

# Confrontational Petitions

# Highlights

1. Confrontational petitions
2. Written policy needed
3. Intelligence, Preparation, Handling & Follow Up
4. Managing Confrontational Petitions: levels of alert, security, set up, team structure and chain of command, roles, media



# Petitions in HK

- Political divide : perceived inadequate democracy and growing emphasis on accountable government.
- Localism: local lifestyle, local core values concerns, and preservation concerns
- Social issues: upward social mobility slowing down, wealth gap, rocketing property prices, 地產霸權
- Emergence of concern groups targeted at advocacy politics
- Rapid communication and mobilisation through pervasive media and the new media



區社留刀果





觀塘市中心區重建業主立案法團大聯盟、K28  
波鞋街關注組、H15關注組、順寧道重建關  
注組、順寧道義工支援組、灣仔市集關注組、  
藍屋居民權益小組、HK重建關注組、社區營  
造計劃、中西區關注組、批判地理學會、社  
區文化關注、影行者、人民規劃行動、中大  
學生報、關注舊區住屋權益社工聯席、  
FM101、自然活化合作社、Chez Art藝術家、馬  
頭圍道塌樓重建關注組、士丹頓街及永利街  
重建租客組、青年關懷弱勢聯席、中西區關  
注組、關注城市規劃社區大聯盟、K1關注組、  
聯區關注組、土地正義聯盟.....





市區重慶路  
COMMERCIAL  
AUTHORITY

# Approach 1 – don't resist petitions

An organisation should recognise that petitions and demonstrations are civil ways through which its stakeholders can let decision makers know their concerns, though sometimes in an unpleasant way

# Approach 2 - Listen

The Authority should listen carefully with an open mind and find out whether its policies, measures and practices can be adjusted or improved so that it can better achieve its mission.

# Approach 3 - Be Prepared

A written policy with handling procedure must be developed to facilitate petitions so that it can be handled orderly and effectively, and concerns of the public and stakeholders can be expressed, heard and addressed.

# Utmost Concern

When petitions go beyond the law and violate values of the civil society, the safety of colleagues and petitioners must be an organisation's utmost concern.

# Handling Petitions – The Policy

## Policy Statement

This policy sets out the approach, principles and procedures to be adopted for handling petitions and representations made to the Authority.

# A Petition handling policy should include .....

- the org's approach
- petition detection/ petition request submission;
- handling procedure: levels of alert, action plans triggering mechanism;
- managing petitions, team structure, levels of command; and crisis management
- addressing concerns and follow-up procedures.

# Petition Requests

All petition requests must be made known to the org. through

- sending letters to mailing address; or
- emailing to the org's email box at (email address; or
- sending fax to .....
- calling the org's public affairs hotline
- Whatapps or other new media communication tools



# Approach

- The organisation recognises that petitions and demonstrations are civil ways through which our stakeholders can let us know their concerns.
- The organisation should listen carefully with an open mind and find out whether its policies, measures and practices can be adjusted or improved so that it can better achieve its mission in .....

# Performance Pledge

Petition request should be sent X working days in advance.

For petition request sent in less than X working days, the subject officer, in consultation with the senior management, should decide whether the requests should be entertained.

# Petition Requests....

- a clear and concise statement covering the subject of the petition, stating what action the petitioners wish the org to take; and
- name, address, and contact details of the Petition Organiser (PO).

# Petition Request

The org should contact the Petition Organiser and explain how it will respond to the petition.

If a Petition Organiser cannot be identified, the org should contact signatories to the petition to agree on who should act as the Petition Organiser.

# Petitions

Petitions and demonstration can be categorised into three types:

- Category 1 - Peaceful and calm.
- Category 2 – Unannounced/Provocative (verbal abuse but no militant action).
- Category 3– Violent. Unlawful detention of colleagues, physical assault anticipated; damage to the org's property, serious interruption of office operation, colleagues' personal safety under clear threat.

# The Action Team

- Reception Officer
- OIC
- Mediator/Negotiator
- Property management
- Police

- If OIC directs not to meet them, the OIC, as directed by the senior management, should inform representatives of the petition group.
- Should petitioners request for names of the org's handling team members, the OIC should provide his/her own business card accordingly, and should in no circumstance reject such requests.
- The OIC is responsible for informing the Police and the management team of the building of the petition (security considerations). The OIC, in consultation with the security head, oversees the security arrangement related to the petition.
- PA team to prepare a written reply to the petitioners if they request. The reply should be signed by the OIC, NO or the CEO, depending on the circumstances.

# Militant Petitions

- Intelligence
- Handling Team (NO, OIC, SO)
- Set up and handling plan
- When the NO is cornered.....
- When the petitions go wild....(defence, when to seek help from the Police, role of the Police and handling team)
- The three stages of a militant petition (motivating, confrontation, negotiation)



