



**Organisational  
Culture  
機構文化**

As HKQAA continues to grow, our organisational culture “**GIFTS**”, the shared values, has been fostered among our teams. The term “GIFTS” means both “presents” and “innate talents”. “**G**rowth” represents that HKQAA together with the industries pursue growth. “**I**ntegrity” represents that the team adheres to integrity firmly. “**F**airness” emphasizes fairness and justice. “**T**eam with Joy” symbolises that the employees’ hearts are always filled with joy. “**S**ocial Responsibility” manifests that we do not only promote social responsibility while providing services, but also proactively fulfilling the social responsibility by making use of our own resources. “GIFTS” enables employees to make right decisions at work and facilitates the sustainable development of us and the society.

隨著本局不斷發展壯大，在團隊之間孕育出本局的機構文化 — 共同價值觀「**GIFTS**」。在這個含有「禮物」和「天賦」之意的詞語中，「成長」(**G**rowth)代表本局與業界共同追求成長；「誠信」(**I**ntegrity)顯示團隊對誠信的堅持；「公正」(**F**airness)強調公平公正；「喜樂團隊」(**T**eam with Joy)象徵著員工心存喜樂；而「社會責任」(**S**ocial Responsibility)則彰顯本局不僅在日常服務中推動社會責任，更以自身資源積極履行。GIFTS幫助員工在工作中作出正確決定，推動本局與社會可持續發展。

**Growth**  
成長

With a professional attitude, we incessantly make improvements so as to enhance the competitiveness of our clients and employees, and pursue the growth for our organisation, employees and clients.

我們以專業的態度不斷改進，致力提升客戶與員工的競爭力，追求機構、員工、客戶的共同成長。

**Integrity**  
誠信

Our services are based on integrity, credibility and commitment internally and externally.

無論對內或對外，以誠實、信譽和承諾，作為我們服務的基石。

**Fairness**  
公正

We ensure that our stakeholders receive fair and just treatment.

保證我們的持份者得到公平、公正的對待。

**Team with Joy**  
喜樂團隊

Our team members are motivated to perform at their best, and accomplish meaningful and valuable missions with joy.

團隊常以喜樂的心情盡展所長，完成有意義、有價值的任務。

**Social Responsibility**  
社會責任

We encourage individuals as well as teams to fulfill their social responsibility, devote to benefit the community and reciprocate the country.

推動個人、團體履行社會責任，以造福社會為己任，以回饋國家為目標。



# Growth 成長



## Growth of our Organisation

HKQAA has been committed to pursuing the growth for our organisation, employees and clients, over the past 30 years. We strive to enhance our performance to tackle challenges and contribute to the sustainable development of businesses and communities.

HKQAA has kept growing in terms of business scale and scope. To meet market and social needs, we have developed diversified new services, such as certification schemes for wine storage, elderly services and green finance, and launched various sustainability promotion projects in the areas of social capital, scrap paper and food waste recycling. As we have expanded, subsidiaries and offices have been set up in Guangzhou, Macau, Shanghai and Xian respectively to boost our services. We have also been proactively establishing strategic partnerships with International Finance Corporation, a member of the World Bank Group, Shaanxi Provincial Local Financial Supervision and Administration, Guangzhou Municipal Local Financial Supervision and Administration, the Bureau of Financial Affairs, Huadu, Guangzhou, The Authority of Qianhai and others. By doing this, we can strengthen cross-regional collaboration and generate synergies.

The professionalism of our team has been reaffirmed by consolidating and expanding our accreditations from HKAS, UKAS, CNAS, APM Group and SAAS. Our expert has been nominated to join ISO technical committees and take part in developing international standards for green debt instruments and sustainable finance.

Without the great efforts and contributions of each employee, HKQAA could not have achieved this unprecedented progress. We are glad to see that our team and our organisation have been thriving, with more and more people joining us.

## 機構的發展

過去三十年間，本局不斷探索和進步，致力推動機構自身、員工及客戶的成長，一起創優增值，解決難題，促進業界和社會的可持續發展。

本局在業務和規模中上皆不斷求進。為配合市場及社會需要，除了開發多元化的嶄新服務，推出葡萄酒儲存、安老服務及綠色金融等認證計劃之外，亦積極拓展有關可持續發展的項目，涵蓋社會資本、廢紙及廚餘回收等範疇。隨著業務領域不斷拓展，本局先後在廣州、澳門、上海及西安等地設立子公司及辦事處，同時締結跨地域的策略夥伴，與世界銀行集團成員國際金融公司、陝西省地方金融監督管理局、廣州市地方金融監督管理局、廣州花都區金融工作局、前海管理局等簽署合作備忘錄，發揮協同效應，加強業界合作。

此外，本局積極鞏固及擴展香港認可處 (HKAS)、英國認可局 (UKAS)、中國合格評定國家認可委員會 (CNAS)、APM Group (APMG)、社會責任認可服務組織 (SAAS) 等認可資格，本局專家更獲提名加入有關綠色債務工具及可持續發展金融的 ISO 技術委員會，參與制定相關國際標準。

本局專業能力備受肯定並持續得以提升，實有賴於每一位員工的努力和貢獻。本局喜見更多人才加入我們的專業團隊，讓機構規模不斷壯大。

# Organisational Culture – Growth

## 機構文化 — 成長

### Growth of our Employees

HKQAA emphasises the growth of employees. We boost our team's competitiveness by integrating employee's self-enhancement into the development of our organisation. Various training and promotion opportunities have been provided to encourage employees to continuously improve their technical skills and enhance their personal development. Additionally, each department annually reviews daily operations and proposes improvement projects to improve efficiency and cost control, and promote HKQAA's shared values. Through these measures, employees' efficiency and ability can be enhanced.

### Growth of our Clients

We also emphasise our clients' development and progress. To keep them abreast of emerging trends, numerous professional services, training courses, symposia, seminars and technical publications have been introduced. These are intended to improve their performance and competitiveness, enabling them to make contribution to social and economic development.

### 員工的成長

本局非常重視員工的成長，相信把員工自身價值的實現與企業的發展有機地結合起來，可有效提升競爭力。本局透過一系列培訓和晉升機會，鼓勵員工自我增值，持續個人發展，提升技能。此外，各部門每年以提升效率、成本控制和宣傳本局的共同價值觀為目標，檢視工作流程，提出改善項目。通過這些舉措，員工的工作效率和能力都得以提升。



### 客戶的成長

除了自身發展及員工成長外，本局亦致力促進客戶的發展和進步，透過不同專業服務、培訓課程、專題研討會、講座及技術刊物，協助他們提升水平及競爭力，緊貼市場及社會發展脈搏，為社會經濟發展作出貢獻。





**Mr P C Chan**  
**陳沛昌先生**

Chief Operating Officer  
HKQAA  
運營總監  
香港品質保證局

## Sharing from Chief Operating Officer 運營總監分享

The growth of employees and HKQAA's business development are closely related to each other. In today's technology-based society, our staff members always equip themselves with professional knowledge and skills, so that they can assist organisations to enhance their management performance. Thanks to their great contribution, HKQAA continues to show notable growth. Apart from expanding our business scope, we have spent resources to develop sustainability projects and community services. We have endeavored to drive social and environmental improvements for many years to boost our influence in the society. I am glad that HKQAA's contribution has been recognised by the industries and communities.

We strive to launch new services to cope with market needs and bring benefits to society. Our certification schemes are developed with reference to various international standards. We also take opinions from different stakeholders and consider the operating models of different organisations when setting up the requirements. Taking HKQAA Green Finance Certification Scheme as an example, it aims at meeting the social expectation and enormous demand in financing green projects. The Scheme could not have been rolled out successfully without the support from the government's policies and stakeholders.

員工的成長及業務發展可謂環環相扣。處於資訊科技發達的社會，我們的員工需要不斷進修，學習更多專業的技術及知識，才有能力協助機構提升管理水平。而有賴員工的不懈努力，本局業務才得以穩健增長。我們獲得的資源除了用於擴展業務規模，亦不忘投放於可持續發展及公益事務上，多年來不斷為改善社會及環境保護作出貢獻，致力提升我們在社會上的影響力，並深受業界和社區肯定。

我們在開發新服務時，會積極配合市場需求，確保本局的服務能夠為社會帶來裨益。在制定認證計劃的過程中，我們會參考多個國際準則，顧及各方持分者意見，亦考慮不同機構的營運模式來制定計劃要求。就以本局成功開發的「綠色金融認證計劃」為例，旨在回應社會對投入資金於綠色項目的期望及巨大需求，當中更有賴政府的政策及持分者的支持，令計劃得以在業界廣泛推行。

# Organisational Culture – Growth

## 機構文化 — 成長



**Dr Jacky Lau**  
**劉耀成博士**

Chairman  
Hong Kong Environmental  
Protection and Recycle  
Industry Sustainable  
Development Association  
會長  
香港環保再造業可持續發展  
協會

### Sharing from the industry

#### 業界分享

In the past, scrap paper recycling in Hong Kong gave a negative image to our clients, such as the impression of handling dirty and wet scrap papers. It was attributed to the bad practice of practitioners who used to wet the scrap papers. The 'Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry' can gather the industry to improve the bad practice of some practitioners and increase the recycling amount of scrap paper. It can also encourage scrap paper recycling industry to meet the national standard.

過去香港回收廢紙給予客戶的負面印象，包括廢紙污糟邋遢、濕漉漉，這些與部分從業員習慣為廢紙淋水有關。「促進香港廢紙實施國家標準」項目正好團結本地廢紙回收商，實踐提升廢紙回收量，改善以往部分業界的陋習，令回收廢紙達到國家要求的新標準。



**Mr K L Kwok**  
**郭經綸先生**

Retired Employee from  
Hong Kong Office in 2019  
於2019年榮休的  
香港辦公室員工

### Sharing from our retired employee

#### 榮休員工分享

I joined this big family in 1999 and was responsible for auditing ISO 14001 Environmental Management System. Auditing different companies were like "sowing seeds" to me. Growth of companies could be ensured by helping them to enhance their management level and efficiency, which was meaningful to me.

HKQAA has kept expanding and providing more diversified services, including some new certification services developed in recent years. Even though I had many years of experience in auditing, I still needed to keep learning in my spare time for self-enhancement. I believe the young auditors would uphold the same professional spirit and enthusiasm in their work, so as to contribute to the society and industry.

我於1999年加入香港品質保證局這個大家庭，負責審核ISO 14001環境管理體系的工作。能夠為不同公司進行評審，協助他們提升管理水平及效率，就如同「播種」一樣，期望他們能更穩健地「成長」，讓我感到很有意義。

隨著香港品質保證局的規模不斷擴大，服務方面亦趨多元化，近年更加入了不少新開發的認證服務。雖然多年的審核過程為我累積了不少經驗，但發現自己在工作上仍有不足時，我也會透過空閒時間進修來自我增值。我相信年輕一輩的審核員也會秉持著這份專業精神及對工作的熱誠，一起成長，一起為社會和業界作出貢獻。



**Ms Irene Soo**

**蘇煦欣小姐**

Project Officer  
HKQAA  
項目主任  
香港品質保證局

*Employee from Hong Kong  
Office who participated in the  
Leadership Training Course  
參與領袖訓練課程的  
香港辦公室員工*

## Sharing from Market and Technology team member 市場及技術團隊成員分享

During the leadership training course, participants could make friends from all walks of life. In the workshop and camp, we learned to analyse the problems occurred and formulate strategies through our teamwork. This course helped me to further understand my strengths and shortcomings, encouraged me to try new things and express my opinions in front of people, so as to drive self-improvement. After graduated from school, I have fewer chances to play and solve challenges with a group of people. Certainly, this was an interesting experience.

在參與這個領袖訓練課程中，參加者能認識到來自不同職業背景的朋友，在工作坊和營會中體驗如何分析問題、制定策略和團隊合作。參加領袖訓練課程讓我更認識自己的長短處，更勇於作出新嘗試和在人前提出自己的見解，推動自我進步。離開校園後較少有機會和一班人一同玩、一同費煞思量去解難，這實在是個很有趣的體驗。

# Integrity

# 誠信



### Independent Audit Team

Since its establishment, HKQAA has always adhered to the principles of honesty and impartiality when providing conformity assessment services for organisations. By gaining the trust of various stakeholders, we have established credibility and attained a good reputation in society.

Auditing is one of the core services offered by HKQAA. In order to maintain transparency and impartiality, HKQAA has an independent audit team. We have different units and personnel to handle various work procedures such as business liaison, audit arrangement, auditing, confirmation of audit results and certificate issuance. The Governing Council, management team, business team and other supporting teams are not allowed to intervene in the professional judgments of the audit team.

### Emphasis on Employees' Conduct

HKQAA pays attention to employee conduct. All of the employees are required to study the "Code of Conduct" and sign the "Undertaking of Confidentiality and Conflict of Interest" to promise that their work will be based on the principles of fairness, integrity and honesty. The "Code of Conduct" sets out regulations on the personal conduct of employees, relationships with suppliers and contractors, true and fair accounting policies, among others. We have also provided seminars organised by the Independent Commission Against Corruption and the Privacy Commissioner for Personal Data to make sure our employees are fully committed to fairness, integrity, honesty and privacy protection in the workplace.

As public servants, HKQAA's employees' behaviour in relation to integrity is under the strict supervision of the Independent Commission Against Corruption. In order to eliminate corruption as well as safeguard impartiality and integrity, all cases in which there is suspicion of bribery or law-infringement in Hong Kong, Macau and the Mainland will be reported to the ICAC promptly. HKQAA has issued guidelines in respect of the reporting and claims system for auditors' transportation, catering, entertainment and accommodation during the audit period. Additionally, HKQAA follows the "Interim Provisions on Administration of Discredit Certification Bodies and Accreditation Personnels", published by the Certification and Accreditation Administration of the People's Republic of China (CNCA), and organises employee training programmes related to the Provision to enhance their creditability.

### 獨立評審團隊

自成立以來，本局堅守誠懇信實、不偏不倚的原則，為機構提供合格評定服務，在社會上建立了公信力。

評審乃本局核心項目之一，我們設立了獨立公正的評審團隊以維持評審的透明度和公正性，本局在業務往來、評審安排、評審、評審結果確認以至頒發證書等各個階段，皆由不同部門和人員負責；董事局、管理、業務和後勤團隊均不能干預評審團隊的專業結論。

### 重視員工操守

本局相當關注員工紀律及操守。本局全體員工入職首日都需要學習《紀律手冊》，以及簽訂《保密協議和利益衝突承諾書》，承諾在工作中奉行公平、廉潔、誠實的原則。《紀律手冊》記述職員個人操守、與供貨商及承辦商的關係、堅持正確、公平方針的會計政策等守則。我們亦安排同事參加香港廉政公署及私隱專員公署講座，確保員工充分明白在工作中奉行公平、廉潔、誠實及保護私隱的重要性。

作為公職人員，本局員工的誠信行為受到廉政公署的嚴格監管。在香港、澳門及內地遇到疑似行賄及違法個案，都會及時向廉政公署報告，以杜絕貪污行為，維護公正誠信。本局亦就評審員於評審期間的交通安排、餐飲膳食、社交娛樂活動及住宿之申報機制發出工作指引，說明評審員及與客戶有業務來往的員工在提供評審服務前後應採取的措施。為進一步完善監管措施，本局按照中國國家認證認可監督管理委員會 (CNCA) 的《認證機構及認證人員失信管理暫行規定》，舉辦相關的員工培訓，加強他們的信用意識。



**Mr Wilman Chan**  
**陳煥文先生**

Assistant Director,  
Corporate Compliance  
HKQAA  
企業規管助理總監  
香港品質保證局

### Sharing from Corporate Compliance team member 企業規管團隊成員分享

We cannot undergo conformity assessments without integrity. Therefore, HKQAA insists on maintaining honesty and reliability in the certification process to demonstrate the value of our certification. Moreover, we devote resources to training new employees to ensure that they understand the importance of integrity, so as to fulfill the expectations from the society.

HKQAA insists not to provide management system consulting services, while also handles relationships with other consulting organisations carefully to ensure our assessment process complies with regulations. All audit data obtained by HKQAA are kept confidential, and we would never leak any client's private information to other organisations. HKQAA applies reporting and complaint mechanisms with high efficiency, and monitors media cases periodically. If suspected non-compliance occurs in certified organisations or inside HKQAA, related compliance branch will follow up the case immediately.

保持誠信是合格評定行業不能缺少的操守，所以本局一直堅持認證過程誠實可靠，以彰顯本局認證價值所在。另外，為了讓員工了解誠信的重要，我們投入很多資源培訓新入職同事，好讓他們充份認識本局對誠信的要求，並符合社會期望。

本局為了確保審核流程合規，多年來堅持不提供管理體系顧問服務，並一直謹慎處理與其他顧問機構之間的關係。本局持有的所有審核資料均會保密，更不會向其他機構洩露客戶私隱。本局具有高效的通報、投訴機制，以及定期對媒體事件進行跟蹤，若獲證機構或本局內部出現疑似不合規的情況，相關的合規管理部門會立即跟進事件。



**Mr Jimmy Fu**  
**符儒鎮先生**

Quality Supervisor  
HKQAA  
品質主管  
香港品質保證局

## Sharing from Manufacturing and Service Business team member 製造及服務業務團隊成員分享

As an auditor, I definitely realise integrity as the milestone of our auditing service. I always remind myself to maintain integrity in the auditing process. Our auditors also keep reminding each other. As HKQAA spent years to develop this shared value in the organisation, I believe everyone in the Agency cherishes it.

作為審核員，我絕對感受到「誠信」是我們審核服務的基石。在審核過程中，我每刻都不斷警惕自己要保持誠信。此外，審核組員之間亦會互相提醒。「誠信」是香港品質保證局以很多年時間孕育出來的機構共同價值觀，大家都珍而重之。



**Ms Vicky Kwok**  
**郭倩彤小姐**

Assistant Officer,  
Human Resource and  
Administration  
HKQAA  
助理人力資源及行政主任  
香港品質保證局

## Sharing from Human Resource and Administration team member 人力資源及行政團隊成員分享

Since HKQAA's services cover various sectors and industries in Hong Kong, our employees need to process a large amount of private information from clients. Therefore, we need to know how to collect and use sensitive information in an appropriate manner to protect our client's interests. All the staff members from HKQAA have to participate in the professional training on Personal Data (Privacy) Ordinance organised by the Privacy Commissioner for Personal Data, Hong Kong, so as to enhance their awareness in relation to the protection of personal data and its importance. Also, the training can help prevent fraudulent use of client's private information, violation of their privacy and causing loss. We believe we need to respect all parties and maintain integrity to build long-term relationships.

香港品質保證局所提供的服務涵蓋全港各行各業，員工每天都需要處理大量客戶資料。因此，員工需要知道如何適當地收集和使用客戶的敏感資料，以保障客戶權益。本局所有員工均需參與由香港個人資料私隱專員公署舉辦的《個人資料(私隱)條例》簡介講座，理解對保障該資料的方法和重要性，從而防止客戶個人資料被盜用、私隱被侵犯，甚至蒙受損失。本局相信面對各方時都需要尊重和持有誠信態度，才可建立長久關係。

# Fairness 公正



Hong Kong Quality Assurance Agency  
Annual Dinner 2017



### Employees and Stakeholders are Fairly Treated

HKQAA has always adhered to the principle of impartiality to ensure our stakeholders and employees are treated fairly in our daily operations. We also strive to cultivate an ethical culture among employees.

We believe everyone has his/her unique personality and speciality. Remuneration or job promotion is not simply based on the employee's seniority, educational level or job title. Instead it is determined by fair judgment according to their performance. HKQAA also conducts performance appraisal for employees every year. This has two parts, a self-rating and an appraiser's rating, which enables the identification of different aspects, such as employee's strengths, shortcomings and performance. In addition to issuing commendation letters to outstanding employees, HKQAA offers performance-based awards.

To guarantee that stakeholders are treated fairly in our daily operations, we have implemented effective policies and management practices, and strive to balance the interest of different stakeholders. Impartiality is also the fundamental principle we work by at all times; fair and unbiased assessment are the key imperatives of our certification. We deliver impartial and objective certification activities, effectively anticipating any existing or potential conflicts of interest so as to ensure outstanding performance.

### Fair and Pragmatic Procurement Control

HKQAA has adopted clearly defined procurement policies and work flow, as well as standard procedures and approval authorisation that are implemented according to relevant risk factors. Our careful supervision ensures an appropriate procurement process. HKQAA assesses the suppliers and logistics service providers who supply office equipment to HKQAA's offices in Hong Kong, Macau and the Mainland. HKQAA selects partners based on fair and justified procurement principles. According to the stipulated procedures, fair procurement can be carried out by having selection teams of members evaluate a supplier's products, services and prices comprehensively.

### Respect Legal Obligations

HKQAA respects intellectual property and does not engage in any rights-violating activities, such as forgery or plagiarism. Instead, we pay a fair price for acquiring and using relevant property. In the progress of business development, design and composition, HKQAA insists on independent studies and reasonable references, and does not steal others' know-how or infringe on others' property rights. For example, HKQAA insists on the use of genuine computer software and conducts regular internal checks. Unless employees submit an application officially, they are prohibited from installing any software or computer applications, which must be verified as legal. Additionally, HKQAA complies with regulations in Hong Kong and the Mainland, and does not engage in monopoly, price collusion, or unfair competition.

### 公正對待員工及持份者

無論對內或對外，對待每一位員工及持份者，本局都秉承「公正」的宗旨，並致力培養員工道德文化。

對內，我們相信每一位員工有獨特的性格和專長，所以我們並不會單方面以員工的年資、教育程度、工作職稱，來定義他們的薪酬或升職的考慮，而是按他們的表現作出公正的判斷。每年，本局會進行績效考評，讓員工及上級各自評分，從而了解員工的強弱項及工作表現。為保證我們的員工得到和感到公正的對待，本局會向傑出的員工頒發傑出表現獎，並透過表揚信等方式，嘉許他們對本局的貢獻。

對外，本局推行多項政策和措施，確保我們在日常營運中能公平對待持份者，並致力平衡不同持份者的利益。我們亦理解公正性在認證活動中的重要性，客觀持平和公正不苛的評審是認證管理體系過程中不可或缺的原則。我們對於管理體系認證過程中任何存在和潛在的利益衝突已作出分析，以確保利益衝突得到有效管理，落實公正客觀的認證服務。

### 公平務實的採購控制

本局有明確的採購政策和 workflows，按風險因素設置的規範操作和審批權限，並經過充分考慮，確保採購準則的適宜性。本局分別對香港、澳門及內地辦公室用品供貨商、物流服務商等供應方情況作出評審，根據公平公正的採購原則甄選合作夥伴。本局按程序規定，以不同成員組成的甄選小組，對供貨商產品、服務及價格作出綜合評定，以進行公平採購。

### 尊重法律義務

本局尊重他人的知識產權，不參與偽造、剽竊等侵犯財產權的活動，為取得和使用財產支付合理報酬。在業務開發與設計、編寫等工作中，本局堅持獨立鑽研、合理參考，堅決不竊取知識成果、不侵害他人的財產利益。例如本局堅持採用正版辦公軟件，並定期進行內部檢查。員工除非遞交申請、確認合法，否則不得在機構內自行安裝任何軟件或電腦程式。此外，本局遵守香港及內地的多項條例，不參與壟斷、合謀議價或不正當競爭。



**Ms Tammy Li**  
**李芷玲小姐**

Senior Manager,  
Corporate Administration  
HKQAA  
企業事務高級經理  
香港品質保證局

### Sharing from Corporate Affairs and Finance team member 企業事務及財務團隊成員分享

HKQAA always adheres to the principles of honesty and impartiality to guarantee the stakeholders are fairly treated. In the procurement procedure, HKQAA selects suppliers based on the evaluation of their performance, after-sales services, integrity level and potential risks. To ensure a fair decision is made, if the purchase cost exceeds a certain amount, a group of management representatives will be formed to discuss and provide suggestions for the procurement. We try our best to find out the most suitable supplier by comparing quotations from various companies. By doing so, we can minimise our procurement risks, increase cost efficiency and ensure a fair competition among suppliers.

本局一直強調公平對待各個持分者，在採購產品、服務的程序中，我們會仔細考慮每個供應商的表現、誠信、風險程度及售後服務，才得出最終的選擇。若採購價格超過一定數目，將會由管理人員所組成的小組進行討論及提出建議，務求公平務實地作出決定。為了找出最合適的供應商，我們會積極尋找不同公司作報價，此舉能夠減低採購風險，提高成本效益，並同時確保供應商能夠公平競爭。



**Mr Frankie Chung**  
**鍾勳長先生**

Principal Auditor  
HKQAA  
首席審核員  
香港品質保證局

*Employee from Hong Kong  
Office who obtained the  
Chairman's Award – 2018  
榮獲主席大獎 — 2018  
的香港辦公室員工*

### Sharing from awardee of Chairman's Award 獲主席大獎員工分享

I felt honoured to receive the Chairman's Award and was able to share my feelings to our staff members on the stage last year. I need to express my gratitude to the Chairman and management executives for their support and caring to all staff members. Meanwhile, I am also grateful to those staff members who contribute to the Agency like me. With everyone's cooperation, HKQAA maintains its leading position in the market and develops innovative certification services. To conclude, this honour of receiving the Chairman's award should belong to everyone in the Agency, not only me.

去年有幸獲得公司主席大獎，有機會站在講台上向大家表達心聲，我感到前所未有的榮幸！首先我要感謝公司主席和管理層對我們全體員工的關懷和支持，同時更要感謝那些和我一樣在工作崗位上作出貢獻的同事，正是因為大家的相互協作，才能使香港品質保證局保持市場的領導地位，並不斷創新發展不同的認證體系。因此，主席大獎的榮譽不僅僅是屬於我個人，更是屬於全公司的全體同事。



**Mr K Y Ng**  
**吳國有先生**

Principal Auditor  
HKQAA  
首席審核員  
香港品質保證局

*Employee from Hong Kong  
Office who obtained the  
Chairman's Award – 2019*  
榮獲主席大獎 — 2019  
的香港辦公室員工

## Sharing from awardee of Chairman's Award 獲主席大獎員工分享

I am glad to receive the Chairman's Award this year, and it reaffirmed my hard-working attitude in these years. This Award should not be counted as my personal reward only. It can only be achieved by our team spirit. I am grateful to work with a team with devotion and professionalism. During our working process, we work closely and remind each other to ensure our work can be nicely done.

我十分高興能夠今年得到主席大獎。得到這個獎項，對我來說是確認了我多年來工作上的努力，但我需要強調這並不是我個人的功勞，主要是依賴我們團隊的合作精神，我很高興能和一班專業、投入的團隊工作。在工作過程中，大家互相合作、提點，務求工作能妥善完成。

# Team with Joy 喜樂團隊



## Maximise Job Satisfaction

HKQAA endeavours to create a harmonious working environment for employees, and to build a joyful team. Our team members are motivated to perform at their best, and accomplish meaningful and valuable missions with enjoyment. A positive attitude can turn stresses into opportunities and a chance to motivate oneself. HKQAA gives priority to existing employees when considering promotion to a senior job position. This rewards staff with potential, and boosts morale.

We lay great emphasis on employees' future development, and provide training and courses for employees, in areas such as management skills, relevant laws, ordinances and languages, to improve work skills. Employees with potential are encouraged to participate in a leadership training course. HKQAA has also implemented an "Auditors' Development" programme to promote young auditors and consolidate our professional team.

## Enhance Team Spirit

HKQAA focuses on communication among employees. We strongly believe that effective internal communication motivates employees to be more dedicated to their work, and is crucial for organisational development. HKQAA organises activities to foster communication and understanding among employees. Through team-building activities, we aim to enhance team spirit. To raise morale and encourage bonding, we periodically organise company-wide meetings to update employees with our latest developments, business performance and future plans.

## 提升工作滿足感

本局致力打造和諧的工作環境，建立喜樂的團隊。我們相信滿懷喜樂的員工更能盡展所長，完成有意義、有價值的任務。即使面對挑戰性高的工作，壓力亦會使整個過程變得更具吸引力、更有趣。自自然然，員工懂得把心態擺正，化壓力為動力。當有職位空缺時，本局更會優先考慮內部晉升員工，藉此發掘更多具潛質的員工，提升工作士氣。

我們亦讓員工感受到公司對他們的重視，投放資源促進他們的未來發展，提供一系列適切的培訓及課程，包括管理技巧、法律、語言，從而提升他們的工作技能，具潛質的員工更獲推薦參與領袖課程。同時，本局亦制定了「審核員發展」項目，提拔年輕審核員，鞏固專業團隊。

## 促進團隊精神

本局著重與員工溝通，我們堅信有效的內部溝通對公司的發展及員工的工作表現至關重要。因此，本局適時舉辦活動，促進員工溝通，使員工間彼此有進一步了解，當中的團隊建立活動更能發揮團隊精神，互助互愛，凝聚力量。我們亦會定期舉行全體員工大會，讓大家充分了解公司的最新動向、業務表現及未來發展藍圖，提升員工士氣。



**Ms Julie Zhao**  
**趙志偉小姐**

Director, Mainland and  
External Affairs  
HKQAA  
總監—內地及對外事務  
香港品質保證局

## Sharing from Mainland and External Affairs team member 內地及對外事務團隊成員分享

I have endeavored to handle external and government affairs in the Mainland since I joined the HKQAA in 2010.

In recent years, various regulations with regards to the certification industry have been implemented by the Mainland government authorities. It required me to get familiar with the regulatory requirements, and strengthen my abilities in communication and coordination. I have to deal with enormous stresses and challenges in work. Fortunately, I have received heartfelt support from the managements and team members at HKQAA. My colleagues in Hong Kong and the Mainland have made great effort to assist me. Their diligent and professional attitude towards work has encouraged me to maintain a strong belief to overcome challenges ahead. I am glad that HKQAA's professionalism has impressed the Mainland government authorities.

HKQAA's management performance and professional services have gained recognition from the government authorities. It has been rated as one of the Level A certification bodies by CNAS in recent years. HKQAA has also been invited to participate in studies related to national accreditation, so as to contribute to the development of certification and accreditation industry. Looking forward, I will work with my colleagues to stimulate better performance for the Agency.

自2010年加入香港品質保證局以來，我一直致力於內地政府及對外事務。

隨著近年內地相關政府部門對認證市場的各项監管措施出台，我的工作也一次又一次地面臨巨大的壓力與挑戰，不但要求熟悉各項政策要求，還要具有強大的溝通與協調能力。在我應對這些壓力時，我都感受到了來自管理層的決策魄力與團隊的鼎力支持！這些可愛的同事們，不論是香港的、還是內地的，都給予了我最大程度的配合與支持，他們的勤奮與敬業深深鼓舞著我，使我能夠堅定信念、克服困難，在與內地相關政府的溝通中充分展示了我局的風采！

香港品質保證局最終憑藉它規範的運作與專業的服務贏得了政府部門的肯定與認可，近年多次被中國合格評定國家認可委員會評為信譽最好的A級認證機構之一，並被邀請參加國家認證認可課題的研究，為推動認證認可事業貢獻一份力量！在未來的日子裡，我將繼續與我的同事們攜手並肩、再創佳績！



**Mr K T Ting**  
**丁國滔先生**

Assistant Director, Finance  
and Technology  
HKQAA  
金融及科技助理總監  
香港品質保證局

## Sharing from Finance and Technology team member 金融及科技團隊成員分享

HKQAA's staff members work under a highly transparent, systematic and well-defined management system. We have built up close relationships and developed a joyful team culture. By achieving work-life balance, they are able to stay healthy to handle their daily duties effectively.

Our team building activities enable staff members to know each other more, forge a long-lasting relationship, and ensure a smooth cooperation in future. I was deeply impressed by the HKQAA's team spirit demonstrated by our staff members when they fulfilled their mission with passion in these activities. The team building organising committee members also gave full play to their abilities, as well as discovered their potentials, in the process of execution, planning and evaluation. After that, they mostly became good friends.

員工在本局透明度高、系統化及清晰的管理制度下，齊心完成工作，建立了密切的關係，團隊氣氛因此十分融洽。此外，同事亦注意取得工作與生活之間的平衡，保持健康的狀態以應付日常工作。

員工透過團隊建立活動，可以增進彼此之間的溝通及認識，由此建立的長遠關係，相信可以令將來的合作更為順暢。令我最深刻的是香港品質保證局的同事在參與活動時，均積極地完成被委派的團隊任務，充份體現了本局所重視的團隊精神。而負責籌辦活動的團隊成員亦可透過執行、準備及檢討等過程盡展所長，發掘自己多方面的技能，更藉此成為了好友。



**Ms Julia Zhu**  
**朱栩喬小姐**

Administration Clerk  
HKQAA Certification  
(Shanghai) Ltd. Guangzhou  
Branch  
行政文員  
標準認證服務(上海)有限  
公司廣州分公司

### Sharing from Guangzhou team member 廣州團隊成員分享

In 2016, I joined the big family of HKQAA with anticipation and passion. As an administrative clerk, I have realised my dream to develop my career in the wheelchair.

My daily tasks are mainly helping the business teams to build up databases. I believe my strength will assist the Agency and clients to establish good business relationships.

In these three years, the Agency allowed me to finish my daily job at home if I could not work in office. I have been enabled to utilise my administrative and computer skills to demonstrate my value in the HKQAA. I have strengthened my communication technique and thinking ability, boosting up my confidence towards life. Definitely, HKQAA is helping the disabled to integrate into the community.

I am grateful for the opportunity provided by the Agency to let me experience the joy of working. I will keep doing my best, and encourage more disabled people to pursue employment.

在2016年，我懷著一份對工作的期待與熱情，非常有幸地加入了香港品質保證局這個大家庭，擔任行政文員一職，圓了我輪椅上的職場夢。

我的日常工作主要是負責幫助業務部的同事建立數據庫，希望通過自己一份力量幫助公司與客戶建立良好的業務關係。

在這三年期間，公司透過家居辦公和公司坐班雙結合的工作模式來幫助我完成日常工作，使我能結合曾經學到的文祕及電腦技能，在我司實現自身的價值，從而更加讓我的溝通能力和思考能力得到了提高，增強了對生活的自信心，真正實現了「傷健共融」社會。

感恩公司給我的工作機會，讓我體會到工作的快樂，希望自己繼續努力的同時，還可鼓勵更多的殘障人士就業。



**Ms Angela Wang**  
**王春暉小姐**

Marketing Communications  
Assistant  
HKQAA  
市場傳訊助理  
香港品質保證局

## Sharing from Corporate Communications team member 企業傳訊團隊成員分享

I am delighted to participate in organising the “My Dream Home” educational campaign. Through the contest, students from Hong Kong and Guangzhou can learn to care about the society, as well as contribute everyone’s strength to build up an ideal homeland from our imagination. Also, the campaign provided work experience for secondary students. I felt meaningful when I could share the event experience with them and expand their horizons through our event. I hope “My Dream Home” can become a popular extracurricular activity within the student community, thereby cultivate the younger generation’s sense of responsibility to the society.

很高興能夠參與籌辦「理想家園」活動，讓香港和廣州地區同學可以透過創作比賽關心社會，思考如何貢獻個人力量，締造心中的理想家園。此外，活動亦為中學生提供工作體驗的機會，能夠與中學生分享籌辦大型活動的經驗，擴闊他們的視野，我覺得很有意義。期盼「理想家園」能成為每年深受學界歡迎的課外活動，培養富社會責任感的年輕一代。



**Ms Lucky Hu**  
**胡榮瑋小姐**

Business Manager  
HKQAA Certification  
(Shanghai) Ltd.  
業務經理  
標準認證服務(上海)有限公司

## Sharing from Shanghai team member 上海團隊成員分享

During the team building activity, each member complemented one another. Everyone’s strength and value were demonstrated respectively. This is the Shanghai Office, where every member is full of passion, and we work together as one.

On that day, we also delivered water bottles for Shanghai’s workers in the street, for example: polices, cleaning workers, couriers, etc.

在公司團體建立活動中，所有人目標一致地做著自己擅長的工作。團隊互補的過程中，每個人都得到自我價值的體現……這就是上海辦公室，一個充滿激情、團結協作的團隊。

當日，我們還向生活在上海烈日下工作的人送上愛心之水(如：交通警察、環衛工人、快遞員、外賣員等)，令活動更添意義。

*Employee from Shanghai  
Office who joined the team  
building*  
參與團隊建立活動的  
上海辦公室員工

# Social Responsibility

# 社會責任



### Incorporate Social Responsibility into Core Business

HKQAA has always closely followed market trends and the development of society. Apart from generating profit to support our own operation, we also assist industries to enhance performance and competitiveness and facilitate their sustainable development. We have developed a social responsibility index, provided assessment and rating services for the Hang Seng Corporate Sustainability Index Series, and launched various sustainability enhancement projects.

### Join Hands with the Industry to Respond to Social Issues

Serving the community has always been one of HKQAA's missions. HKQAA does not only serve as the bridge between the industries and the society, but is also devoted to supporting various sectors to respond to the social issues, which would facilitate sustainable social development. HKQAA has organised numerous symposia, training courses and seminars to promote knowledge sharing and technology transfer in the business community. We have also joined hands with professional organisations to organise competitions and awards for enterprises. HKQAA has been elected as the Alternate Chair of QBA 2020, which encourages the industry to keep pace with international trends, driving improvement through exchanges of technical skills and experiences.

### Establishment of the BCS Fund

Established in 2008, HKQAA Business and Community Supporting Fund (BCS Fund) has helped industries and communities to achieve sustainable development by subsidising different projects. The projects have helped seniors and the underprivileged, supported the advancement of education, and donated to humanitarian aid projects, among others.

### 將社會責任融入核心業務

本局一直緊貼市場及社會發展，除了創造盈利以支持自身運作之外，亦致力協助業界提升水平和競爭力，促進社會可持續發展，例如開發社會責任指數，為「恒生可持續發展企業指數系列」提供評級服務，以及推行不同類型促進可持續發展的項目等。

### 與業界攜手應對社會關注課題

本局一直以服務社區為己任，不但擔當工商界與社會發展的橋樑，亦致力支援各界應對社會關注的議題，攜手促進社區的可持續發展。本局透過舉辦形形色色的專題研討會和培訓，推動業界分享知識和轉移技術，並與專業團體合作舉辦比賽及設立獎項，擔任2020年度「優質建築大獎」輪任主席，推動業界走在國際趨勢前端，彼此切磋借鏡，促進技術交流。

### 成立企業社區支援基金

我們亦於2008年成立了企業社區支援基金，資助業界及社區達至持續發展的項目，包括支援長者、弱勢學童、助養兒童及支持人道救援等。

# Organisational Culture – Social Responsibility

## 機構文化 — 社會責任

### Promoting Social Responsibility in Our Community

Apart from motivating the business sector to fulfill its social responsibility obligations, we strive to promote this concept in the community so as to shape a harmonious and sustainable society. We have organised the “My Dream Home” educational campaign annually since 2008. Through competitions, school seminars, student workshops and event planning experience programmes, we encourage the young generation to establish positive attitudes towards life and make a contribution to society.

### Social Responsibility is Our Daily Life

HKQAA has integrated social responsibility into its daily operations. Our office has adopted numerous policies and practices to improve performance in environment, quality, and occupational health and safety, such as arranging training courses, reducing paper consumption, saving energy and supporting waste recycling.

### Encourage Staff's Participation in Community Service

HKQAA always encourages employees to voluntarily participate in community service, such as visiting elderly centres and children in poor areas, and donating red packets to education sponsorship programmes after Chinese New Year. Every year, a CSR Ambassador is selected, who is responsible for initiating and organising various charitable events. In addition, employees are subsidised by HKQAA to join charity activities such as the Orbis Moonwalkers.

### 讓社會責任走進社區

除了鼓勵工商界實踐社會責任，本局亦致力向社區宣揚其重要性，銳意促進社會的和諧發展。我們自2008年開始，每年舉辦「理想家園」教育活動，透過創作比賽、學校講座、工作坊及活動統籌體驗計劃，鼓勵年輕人建立正面的人生態度，未來回饋社會。

### 社會責任是我們的日常生活

我們亦將企業社會責任融入機構的日常運作中，於辦公室內推行各個政策，致力改善環境、品質、職業安全及健康的表現，例如安排職安健課程、節約用紙、節省用電、實行廢棄物分類和回收處理，推動員工履行社會責任，以造福社會為己任。

### 推動員工參與社會服務

本局鼓勵員工積極參與不同的公益服務，自發擔任義工幫助有需要的人士，如探訪老人中心及貧困地區學童等，並不忘在節日齊齊做善事，將新春利是捐贈助學計劃。本局每年都會投票選出一位員工，擔任企業公益大使，籌備及推行各項公益活動，同時贊助員工參與慈善機構的大型活動，如奧比斯「盲俠行」等。





**Ms Fanny Wong  
黃鳳玲小姐**

Assistant Manager,  
Administration  
HKQAA  
助理行政經理  
香港品質保證局

## Sharing from Administration team member 行政團隊成員分享

I am glad to be a part of the HKQAA family and fulfilling social responsibility together with the Agency. I have learnt a lot in our community activities, such as UNICEF Run, Orbis Moonwalkers and beach cleanup trip. All of them were unforgettable experiences to me. Our colleagues encouraged each other during the activities, and we also got healthier by these workouts. Moreover, through our volunteer services, such as visiting elderly centres, underprivileged families and scavengers, I could get in touch with different people to widen my horizons and life experience. After participating in community services in real life, I truly believe in the motto: "It is more blessed to give than to receive".

我榮幸成為香港品質保證局的一份子，藉著本局推動履行社會責任為己任，上下齊心一起參與公益服務，真令人鼓舞，獲益良多！如透過慈善跑、盲俠夜行、清潔海灘等活動，既可跟同事們一起參與，彼此鼓勵，也可鍛鍊身體，真是開心難忘！還有藉著義工活動，如老人中心探訪、探訪基層家庭及拾荒朋友，我可接觸社會不同層面、擴闊視野，又可體驗生活，讓我更深體會「施比受更為有福」的道理，感恩！



**花利亞同學**

Student from Hong Kong  
Red Cross Margaret Trench  
School  
香港紅十字會瑪嘉烈戴麟趾  
學校

## Sharing from participant of My Dream Home Campaign 參與「理想家園」學生分享

I am delighted to participate in the "My Dream Home" workshop and Event Planning Experience Programme. In addition to supporting the backstage arrangements, I acted as the guest MC during the Contest Award Presentation Ceremony. Although I was a bit nervous when facing the audience, I still treated it as a valued experience.

我很高興可以參與「理想家園」工作坊及體驗計劃，學了很多東西。我除了在「理想家園」頒獎禮當日協助後台工作之外，亦擔任了客席司儀；雖然起初面對眾多觀眾時有點緊張，但卻是一次難忘的寶貴經驗。

*Participant of the social  
responsibility workshop and  
Event Planning Experience  
Programme*

*參與理想家園「社會責任工  
作坊」及「活動統籌體驗計  
劃」的學生*



**Mr Alex Fong**  
**方家城同學**

Summer Intern  
暑期實習生

### Sharing from summer intern 暑期實習學生分享

This internship programme is a valuable chance for me to learn new things as well as bring my potential into full play. From the experience, I have learnt to overcome difficulties and accept challenges. My horizon has also been broadened. This internship enriched my working experience, and also let me become more proactive.

這次寶貴的實習機會讓我學習了新的事物和發揮潛能，從中學會了如何克服困難和接受挑戰。這次實習拓寬了我的視野，以及讓我累積工作經驗，也令我學會如何變得更加主動和積極。



**Mr Bob Lin**  
**林曉波先生**

Senior Account Manager  
HKQAA Certification  
(Shanghai) Ltd. Guangzhou  
Branch  
高級客戶經理  
標準認證服務(上海)有限  
公司廣州分公司

### Sharing from Guangzhou team member 廣州團隊成員分享

Starting from 2015, we have actively communicated with the managements from 68 buildings in the Tianhe Central Business District (Tianhe CBD). Our aim was to further promote the application of sustainable building management concept within the District, bringing positive impacts to enterprises, society and environment. With the mission to foster sustainability in the business community, we have conquered a lot of difficulties. Until now, 68 buildings have completed assessments. We will continue to cooperate with local authorities to manage this meaningful job.

從2015年開始，我們與天河CBD區域內68棟寫字樓管理者進行一次次的分享交流，擴大樓宇可持續發展管理理念對區域寫字樓的影響及在日常管理中的應用。可持續發展管理對企業及社會環境發展具有深遠影響，也是我局致力推動的服務理念之一。憑藉這一信念，我們克服了諸多困難，至今完成了對68棟寫字樓的評定工作，接下來也將繼續與當地政府合作，持續推動該項具有重要意義的工作。



**Dr Raymond Yau**  
**邱萬鴻博士**

General Manager  
Technical Services and  
Sustainable Development of  
Swire Properties Limited  
技術統籌及可持續發展總經理  
太古地產有限公司

*First certified client of Green  
Finance Certification Scheme*  
「綠色金融認證計劃」首間  
獲認證客戶

### Sharing from our client 客戶分享

The Green Finance Certification Scheme benefits both investors and the industry. As a third-party conformity organisation, HKQAA's certification can increase the transparency of green finance products, enhance investor confidence in the products and help them make wise investment decisions. The industry can also utilise this opportunity to facilitate green development. Take Swire Properties as an example. It issued its first green bond with an amount of US\$500 million in early 2018 and obtained HKQAA Green Finance Certification. The proceeds raised from green finance will be used in the company's green projects, to demonstrate the effectiveness of the sustainable development concept.

「綠色金融認證計劃」對投資者及業界均帶來好處。香港品質保證局作為第三方認證機構，其認證能夠提高綠色金融產品的透明度，讓投資者對產品抱更大的信心，幫助他們選擇合適的產品；業界也可以此推動綠色發展藍圖，以太古地產為例，2018年初首度發行總額五億美元的綠色債券，是全港首個獲香港品質保證局頒發綠色金融認證的項目，綠色金融籌集得來的資金將用於公司的綠色項目上，從而可印證可持續發展理念的成效。