



VISION 管略

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**ISO 23412 for Refrigerated Transport
and Delivery Services**

ISO 23412 冷藏運輸及運送服務的新標準

**Green Loan e-Assessment Platform
「綠色貸款『評定易』」網上平台**

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY

香港品質保證局

New ISO 23412 for Refrigerated Transport and Delivery Services
ISO 23412 冷藏運輸及運送服務的新標準

HKQAA obtained the HKCAS Accreditation for ISO 22000:2018
Food Safety Management System Certification
本局現已提供香港認可處認可之ISO 22000:2018
食品安全管理體系認證服務

Migration Arrangements for Hygiene Measures for CoV
Prevention Certification Scheme
有關由「預防冠狀病毒疾病衛生措施認證」遷移到
「衛生抗疫措施認證」的安排

Green Loan e-Assessment Platform
綠色貸款「評定易」網上平台

MoU Signed with OCBC Wing Hang Bank Limited
與華僑永亨銀行有限公司簽署合作備忘錄

MoU signed with Industrial and Commercial Bank of China
(Asia) Limited
與中國工商銀行(亞洲)有限公司簽署合作備忘錄

Launch of "BayAreaServices" Assessment Guidelines
發佈《「灣區服務」標誌及評定準則》

Participating in Guangzhou Tianhe CBD SBI Event
參與廣州天河CBD樓宇可持續發展指數總結及授牌儀式

Jinan Quality Building Certification Presentation Ceremony
濟南市樓宇評價體系品質樓宇認證發佈會

Enhanced Refrigerated Delivery Services Performance Increases Customer Confidence

Many people are staying indoors and working from home because of the pandemic. People are buying more groceries and other items from online stores, meaning that the performance of services which deliver perishable items is of paramount concern. The Consumer Council tested the quality of online store deliveries in Hong Kong in December 2020. It was found that some refrigerated products were at too high temperature when delivered to the consumer, which could result in the growth of bacteria.

In the international market, the globalisation of the "farm-to-fork" food supply chain has increased demand for the delivery of perishable foods and other goods. In 2020, the International Organization for Standardization (ISO) published ISO 23412, Indirect, temperature-controlled refrigerated delivery services — Land transport of parcels with intermediate transfer. This issue of VISION introduces ISO 23412.

The Standard addresses requirements for the provision and operation of indirect, temperature-controlled delivery services for refrigerated parcels. It is applicable to refrigerated delivery service providers, enabling them to strengthen their competitive advantage in the market and enhance the confidence of customers, suppliers and partners. It targets all delivery service stages, from receiving a chilled or frozen parcel from the delivery service user to delivery at the designated destination. It also helps businesses understand critical requirements relating to resources, operations and communication with delivery service users.

HKQAA continues to support enterprises and the community in the fight against the COVID-19 pandemic. In the first quarter of 2021, the Anti-Epidemic Hygiene Measures Certification Scheme will be extended to more sectors, including workplaces, service centres, banks and other premises that allow public access. We strive to encourage various sectors to adopt appropriate hygiene measures to combat the pandemic and strengthen public confidence in out-of-home consumption.

It is hoped that more enterprises will use these management tools to increase competitiveness in the new normal to overcome challenges and seize development opportunities.

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New ISO 23412 for Refrigerated Transport and Delivery Services

Dr Nigel H Croft

Associate Technical Director, HKQAA
Convener of ISO/IEC Global Task Force for
Management System Standards



In recent years there has been a growth in temperature-controlled refrigerated delivery services in response to the growing need to deliver temperature-sensitive goods in the form of chilled or frozen parcels. In particular, one of the biggest challenges in the “farm-to-fork” food supply chain is what happens to food that needs to be maintained at low temperatures after it leaves the producer or manufacturer in order to avoid deterioration and potential food safety issues. This is particularly true for countries with hot climates, and in the increasing e-commerce options available for food products that often include home delivery services.



The recently-published ISO 23412 standard provides requirements for those who are involved in the transport of refrigerated parcels, sometimes including intermediate transfers or temporary storage at depots or warehouses. The standard is generic and applies to the transport of all refrigerated goods, though some products might also be subject to local legislation (for example food safety regulations).

Development of ISO 23412

Initial work on the development of a consensus-based standard for refrigerated delivery services actually began around 2015, when the British Standards Institution (BSI), supported by a steering group of 21 organisations from countries including the U.K., Japan and China worked together to produce the Publicly Available Specification PAS 1018:2017 (“Indirect, temperature-controlled refrigerated delivery services - land transport of refrigerated parcels with intermediate transfer”). This then formed one of the key inputs into the ISO Project Committee PC 325 work, initiated in 2018, to develop ISO 23412 (with the same title as PAS 1018), which was published in May 2020. ISO/PC 325 was led by JISC (Japanese Industrial Standards Committee) with the involvement of 35 countries from around the world.

Structure and Content of ISO 23412:2020

ISO 23412 specifies requirements for the provision and operation of indirect, temperature-controlled delivery services for chilled and frozen parcels in land transportation vehicles. It includes all delivery service stages from receipt of a chilled or frozen parcel from the delivery service user to its delivery at the designated destination, including intermediate transfer of the refrigerated parcels between refrigerated vehicles and via a geographical routing system.

In addition to the introduction and definitions related to the refrigerated delivery services (in Clauses 1 – 3), ISO 23412 also includes a number of detailed requirements that can be summarized as follows:

Clause 4 - Refrigerated delivery service definition and communications

- document and make publicly available a series of delivery service attributes, including
 - the business licence,
 - service transport temperature of the refrigerated delivery service,
 - details of any items not accepted for transport,
 - areas for refrigerated parcel acceptance and for delivery to or collection by a recipient,
 - standard delivery timescales,
 - non-delivery of refrigerated parcels including holding times, returns and recalls
- define options in the event that the recipient is absent at the time of delivery

Clause 5 - Transport network

- establish a transport network to provide transport routes within the standard delivery timescales
- measure and document the expected time taken for each refrigerated vehicle to travel between each connected operation site. (Attention to applicable national and local legislation for travel speed limits and traffic regulations)
- demand and available resources
 - number of parcels accepted for delivery on a daily basis;
 - analysis of the maximum expected number of parcels within a defined period at each operation site and across the whole transport network;
 - maximum number of parcels that can be accepted at each operation site and across the whole transport network.

Of particular relevance is the requirement for contingency planning during peak periods, either to obtain additional resources or to limit the acceptance of parcels for refrigerated transport.

Clause 6 - Information exchanged between the delivery service provider and the delivery service user

Examples include:

- confirmation that the refrigerated parcel for delivery is in a pre-cooled state in advance and that it meets any other required conditions
- confirmation that the declared content of the parcel is not prohibited
- any special conditions (for example limited holding times in the event of non-delivery or where a fragile refrigerated parcel requires additional care to be taken during delivery).

Clause 7 - Refrigerated parcels

This includes requirements for:

- labelling, marking and visible information of each refrigerated parcel,
- requirements for transferring refrigerated parcels into a refrigerated enclosure or cold store
- transferring refrigerated parcels between refrigerated enclosures and/ or cold store
- temporary storage of refrigerated parcels in operation sites
- geographical sorting of refrigerated parcels
- delivery to the recipient

Clause 8 - Information exchanged between the refrigerated delivery service provider and the recipient

- Information to be exchanged with the recipient on delivery of the parcel or on collection by the recipient from an operation site

Clause 9 - Conditions for operation sites, refrigerated enclosures, cold stores and cooling materials

This clause includes requirements for:

- Security of operation site to prevent unauthorised access
- Protection from external conditions during the transfer of a refrigerated parcel into or between refrigerated enclosures
- Use of refrigerated vehicles that can be temperature controlled and monitored

Clause 10 - Work instructions and operational manuals

These include:

- work instructions for:
 - the handling of parcels
 - transferring parcels
 - the operational transport temperature.
- operations manual and documented procedures for refrigerated enclosures



Clause 11 - Staffing

Includes requirements to provide relevant training programmes for new staff members engaged in the refrigerated delivery service operations.

Clause 12 - Monitoring and improving the refrigerated delivery service

Requirements for monitoring include:

- the number of parcels delivered through the transport network and each operation site daily,
- the identification number and location of each refrigerated parcel
- the designated destination (for example, geographical code)
- time and date of acceptance of each parcel;
- time and date of delivery
- total time taken for each delivery from acceptance to arrival at the designated destination;
- temperature of the refrigerated enclosures within which the parcel has been submitted since acceptance from the delivery service user
- any delays and non-deliveries within standard delivery timescales
- temperature monitoring and recording within the transport network

Annex A provides additional guidance for use.

Annex B includes considerations for the transport of refrigerated parcels containing foodstuff, which may be subject to particular legislation, regulations, rules or industry standards.

How Might ISO 23412 Apply to the Transport of Vaccines?

The 2020 COVID-19 pandemic was not foreseen at the time ISO 23412 was developed and the standard does not directly address the transport of vaccines. ISO 23412 can, however, help to provide confidence in those who are engaged in indirect, temperature-controlled refrigerated delivery services of such vaccines, subject to the additional very stringent regulatory requirements imposed on the “cold chain” by the relevant authorities.

Health regulators in many countries require all their immunisation providers to achieve independent verification of their cold chain compliance and ISO 23412 provides useful criteria that can be used to support this. Figure 1 shows a typical cold chain for the distribution of vaccines.

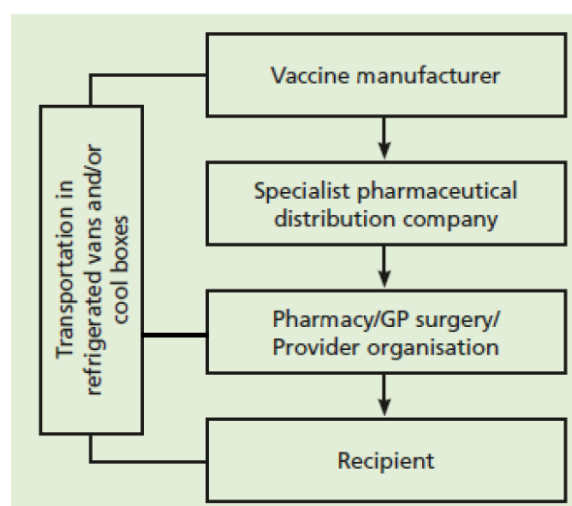


Figure 1 : Typical cold chain for the distribution of vaccines

The integrity of the cold chain for vaccines typically depends on three essential elements that underpin most regulations, and many of these topics are covered at least in part by ISO 23412:

- the **people** managing vaccine manufacture, storage and distribution and those managing the cold chain at the provider level
- the **systems and processes** providers use to ensure they monitor the vaccine storage and transport conditions and actions taken if the vaccines are exposed to temperatures outside the required range
- the **equipment** used for storing, transporting and monitoring vaccines from the time the vaccine is delivered to an immunisation provider to when the vaccine is administered to an individual.

Conclusions

ISO 23412 is intended for application by refrigerated delivery service providers. It is particularly relevant to food safety during transport and storage of chilled or frozen products. Whilst it does not specifically mention the transport of vaccines, its application can provide confidence in the service provider's ability to maintain the appropriate temperatures at all stages of acceptance, transport, transfer and delivery of refrigerated parcels.



HKQAA obtained the HKCAS Accreditation for ISO 22000:2018 Food Safety Management System Certification

本局快訊

HKQAA Updates

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce the provision of **Hong Kong Accreditation Service (HKAS)** accredited certification service for **ISO 22000:2018 Food Safety Management System**.

HKQAA successfully obtained the accreditation on 11 December, 2020 from HKAS through the Hong Kong Certification Body Accreditation Scheme (HKCAS). ISO 22000:2018 is applicable to all suppliers, manufacturers, distributors and retailers in the food supply chain. For further details on HKQAA's certification and supporting services, please contact us at:



Email: hkqaa.mkt@hkqaa.org
Tel: Hong Kong – (852) 2202 9111
Macau – (853) 6238 8759 / (852) 6293 0647
Xi'an – (86 29) 8636 0030

Shanghai – (86 21) 6876 9911
Guangzhou – (86 20) 8383 3777

Seminar on Cold Chain Development and related Practice Note

In 2019, HKQAA was invited by Hong Kong Logistics Association (HKLA) to act as the implementation agent for the **"Practice Note on cold chain Management to enable the sustainable development of logistics industry"** project, funded by the Trade and Industrial Organisation Support Fund. The project aims at drafting, promoting the Practice Note, and launching a pilot programme designed to increase the usability of the Note.

As the implementation agent, HKQAA organised two seminars in November and December 2020. Representatives from the logistics industry talked about developments, trends and opportunities in the industry. Introducing the Practice Note to practitioners is expected to strengthen management performance and operations in the cold chain industry.

A Guidebook on the Cold Chain Management Project will be published in March 2021 via HKLA's website and the experience sharing seminar.



Migration Arrangements for Hygiene Measures for CoV Prevention Certification Scheme

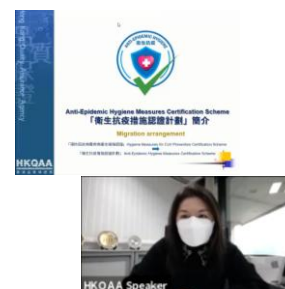
HKQAA is pleased to introduce its **Anti-Epidemic Hygiene Measures Certification Scheme** (AEH Certification), which was launched in Oct 2020 and is intended to increase public confidence in certified organisations during the pandemic.

The new Scheme has been developed from the Hygiene Measures for CoV Prevention Certification Scheme (CoV Prevention Certification) launched in May 2020. AEH Certification will replace CoV Prevention Certification, which will be phased out and formally withdrawn in 2021.

We have revamped and streamlined the certification process for the new AEH Certification service after taking into account feedback collected from stakeholders and current social needs.

Migrating to AEH Certification enables certified clients of CoV Prevention Certification to have a better experience and enjoy more benefits.

The Agency held a webinar on 7 January 2021 to let certified clients have a better understanding of AEH Certification requirements.



The Anti-Epidemic Hygiene Measures Certification Scheme will be extended to more sectors, including workplaces, service centres, banks and other premises that allow public access. For more details, please contact us at:

Email : hkqaa.mkt@hkqaa.org Tel : (852) 2202 9111

Green Loan e-Assessment Platform

One-stop self-service platform, complete green assessment

In order to encourage more enterprises to develop and participate in green business, invest in environmental protection projects, and promote the development of green finance in Hong Kong, HKQAA is now launching a "Green Loan e-Assessment" platform. This is a way to allow more companies to conduct quick and easy green assessments of their loan projects.

Companies that successfully pass a two-stage assessment will receive a green type, indicating that the loan projects are green in nature, and that the issuer has the intention and ability to engage in green investments.

For more details, please visit <https://glea.hkqaa.org>



Eligibility

- applicable to green loans applied for by organisations of any size and industry
- total loan amount should be below 200 million HKD
- does not impose restrictions on the proportion of green proceeds raised in terms of the total amount of the loan
- assessment scope refers to the green portion of the loan

Development Process

During the development of the Green Loan e-Assessment platform, HKQAA made reference to a series of international and national standards or principles, and developed their key elements into scheme requirements. The reference documents included:

- Loan Market Association, Asia Pacific Loan Market Association and Loan Syndications and Trading Association - Green Loan Principles
- National Development and Reform Commission (NDRC), People's Bank of China and seven agencies joint released - 2019 Green Industry Guiding Catalogue)
- Announcement No. 39 and its Annex: Green Bond Endorsed Project Catalogue of the People's Bank of China
- The Equator Principles of the International Finance Corporation (IFC)

Assessment Types

Assessment is done online and is in two stages, the Initial Assessment and the Surveillance assessment. The Surveillance Assessment is carried out within one year of the completion of the Initial Assessment. Applicants need to complete both stages.

Enquiry Tel : (852) 2202 9810 Email : info.glea@hkqaa.org Website : <https://glea.hkqaa.org>

MoU Signed with OCBC Wing Hang Bank Limited

On 25 November 2020, HKQAA signed a Memorandum of Understanding (MoU) with OCBC Wing Hang Bank Limited.

The collaboration will utilise the advantages of both parties to jointly promote green projects, and contribute to environmental preservation and sustainable development. It will strengthen Hong Kong's position as a leading green and sustainable financial hub in Asia and globally, and support the climate change strategies of the mainland China and Hong Kong SAR governments.

The MoU was signed by Dr Michael Lam, CEO of HKQAA (right 2), and Mr Na Wu Beng, Executive Director and Chief Executive of OCBC Wing Hang Bank Limited (left 2). Mr P C Chan, Deputy CEO of HKQAA (right 1) and Mr Johnny Wei, Head of the Wholesale Banking Group of OCBC Wing Hang Bank Limited (left 1), joined the group photo session.



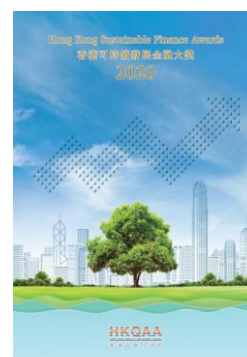
Hong Kong Sustainable Finance Awards 2020 Publication

HKQAA developed the Hong Kong Sustainable Finance Awards to recognise the issuers, banks and financial service providers which have contributed to the issuance of green or sustainable financial instruments.

The Publication of the 2020 Awards is now available online:

- Highlights of "Sustainable Finance • Hong Kong 2020"
- Sharing by Awardees
- HKQAA Milestones in Promoting Green Finance Development

Click [here](#) or scan the QR code to view the full version.



Hong Kong Sustainable
Finance Awards 2020
Publication

MoU signed with Industrial and Commercial Bank of China (Asia) Limited

On 28 January 2021, HKQAA signed a Memorandum of Understanding (MoU) with Industrial and Commercial Bank of China (Asia) Limited.

The parties will jointly promote green loan assessment guidelines, green finance, green buildings certification and the greening of enterprises, and develop green finance indexes in the Greater Bay Area. The collaboration is expected to strengthen Hong Kong and Guangdong's green finance development.

The MoU was signed by Dr Michael Lam, CEO of HKQAA (left photo, left 1) and Mr Li Dong, Deputy Chief Executive of Industrial and Commercial Bank of China (Asia) Limited (left photo, right 1). Ir C S Ho, Chairman of HKQAA, (left photo, left 2) and Ms Gao Ming, Chairman & Executive Director of Industrial and Commercial Bank of China (Asia) Limited (left photo, right 2), witnessed the signing.



Participating in Asia Financial Forum - Guangdong Session

Mr Edmond Fung, General Manager of HKQAA, participated in the Asia Financial Forum - Guangdong Session in online format on 18 January 2021. He was a speaker in "The Greater Bay Area Capital Market and Green Finance Development" session. The Forum attracted over 110 representatives from the Hong Kong Trade Development Council, Guangdong Provincial Local Financial Supervision and Administration, financial bureaus and organisations from Greater-Bay Area cities, environmental associations and financial service enterprises from Hong Kong.



Hong Kong Green Organisation Certification Webinars

The **Hong Kong Green Organisation Certification (HKGOC) Webinars** were held in November and December 2020. More than 200 company representatives joined the event and learned about the certification scheme and useful tips to improve their environmental practices. Ms Katherine Lau, General Manager, Corporate Quality & Sustainability of Fuji Xerox (Hong Kong) Limited, and Mr Dick Lam, Airfreight Manager of Hankyu Hanshin Express (HK) Limited and Vice Chairperson of Green Recreation Club, were invited to share their experience in environmental protection at the webinars.



環保斗自願管理制度
Voluntary Skips Management System

Soft Launch of the Voluntary Skips Management System and Website

HKQAA was commissioned by the Environmental Protection Department, on behalf of the Government's Joint Working Group on Management of Roadside Skips ("JWG"), to explore the setting up of a voluntary skips management system and after consulting the skip operator trade and other stakeholders, has suggested that



Certification Scheme for Skips



Registration Scheme for Skip Operators



Charter Scheme for Skip Users

should be implemented under the voluntary skips management system with a view to enhancing the standards of skip operations to address public and trade concerns.

The website for the voluntary skips management system is now soft launched. Interested parties may now apply for the Schemes online.

Please visit <https://www.skipmanagement.hk/> for details.

Enquiry

Email : info@skipmanagement.hk Fax : (852) 2202 9222
Hotline : (852) 2202 9111



Scan here to
visit the website

Launch of “BayAreaServices” Assessment Guidelines

On 9 December 2020, the “BayAreaServices” Assessment Guidelines were launched by the Guangzhou Brand and Quality Innovation Association, the Macao International Brand Enterprise Commercial Association, the China National Institute of Standardization and HKQAA.

The launch took place during the event “Smart Yang City · Branding Innovation – Guangzhou Brands 2020”, part of the Guangzhou Branding Action Plan implemented by the Guangzhou Quality Assurance Steering Group. It aims to expand the branding influence of the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) and further promote the development of “Made in the Bay Area” and “BayAreaServices”.

In cultivating a professional assessment system for international service brands, the Guidelines support the GBA’s plan of building an international service centre with global influence. They also demonstrate that high-quality regional and international service brands are receiving a plenty of attention from GBA cities.

The “BayAreaServices” Guidelines will further promote the development of corporate brands and enhance the branding of the GBA.



Participating in Guangzhou Tianhe CBD Sustainable Building Index (SBI) Event

On 25 November 2020, Mr P C Chan, Deputy Chief Executive Officer of HKQAA, has been invited by Guangzhou Tianhe Central Business District (CBD) Administrative Committee to participate in the Guangzhou Tianhe CBD Sustainable Building Index (SBI) seminar cum presentation ceremony via online format. Mr Chan has summarised the SBI performance throughout last year.

Thanks to the support from the Guangzhou Tianhe industry and buildings, HKQAA has now completed assessment service for 86 buildings. HKQAA is expected to assist the Committee to organise more networking events and enhance the sustainability performance of the District.



Jinan Quality Building Certification Presentation Ceremony

On 5 January 2021, the "Jinan Quality Building Certification Presentation Ceremony" was held in Jinan, Shandong. At the event, Dr Michael Lam, Chief Executive Officer of HKQAA, spoke about the latest trends and developments in sustainable building. The Certification is based on the "HKQAA Building Evaluation Standard 2020", which was launched in Jinan in December 2019. The Standard evaluates the fundamental, service quality, green nature, technological innovation and economic viability of the buildings. Five buildings in Jinan were rated as level A. The Standard is intended to help Jinan improve its building quality so that it reaches international standards.



Guangzhou Entreprises Association Visits Guangzhou Office

On 20 January 2021, Ms Wu Yan and Jie Yuan Yuan, Vice-secretaries of Guangzhou Enterprises Association, visited HKQAA Guangzhou office to learn more about the Greater Bay Area Standard, which has been developed by GuangDong Institute of Standardization and HKQAA.

The representatives from the Association introduced the history and development of the three main associations in Guangzhou. Future collaboration will utilise the advantages of the three parties to provide high quality services for Guangzhou enterprises, and make a contribution to the development of the Greater Bay Area and the nation.



International News

Guidance on how to incorporate Climate Change considerations into an Environmental Management System

ISO is in the final stages of developing a guidance paper entitled "How to use ISO 14090 to support adaptation to climate change in an ISO 14001 environmental management system". Those already using ISO 14001 will know about mitigating climate change, but now adaptation to climate change is recognised as a high priority. Climate change impacts seem to be accelerating, and mitigation efforts will take decades to have a beneficial effect.



ISO 14090:2019 provides a framework for understanding, responding, and adapting to the effects of climate change. Considering that climate change will continue over a long period of time, ISO 14090 provides emphasis on environmental management with regard to climate change adaptation efforts over the short, medium, and long term. This includes considering the timescale associated with these initiatives and consequences of potential adaptation actions, as well as identifying indicators to measure the evolution of climate effects on the organization over time. For ISO 14001 users with climate-related risks and opportunities that need to be addressed, ISO 14090 offers extensive guidance on time-related considerations and management of climate-related change as the organization and its environmental context evolve.

Memorable Moments

迎新天地

Welcome on Board

From November 2020 to January 2021, we have been pleased to welcome various organisations to our community. They have obtained certificates in the following areas respectively:

- ISO 9001 Quality Management System
- ISO 13485 Medical Devices Quality Management Systems
- ISO 14001 Environmental Management System
- ISO 22000 Food Safety Management System
- ISO 22716 Cosmetics Good Manufacturing Practices
- ISO 27001 Information Security Management Systems
- ISO 45001 Occupational Health and Safety Management
- ISO 50001 Energy Management Systems Certification
- ISO 55001 Asset Management Systems
- SA8000 Social Accountability Management
- TL 9000 Quality Management System Auditing

- Anti-Epidemic Hygiene Measures Certification Scheme
- Good Standardizing Practice for Enterprises Evaluation Service
- Green Finance Pre-issuance Stage Certificate
- Green Finance Post-issuance Stage Certificate
- HKQAA-5S
- HKQAA-HACCP
- Medical Face Masks Product Certification
- Quality Scheme for the Production and Supply of Concrete(QSPSC)
- Residential Care Home for the Elderly Certification Scheme
- US FDA GMPC Cosmetic Good Manufacturing Practice (GMP)
- Wine Storage Management Systems (WSMS)



We believe the new clients will contribute to the overall success of the brand that prides itself on adding value to stakeholders.

Fundamentals of Negligence for Managers and Professionals

與疏忽有關的基礎法律、承擔責任及賠償風險

Tort of negligence is at the hearts of today's business management. Yet, the guiding principles must be properly understood by those using them for avoidance of legal trap and pitfall in workplace and liabilities control.

By reviewing recent representative cases, the legal principles of tortious liabilities and their implications in practice upon the effective administration of common types of businesses are examined. It aims at equipping participants with the necessary knowledge and practical understanding for managing such risks and liabilities in their work environment. Further, it goes on to outline the key problem areas and traps that those involved in the subject areas need to be alerted.

與疏忽有關的侵權法已成為今天商業管理的核心課題及關注點。因此，我們有需要清楚明白法律的指導原則，以避免在工作地點中墮進法律陷阱，以及了解可能須承擔的責任及賠償風險。

課程會回顧近期具商業代表性的案例說明有關負上疏忽責任的法律觀點及其實際衍生的影響和後果。課程旨在教導學員必要的法律知識，從而有效管理存在於工作環境之內的風險與責任，並會概述有關疏忽的主要問題發生處及陷阱。

Course Content 課程內容包括：

- Principles of liabilities for negligence 疏忽的責任原則
- Negligence and duty of care 疏忽的注意義務
- Negligent misstatement 疏忽誤報
- Occupiers' liability 與佔用者 (occupiers) 相關的疏忽責任
- Employers' liability and various liability 與僱主相關的疏忽責任及其他責任
- Defenses in relation to torts 有關疏忽訴訟的抗辯
- Remedies and damages 補償與損失
- Traps and pitfalls in practice 現實生活中的法律陷阱
- Case studies 實例解說

Date 日期

11 May 2021 2021年5月11日

Time 時間

9 am to 5:30 pm 上午9時30分至下午5時

Language 語言

Cantonese with English materials 粵語 - 輔以英文講義

Effective Complaint Handling and Risk Management in the Customer Service Centre

高效投訴管理技巧及客戶服務中心風險管理

本課程是為從事客戶服務人仕而設，尤其適合處理客戶投訴之從業人員。

課程目標

- 讓學員在完成課程後明白客戶服務的精髓
- 理解一些經常令客戶不滿的原因
- 學會處理投訴時的正確態度
- 高效處理客戶服務中心的風險管理

客戶服務中心的風險管理

- 風險的定義
- 風險管理的原則
- 客戶服務中心的各種風險
- 高效風險管理五步曲

課程內容

- 高效投訴管理技巧
- 優質服務的重要性
- 為什麼客戶不再回來
- 高效處理投訴的好處
- 處理投訴的步驟及技巧

Date 日期

30 March 2021 2021年3月30日

Time 時間

9:00am to 5:30pm 上午9時30分至下午5時

Venue 地點

19/F, K Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣華道191號嘉華國際中心19樓

Language 語言

Cantonese 粵語