

Integrity - Our Winning Edge
CORRUPTION PREVENTION

TIPS FOR
**HOTEL
INDUSTRY**

Integrity - Our Winning Edge

The tourism industry is one of the important pillars of Hong Kong's economy. To maintain the city's competitive edge as an international tourist destination, every practitioner should put customers first and serve them with sincerity. In addition to delivering high-quality services to enhance their travel experience, upholding professional integrity is essential for earning tourists' trust and confidence. This commitment ensures the healthy and sustainable development of the tourism industry and strengthens Hong Kong's position as a world-class premier destination.

To enhance the integrity of practitioners in the hotel industry, this pamphlet uses simple and easy-to-understand scenarios to illustrate common corruption and malpractice pitfalls in the industry, anti-corruption laws and practical tips for preventing corruption. It aims to raise awareness of corruption risks and encourage practitioners to uphold integrity in their work, collectively safeguarding the good reputation of Hong Kong's tourism industry.





Room reservation

Noting the high demand for hotel rooms during peak season, an employee of a travel agent offers “kickback” to a hotel staff as a reward for securing room reservations.

COUPON

★ Smart tips

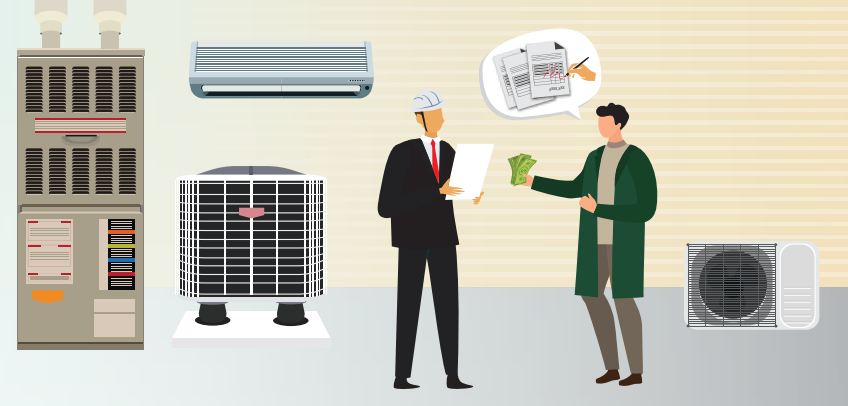
It is an offence under the Prevention of Bribery Ordinance (POBO) for hotel staff to accept “kickbacks” without the hotel’s permission when performing their duties. Staff members should adhere to the hotel’s guidelines regarding the acceptance of advantages.

Handling of hotel guests

A hotel concierge accepts dining discounts from a friend for recommending the restaurant owned by that friend to hotel guests.

★ Smart tips

Discount is a kind of advantage. If hotel staff accept advantages for abusing their position, they may violate the POBO. Even if corruption is not involved, employees should remain vigilant at all times to avoid conflicts of interest.



Purchasing

Three employees of a hotel’s engineering department conspire to deliberately inflate the quotations of a works contract. They accept an illegal commission of \$1.1 million from a contractor as a reward for awarding him an engineering contract worth \$5 million.

★ Smart tips

Staff members responsible for procurement must safeguard the interests of the hotel and refrain from reaping personal gains. If they abuse their position for accepting advantages from contractors, they would commit a bribery offence. Employees should strictly adhere to the hotel’s established procedures and guidelines regarding purchasing and tendering processes.

Administration

A part-time worker is employed by a hotel to provide hospitality services at a banquet. In order to travel with her boyfriend, she asks another part-time worker to forge her signature on the attendance record sheet, falsely claiming that she has worked at the hotel to deceive it of wages.

★ Smart tips

A hotel staff who purposely uses false attendance record to deceive the hotel of wages may breach the POBO or commit other criminal offences such as deception, fraud, etc. Anyone who assists in falsifying such a record may also be liable for conspiracy to defraud.



INTEGRITY QUIZ

1. If someone in your company has committed an act of corruption, you will:
A. turn a blind eye
B. gossip with your “buddies” in the company and secretly look for another job
C. report to your supervisor and the ICAC
2. You attended a client’s spring gathering on behalf of your company and won a \$5,000 cash coupon in a lucky draw. You will:
A. treat your colleagues to dinner
B. report the cash coupon to your company for disposal
C. keep the cash coupon for yourself
3. When asked to lie to the supervisor to cover up for your colleague, who left the office earlier in order to moonlight, you will:
A. hesitate to give a definite answer
B. agree to help
C. turn him down right away
4. You are responsible for receiving goods in your daily work. Recently, the supplier often treated you to dinner, and offered samples of goods and concert tickets, you will:
A. accept them happily because treating others and offering gifts are common social practices in the business world
B. handle the entertainment and gifts in accordance with your company’s code of conduct
C. join the feast since entertainment is not counted as an advantage, but reject the other gifts

Scores: 1. A(1) B(2) C(3) 2. A(2) B(3) C(1)
3. A(2) B(1) C(3) 4. A(1) B(3) C(2)

Quiz Results (Add up your scores for the four questions and see the following analysis)

12 marks Based on the score you attain, you are a prudent and cautious person who is able to adhere to the professional code of conduct, legal requirements and company rules when making decisions. Keep this up and continue to put professional ethics into your daily practice.

9-11 marks According to your score, you incline to judge from your intuition and your decisions can easily be influenced by others. You are advised to make reference to the relevant Ordinances and company code of conduct before taking any action.

4-8 marks Your score reflects that you are vulnerable to temptation and will easily fall prey to the persuasion of those behaving unlawfully. You are strongly advised to revisit the related Ordinances and your company’s code of conduct immediately because you tend to focus too much on personal benefits and pay too little attention to the requirements of Ordinances and company rules. Beware not to breach the law inadvertently and clarify with your company or the ICAC if in doubt.

Model Answer: 1-C, 2-B, 3-C, 4-B

WHAT IS BRIBERY?

Section 9 of the Prevention of Bribery Ordinance (POBO)

- Any agent (e.g. hotel employee)
- Without the principal’s approval (e.g. hotel)
- Solicits or accepts any advantage
- An act in relation to his principal’s affairs or business
- Both the offeror and recipient shall be guilty of the offence



Advantage

Includes, irrespective of the value, any gift, loan, fee, reward, commission, office, contract, service, favour and discharge of loan or liability, but does not include entertainment.



Entertainment

Refers to the provision of food or drink, for consumption on the occasion when it is provided, and of any other entertainment connected with, or provided at the same time.

Section 9(3) of the Prevention of Bribery Ordinance (POBO)

Any agent who, with intent to deceive his principal, uses false, erroneous or defective receipt, account or other document shall be guilty of an offence.



Penalty

The maximum penalty is a fine of HK\$500,000 and 7 years’ imprisonment.

Tips for being a professional and smart staff -

Be alert to corruption risks

Enquire if in doubt

Say no to temptations

Must declare conflict of interest

Avoid over-socialisation with business associates

Report any suspected corruption

Total compliance with the law and company code of conduct

**BE
SMART**

Adopt zero tolerance! Report corruption!

In Person: ICAC Report Centre (24-hour service); or any Regional Offices

By Phone: 25 266 366 (24-hour hotline)

By Mail: G.P.O. Box 1000, Hong Kong



Regional Offices

誠信旅業
致勝之道



酒店業

誠信旅業 致勝之道

旅遊業是香港經濟的重要支柱之一。要維持香港作為國際旅遊城市的競爭優勢，每位從業員都必須做到「以客為先、待客以誠」。除了以誠懇優質的服務提升遊客的旅遊體驗外，秉持誠信操守亦能贏得遊客的信任和信心，這對於推動旅遊業健康及持續發展至為重要，並有助鞏固香港作為世界級首選旅遊目的地的地位。

為了提升酒店業從業員的誠信水平，本單張以簡單易明的處境模式，闡釋業內常見的貪污舞弊範疇、防貪法例及防貪貼士，以協助提高從業員對貪污風險的警覺性，在工作中堅守誠信，共同維護香港旅遊業的良好聲譽。





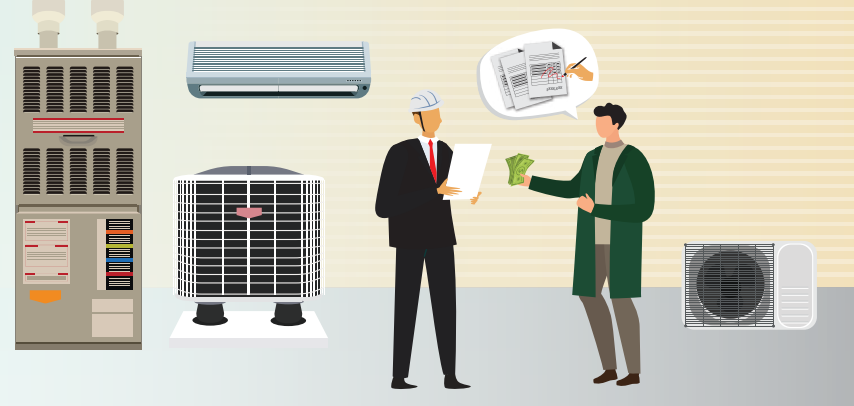
訂房

旅遊旺季期間，酒店訂房的需求非常緊張。為確保房間預訂，旅行代理商職員提供回佣給酒店職員，以回報他們的協助。

COUPON

✦ 小貼士

酒店職員若未得僱主同意而利用職權收受回佣，便有機會觸犯《防止賄賂條例》。員工應遵守酒店所制定有關利益收受的政策。



採購

三名酒店集團工程部職員蓄意誇大合約報價，串謀收受承建商一百一十萬元的非法回佣，批出總值五百萬元的工程合約予該承建商。

✦ 小貼士

負責採購的職員在揀選承建商及供應商時，必須以酒店的利益為先，切忌以權謀私；倘若接受對方提供的利益而濫用職權，即屬貪污。職員在採購或招標過程中，必須遵守酒店制定的程序及指引。

接待酒店住客

一名酒店禮賓部員工因接受了好友提供的餐廳折扣優惠，向酒店住客推薦光顧其好友開設的餐廳。

✦ 小貼士

折扣屬於利益。若酒店職員因收受利益濫用職權，便有機會觸犯《防止賄賂條例》。即使不涉及貪污，員工亦應時刻保持警覺，避免利益衝突。



行政管理

一名兼職員工受僱於一間酒店，為宴會提供招待服務。為與男朋友外遊，她要求另一名兼職員工在值勤記錄表上偽造她的簽名，訛稱她有值勤，意圖詐騙酒店向她支付薪金。

✦ 小貼士

酒店職員故意使用虛假的值勤記錄以騙取酒店的薪金，有可能觸犯《防止賄賂條例》或其他刑事罪行包括欺騙、詐騙等。任何人協助偽造記錄亦有機會觸犯串謀詐騙罪。



誠信考考你

1. 如發現公司有人貪污，你會：
A. 視而不見
B. 跟公司中的「老友」竊竊私語，密謀轉工
C. 報告上司及向廉署舉報
2. 你代表公司出席客戶安排的春茗，在抽獎環節中獲現金券五千元，你會：
A. 請同事吃飯
B. 向公司申報現金券以作適當處理
C. 把現金券留為己用
3. 同事因做兼職要早退，請你協助向上司撒謊隱瞞，你會：
A. 支吾以對
B. 拔刀相助
C. 堅決拒絕
4. 你在日常工作中負責驗收貨物。供應商近日經常請你出席飯局，又送你貨辦及演唱會門券，你會：
A. 欣然接受，因在商業社會中，送禮及款待乃正常交際
B. 按公司守則處理供應商所提供的款待及禮物
C. 只應邀出席飯局，因「款待」並非利益，但會婉拒其他禮物

得分: 1. A(1) B(2) C(3) 2. A(2) B(3) C(1)
3. A(2) B(1) C(3) 4. A(1) B(3) C(2)

分析（請加上四條問題得分，然後參考以下分析。）

12分 你的得分顯示，你處事小心謹慎，能按照專業操守、公司和法例的要求作出明智的決定。請繼續努力，堅守原則，將專業道德付諸實行。

9-11分 根據你的分數，你較傾向憑直覺行事，同時易受環境或他人影響你的決定。你在採取任何行動之前，應先參考有關法例和公司守則。

4-8分 你的得分反映你較易受誘惑，亦易被不法之徒利用。你必須重溫有關法例和公司守則的內容，因為你傾向單從個人利益出發，忽略法例和公司守則的規定。千萬不要誤墮法網！如有疑問，應立即向公司或廉署查詢。

圖文：李麗儀

法例 - 何謂貪污？

《防止賄賂條例》第9條

- 任何代理人（如酒店職員）
- 未得主事人許可（如酒店）
- 索取或接受任何利益
- 作出或不作出與主事人業務/事務有關的行為
- 行賄受賄同樣犯法



利益

包括任何價值的饋贈、貸款、費用、報酬、佣金、職位、合約、服務、優待及免除借貸或法律責任，但不包括款待。



款待

指供應在當場享用的食物或飲品，以及任何與此項供應有關或同時提供的其他款待。

《防止賄賂條例》第9(3)條

任何代理人使用虛假、錯誤或缺漏不全之收據、帳目或其他文件，蓄意欺騙其主事人，亦屬違法。



刑罰

最高罰款港幣50萬元及監禁7年。

防貪錦囊

💡 貪污陷阱要提防

💡 遇到問題先諮詢

💡 面對誘惑要say NO

💡 利益衝突須申報

💡 公事應酬要適中

💡 守法循規為上策

💡 待客以誠勿徇私

💡 舉報貪污莫遲疑

挺身而出 舉報貪污

親身： 廉政公署舉報中心 (24小時)；或各分區辦事處
電話： 25 266 366 (24小時熱線)
投函： 香港郵政信箱1000號



分區辦事處地址