 基督教香港信義會屯門地區康健中心護理經理	Ms. Tsang Yuk Ling Care Coordinator (APN), Tuen Mun District Health Centre, The Evangelical Lutheran Church Social Service – Hong Kong
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侯健敏先生 屯門地區康健中心藥劑師	Mr. Hau Kin Man Pharmacist, Tuen Mun District Health Centre
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李明明醫生 急症科專科醫生	Dr. Lee Ming Ming Specialist in Emergency Medicine
許彩玉小姐 賽馬會流金匯中心經理及高級物理治療師	Ms. Hui Choi Yuk Manager and Senior Physiotherapist, Jockey Club Cadenza Hub



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Tel: 2669 7959 Fax: 2669 7959

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"Cheers Gallery" Ruttonjee Hospital Convenience Store (24-hour)

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"Cheers Gallery" Tai Po Hospital Convenience Store

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Tel: 2470 7065 Fax: 2470 7026

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"Cheers Gallery" Grantham Hospital Rehab Shop | Convenience Store

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Tel: 2208 0456 Fax: 2209 4764

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Shops C & D, G/F Lobby, Tuen Mun Hospital, Tsing Chung Koon Road, Tuen Mun, N.T.
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"Cheers Gallery" Pamela Youde Nethersole Eastern Hospital Rehab Shop

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Tel: 2896 6318 Fax: 2896 6328

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"Cheers Gallery" Princess Margaret Hospital Rehab Links

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Tel: 2649 3675 Fax: 2648 0369

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「卓思廊」復康生活幹線 (協和街)

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G/F, 143 Hip Wo Street, Kwun Tong, Kln.
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「卓思廊」復康生活幹線（窩打老道）

九龍窩打老道 31B 地舖

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傳真：3709 8799

"Cheers Gallery" Rehab Links @ Waterloo Road

G/F, 31B Waterloo Road, Kln.

Tel: 3709 8798

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「卓思廊」復康生活幹線（街市街）

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傳真：3111 2376

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G/F, 150 Tsuen Wan Market Street, Tsuen Wan, N.T.

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Fax: 3111 2376

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傳真：2672 9733

"Cheers Café" North District Hospital

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Tel: 2672 9733

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傳真：2194 6867

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Fax: 2194 6867

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傳真：2157 1497

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Fax: 2157 1497

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