



CHAPTER VI

COMMUNITY RELATIONS

Chapter VI – Community Relations

Based on the foundation laid, the CCAC made use of diversified means to enhance citizens' awareness of integrity, with priority on moral education for teenagers, anti-electoral corruption promotion and collecting opinions about anti-corruption in the private sector. The Commission strived to expand the community relations through exchange activities at different levels in order to obtain citizens' opinions about integrity building, popularize the sense of public supervision and encourage integration of all sectors in society in integrity building. Moreover, the CCAC reinforced partnership with international organizations and exchanged anti-corruption experiences with other law enforcement agencies.

6.1 Integrity Education

In 2008, the CCAC continued to carry out promotion and education of integrity among public servants, students, civil associations and staff of public utilities and private entities in different forms. Throughout the year, a total of 377 seminars and symposia were held, while the number of participants reached 33,500.

Table 17
Seminars held in 2000 to 2008

		2000	2001	2002	2003	2004	2005	2006	2007	2008
Public servants	No. of Sessions	23	94	132	132	51	173	67	88	64
	No. of Participants	855	5,209	7,435	11,385	1,752	20,228	3,340	4,731	2,842
Students, trainees	No. of Sessions	10	21	40	50	301	175	263	182	286
	No. of Participants	886	5,386	3,271	6,105	27,483	12,430	18,902	14,300	29,746
Teachers	No. of Sessions	—	—	—	24	—	—	—	—	—
	No. of Participants	—	—	—	810	—	—	—	—	—
Members of civil associations	No. of Sessions	14	19	10	6	22	17	25	13	8
	No. of Participants	1,678	1,736	493	190	890	876	1,010	413	277
Staff of credit institutions	No. of Sessions	6	4	2	6	8	3	2	1	1
	No. of Participants	220	132	55	316	538	135	75	90	100
Staff of public utilities and private entities	No. of Sessions	—	2	1	—	3	3	9	16	18
	No. of Participants	—	70	25	—	105	154	393	586	535
Total	No. of Sessions	53	140	185	218	385	371	366	300	377
	No. of Participants	3,639	12,533	11,279	18,806	30,768	33,823	23,720	20,120	33,500

6.1.1. Integrity Education Targeting Public Servants

In 2008, the CCAC organized seminars on various topics for public servants in different fields. A total of 64 seminars on topics including integrity and observance, professional ethics and conduct, public procurement procedure and ombudsman were organized, with 2,842 participants.

Table 18
Seminars and symposia organized for public servants in 2008

Topic	Department	Target	No. of Sessions	No. of Participants
Symposium of "Noble Character, Righteous Conduct"	Technology Committee / Environmental Protection Committee / Combustibles Security Committee / Macau Government Tourist Office	Staff	3	92
Basic Training Course for Public Servants	Public departments	Staff	36	1,260
Workshop on Integrity Management	Land, Public Works and Transport Bureau / Financial Services Bureau	Chief personnel, inspectors and staff	4	160
Public Procurement Procedure	Health Bureau / University of Macau / Public Administration and Civil Service Bureau	Procurement and engineering staff	4	330
Declaration of Incomes and Properties	Academy of Public Security Forces	Security trainees of the 9 th course	1	200
Advanced Course on Integrity	Academy of Public Security Forces	Deputy Superintendents	1	36
		Sergeants	1	23
		Deputy Sergeants / Deputy Divisional Officers	2	78
	Macao Customs Service	Deputy Customs Inspectors	1	30
	Macao Prison	Sergeant Promotion Course	1	12
Integrity and Observance	Judiciary Police	Trainees of the 12 th Criminal Investigator Training Course	1	80
	Civic and Municipal Affairs Bureau	New recruits	3	125
Professional Ethics and Conduct	Macao Customs Service	Principal Customs Officers	1	49
	Academy of Public Security Forces	Senior Policemen / Firemen	2	267
	Civil Engineering Laboratory of Macau	Leadership and staff	3	100
Total			64	2,842

6.1.2 Integrity Education Targeting Teenagers and Students

In 2008, the CCAC continued to organize a series of activities entitled “New Generation of Integrity—an Education Programme on Honesty for Primary Students” for students in primary 4 to 6 at the activity room named “Paradise of Integrity” at the CCAC’s Branch Office at Areia Preta. A total of 5,812 students from 30 primary schools participated in 157 activities throughout the year.



Primary students participated in “New Generation of Integrity” series

The CCAC organized 17 activities before and after the Children’s Day on 1st June, celebrating the festival with 654 primary students from different schools. In addition, the CCAC co-organized bazaars with several government departments and the activity celebrating Children’s Day organized by the Macao Federation of Trade Unions in order to instil in the children the value of honesty and law observance through the games. The mascot of the CCAC, William, visited the children staying at the Hospital Centre S. Januario to celebrate the festival with them.



Children staying at the hospital celebrated Children's Day with "William"

The promotional and educational programmes targeting teenagers include a new project entitled "Act on Integrity." The CCAC commissioned a theatre group to stage a drama which introduced correct values and the spirit of integrity and law-abidingness to teenagers through stories and interaction. In 2008, the CCAC co-organized the drama tour with 5 schools, attracting 1,645 students to join. The programme will be continued.

The CCAC continued to co-organize "Integrity Week" and seminars on integrity education with secondary schools and publicized the information about integrity among teenagers through "Teen City" (www.ccac.org.mo/teencity), a website promoting integrity among teenagers, while the development of teaching materials for integrity education targeting secondary students has entered the final stage. Moreover, the CCAC organized a total of 21 seminars on integrity for students from higher education institutes and trainees of vocational trainings, with 1,497 participants.

In 2008, the CCAC organized or participated in a number of activities for teenagers, such as co-organizing a comic drawing contest entitled "Draw a New World of Integrity" with the General Association of Chinese Students of Macau. The contest attracted over 200 pieces of work and a tour exhibition of the awarded works was held at 12 schools and higher education institutes. The CCAC also held seminars at two higher education institutes concurrently during the exhibitions in order to enhance students' knowledge of the works of the CCAC. Moreover,

the CCAC also co-organized “Integrity and Honesty: the 9th Chinese Calligraphy Contests for Macao Students” with the General Association of Chinese Students of Macau and participated in the “Carnival against Crime and Drug Abuse” organized by Junior Police Call.



Introducing awareness of integrity and law-abidingness to secondary students through drama



Chief of Cabinet of the Commissioner, Ho Ioc San, delivered speech during the inauguration ceremony of “Integrity Week” at Our Lady of Fatima Girl’s School



The exhibition of awarded works of the comic drawing contest attracted many students



The representatives of the CCAC and the General Association of Chinese Students of Macau, guests and winners of Honesty and Integrity: the 9th Chinese Calligraphy Contests for Macao Students

6.1.3 Integrity Education Targeting Members of Community Associations and Private Entities

In 2008, there were a total of 8 seminars and visits organized for members of community associations which attracted 277 participants. For the staff of private entities, 19 seminars were organized with a total of 635 participants. The CCAC will carry out the promotions for community associations and private entities in various ways, focusing on different topics for different targets in order to achieve the best effect.



Seminar organized for the Scout Association of Macau,
aiming to promote integrity among scouts



Members of the Women's General Association of Macau
visited the CCAC's Branch Office at Areia Preta

Table 19

Seminars held for community associations, educational institutions, departments and companies in 2008

	Community association, educational institution and company	Target	No. of Sessions	No. of Participants	Sub-total of participants
Community association, educational institute and others	Green Island Community Centre of General Union of Neighbourhood Associations of Macao	Elderly members	1	75	277
	The Women's General Association of Macau	Members	2	60	
	The Scout Association of Macau	Scouts	1	60	
	Youth Service Department of Mutual Assistance Association of Neighbourhood of Fai Chi Kei	Members	1	18	
	Bosco Youth Service Network, Family Service Centre of Praça de Ponte e Horta		2	40	
	Family Service Centre of Kin Wa, Mong Ha Community Centre of General Union of Neighbourhood Associations of Macao		1	24	
Private entities	Tai Fung Bank	New recruits	1	100	635
	CLP Engineering Limited	Staff	2	20	
	LV	Staff	2	50	
	MGM Grand Macau	Staff of Security Department	3	105	
	Otis Elevator Company	Staff	1	20	
	Seng Fong Civil Engineering Consultancy Co. Ltd.	Staff	1	50	
	Hutchinson Telecom	Management and staff	5	100	
	The Macao Water Supply Co. Ltd	Staff	2	110	
	Macau International Airport Co. Ltd.	Management and staff	1	50	
	Airport Information Management Solution Co. Ltd.	Staff	1	30	
Total			27	912	

To conclude, the CCAC organized a total of 377 sessions of various seminars, talks and symposia in 2008, attracting 33,500 participants. The details are listed below:

Table 20
Seminars, symposia and workshops held in 2008

Target	Nature / topic of activity	No. of sessions	No. of participants	Sub-total of participants
Public servants	Symposium of "Noble Character, Righteous Conduct"	3	92	2,842
	Basic Training Course for Public Servants	36	1,260	
	Workshop on integrity management	4	160	
	Public procurement procedure	4	330	
	Declaration of Incomes and Properties	1	200	
	Advanced integrity course	6	179	
	Integrity and observance	4	205	
	Professional Ethics and Conduct	6	416	
Primary students	New Generation of Integrity – an Education Programme on Honesty for Primary Students	157	5,812	6,466
	June 1 st Children's Day Special Programme	17	654	
Secondary students	Education Programme on Honesty for Teenagers	77	20,138	21,783
	Drama Touring Programme for Secondary Students	14	1,645	
College students	Seminar on "Integrity Awareness"	3	127	1,497
Trainees	Seminar on "Integrity Awareness"	18	1,370	
Civil associations	"Education on Honesty for Teenagers" Seminar	5	142	277
	Seminar on "Integrity Awareness"	3	135	
Public utilities, credit institutions and private entities	Seminar on "Integrity Awareness"	19	635	635
Total		377	33,500	

6.2 Community Activities

The CCAC strived to enhance its community relation by extensively liaising with different associations and institutions through the networking of the Branch Office, obtaining their opinions and suggestions in order to gain cooperation of all sectors in the integrity building. In 2008, the CCAC's representatives visited 11 civil associations in different districts,

organized seminars for the associations and participated in activities held by them in order to jointly promote integrity awareness. Moreover, the Branch Office at Taipa is expected to start operating in mid-2009 in order to further the CCAC's community activities.



The CCAC's representatives met the leadership of civil associations and exchanged opinions with them

The Branch Office at Areia Preta receives citizens' complaints, reports, requests for help and consultations. In 2008, the number of complaints, reports, requests for help and consultation and simple enquiries totalled 568, similar to that of 2007 (562).

Table 21
Number of citizens received by the Branch Office in 2008

Complaints / reports		Written complaints	Requests for help / consultation	Simple enquiries	
In person	Telephone			In person	Telephone
35	1	13	160	281	78
Sub-total: 49			Sub-total: 519		
Total: 568					

6.3 Collecting Opinions about Anti-Corruption in Private Sector

In order to comply with the Policy Address of the Macao SAR Government 2008 and fulfil the objectives of the *United Nations Convention Against Corruption*, the CCAC's jurisdiction will be expanded to the private sector. Therefore, the CCAC organized a series of symposia and seminars in order to obtain the opinions from various sectors in the society.

In early March 2008, the CCAC organized 2 sessions of forum entitled "Private and Public Sector: Towards Integrity and Fairness". Experts and scholars from Macao, Hong Kong and Portugal were invited to give speech, while there were over 700 participants, including members of the Executive Council and the Legislative Assembly, judges and public prosecutors, senior management and public servants at different levels of public departments and institutions, representatives of community associations, employers of private companies and representatives from different strata of the society, who were active in posing questions, exchanging views and discussing with the guest speakers.



The Commissioner, Cheong U, and guest speakers

Following the forum “Private and Public Sector: Towards Integrity and Fairness,” the CCAC co-organized a series of symposia entitled “Anti-Corruption Extends to Private Sector” with a number of community associations from the major sectors of the society from April to June 2008 in order to collect opinions about anti-corruption in private sector. Experts from related sectors in Hong Kong were invited to be the guest speakers to share their experiences in corporate ethics and integrity management.

Date	Co-organizer	Guest speaker
17 th April	Macao Institute of Financial Services	Michael Chan Kee-huen Head of Group Compliance of Ping An Insurance (Group) Company of China Ltd. of Hong Kong and senior member of Hong Kong Institute of Certified Public Accountants (HKICPA) and Association of Chartered Certified Accountants (ACCA)
9 th May	Macao Media Workers Association, Macao Journalists Club, Macao Journalists Association, Macao Media club	Pang Kin-Kee Judge of the Court of First Instance of the High Court of Hong Kong and President of Electoral Affairs Commission Tony Kwok Man-wai Former Deputy Commissioner and Head of Operations of Independent Commission Against Corruption (ICAC) of Hong Kong
14 th May	The United Association of Food and Beverage Merchants of Macao	Woo-Chu Vice President of Hong Kong Catering Industry Association
16 th May	Association of Macao Tourist Agents, Macao Travel Agency Association, Travel Industry Council of Macau	Joseph Tung Executive Director of Travel Industry Council of Hong Kong
22 nd May	The Macau Institute of Engineers Association of Architects of Macao	Andrew Chan Member of the Corruption Prevention Advisory Committee of ICAC of Hong Kong, Vice President of Hong Kong Institution of Engineers and Arup Group of Hong Kong
30 th May	Association of Small and Medium Enterprises of Macao	Stanley Lau Vice President of Federation of Hong Kong Industries of Hong Kong and Managing Director of Renley Watch Mfg Co Ltd.
16 th June	20 local public servants' associations	Julie Mu Fee-man Assistant Director of Community Relations of ICAC of Hong Kong



Deputy Commissioner, Tou Wai Fong, speakers and guests at the symposium co-organized with the financial sector



Representatives of public servants' associations

6.4 Study and Promotion of Anti-Electoral Corruption

The 4th Legislative Assembly Election is going to take place in 2009. Highly concerned about the integrity and impartiality of election, the CCAC has established the Task Force to Fight Against Electoral Corruption to conduct the works on prevention and promotion. In November 2008, the Commission co-organized the “Happy Day of Voters Registration” twice with the Public Administration and Civil Service Bureau (SAFP), aiming to promote voters registration and the message of electoral integrity in the public. Based on the experiences in the supervision on the Legislative Assembly Election 2005, the education on “clean election” has become part of regular promotional activities and was added into the activity for primary 5 students of the New Generation of Integrity—an Education Programme on Honesty for Primary Students” and the “Education Programme on Honesty for Secondary Students.” In 2008, the CCAC had been actively liaising with local secondary schools to co-organize seminars on “clean election” or “Act on Integrity” in order to enhance teenagers’ awareness of electoral integrity. The Guidelines for Voters Registration have been published based on the newly revised voters registration law and were distributed to public departments, schools, civil associations and private entities for free. With the co-operation of the SAFP, the copies are available at the voters registration stations at different districts in order to educate the newly registered voters.



The guests officiated the inauguration ceremony



Accompanied by the leadership of the CCAC, Secretary for Administration and Justice visited the CCAC's booth

6.5 Conferences Held by Supervisory Agencies of Mainland China, Hong Kong and Macao

In January and December 2008, the Ministry of Supervision of the People's Republic of China, the ICAC of Hong Kong and the CCAC co-organized conferences respectively in Shenzhen and Hong Kong, namely "Corruption Prevention Strategies in relation to Construction Projects" and "Conference on Corporate Governance in the Financial Sector." The participants included members of the supervisory agencies of Mainland China, Hong Kong and Macao and senior management staff and professionals in related fields.



The Commissioner, Cheong U, addressed the opening ceremony of the conference "Corruption Prevention Strategies in relation to Construction Projects"



Vice Minister of Supervision, People's Republic of China, Yao Zengke (middle), Commissioner of ICAC, Timothy Tong (left), and Commissioner of CCAC, Cheong U at the opening ceremony of the Conference on Corporate Governance in the Financial Sector

6.6 Regular Promotional Works

6.6.1 Promotions through Various Channels

The CCAC continued to extensively publicize information about integrity through various channels. The efforts included:

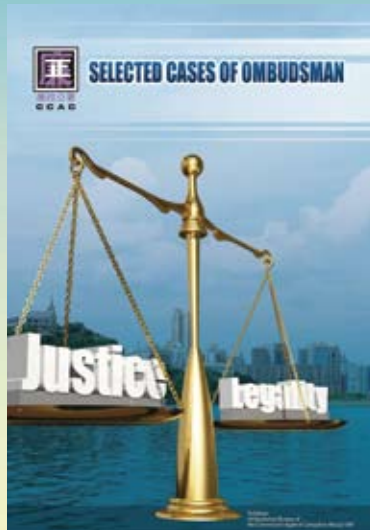
- Publishing articles in the Chinese press "Clean Administration Forum". Some of them were published in *Periodicals of the Association of Adult Education of Macao* and *Kai Pou*, the Macao Prison publication;
- Explaining the works of the CCAC on TV information programme "Enquiry and Reply";

- Publicizing information about integrity through newspaper advertisements, radio commercials, bus advertisements and indoor lightbox advertisements, etc.;
- Producing promotional gifts for students;
- Participating in the Caritas Bazaar of Macao;
- Publishing the Annual Report of the CCAC in Chinese, Portuguese and English;
- Continuing to publish the quarterly CCAC bulletin in Chinese and Portuguese and half-yearly CCAC Newsletter in English;
- Published the Portuguese version of *Integrity Story Salon*, which promoted integrity, fighting corruption and observance of law among teenagers of different cultural and linguistic backgrounds by comic;



Portuguese version of *Integrity Story Salon*

- Publishing the English version of *Selected Cases of Ombudsman*;



English version of *Selected Cases of Ombudsman*

- Creating a new poster with the theme on “Act in accordance with Law. Do not Accept Advantage.” aiming to enhance the public servants’ awareness of integrity; The copies were distributed to government departments, civil associations and schools;



Poster of “Act in accordance with Law. Do not Accept Advantage.”

- Publishing anti-corruption leaflets to promote the anti-corruption function of the CCAC.



Anti-Corruption leaflet entitled "Both Giving and Taking Bribe are Offences"

6.6.2 Integrity Volunteer Team

In 2008, the CCAC's Integrity Volunteer Team continued to assist in the promotional and educational works of the CCAC and endeavoured to participate in many promotional activities. Meanwhile, the team members demonstrated their devotion to the community by joining the Charity Walk for Millions, donating money and visiting elderly homes.



The Integrity Volunteer Team and the CCAC personnel participated in Charity Walk for Millions

Moreover, in order to enhance the participation of members and the spirit of teamwork, the CCAC organized the Integrity Volunteers' Day 2008 in late October. Deputy Commissioner, Tou Wai Fong, and Chief of the Cabinet, Ho loc San, also participated in the activity and met with the volunteers to exchange views on the integrity building in Macao.



Volunteers and the leadership of the CCAC shared opinions at the Integrity Volunteers' Day 2008

6.7 Liaison and Exchange

6.7.1 Liaison with the Media

Maintaining close connection and good partnership with the media facilitates the communication and cooperation between the CCAC and different sectors. The CCAC organized the “Tea Meeting on Clean Administration” each year in order to obtain opinions and suggestions about anti-corruption work from media workers. The Commission also held press conferences to release the information about anti-corruption work to the media in order to enhance the transparency.



The annual “Tea Meeting on Clean Administration”
between the CCAC’s leadership and media directors

6.7.2 External Exchange

In 2008, the CCAC actively engaged in the exchange and liaison with anti-corruption and ombudsman agencies of Mainland China, Hong Kong and other countries and regions. The exchange activities attended by the Commission included a visit to the Public Complaints Bureau and the Anti-Corruption Agency of Malaysia, the 3rd Annual Conference and General Meeting of the International Association of Anti-Corruption Authorities in Kiev,

Ukraine, the Board of Directors' Meeting of the International Ombudsman Institute (IOI) in Hong Kong, the Anti-Corruption Expertise Workshop in Singapore at which the promotional and education works of the CCAC were introduced, the 13th International Anti-Corruption Conference in Athens, the 5th China-ASEAN Prosecutors General Conference in Manila, the 12th Steering Group Meeting of ADB / OECD Anti-Corruption Initiative for Asia and the Pacific and Regional Conference in Singapore and the Symposium of Brazilian Ombudsmen.



The CCAC's delegation and the leadership of the Anti-Corruption Agency of Malaysia



The CCAC's delegation visited the Public Complaints Bureau of Malaysia and the Commissioner, Cheong U presented a souvenir to the Director General of the Bureau



The CCAC's delegation was invited to have a work meeting with the Ministry of Supervision of China in Beijing



The delegation, Deputy Prosecutor-General of the Supreme People's Procuratorate, Zhang Geng, (middle in the front row) and Director General of International Judicial Cooperation Department, Ye Feng (second from the right in the front row)



The Commissioner, Cheong U, and board members at the IOI Board of Directors' Meeting in Hong Kong



The Commissioner, Cheong U, was invited to deliver a themed speech at the 3rd Annual Conference and General Meeting of the International Association of Anti-Corruption Authorities in Ukraine



Chief of Cabinet of the Commissioner, Ho Ioc San, was invited to deliver a speech at the Anti-Corruption Expertise Workshop in Singapore



Attendants of the 5th China-ASEAN Prosecutors General Conference



Deputy Commissioner, Afonso Chan, led a delegation to the 13th International Anti-Corruption Conference in Athens



Delegation at the 12th Steering Group Meeting of ADB / OECD Anti-Corruption Initiative for Asia and the Pacific

In 2008, the CCAC received delegations from various countries and regions, such as the delegation of the ICAC of Hong Kong, the Australian Consulate-General in Hong Kong, members of National Parliament of the East Timor, the Consulate-General of New Zealand in Hong Kong, delegations of the Administrative School of Finland, the China University of Political Science and Law, board members of the IOI who joined the IOI Board of Directors' Meeting and the Ministry of Supervision of China.



Delegation of the ICAC led by the Commissioner of ICAC, Timothy Tong, and the leadership of the CCAC



Members of the Board of Directors of the IOI visited the Branch Office at Areia Preta



Vice Minister of Supervision of the PRC, Yao Zengke (second from the left in the front row), led a delegation to the CCAC and met with the Chief Executive, Edmund Ho

Moreover, the CCAC's leadership visited and had meetings with leaders of many local associations and organizations, including the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Macao SAR, representatives of the Chinese People's Liberation Army Macao Garrison, the Macau Development Strategy Research Centre, the Association of Chinese Literature, the Scout Association of Macau, the Women's Association of Macau, the Department of Youth Service of the Mutual Assistance Association of Neighbourhood of Fai Chi Kei, the Bosco Youth Service Network, the Charity Foundation of Macao Daily News Readers. Meanwhile, the representatives of the CCAC also visited the General Union of Neighbourhood Associations of Macao, the Macao Federation of Trade Unions, the General Association of Chinese Students of Macau, the Macao New Chinese Youth Association, the Social Service Centre of Sheng Kung Hui, the Mutual Assistance Association of Neighbourhood of 6 Ruas Chou Toi, the Mutual Assistance Association of Neighbourhood of Bairro O T'âi, the Macau Association of Support for the Disabled, the Family Service Centre of the Women's Association of Macau, the Charity Association of Sheun Tao Church, the Pastoral Centre of Areia Preta, the Welfare Association of Residents at Taipa and Coloane, the Taipa Community Centre of the General Union of Neighbourhood Associations of Macao, the Family Service Centre of Kin Wa and the Activity Center of the Macao Federation of Trade Unions at Taipa.



The Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Macao SAR, Lu Shu Min, who visited the CCAC, and the Commissioner, Cheong U



The Commissioner, Cheong U, led the CCAC's representatives to visit the General Association of Chinese Students of Macau



The CCAC's leadership met with representatives of the General Union of Neighbourhood Associations of Macao



The CCAC's leadership visited the Macao Federation of Trade Unions