

**Anti-Epidemic Hygiene Measures
Certification Scheme Handbook**
衛生抗疫措施
認證計劃手冊

2020

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(第六版)

Hong Kong Quality Assurance Agency
香港品質保證局

Anti-Epidemic Hygiene Measures Certification Scheme 衛生抗疫措施認證計劃

Anti-Epidemic Hygiene Measures Certification Scheme is developed by the Hong Kong Quality Assurance Agency. The purpose of this scheme is to verify the implementation of industry-specific preventive measures by the applicants with reference to the guidelines proposed by the local Health Department in response to COVID-19, and thereby increase the confidence of the public towards the applicants' businesses. This handbook stated the requirements of Anti-Epidemic Hygiene Measures Certification Scheme. The adoption of the hygiene measures proposed by the Hong Kong CHP and Hong Kong FEHD should not be interpreted as setting a standard of care, or be deemed inclusive of all proper methods of care.

「衛生抗疫措施認證計劃」由香港品質保證局制訂，目的為針對各行業的特性訂定適用的評核標準，以核查申請機構有因應新型冠状病毒作出相應的預防措施並符合當地衛生部門所提出的指引，從而確立大眾對於申請機構的信心。本手冊訂明「衛生抗疫措施認證計劃」的要求。認證機構採納香港衛生防護中心及香港食物環境衛生署建議的衛生措施，不應解釋為標準，或被視為經已包括所有適當的處理方法。

This certification scheme aims to confirm applicant's responsibilities and recognize its efforts towards the implementation of hygiene measures. The scheme is not guaranteed that the certified organization is free from viruses and diseases, it is our goal to strive for minimizing the risk of public health.

本認證計劃旨在確定和嘉許參與機構在清潔衛生措施上所作出的努力和履行其應有之責。本計劃不能保證獲證機構能免於病毒、疾病威脅的風險，我們亦以盡量減低風險為目標。

Disclaimer:

免責聲明:

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Chapter One Administrative Requirements

第一部 行政要求

1.0 Introduction

1.0 簡介

Hong Kong Quality Assurance Agency (HKQAA) is committed to provide timely and appropriate services that address pressing social needs. Refined based on “Hygiene Measures for CoV-Prevention Certification” that was launched by HKQAA in March 2020, “Anti-Epidemic Hygiene Measures Certification Scheme” (Scheme) was developed in the midst of the 2020 global epidemic. Tourism-related applicants can participate in the first phase of the scheme. Other industries will also be covered in other phases in order to help different industries to combat challenges.

香港品質保證局致力提供及時和適當的服務以回應社會需求，就此，在疫情的陰霾下於 2020 年推出〔衛生防疫措施認證計劃〕（本計劃）。本計劃為本局於 2020 年 3 月份推出的「預防冠狀病毒疾病衛生措施認證計劃」的優化版。計劃會分階段推出，與旅遊相關的行業可先行參與，及後亦會覆蓋到不同行業，以支持不同業界應對挑戰。

The evaluation criteria of the Scheme is with reference to the guidelines provided by the Hong Kong Center for Health Protection (CHP) and the Hong Kong Food and Environmental Hygiene Department (FEHD). Applicant shall fulfill the content in the self-declaration checklist so as to ensure the hygiene measures satisfying the requirements set by CHP and FEHD, and thereby establish the confidence of the public towards the participating organization.

本認證計劃是參考香港衛生防護中心及香港食物環境衛生署所訂定的衛生指引作為評核準則，申請機構需滿足自我聲明表單的內容，以確保相關衛生措施滿足香港衛生防護中心及香港食物環境衛生署的要求，從而確立大眾對參加機構的信心。

2.0 Terms and Definitions

2.0 術語和定義

2.1 The following Terms and Definitions are applicable to “Anti-Epidemic Hygiene Measures Certification Scheme”

下列的術語和定義適用於「衛生抗疫措施認證計劃」：

Anti-Epidemic Hygiene Measures Certification Scheme (Scheme) 衛生抗疫措施認證計劃 (計劃)	the Scheme developed, owned and operated by HKQAA since September 2020. It certify tourism-related organizations with hygiene measures implemented that duly and fully complies with all requirements as set out in this Handbook 由香港品質保證局所擁有，自 2020 年 9 月制定及營運的認證計劃。計劃評核與旅遊相關機構所履行的衛生措施，並完全符合所有在本手冊中訂明的要求
applicant 申請機構	organization which has applied for the Scheme 申請本計劃的機構
certified organizations 獲證機構	the organizations participated in the Scheme and complied with the requirements as set out in this Handbook 參加了本計劃的機構，並符合在本手冊訂明的要求
certification scope 認證範圍	the type of services and activities as applicable at each certification site. Other services and activities being provided which are out of the certification scope of the certification site will not be covered in this certification 於每個認證場所提供的服務和活動。任何不在認證場所的認證範圍內所提供的服務或活動均不在本認證的覆蓋範圍內
certification suspension 暫停認證	a status of certification, certification status may be suspended at any time if the certified organization’s hygiene measures cannot be effectively maintained, or unannounced audit cannot be successfully conducted within the time limit, certification suspension may lead to certification withdrawal 認證狀況，認證的有效性將隨時被暫停若獲證場所的衛生措施未能有效履行或未能在限期內進行不預先通知審核，暫停認證將可能導致撤銷認證

<p>certification withdrawal 撤銷認證</p>	<p>a status of certification, after certification withdrawal, new application shall be re-submitted and all the issues lead to certification withdrawal shall be rectified if the applicant wishes to re-apply for certification</p> <p>認證狀況。撤銷認證後，如申請人希望重獲認證，應重新提交新申請，並糾正所有導致撤銷認證的問題</p>
<p>complaint surveillance audit 投訴監控審核</p>	<p>the process of evaluating the objective evidence observed during on-site visit to the certified organization without prior notice to determine the extent to which rectification against the complaint is completed</p> <p>於不預先通知的情況下於獲證機構進行現場審核，透過觀察客觀證據，以確認因應投訴的整改措施已經完成的過程</p>
<p>deliverables 交付物</p>	<p>items that HKQAA will provide for certified organizations</p> <p>由香港品質保證局將提供的項目予獲證機構</p>
<p>electronic certificate 電子證書</p>	<p>the electronic certification of the Scheme that prove the certified organization has fulfilled the Scheme requirements. There are normal and “Plus” version of electronic certificate. The purpose of “Plus” version is to encourage and recognize certified organizations’ effort in implementing extra hygiene measures under the pandemic, which is not covered in the certification scope. Both certificates are equal in its status</p> <p>計劃的電子版證書，證明獲證機構已滿足本計劃的要求。電子證書會有分為普通版及“Plus”版。“Plus”版只為鼓勵及嘉許獲證機構在抗疫上所作的額外衛生措施，並不代表當中的額外衛生措施包含在認證範圍內，兩個證書版本的認證資格均為平等</p>
<p>Handbook 手冊</p>	<p>the Handbook which is drafted and prepared by HKQAA for the Scheme. Amendments, supplementary documents and/or additions may be made by HKQAA at its sole and absolute discretion from time to time</p> <p>本手冊由香港品質保證局起草和準備，香港品質保證局於任何時候均擁有決定權對本手冊作出修改、補充或增加</p>
<p>Hong Kong Quality Assurance Agency (HKQAA) 香港品質保證局</p>	<p>Hong Kong Quality Assurance Agency, a non-profit distributing organisation, is the owner and operator of the Scheme</p> <p>香港品質保證局為一個非牟利機構以及本計劃的擁有和營運者</p>

<p>non-conformity 不符合項</p>	<p>non-fulfillment of the requirements of the Scheme, the certified organization is required to take corrective action within a stated time period</p> <p>獲證機構未能滿足計劃要求，並須於指定時期內採取糾正措施</p>
<p>online register of certified organizations 網上獲證機構名單</p>	<p>list of the name of the certified organizations which will be disclosed on the HKQAA online platform</p> <p>獲證機構的名稱清單將會顯示於香港品質保證局的網上平台上</p>
<p>QR code sticker 二維碼貼紙</p>	<p>the self-adhesive stickers designed by HKQAA with QR code printed which links to the certified organization's self-declaration statement and electronic certificate</p> <p>由香港品質保證局設計，印有二維碼自粘貼紙。二維碼鍵接獲證機構的自我聲明及電子證書</p>
<p>recertification audit 再認證審核</p>	<p>the process of evaluating the objective evidence observed during on-site visit to the certified organization without prior notice to determine the extent to which the requirements of this Scheme are fulfilled for recommending an extension of validity of the certificate for another one year, it will usually be conducted 3 months prior to the expiry of certification</p> <p>於不預先通知的情況下於獲證機構進行現場審核，透過觀察客觀證據，以確認其滿足計劃要求並推薦延續認證有效期一年，通常於證書到期日前 3 個月進行</p>
<p>registration code 登記代碼</p>	<p>the 6 digit number code provided by HKQAA or Hong Kong Tourism Board (HKTb) to the applicant for the purpose of confirmation during application</p> <p>由香港品質保證局或香港旅遊發展局提供予申請機構的 6 位數字碼，於申請時作確認之用</p>
<p>self-declaration checklist 自我聲明表單</p>	<p>the list of items that are tailored based on specific industry characteristics referenced to the guidelines on Prevention of COVID-19 by the Centre for Health Protection (CHP) of the Department of Health and Food and Environmental Hygiene Department (FEHD)</p> <p>因應行業特色及參考了香港衛生防護中心及食物環境衛生署就預防 2019 冠狀病毒病的指引所訂制的一系列項目</p>

tourism-related organizations
與旅遊相關的機構

the licensed premises or operation involved in the provision of services to the public and tourists, which include, but not limited to: food premises, hotels, MICE (Meetings, Incentive Travel, Conferencing, Exhibitions) venues, retail, shopping malls, tourist attractions, tour coaches and cross border coaches, and travel agencies

為大眾及遊客提供服務的持牌處所，包括但不限於食肆、酒店、舉辦企業會議、獎勵旅遊、國際會議及展覽的場所、零售、購物商場、旅遊景點、旅遊巴士及跨境巴士、及旅行社

unannounced audit
不預先通知審核

the process of evaluating the objective evidence observed during visit to the applicant/ certified organization without prior notice; or gather evidence through off-site desktop record review according to the degree of risk and sampling strategies to determine the extent to which the requirements of this Scheme are fulfilled

因應行業的風險程度及抽樣策略，在不預先通知的情況下於申請機構/ 獲證機構進行現場審核，透過觀察客觀證據；或透過非現場文件審核形式以確認滿足計劃要求程度的過程

In case there is any conflict between the Chinese version and the English version, the English version shall prevail.

若英文本與中文譯本之間有任何歧異，則以英文本為準。

3.0 Eligibility

3.0 申請資格

Please refer to the section of “About the Scheme” on the website

請參閱網站上的「關於認證計劃」部分

< <https://hkhygiene.hkqaa.org> >

4.0 Certification Scope

4.0 認證範圍

Please refer to “Certification Scope” on the website

請參閱網站上的「認證範圍」部分

< <https://hkhygiene.hkqaa.org> >

5.0 Certification Process

5.0 認證流程



Diagram 1: Certification Process

圖表 1: 認證流程

5.1 Detailed Certification Process

5.1 詳細認證流程

Please refer to “Certification Application Guidance” on the website

請參閱網站上的「認證申請指南」部分

< <https://hkhygiene.hkqaa.org> >

6.0 Validity of Certification

6.0 認證期效

The certification is valid for one year. HKQAA monitors and evaluates whether the applicant continuously fulfils the requirements and the guidance of use of mark through Unannounced Audit, and Recertification Audit. The validity of certification will be extended for one year after conducting Recertification Audit and passing HKQAA’s internal review and approval.

認證的有效期為一年。香港品質保證局以不預先通知審核和再認證審核持續監察和評估申請機構是否符合要求及遵守標誌使用指引。完成再認證審核及其結果通過內部獨立審查和審批後，認證的有效期將會延長一年。

Certified organizations shall immediately inform HKQAA if there is any confirmed case of infection of COVID-19 within the certification validity, and submit a follow-up report within 14 days covering the measures implemented and relevant execution records in response to the confirmed case. HKQAA may arrange extra audits to follow-up if necessary, otherwise, follow-up work will be conducted during the next audit.

如在認證有效期內獲證機構出現確診個案，獲證機構應主動彙報予香港品質保證局，並於十四個工作天內提交因應確診個案所採取的跟進措施報告及相關執行紀錄。香港品質保證局或會因應需要安排額外審核以作跟進，或於下一次審核時再作出跟進。

7.0 Complaint Handling

7.0 投訴處理

Regarding any complaint against certified organizations regarding this Scheme received by HKQAA, the case will be referred to the certified organization for follow-up actions. The validity of certification may be affected if certified organization fails to close out the complaint case within one month.

如香港品質保證局接獲任何針對獲證機構就有關本計劃的投訴，相關投訴將會轉介予獲證機構跟進處理。如獲證機構未能於一個月內完成處理相關投訴，或會影響獲證機構的認證資格。

Certified organizations shall provide investigation records to HKQAA within 3 days upon receiving the complaint. HKQAA may arrange a complaint surveillance audit to the certified certification site to review the corrective actions if deemed necessary. HKQAA retains the absolute discretion to make decision for suspending or withdrawing the certification.

獲證機構在收到投訴後的三天內應向香港品質保證局提供調查記錄。香港品質保證局在有需要時或會為獲證場所安排投訴監督審核以審視相關的糾正措施。香港品質保證局特此保留決定暫停或撤銷認證的絕對酌情權。

8.0 Certification Suspension

8.0 暫停認證

The following circumstances may lead to certification suspension:

下列情況可能會導致暫停認證：

- i. Issuance of a certification contrary to or in violation of any laws or regulation of Hong Kong;
i. 因頒發認證而違反任何香港法律法規；
- ii. Failure to fulfil the Scheme requirements during unannounced audit or recertification audit, and failure to arrange a follow-up audit or resolve the non-conformity during follow-up audit;
ii. 如香港品質保證局在不預先通知審核或再認證審核時未能符合本計劃要求，而未能安排跟進審核或相關要求未能於跟進審核中解決；獲證機構的認證資格可能會被暫停；
- iii. Failure to make corrective actions within a stated time limit proposed by HKQAA when a certified organization fails to fulfil certification requirements during unannounced audit or renewal audit;
iii. 獲證機構於不預先通知審核或再認證審核中未能符合認證要求，獲證機構應於香港品質保證局所提出的指定時間內採取糾正措施，否則認證可能會被暫停；
- iv. Failure to close out valid complaint case and make appropriate corrective actions within one month;
or
iv. 對於有效投訴，未能於一個月內完成處理及採取合適的糾正措施；或
- v. Any other reasons that HKQAA may think just and fit. Including but not limited to:
 - 1) There is confirmed case in the certified organization within the validity of certification, the certification shall be suspended immediately until it is proved to be safe;
 - 2) Using the certification to make misleading or false statements; or
 - 3) Sub-licence, assign, or transfer the right to use the certificate or the certification under the Scheme to a third party without the prior written permission of the HKQAA.
- v. 任何香港品質保證局認為合適及公正的理由。包括但不限於：
 - 1) 獲證場所在認證有效期內出現確診個案，該場所的認證應立即暫停，直至場所被證明為安全場所為止；
 - 2) 利用認證作出誤導或虛假陳述；或
 - 3) 在未經香港品質保證局書面同意的情況下將認證證書的使用權或認證資格分授許可權、轉讓或以其他方式轉移給第三方。

Certified organization shall make corrective actions within a stated time period as determined by the HKQAA after certification is being suspended. The validity of certification will be resumed if the corrective actions fulfil HKQAA requirements. The maximum period for certification suspension is one month*. If certified organization fails to rectify the non-conformity within the stated time period, certification will be withdrawn.

*The period for certification suspension will not exceed the validity of certification

在認證被暫停後，獲證機構應於香港品質保證局所指定時間內採取糾正措施，相關措施符合香港品質保證局的要求後，機構的認證可以繼續維持；認證暫停最長期間為一個月*，若獲證機構未能於指定時間內對於不符合項作出糾正，機構的認證會被撤銷。

*認證的暫停期限不會超過認證的有效期

9.0 Certification Withdrawal

9.0 撤銷認證

The following circumstances may lead to certification withdrawal:

下列情況可能會導致撤銷認證：

- i. Violation of the requirements of "Anti-Epidemic Hygiene Measures Certification Scheme Handbook";
i. 違反《衛生抗疫措施認證計劃手冊》的要求；
- ii. Violation of "Terms and Conditions";
ii. 違反《條款及條件》；
- iii. Violation of "Guideline for the Use of Mark";
iii. 違反《標誌使用指引》；
- iv. Failure to pay for the certification fee;
iv. 未能繳付認證費用；
- v. Failure to conduct/complete the unannounced audit within the validity of certification;
v. 未能於認證有效期內進行/完成不預先通知審核；
- vi. Failure to fulfil the Scheme requirements, and not able to arrange follow-up audit or resolve non-conformity during follow-up audit or complete the corrective actions within a stated time period;
vi. 審核未能符合本計劃要求，並未能安排跟進審核或不符合要求的項目未能於跟進審核中解決或糾正措施未能於指定時間內完成；
- vii. Failure to rectify the non-conformity in order to resume the validity of certification within the one-month period of certification suspension;
vii. 未能在暫停認證一個月期限內對於不符合項作出糾正以恢復認證有效性；
- viii. Voluntary withdrawal; or
viii. 自願撤銷；或
- ix. Any other reasons that HKQAA may think just and fit.
ix. 任何香港品質保證局認為合適及公正的理由。

Organization can reapply in not less than one month after certification withdrawal and completing rectification, the certification process will follow 5.0 as stated.

在認證被撤銷後，機構在不少於一個月及完成整改後可重新提出申請，認證流程會按上述 5.0 進行。

In addition to the circumstances mentioned above, certified organization shall re-apply under the following circumstances:

除上述情況外，獲證機構應在下列情況下作重新申請：

- i. Change of name of the certified organization;
i. 獲證機構更改名稱；
- ii. Change of address of the certified organization; or
ii. 獲證機構更改地址；或
- iii. Change to the license of the certified organization.
iii. 獲證機構的牌照有所更改。

10.0 Consequence of Certification Withdrawal

10.0 撤銷認證的後果

10.1 Upon withdrawal of the organization under the Scheme (for whatever reason), the organization agrees, undertakes and warrants that it shall forthwith:

10.1 當撤銷機構在計劃下的認證（無論因任何原因）時，機構同意、承諾及保證會立即：

10.1.1 cease displaying the certificate or otherwise make available the certificate to the public, cease using the mark, the labels and the stickers in any manner whatsoever and cease using any advertising or other material that may imply that the organization is certified under the Scheme;

10.1.1 停止展示證書或以其他方式向公眾提供證書，停止以任何方式使用標誌、標籤及標貼及停止使用任何廣告或其他材料暗示參加者在計劃下獲得認證；

10.1.2 return and/or destroy, in the presence of a representative of HKQAA if so required by HKQAA, the deliverables provided to the organization in accordance with the instructions given by HKQAA;

10.1.2 如果香港品質保證局要求，參加者須在香港品質保證局的代表在場的情況下按其指示歸還及/或銷毀香港品質保證局向其提供的交付物；

10.1.3 cease carrying on business or operation which may imply that the organization is certified under the Scheme and cease holding out any present connection or association with HKQAA; and

10.1.3 停止以暗示機構在計劃下獲認證的方式經營或營運業務，及停止顯示其現時與香港品質保證局有任何關連或聯繫；及

10.1.4 notify all customers of the termination of certification where certification under the Scheme is a condition of contract with a customer and where business is active or likely to be active with that customer within one year of termination.

10.1.4 把其認證被終止的消息，通知所有以在相關計劃下獲得認證為合同條件的客戶，以及在認證被暫停或終止起算的一年內，仍有或相當可能會有業務往來的所有客戶。

10.2 Under no circumstances shall the organization be entitled to any claim for damages or compensation from HKQAA in the event of a certification being suspended, revoked, not renewed, varied, added to or amended in any way whatsoever.

10.2 在任何情況下，機構均無權就任何認證上的暫停，撤銷，不續簽，不更新，更改，增加或修改向香港品質保證局要求賠償任何損失或補償。

11.0 Application Denial

11.0 拒絕申請

HKQAA may consider refusing the application based on the information submitted by the applicant, or fail to pass document review will not be further processed. Denied applicant may re-apply after completing rectification.

香港品質保證局或會因應申請機構提交的資料而考慮拒絕申請，或因未能通過文件審核而不作進一步處理。被拒絕申請的申請人糾正欠妥之處後，可重新提交申請。

12.0 Note for Applicants

12.0 參與須知

By applying this certification scheme, applicants have agreed on complying with the contents of "Anti-Epidemic Hygiene Measures Certification Scheme Handbook", "Terms and Conditions", and "Guideline for the Use of Mark".

申請機構參加本認證計劃代表同意遵守《衛生防疫措施認證計劃手冊》、《條款及條件》、《標誌使用指引》的所有內容。

- i. **The purpose of collection of information:** HKQAA would like to use the information collected from your organization to process your application for certification and fulfill the internal quality control process in HKQAA.
i. **資料收集的目的：**香港品質保證局希望使用從參加機構收集的資料處理認證申請，並完成香港品質保證局的內部質量控制流程。
- ii. **The storage of information:** all information collected during audits will be treated with the strictest standards of security and confidentiality, and secured with restricted access by authorized personnel only.
ii. **資料的存儲：**在審核過程中收集的所有資料將以最嚴格的安全和保密標準處理，並且只准經過授權的人員進行查閱。
- iii. **The disposal of information:** all information collected during audits will be retained for such period as may be necessary for carrying out the purposes of fulfilling the certification requirements as well as the internal quality control process in HKQAA.
iii. **資料的處置：**在審核過程中收集的所有資料將保留一定的期限，以用於滿足認證要求以及香港品質保證局內部質量控制流程的目的。
- iv. **The right of applicant:** applicant may prepare the required documents or records prior to HKQAA representative(s) on-site audit (e.g. covering up any sensitive information).

- iv. **參與機構的權利:** 參與機構可在 HKQAA 代表進行現場審核前準備所需文件或記錄以供審核(例如: 掩蓋任何敏感資料)。
- v. **The photo taking arrangement:** Auditors may take photos of the activities and facilities within the certification scope/ certification site, or take copies of operation documents, as well as conduct interviews with employees during the on-site audit. All information collected is solely for the Anti-Epidemic Hygiene Measures Certification purposes. All sensitive information on the documents or records may be covered (e.g. personal information of the staff or customer, etc.).
- v. **拍照安排:** 審核員會於現場審核中對認證範圍/ 認證場所內所內的活動或設施進行拍照或復印文件, 以及與員工進行面談。所有資料只用於衛生防疫措施認證之用。參與機構可掩蓋文件或記錄中的所有敏感資料(例如職員或顧客的個人資料等)。

13.0 Impartiality

13.0 公正性

HKQAA recognizes the importance of impartiality, the active management of conflicts and objectivity in operating the Schemes and HKQAA agrees to use all reasonable efforts to operate the Schemes in a fair and impartial manner.

香港品質保證局認同保持公正、積極解決衝突和客觀態度對營辦計劃的重要性, 並同意盡一切合理的努力, 以公平及公正的方式營辦計劃。

14.0 Appeal

14.0 上訴

Applicant or certified organization who wishes to appeal against any decision of HKQAA under this Scheme, it shall, within 21 days after being officially informed by HKQAA of such decision, provide a written notice to HKQAA of its desire to appeal against such decision and the grounds of its appeal.

根據本手冊, 一旦參加者或獲證機構希望針對香港品質保證局的任何決定進行上訴, 須在香港品質保證局官方通知此決定後二十一日內, 向香港品質保證局以書面通知其針對此決定上訴的意願及上訴理據。

The appeal will be considered by the Chief Executive Officer/ Deputy Chief Executive Officer of HKQAA who shall provide a written statement of the findings of the appeal within 30 days after the appeal is lodged. Such findings shall be final and conclusive.

香港品質保證局的總裁/ 副總裁將考慮此上訴申請, 並會在上訴申請呈交後三十日內, 以書面形式提供上訴裁決。此裁決是最終及不可推翻的。

Chapter Two Certification Requirements

第二部 認證要求

1.0 General

1.0 總則

This chapter describes the certification requirements. “Shall” indicates a requirement and “should” indicates a recommendation

本章節概述此認證計劃的認證要求。「應」一詞是指強制性要求，「宜」一詞則表示建議的方法。

Applicant shall complete the self-declaration checklist specific for its industry sector, and submit the completed form to HKQAA for auditing purposes.

申請機構應按照所屬行業完成自我聲明表單，並提交予香港品質保證局作審核之用。

2.0 Self-declaration Checklist

2.0 自我聲明表單

2.1 Applicant shall complete and submit the self-declaration checklist to confirm, accept and agree to comply with “Anti-Epidemic Hygiene Measures Certification Scheme”, “Terms and Conditions”, and “Guidelines for Use of Mark”.

2.1 申請機構應填寫及遞交自我聲明表單，以確認、接受和同意《衛生防疫措施認證計劃手冊》、《條款及條件》及《標誌使用指引》。

2.2 The applicant shall agree to disclose all the content in the self-declaration checklist on the HKQAA website.

2.2 申請機構同意所有填寫在自我聲明表單的內容將會披露於香港品質保證局的網站上。

2.3 Applicant shall comply with all the items stated in the self-declaration checklist and demonstrate such measures or evidence during unannounced audit so as to fulfil the certification requirements.

2.3 申請機構須於不預先通知審核中展示該措施或證明滿足所有在自我聲明表單中的陳述以符合認證要求。

3.0 Good Practices and features (optional)

3.0 良好做法及特色（選填）

3.1 It is optional for applicants to fill in the good practices implemented during the epidemic, such as providing specific services or facilities, etc. The good practices shall not be one of the questions stated in the self-declaration checklist.

3.1 申請機構可選擇填寫因應疫情期間所推行的良好做法，如提供特定服務或設施等。良好做法不應為自我聲明表單內的任一題目。

- 3.2 There are two versions of electronic certificate, normal and “Plus”. Applicant who filled in the good practices and features during application would receive a “Plus” version electronic certificate after review and approved by HKQAA. The purpose of “Plus” version is to encourage and recognize certified organizations’ effort in implementing extra hygiene measures under the pandemic. HKQAA does not certify the extra hygiene measures implemented by the certified organization, and both certificates are equal in its status.
- 3.2 電子證書會有兩個版本，普通版及“Plus”版。申請機構在申請時填寫良好做法及特色，經本局審批後將獲得“Plus”版電子證書。“Plus”版只為鼓勵及嘉許獲證機構在抗疫上所作的額外衛生措施，並不代表本局認證當中的額外衛生措施，兩個證書版本的認證資格均為平等。

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