

**PART VI**

**INTEGRITY PROMOTIONS  
&  
COMMUNITY RELATIONS**





## PART VI

### INTEGRITY PROMOTION & COMMUNITY RELATIONS

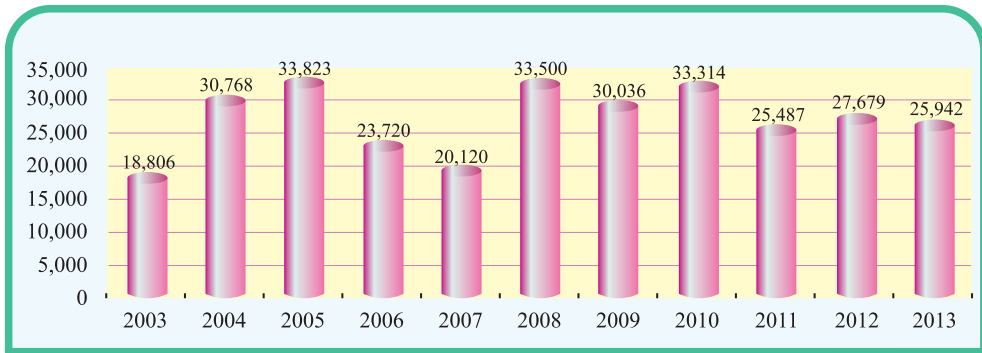
#### I. Integrity Education

In 2013, the CCAC continued to carry out integrity promotion activities, promote the awareness of honesty and integrity and strive for the support and participation of society in integrity building. This year, a total of 410 seminars and symposia were organised, with 25,942 participants which covered different sectors including public servants, employees of commercial institutions, citizens, teenagers, secondary and primary students.

#### STATISTICS OF SEMINARS AND SYMPOSIA IN 2013

Topic	Target	No. of Sessions	No. of Participants
“Noble Character, Righteous Conduct”, Declaration of Assets and Interests, Integrity and Observance, Public Procurement	Public servants	86	5,239
Seminars on the law <i>Prevention and Suppression of Bribery in the Private Sector</i>	Private entities, public sector, education institutions	63	3,896
Integrity Awareness	Associations, education institutions	13	367
Integrity Education	Teenaged students	204	10,874
Clean Election	Associations, public servants, secondary students, volunteers	44	5,566
<b>Total</b>		<b>410</b>	<b>25,942</b>

### NUMBER OF PARTICIPANTS OF SEMINARS FROM 2003 TO 2013



#### 1) Integrity education of public servants

For the purpose of strengthening the integrity awareness of public servants, a total of 86 seminars were organised with 5,239 participants, covering a variety of themes including professional ethics and code of conduct, public procurement, declaration of assets and interests etc. It also included the seminar for deepening integrity education for public servants who got promoted in order to build a clean team of public servants.



Seminars on public procurement organised for civil servants

## STATISTICS OF SEMINARS FOR PUBLIC SERVANTS IN 2013

Subject	Department	Target	No. of Sessions	No. of Participants
Noble Character, Righteous Conduct	Health Bureau	Leadership and management	1	150
		Staff	5	1,200
	Academy of Public Security Forces	Promoted to Sergeant /Divisional Officer	1	30
		Promoted to Deputy Sergeant /Deputy Divisional Officer	1	80
		Promoted to Principal Constable /Fireman	1	198
		Promoted to Principal Customs Officer of Macao Customs Service	1	40
Promotion Training Course	Civic and Municipal Affairs Bureau	Staff	16	565
	Organised by Public Administration and Civil Service Bureau	Staff from different departments of Macao	21	735
Integrity and Observance, Declaration of Assets and Interests	Academy of Public Security Forces	Prison guard trainees, public security trainees	4	485
	Civic and Municipal Affairs Bureau	New recruits	3	115
	Macao Customs Service	Customs officer	1	41
Integrity and Observance	Organised by Public Administration and Civil Service	New recruits from different departments of Macao	30	1,500
Public Procurement	Fire Services Bureau	Staff	1	100
<b>Total</b>			<b>86</b>	<b>5,239</b>

## 2) Corruption prevention education in the private sector

The CCAC has organised seminars on the law *Prevention and Suppression of Bribery in the Private Sector* for civil associations and private entities, at which relevant provisions of the law, aspects to concern for the sector, penalties arised from offending the law, enquiry and report channels were explained. The CCAC strengthened the participants' understanding in relevant law through interaction and exchanges in



The CCAC continued to hold seminars on Corruption Prevention in Private Sector

order to jointly build and maintain a clean and fair business environment. Besides, the CCAC co-organised seminars on *Corruption Prevention in Private Sector* with public departments for the staff of public departments as well as personnel who had work contact with those departments. A total of 63 seminars were held, reaching 3,896 participants.

The CCAC also disseminated the message of corruption prevention through TV commercials, radio advertisement, outdoor advertisement, bus advertisement, TV programmes, special column in newspapers (Clean Administration Forum) and publications.

**STATISTICS ON CORRUPTION PREVENTION  
IN THE PRIVATE SECTOR IN 2013**

Category	Entity	Target	No. of Sessions	No. of Participants
Private entities	Hotel Royal	Staff	2	160
	L'Arc Hotel Macau	Management, staff	1	30
	Tai Fung Bank Ltd.	New recruits	1	80
	CEM	Staff	2	100
	Otis Elevator Company (HK) Limited	Staff	1	20
Public Departments	Transport Bureau	Staff	3	210
	Social Welfare Bureau	Staff, Staff from institutions that have co-operative relationship and those supervised by licenses	6	370
	Marine and Water Bureau	Staff	1	60
	Institute for Tourism Studies – Refresher Seminar for Tour Guides	Tour guides	18	731
	Education and Youth Affairs Bureau	Staff of subsidized institutions	1	100
	Transportation Infrastructure Office	Staff, Suppliers	2	60
	Supplementary Course for Estate Agent's Licence	Students	22	1,760
Education Institutions	Macao Sam Yuk Middle School	Commercial students	1	85
	Macao Institute of Management	Staff of catering services of Macao, procurement and administrative staff	1	80
	Macao Polytechnic Institute	Students of School of Business	1	50
<b>Total</b>			<b>63</b>	<b>3,896</b>

### 3) Integrity education for teenaged students

The CCAC joins hands with Macao's education community and teenage associations to promote integrity and honesty culture and to instill positive value in teenaged students by various means. In 2013, the CCAC has organised a wide range of integrity education activities for secondary and primary students of Macao, with a total of 204 sessions and 10,874 counts of student participants.



Conveying the message of integrity to secondary students

#### I. "Education Programme on Honesty for Teenagers"

The CCAC has been implementing the "Education Programme on Honesty for Teenagers" in secondary schools for many years, representatives from the CCAC were sent to secondary school to instill the value of honesty and integrity to and guide the teenaged students to build a positive character. The CCAC designs different themes to suit teenaged students of different stages. Through the illustration of daily life examples and current affairs along with a variety of activities such as short films to introduce different cases, the students were guided to pay attention to the importance of individual honesty and law-abidingness. There were a total of 14 schools participated in this programme, with 5,757 participants in 83 sessions of seminars.

#### II. "A Talk on Integrity for Secondary School Graduates"

The CCAC has organised a seminar entitled "A Talk on Integrity for Secondary School Graduates". Through introducing the practical integrity guidelines, students can clearly understand the current anti-corruption and corruption prevention laws before they graduate and take their first step into society which enables them to protect their own rights and be alert against the trap of committing unlawful acts. The CCAC has organised 21 sessions for the graduates of ten secondary schools with a total of 2,017 counts of student participants.



### III. Integrity education for primary students

The “New Generation of Integrity – Education Programme on Honesty for Primary Students”, targeting at Primary three to Primary six students, was conducted in the Branch Office in Areia Preta. Through story-telling, the value of honesty and law-abidingness was brought to the primary students. In 2013, there were a total of 22 primary schools participated in the programme and a total of 92 sessions was held, with 2,853 students. Besides, during the period of Children’s Day on 1<sup>st</sup> June, the CCAC organised the special activity for three schools. Eight sessions were held, with 247 students participating.



Teaching primary students the importance of honesty and law-abidingness through stories

#### 4) Integrity education for general public

The CCAC always attaches great importance to integrity education to the general public. By means of case analysis and law explanation, corruption prevention and anti-corruption awareness was raised for the public. Besides observing the law, the public were also encouraged to carry out the function of social supervision and report any corruption acts in order to safeguard a clean society. In 2013, the CCAC held 13 sessions of integrity awareness seminars for civil associations and education institutions, reaching a total of 367 participants.

**STATISTICS ON SEMINARS FOR ASSOCIATIONS  
AND EDUCATION INSTITUTIONS IN 2013**

Category	Associations/ Education Institutions	No. of Sessions	No. of Participants
Associations	Sisters of the Good Shepherd – Mutual Assistance Centre for Women	1	25
	The Women’s Association of Macau – Family Service Centre	1	20
	Mutual Assistance Association of Neighbourhood covering the district of Rua de S. Domingos and Rua dos Mercadores	1	60
	Group Point of UGAM	2	55
	Bosco Youth Service Network – “Praça de Ponte” Family Service Centre	1	12
	The Youth Volunteer Team of Law Popularisation of Legal Affairs Bureau	1	20
	Civic Education Centre of UGAM	1	30
	Macau Association of Parents of Mentally Handicapped – Dawn Centre	2	40
	The Family and Juvenile Service Association of Macau	1	10
Education Institutions	“Certificate Programme of Baccarat Game” of Macao Polytechnic Institute	2	95
<b>Total</b>		<b>13</b>	<b>367</b>

## II. Promotion in the community

### 1) Complaint, report and consultation received in the Branch Offices

The Branch Office in Areia Preta and the Branch Office in Taipa provides a convenient channel for complaint, report and consultation. In 2013, two branch offices received a total of 712 complaints/reports, requests for help/consultation and simple enquiries.

## NUMBER OF COMPLAINTS, REPORTS AND REQUESTS FOR HELP AND CONSULTATION RECEIVED BY THE BRANCH OFFICES IN 2013

Complaints/ Reports		Requests for Help/ Consultation	Simple Enquiries	
In person	Written complaints		In person	By telephone
32	19	34	297	330
Subtotal: 51		Subtotal: 661		
<b>Total: 712</b>				

## 2) Expanding community relations

The CCAC approached the community to promote the message of integrity so as to enlist the community's support and participation in building a clean society. The CCAC also collected public opinions and suggestions so that strategies could be timely adjusted to respond to the requests of the community on integrity building. In 2013, the CCAC carried out exchanges with 14 civil associations to actively promote the message of integrity.



Visiting organisations to collect their comments on integrity work



Introducing Macao integrity work to visiting organisations of Branch Office of Areia Preta

### 3) Other education and promotion work

For the purpose of enhancing the integrity awareness of the general public and building a clean society, the CCAC continued to disseminate the message of anti-corruption and integrity by various means. They included producing promotional posters, publishing print and electronic advertisement, publishing articles in the column “Clean Administration Forum” in all local Chinese press regularly, sending staff to disseminate information concerning the work of the CCAC in the TV programme “Enquiry and Reply” of TDM, publishing the semi-annual *CCAC Bulletin* and other publications, in a hope to spread the message of integrity to every corner of society.

### III. “Integrity Volunteer Team”

The CCAC recruited new members of “Integrity Volunteer Team” in the first half year of 2013 and particularly held a volunteer training seminar to introduce to the volunteers the anti-corruption and ombudsman functions of the CCAC, its promotional work, legislation related to Legislative Assembly election, history of the team and promotion of anti-corruption work conducted by the team previously. The members also visited the facilities of the CCAC to better understand the work of the CCAC.

During the Legislative Assembly Election 2013, the Integrity Volunteer Team effectively assisted in the promotional work of clean election by distributing and sticking posters and providing volunteer work in many activities such as the large-scale outdoor activity “Join Together for a Clean Election”. They also assisted the CCAC to disseminate the message of upholding probity of election to the community and the general public.



Organising training seminars for new volunteers



“Integrity Volunteer Team” actively assisting in integrity building