



2017

**SOCIAL
RESPONSIBILITY
REPORT**

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"Guidance for Certification Bodies to Fulfill Social Responsibilities"

Report Profile

Basis of Preparation

This report is prepared in accordance with the “Notice of Guidance for Certification Bodies to Fulfill Social Responsibilities” promulgated by The Certification and Accreditation Administration of the People’s Republic of China (CNCA) and the various requirements in the “ISO 26000 Guidance on Social Responsibility” of International Organisation for Standardisation, as well as with reference to the “HKQAA CSR Index” and the “Sustainability Reporting Guidelines” of Global Reporting Initiative (GRI). Hong Kong Quality Assurance Agency (HKQAA) undertakes and warrants the authenticity, objectivity, reliability and completeness of the information disclosed in this report.

Time Scope

This report covers the period from January to December of 2017 with some of the information beyond this scope.

Publication Frequency

This report is a kind of annual report and is published annually.

Source of Data

The data in this report are cited from the relevant official documents and statistical reports of HKQAA.

Reporting Scope

Having the Hong Kong Headquarters of HKQAA being the subject, this report simultaneously covers its subsidiaries namely HKQAA Certification (Shanghai) Limited and its Guangzhou branch and Xian representative office, and HKQAA Certification (Macau) Limited.

Acquisition of This Report

This report is published electronically. The PDF version of this report is available for downloading on our official website.

Chief Executive Officer's Message



The form of trees is very unique and each has different characteristics. Some of them are erected on the mountains, some of them brave the bone-rattling wind and snow, while some of them stand proudly among rivers and torrent. They are all wrestling tenaciously in silence with adverse climates such as gust, frost, downpour, lightning, thunder and snowstorms, and would persist unwaveringly even in perilous environment such as rocks, cliffs and rivers. Every tree survives various challenges with its unyielding fortitude and strives for robust growth. Roots of the trees firmly grasp the soil to not only support their own weights, but also to avoid water and soil erosion and prevent desertification and landslide. Trees provide habitats for other organisms and nurture them with nectar and fruits. Trees protect the nature silently and coexist with all things on earth.

In the Mother Nature and the society, human beings are facing different inevitable challenges and ordeals. The spirit of trees for being perseverant and beneficial should be emulated. We can cultivate the determination for being unafraid of difficulties, as well as some good personal qualities such as honesty, credibility, modesty, and the passion to help and love. We shall open up a new world and contribute to the society.

Similarly, during the operations of HKQAA, despite the numerous challenges that we encounter, we are still strong. We strive to generate profits to support the operation of the organisation, simultaneously we uphold our shared values and connect with various stakeholders closely. We utilise our professional skills to promote sustainability.

In the past year, we have devoted a lot to develop brand-new services that are related to recycling, green finance and social capital. We have also published the Guidelines for Hong Kong Recycling Industry Operations, and have organised “Train-the-Trainer” courses and seminars with an assortment of topics. Through sharing knowledge and transferring technology, we encourage organisations to carry on the good practices so as to contribute to the industries and the society in a long run.

Besides, HKQAA puts social responsibility into practice. Apart from employing physically-challenged people to help them become self-reliant and integrate into the community, we also promote green office and fully support environmental protection. We subsidise different types of sustainability projects through HKQAA Business and Community Supporting Fund (BCS Fund). In fact, the culture of social responsibility has already been rooted in the hearts of HKQAA's employees. We spread love and make contribution to the society by voluntarily participating in community activities and charity events, such as helping disaster and poverty relief work, visiting elderly homes and sponsoring children.

In future, HKQAA shall continue to merge sustainability into the organisation's culture and core services. With the opportunities that are brought about by the Belt and Road Initiative and the development of the Guangdong-Hong Kong-Macao Bay Area, we shall maintain our resolution, professionalism and care for the community, and to fulfill and promote social responsibility. We shall cooperate with different sectors and sow good seeds for the future so as to build a better home together for the community, Hong Kong and the country.

Dr. Michael P.H. Lam
Chief Executive Officer

About Us

Hong Kong Quality Assurance Agency (HKQAA), a non-profit-distributing organisation established in 1989 by the Hong Kong Government, is one of the leading conformity assessment bodies in Asia-Pacific region. It provides certification, assessment, registration, validation/verification, market research, training and other assessment services. HKQAA strives to promote the industries' development aligning with the market trend, enhance the performance of management, facilitate the sustainability of organisation and the society and care for the community to promote the advancement of the society.

In its early years, HKQAA's operation was funded by the Hong Kong Government. With its high quality professional services, HKQAA is able to realise its financial independence. It does not only maintain a sound financial position, but also utilises financial profits not only for business expansion as HKQAA keeps developing its operational size but also for resources allocation on the staff and society so as to play a role in promoting the development of industries and society.

In the wake of the booming economy of the Mainland, there is a growing demand for management system and professional certification among the industries. HKQAA has set up an office in Guangzhou since the 1990s. Approved by The Certification and Accreditation Administration of the People's Republic of China (CNCA) later on, HKQAA Certification (Shanghai) Ltd. and its Guangzhou branch were set up in the Mainland. In 2014, HKQAA further expanded its business by setting up a subsidiary in Macau. Since 2017, a representative office has been set up in Xian. By maintaining close cooperation with different sectors, HKQAA has turned a page and begun a new chapter of development.

Vision

To be a leader in conformity services that is internationally recognised, so as to help improve our livelihood and society.

Mission

- To promote management concepts in accordance with the applicable management system standards
- To assist industries and commerce to implement relevant management systems
- To deliver world-class conformity services

HKQAA SHARED VALUES

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.

Growth	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.
Integrity	Our services are based on integrity, credibility and commitment internally and externally.
Fairness	We ensure that our stakeholders receive fair and just treatment.
Team with Joy	Our team members are motivated to perform at their best, and accomplish meaningful and valuable missions with joy.
Social Responsibility	We encourage individuals as well as teams to fulfill their social responsibility, devote to benefit the community and reciprocate the country.



PRIMARY FUNCTIONS OF HKQAA



In order to boost the professional level and competitiveness of various industries in the society, the services of HKQAA perform three primary functions: providing assurance, sharing knowledge and transferring technology. We are devoted to providing certification services for the industries to assure their credibility and competence. We also organise various networking activities, trainings and seminars, and publish quarterlies and books, etc., for sharing the knowledge among industries and the community. To align with the market trends and needs, HKQAA keeps developing new services and conducting market researches, integrates and transforms advanced technology into specific services. We assist clients to enhance their management performance by transferring the technology to them.

SOCIAL RESPONSIBILITY MANAGEMENT

Vision · Mission



Acting as a bridge between the commercial world and the society in sustainable development, we strive to integrate social responsibility into our daily operations. To fully fulfill its social responsibility, an organisation should have an integral plan. Having the shared values as the basis, the organisation should establish a business strategy that matches its missions and goals. HKQAA practices its social responsibility with reference to the ISO 26000 Guidance on Social Responsibility as well as the seven core subjects and 40 recommended practices of the HKQAA CSR Index.

Organisational Culture – Shared Values

STAKEHOLDERS' INVOLVEMENT

Communication Channels

Meetings, Employee meetings, Opinion surveys,
Seminars and trainings, Media interviews, Community activities, etc.



Due to stakeholders' increasing awareness about sustainability, HKQAA highly values the opinions of stakeholders. We strive to maintain close communication with the stakeholders through various channels in order to understand their needs and expectations, so that we can continuously optimise and develop our sustainability work.

Our Governance

Trees and plants require solid foundation for grasping the soil to stand firmly and to thrive with healthy foliage and fruits. Likewise, an organisation needs good governance to make continuous development and growth possible. As a leading conformity assessment body in the region, we hold high standards of the strict code for our own governance system. With many years of hard work for establishing a good foundation of governance, HKQAA does not only carry on the principles of fairness and impartiality while operating, but it also operates in a transparent and standardised manner constantly. HKQAA also strictly complies with the laws and regulations such as “Regulations of the People’s Republic of China on Certification and Accreditation” and maintains an effective and reliable governance mechanism, which has laid a good foundation for the development of the organisation.

1. Governance Structure

The Governing Council

The Governing Council of HKQAA comprises a group of prominent members from different sectors and a permanent representative from the Hong Kong Special Administrative Region Government. They are elected and appointed for a fixed term of office and are serving on a voluntary basis. They represent the various stakeholders in the society and remain independent and fair. Various committees have been set up under the Governing Council. They provide advice and supervise effectively according to each of its respective functions so as to ensure the transparency and accountability of HKQAA’s operation.



New and retired governing council members who attended the Annual General Meeting 2017 took a photo.

The Governing Council is chaired by Ir Dr Hon Lo Wai Kwok, with Ir C.S. Ho serving as the Deputy Chairman. In 2017, six members of the Governing Council have retired and six new members have been appointed. There are 22 members of the Governing Council in total.

The structure of the Governing Council helps maintain a balance of interests of various parties and prevent conflicts of interest, which enables HKQAA to operate sustainably and effectively.

Operational Management

The Chief Executive Officer is appointed by the Governing Council and is responsible for leading around 140 employees in the Hong Kong Headquarters and around 80 employees in the Mainland and Macau to perform regular work duties.

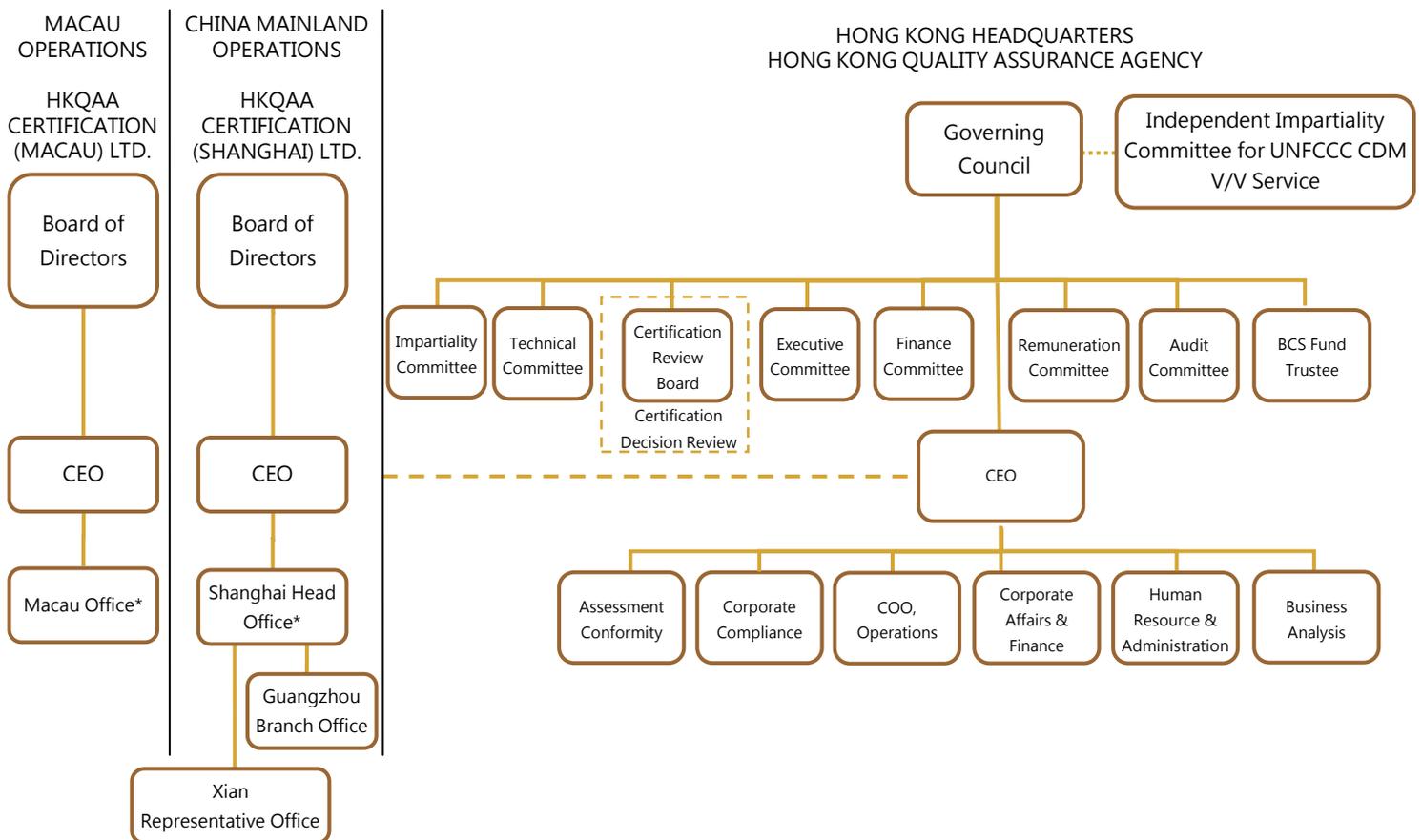
The Chief Operating Officer assists the Chief Executive Officer to manage the daily operation of Hong Kong, and the subsidiaries in the Mainland and Macau, so that HKQAA's structure can be tightened in an orderly manner and our integrity management in Hong Kong, Macau and the Mainland can be fully protected.

2. Formulate Direction of Development

The Governing Council holds regular meetings to discuss and resolve HKQAA's development plans, supervises the implementation of various measures and policies, considers and approves the annual plan for development strategies, significant projects and financial plans.

In 2017, the Governing Council agreed that promoting the sustainability of society continued to be our major strategic direction. Working plans were formulated to develop related business to further put our mission into practice. Under the supervision of the Executive Committee and the guidance of the Chief Executive Officer, staff members from various divisions execute the respective annual work plans and promote the development of society.

ORGANISATION FUNCTIONAL CHART OF HONG KONG QUALITY ASSURANCE AGENCY



* Chief Operating Officer is responsible for the operation in the Mainland and Macau including business development and assessment services.

3. Risk Management

The Governing Council and various committees are dedicated to safeguarding the impartiality, professionalism and financial soundness of HKQAA's business, daily operation and human resources management so as to ensure the effectiveness of operational continuous management.

On the level of daily management and operations, HKQAA strictly controls the risks in aspects such as impartiality, technical knowledge and finance, and always be aware of the external environment and internal operation, and also keeps reviewing its organisational policies. For instance, according to the established procedures, when there are major changes take place, such as changes in the requirements for accreditation bodies, organisational structure or legal status, developing new business, starting to operate in other countries or regions, HKQAA would conduct a comprehensive risk analysis in order to ensure its certification and other services are impartial and effective. Under the condition that no major changes take place, HKQAA would conduct at least one comprehensive review annually, so as to guarantee that the operational risk of certification body has been kept under control.



<p>Impartiality Risk Management</p>	<p>HKQAA has set up Impartiality Committee and the Independent Impartiality Committee for Clean Development Mechanism (CDM) validation/verification Service established by the United Nations Framework Convention on Climate Change (UNFCCC). Members of the Governing Council perform the functions of the Impartiality Committee to safeguard the impartiality of HKQAA's assessment services, while the Independent Impartiality Committee for UNFCCC CDM validation/ verification service is dedicated to supervising the impartiality of that service.</p> <p>In 2017, HKQAA conducted risk analysis for our certification and audit, registration, validation/verification, as well as mystery shopping assessment services. By conducting an integrated and systematic analysis on operation, control and performance, we can identify clearly the various changes in risk, and evaluate and confirm the effectiveness of control measures. The two sets of reports have been submitted to the Impartiality Committee and the Independent Impartiality Committee for UNFCCC CDM validation/ verification service and are considered and approved accordingly, thus affirming the impartiality of HKQAA's services.</p> <p>Certification Review Board reviews the recommendations proposed by Operations Branch strictly and only grants certificates to organisations which fulfill the applicable standards so that the high quality and credibility of the certification results can be safeguarded.</p>
<p>Financial Risk Management</p>	<p>HKQAA has hired an independent financial investment advisor for providing professional investment recommendations. Such recommendations shall be reviewed by the Finance Committee. The independence of investment projects and reasonable investment returns can be safeguarded. During the period, HKQAA conducted two comprehensive risk analyses on financial responsibility to ensure that the risks were kept under control. The risk analysis reports and the control effectiveness report were submitted to, considered and endorsed by the Audit Committee.</p>
<p>Certification Risk Management</p>	<p>HKQAA is currently having 18 technical committees which are consist of professionals such as experts, scholars, government officials who come from various industries. They are responsible for providing professional opinion for formulating the certification standards. Besides, HKQAA emphasises the technical ability of the audit team. As such, comprehensive training and assessments are adopted for further enhancing auditors' professionalism.</p>

4. Compliance Management

HKQAA has obtained a lot of international and regional recognition for the certification and assessment services, and is under constant supervision. We have effective internal control and early warning system. Mutual supervision, a system of checks and balances and clear accountability are also applied by HKQAA so that its management and operation comply with the relevant standards.



The Corporate Compliance Branch of HKQAA is responsible for the management of internal compliance, while other divisions also fulfill compliance requirements accordingly to their respective roles and functions. For example, the Corporate Affairs Branch is responsible for ensuring the compliance with legal requirements and financial requirements by HKQAA, and the Accreditation Unit is responsible for ensuring the compliance with accreditation requirements.

13 office audits
10 witness accreditation audits
are conducted by accreditation bodies

HKQAA has conducted :
18 regular internal audits

External Governance	In 2017, HKQAA continues to be recognised by various international accreditation bodies such as China National Accreditation Service for Conformity Assessment (CNAS), Hong Kong Accreditation Service (HKAS), United Kingdom Accreditation Service (UKAS), Social Accountability Accreditation Service (SAAS), Clean Development Mechanism (CDM) Executive Board of United Nations Framework Convention on Climate Change (UNFCCC) and Information Technology Service Management of The APM Group (APMG). During the period, these accreditation bodies confirm HKQAA has complied with necessary requirements after conducting 13 office audits and 10 witness accreditation audits.
Internal Governance	In order to ensure the management and operation of HKQAA are effective and compliant with relevant requirements, HKQAA conduct both regular and ad-hoc internal audits every year. In 2017, HKQAA has conducted 18 regular internal audits for its Hong Kong Headquarters, subsidiaries in the Mainland and Macau. The audits have mainly focused on three aspects, including the compliance with corporate management, the compliance with service delivery as well as the compliance with accreditation bodies, requirements. All audit results indicate that HKQAA has complied with the necessary requirements.
Reporting Mechanism	In addition, the Corporate Compliance Branch has conducted unannounced integrity audits. All audit results indicate that the auditors have fulfilled the integrity requirements. When incidents associated with impartiality or dishonest arise, employees can report to the CEO directly by submitting a “Report on Disturbance to Audit Team Member” or via email. In order to enhance the audit team’s sensitivity to and vigilance about anti-corruption as well as reinforce work ethics, HKQAA emphasises on educating employees about impartiality, stresses on the correct measures for handling disturbance cases and the importance of reporting disturbance incidents. In 2017, six sets of “Report on Disturbance to Audit Team Member” have been received by us and handled by the management.
Complaint Mechanism	HKQAA’s website has a platform for collecting comments. Clients, consumers and the general public can provide suggestions on the services and professional ethics of HKQAA. HKQAA has clearly defined procedures in investigation, resolving and follow up of complaints. When an appeal against a decision of the certification is lodged by a client, HKQAA will form an independent committee to follow up the appeal hearing.
Mass Media Cases Follow-up	The Corporate Compliance Branch keeps on paying close attention to media reports and public incidents. In 2017, there is no negative news about HKQAA in media reports.

5. Fair Operation

Since its establishment, HKQAA has always adhered to the principles of honesty and impartiality to guarantee the stakeholders can be treated fairly in our daily operations. We respect and safeguard the right of stakeholders and other relevant groups, and combat all acts of discrimination. We also strive to cultivate an ethical culture among employees, practice and demonstrate our integrity, impartiality, fairness and openness.



Independent and Impartial Audit Team	<p>In order to maintain the transparency and impartiality of audit, HKQAA has different units and personnel to handle various work procedures such as business liaison, audit arrangement, auditing, confirmation of audit results and certificates issuance. The Governing Council, the management team, the business team and all other supporting teams are not allowed to intervene the professional judgments of the audit team.</p> <p>HKQAA has clearly defined internal guidelines to ensure the independence and impartiality of the audit team. When the auditors encounter intervention, they can activate the reporting mechanism and report to the management.</p>
Conduct and Ethics of Employees	<p>All of the new employees in HKQAA are required to study the ‘Code of Conduct’ and sign the “Undertaking of Confidentiality and Conflict of Interest” on the first day at work to promise that their work will be done based on the principles of fairness, integrity and honesty. The “Code of Conduct” sets out regulations on personal conduct of employees, relationship with suppliers and contractors, true and fair accounting policies, etc., and states clearly the appropriate measures to be adopted by employees when incidents that are threatening HKQAA’s reputation arise due to dishonest, bribery and corruption.</p> <p>Through the induction training for the new employees held by the CEO in person, the mission, culture and values of HKQAA are explained in depth, while the importance of impartiality and integrity are reinforced.</p>
Supervision of Anti-corruption	<p>Acting as public servants, the behaviours of HKQAA’s employees in relation to integrity are under strict supervision of the Independent Commission Against Corruption (ICAC). In order to eliminate corruption as well as safeguard impartiality and integrity, all suspicious bribes and law-infringing cases in Hong Kong, Macau and the Mainland will be reported to the ICAC promptly.</p> <p>In 2017, HKQAA further improves its measures for supervision with the focus on social accountability audit. HKQAA has established mechanisms in strict accordance with the Business Social Compliance Initiative (BSCI)’s Zero Tolerance Protocol to ensure that the auditors are able to identify issues of zero tolerance. For example, if an intention of bribery is suspected, a notice should be issued via the BSCI platform within 24 hours after the explicit violation has happened. Besides, the confidentiality of audit arrangement has been strengthened as well.</p> <p>HKQAA has issued guidelines in respect of the report and claim system for auditors’ transportation, catering, entertainment and accommodation during the audit period.</p>

<p>Prevention of Unfair Competition</p>	<p>HKQAA's pricing policy serves as a clear standard of the price of various products for the employees. It also implements multiple levels of independent review to guarantee the pricing is reasonable. Meanwhile, HKQAA complies with the "Fair Competition Norms for Certification Institutions – Interim Provisions on the Management System Certification Prices", "Anti-Unfair Competition Law of the People's Republic of China" and "Fair Competition Norms for Certification Institutions – Constraints for Actions against Fair Competitions relating to Certification Certificates", as well as the "Competition Ordinance", HKQAA expressly prohibits the subcontracting of certification business and sales activities through inappropriate channels. Also, HKQAA would definitely not engage in monopoly or price collusion, as well as boycott unfair competition with absolute determination.</p>
<p>Fair and Pragmatic Procurement Control</p>	<p>HKQAA adopts clearly defined procurement policy and work flow, as well as standard procedures and authority of approval that are implemented according to relevant risk factors. With deliberate consideration, the procurement criteria can be ensured as appropriate. HKQAA assesses the suppliers and logistic service providers who supply office equipments 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 formed by different members for evaluating the suppliers' products, services and prices comprehensively.</p>
<p>Respect of Property Right</p>	<p>HKQAA respects intellectual property and would not engage in any right-violating activities such as forgery and plagiarism, etc. for acquiring and using properties to pay reasonable reward. In the progress of business development, design and composition, HKQAA insists on independent study and reasonable reference, and would not steal others' outcomes of know-how, and would not infringe others' property rights.</p> <p>HKQAA insists on the use of genuine computer software and conducts regular internal checks. Unless submitting application officially and being confirmed as legal, employees are prohibited to install any softwares and computer applications.</p>

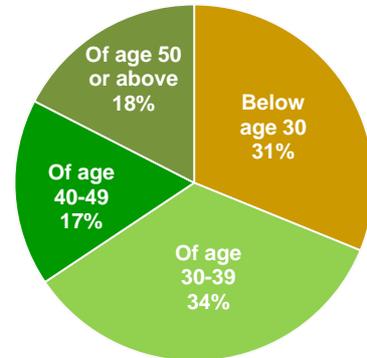
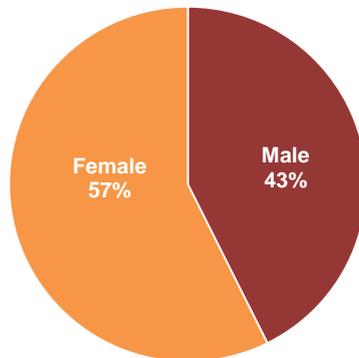
Our People

The newborn green seedlings, although thriving exuberantly, needs attentive cultivation for growing into giant trees. HKQAA recognises that employees is the drive of HKQAA's development, so we integrate the personal growth of our employees with the development of HKQAA by providing them with opportunities of various training and promotion, facilitating HKQAA and employees to grow robustly together. Besides, we are concerned with the physical and mental health and team spirit of employees. "Building a team of joy" is one of our shared values.

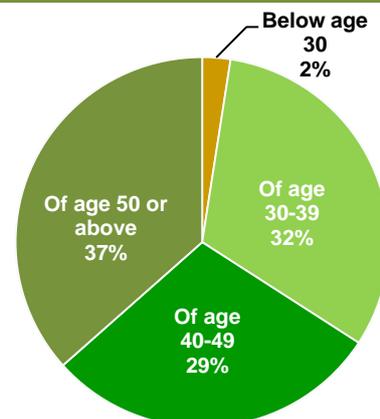
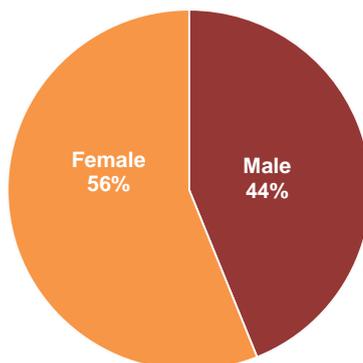
1. Human Resources

HKQAA endeavours to create a harmonious working environment for employees in where they can work happily under a fair condition. In the process of recruitment, selection, hiring, training, promotion and transfer, HKQAA adheres to fairness and provides equal opportunities to employees. We ensure that all people can be treated equally without regard to gender, age, marital status, ethnicity, disabilities status, religion and family status. In 2017, our offices in Hong Kong and the Mainland have employed two physically-challenged people, and have employed 218 physically-challenged people and elderly people with appropriate remuneration package according to the relevant laws and regulations. Both the healthy and physically-challenged people can utilise their strengths and get along together harmoniously.

Gender Ratio of Employees in 2017 **Age Distribution of Employees in 2017**



Gender Ratio of Employees in Managerial Position in 2017 **Age Distribution of Employees in Managerial Position in 2017**



2. Rights and Interests of Employees

HKQAA is dedicated to guaranteeing the basic rights and interests of employees. On such basis, HKQAA offers competitive remuneration and fringe benefits in order to attract and retain talents of high caliber.



Remuneration and Fringe Benefits

In 2017, HKQAA reviewed the remuneration structure, fringe benefits system and promotion ladder comprehensively in accordance with the market condition, operational demand and employees' needs, so as to provide employees with a more ideal remuneration package. The remuneration package was approved by the Remuneration Committee accordingly.

HKQAA strictly complies with the Labour Legislation, pays salary on time, provides protection for employees and safeguards the rights and interests of employees. In Hong Kong, we obey the Labour Legislation including the Minimum Wage Ordinance and Mandatory Provident Fund Schemes Ordinance. We offer remuneration at a reasonable level as well as make contribution to the Mandatory Provident Fund Scheme. The subsidiary in the Mainland also complies with the national laws and regulations in respect of human resources and social security, signs and fulfills employment contracts and social insurance in accordance with the laws and legislation, and buys additional commercial insurance. Apart from the basic remuneration package required by law, HKQAA also offers fringe benefits such as health care, dental care, medical check-up and travel insurance.

Human Rights and Labour Protection

HKQAA values equal opportunities, diversity and human rights. We make every effort to secure at all time that the rights of employees would not be violated. We are determined to guarantee and respect employees' human rights such as right to privacy, right to human dignity, right to security of person, right to property, right to liberty, freedom of religion and freedom of speech, etc. We also encourage a liberal political stance. Therefore, HKQAA has implemented different policies to protect the rights and interests of employees, including the "Policy against Sexual Harassment" and the "Breastfeeding Friendly Workplace" Guideline, declaring that we do not tolerate any form of sexual harassment and sex discrimination at the workplace, and also give support to the breastfeeding employees and facilitate them to express breastmilk in a suitable area at workplace.

Staff Activities

HKQAA cares about employees' health in both physical and psychological aspect. We therefore advocate the balance between work and life. We organise various types of staff activities, such as annual dinner, Spring Lunch, Chinese New Year riddles session, departmental meals, travelling tours, Happy Hour, badminton sessions and latte art workshop, etc., so that employees can still relax despite the busy work. These activities do not only enhance the morale among employees, but can also create a harmonious atmosphere at work.

During the period, HKQAA has organised a health talk on "Good diet helps you stay away from Critical Illness" and two stretching workshops. The stretching workshops were tutored by an instructor from Hong Kong Stretching Exercise Association and were widely welcomed by the employees. HKQAA also has subsidy to employees' sports activities so as to encourage employees for doing more exercises.

In addition, HKQAA has organised numerous trips and hiking tour. This does not only strengthen the friendly bonding among employees, employees' sense of belonging towards HKQAA can also be reinforced.



Enhancement of Work Procedures

HKQAA has made continuous improvement as its management principle. We review and streamline work procedures incessantly in order to enhance work efficiency and quality. Since 2013, each division aims at enhancement of efficiency, cost control and promoting HKQAA's shared values. They have reviewed work procedures and proposed improvement projects. In 2017, 26 improvement projects have been launched, including automation of work procedures, development of employees' talents, control of operational cost and preservation of knowledge, etc. Through these measures, the work efficiency and ability of employees can both be enhanced.

3. Safety and Health of Employees

HKQAA emphasises the importance of the employees' occupational safety and health. We do not only comply with the laws and regulations in relation to occupational health and safety, but also optimise the relevant policies and practices continuously. We strive to reduce the safety risk at workplace to minimal and safeguard as well as promote employees' safety and health. During the year, HKQAA has no employees injured at work.

In order to ensure the safety of the employees when they are working at office or performing audit work out of office, Human Resources Unit has organised various courses for the employees to raise their awareness about occupational safety and health, such as the Health Highlights on the Use of Display Screen Equipment, Construction Industry Safety, Confined Space (Certified Worker) Safety and Dog Bite Safety.

HKQAA is devoted to providing a safe and clean working environment for the employees. In 2017, HKQAA has provided all auditors with five types of spine-protecting wheeled backpacks, so that it is more convenient and comfortable for them to carry documents during audit, and helps prevent spinal injury. In respect of fire safety, offices in both Hong Kong and Guangzhou organised fire drills so as to strengthen the fire safety awareness of employees and enhance their capability to cope with a fire accident. The Hong Kong office conducted a tap water test. The test result revealed that the level of lead, cadmium, nickel and chromium in the tap water sample met the standard of Water Supplies Department's Quality Water Supply Scheme for Buildings - Fresh Water (Plus) and that of World Health Organisation. It was also revealed that the water sample of water heater does not contain Legionella bacteria, employees can drink the water safely.

4. Staff Development

HKQAA emphasises the nurturing of talents and supports staff development a lot. Hence, various projects are deployed for revealing and nurturing the talents of employees from various levels. Employees are able to utilise their potential. At the same time, HKQAA's sustainable development can be promoted. Employees and HKQAA are growing simultaneously.



On-the-job Training

All new employees would attend a series of induction training and courses on relevant laws and ordinances. Appropriate and relevant training are also provided for employees with various positions so as to ensure they possess the abilities and skills for handling their tasks and meet the requirements. In 2017, the training hours for the employees of Hong Kong office and Macau office reached 5,481 hours and the number of participants reached 1,661 times. The training hours for the employees of the subsidiaries in the Mainland reached 1,594 hours.

Training hours for the employees of Hong Kong office and Macau office:

5,481

Training hours for the employees of the subsidiaries in the Mainland:

1,594

In 2017, Technical Development conducted product training for business and back office staff monthly to enable their understanding about the products' characteristics. At the same time, HKQAA arranged auditors to attend China Certification & Accreditation Association (CCAA)'s Continuous Education Course and TL9000 R5.5 Measurement Handbook transition's auditors' training course. In order to encourage auditors to enhance their professional technical standard, HKQAA supports employees to acquire professional qualifications in various fields as it may require. In this way, they are encouraged to participate in the activities of the industries, learn new knowledge, cater the market development trends and also raise the competitive edge of both individual and the Organisation.

Apart from professional courses for auditors, HKQAA also organises courses in relation to various aspects including management skills, law, harmonious workplace and language for the employees in Hong Kong, the Mainland and Macau to enhance their management skills, leadership and professional knowledge. Supervisors from different levels would also nominate employees to participate in various technical skills training programmes.

Nurturing Technical Experts

Audit services is HKQAA's core service. Hence, HKQAA has implemented the "Auditors' Development" programme for promoting the young auditors and consolidating our professional team. HKQAA arranges experienced auditors of Assessment Conformity Unit to be the trainers, while trainees are required to take assessment, as well as to be accompanied by the Assessment Conformity Unit to conduct the audit for clients, so as to ensure the audits have met the required standard. During the period, three employees have completed the training and become HKQAA's auditors. Moreover, HKQAA also encourages auditors to expand their professional fields. In 2017, six auditors have obtained professional qualification in addition to their original certification scope.

Promoting the learning atmosphere

In the early 2017, HKQAA set up a dedicated unit to promote internal learning. During the period, the dedicated unit organised 31 learning sessions. The learning highlights include Understanding HKQAA's background and services, understanding clients and recognising their needs, analysing market information and service pairing. The total learning hours reached 884 hours.

Second-tier Management Development Programme

HKQAA is passionate about nurturing new generations of executives at management level. We prepare a second-tier management staff for some middle-level and senior management positions. Through the quality and innovative meetings which are held monthly, their management capacity would be enhanced. This measure does not only help to identify and train young talents, it also ensures the sustainability of management functions and reduces the management risk.

Leadership Training Course

During the period, four employees of HKQAA were nominated to participate the training course organised by the Leadership Training Association. The training was conducted in the form of experiential learning. Participants' leadership, interpersonal skills and communication skills were enhanced through group activities, competitions and discussion sessions so as to prepare them for taking up managerial positions and other significant roles in the future.

Employees' Sharing



"I am grateful for being nominated by HKQAA and my supervisor to join 2017's Leadership Training Course and to learn how to be a successful leader. During the course, I have developed team spirit through the communication and cooperation with team members. I was also trained to think in a multi-perspective manner so that I can now put myself in others' place and understand different feelings and thoughts. Through this amazing experience, I believe that I am well equipped with skills for application to my work in future."

Ms Tracy Ho

Employee who took part in Leadership Training Course



"It is a valuable opportunity to be nominated by HKQAA to join this year's Leadership Training Course. Experiential learning enables me to experience effective management and communication skills. This training course inspired leadership. The skills that I have learnt can be applied to my project management tasks and can significantly help my daily work."

Mr Ronson Pang

Employee who took part in Leadership Training Course

Priority for Internal Promotion

HKQAA gives priority to existing employees when considering promotion for the replacement of a job position. This provides opportunity for employees to self-recommend themselves to take up a higher position. This does not only help to identify staff with potentials, but also boost their morale. During the period, six employees had been promoted to be the principal auditor and senior account manager.

5. Communication with Employees

Honest and effective internal communication motivates employees to be more dedicated to their work and is crucial for nurturing their sense of belonging. Hence, HKQAA has established multiple channels to let employees express any opinions they have on HKQAA. Employees can communicate with superiors, Human Resources Unit or Chief Executive Officer directly by various means such as emails. They can also communicate with colleagues during occasions such as divisional meetings, auditors' meetings and monthly quality meetings.

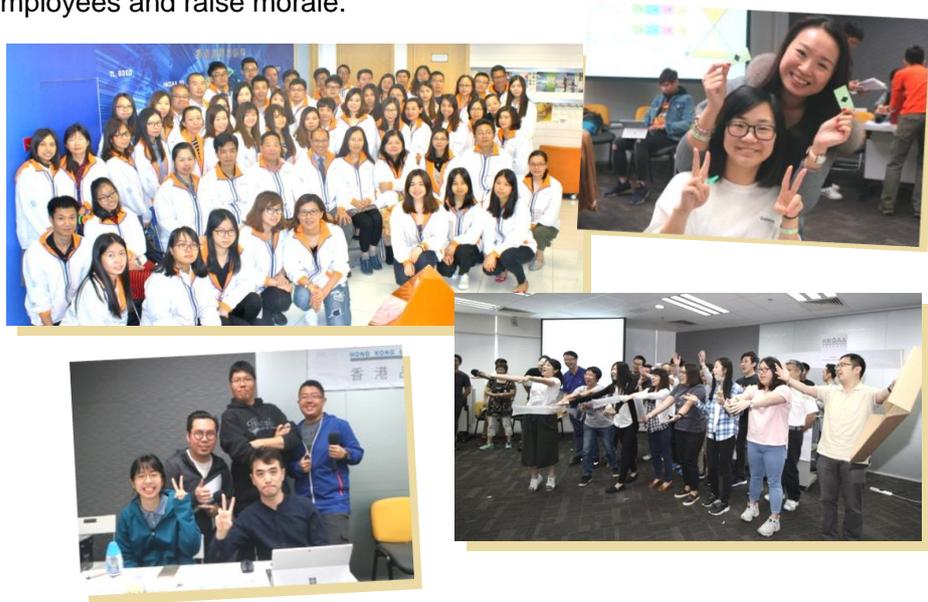
Performance Appraisal

Performance Appraisal is a combination of two sessions namely self-rating and appraiser's rating. This facilitates the communication between employees and their superiors, enables the identification of aspects such as advantages and shortcomings, work performance, improvement areas and training needs, etc. of the employees. It also allows the employees to set the goals for next stage and reach a consensus on possible ways for enhancing work performance together with their superiors. If employees do not agree to the review results, HKQAA will take follow-up action accordingly.

In 2017, in order to enhance the productivity and work performance of the employees, HKQAA has finished the performance appraisal for all employees, and has taken some follow-up actions and made some reminders to a few concerned cases. Meanwhile, HKQAA also adopts a reward system that which offers performance-based incentives and bonus to employees.

Staff Meeting

HKQAA's Hong Kong office, Guangzhou office and Shanghai office hold a staff meeting half a year to update employees with HKQAA's latest trend, business performance and future plan of development promptly. This is to exalt our organisational culture, promote the communication among employees and raise morale.



Team Building Activities

During the period, HKQAA has organised some team building activities. Participating employees form different teams and cooperation across divisions has been realised. Employees could bring their talents into full play for accomplishing the tasks. HKQAA hopes that through these events, understanding among employees would be better and team spirit would be enhanced. Also, each employee is enabled to understand their own advantages and shortcomings so as to enhance individual's ability.



Our Services

Trees and plants grow incessantly. When they thrive and flourish, they do not only absorb sunlight and transport nutrients, but they also provide natural habitat for numerous creatures, supply nectar and fruits for nurturing them and facilitate ecological activities. Likewise, with the continuous development of business, HKQAA actively develops an assortment of services. Apart from generating profit to support our own operation, we are also devoted to assisting industries to upgrade and enhance competitiveness, thus the society would be benefited as well. During the period, HKQAA has provided 30 types of certification services, 20 types of non-certifying assessment and verification services, various types of customised services and training services. By providing various pertinent systematic, scientific and traceable certification and assessment services, we respond to the needs of the society and the industries, as well as facilitate the sustainable development of the society.

1. Respond to the Needs of the Community, Develop Brand-new Services

HKQAA has always been close to the market trend and the development of the society, unceasingly innovates and makes advancement. During the period, HKQAA has launched many brand-new services and has introduced various advanced management methods to the industries, aiming to enhance their operational standard and performance in social responsibility so as to meet the expectation and demand of the society.

HKQAA Hong Kong Registration – Food Waste Recycling

As a bustling city, Hong Kong generates thousands of tonnes of waste every day, causing enormous strain on landfills. Food waste recycling is one of the approaches to minimising food waste disposal. In order to meet the needs of the industry and the society, HKQAA has been subsidised by the Recycling Fund of the HKSAR Government and has developed the "HKQAA Hong Kong Registration - Food Waste Recycling". This scheme promotes good practice in food waste recycling to the industry so as to enhance its operation. This scheme also fosters the maintenance of appropriate records of food waste during the recycling process, as well as encourages source separation and proper food waste handling processes. We believe the scheme will encourage a behavioural change in organisations. It will help enhance their performance in recycling and reduce food waste disposed to landfills in the long run.



Sharing from the Secretary for the Environment

“This scheme promotes good food waste management practices in the industry so as to help boost its performance and enhance its public image. I believe that it can encourage the industry to participate in food waste source separation, collection and records maintenance, and assist them to implement food waste management efficiently so as to improve their food waste recycling quality.”

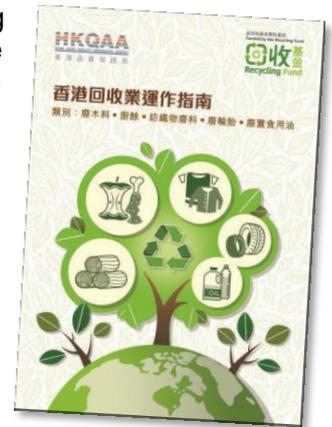
Mr Wong Kam-sing, GBS, JP
The Secretary for the Environment, Government of the HKSAR





Enhancement Programme for Recycling Industry

The sustainable development of recycling industry in Hong Kong is highly valued by the society. In order to coordinate with the Government on environmental protection development, and also to suit the needs of the community and industry, HKQAA was subsidised by the Recycling Fund and launched the HKQAA Enhancement Programme for Recycling Industry which enhances the performance of the recycling industry. For the project, a practice note for the recycling of food waste, waste cooking oil, textiles, rubber tyres and wood has been developed and compiled as the Guidelines for Hong Kong Recycling Industry Operations during the period. It is distributed to the local recycling industry at no charge while the soft copy is uploaded to the web, so that it is convenient for the reference and use of the industry, stakeholders and the mass public.



In addition, training and subsidy are provided to practitioners of the recycling industry so as to strengthen their knowledge of the industry. HKQAA intends the training sessions to be "Train-the-Trainer" courses, so that the participating top and middle managers can later transfer what they have learnt to their colleagues. There has been an overwhelming response from the industry since the launch of the training. A total of 1,200 trainees have joined the training courses and around 200 trainees have successfully completed the training and were invited to attend the recognition ceremony being held in June 2017. This programme is among the first batch of programmes being subsidised by the Recycling Fund.



Sharing from the Industry

"In the past, there was no practice note for the recycling industry. Materials were recycled by various methods. We relied on personal experience and learnt from mistakes to make improvements and adapt to the market. Staff was learning by doing without formal standards. At present, there is a practice note compiled by an organisation which is highly recognised by the market for the industry to follow, it does not only allow staff to work according to the guidelines, but it also enables companies to evaluate their own operations easier. This helps the industry to enhance performance and establish a professional image, thus can attract new generation to join the industry easier."

Mr Wilson Kong (right)
Managing Director, Scietech Company Limited
An employer in the waste recycling industry



"The syllabus of the course is in line with the need of the industry and is very practical. It can help the staff who have attended the course to enhance their professional knowledge of the industry and their awareness of occupational safety and health. Having a set of clear guidelines is of great help to me in management. However, more important is that a generally-accepted practice note has been determined as the clients nowadays value the professional standards of companies very highly."

Mr Marcus Tso (left)
Business Development Manager,
Baguio Waste Management & Recycling Limited
Participant of "Train-the-Trainer" Course

HKQAA Hong Kong Registration – Environmental Friendly Construction Site

Construction is one of the symbol of a society's prosperity and development. Yet, construction may be a major cause of pollution and negative impacts on the ecosystem which draws public attention. In order to coordinate with the development of the industry and the society, HKQAA has launched the "HKQAA Hong Kong Registration - Environmental Friendly Construction Site" to encourage organisations in the construction sector to minimise their adverse impact on the environment and society in construction operations. The scheme offers recommended green practices so as to help improve the industry's sustainability performance and its public image.

Extension of “HKQAA Hong Kong Registration – Personnel Series”

In today's society of globalisation and knowledge-based economy, nurturing talents can facilitate the sustainable development of the business sector. Since "HKQAA Hong Kong Registration - Personnel Series" has been launched by HKQAA in 2015, the scheme has been extended to different fields, including quality management, environmental management and anti-bribery. In 2017, the scheme has further extended to "Food Safety Management", with the aim of showcasing the professionals with competence in management systems, facilitating the continuous nurture of local talents and the development of their professional skills.

"Bridging and Bonding - To Create Measurable Social Benefits" Project

The development of "Social Capital" has always been the focus of the HKSAR Government. The Community Investment and Inclusion Fund (CIIF) has been heavily promoted for more than a decade and is dedicated to



promoting the concept of "Social Capital". In order to facilitate the building of "Social Capital", being funded by the CIIF, HKQAA has launched the 3-year project on "Bridging and Bonding - To Create Measurable Social Benefits" for encouraging the business sector to build and utilise "Social Capital" and also cross-sectoral cooperation to facilitate the sustainable development.

Under the project, the Corporate Social Capital Implementation Guidance Document has been developed and it provides a framework for encouraging the business sector to build and utilise their corporate social capital. Through training, recognition programmes and an online platform, practitioners from various sectors can learn more about social capital, exchange knowledge and move towards professionalisation. Meanwhile, HKQAA collaborates with various corporations to implement the Guidance Document, identify good practices, continually fine-tune the Guidance Document. Pilot projects collaborators include Hong Kong Airlines Limited, Hong Kong Broadband Network Limited, Hysan Development Company Limited, MTR Corporation Limited, New World Development Company Limited and Alliance Construction Materials Limited.

Sharing from the Chairman of the Community Investment and Inclusion Fund (CIIF) Committee

“We are pleased to note that HKQAA is developing the Corporate Social Capital Implementation Guidance Document for the business sector. Corporates can achieve synergy through cross-sectoral cooperation with partners in different sectors. They can adopt a set of management processes with social capital elements in their operations with a view to building trust and mutual help with their stakeholders. This will bring about a win-win outcome leading to sustainable development of the community.”



Dr Lam Ching-choi, BBS, JP
The Chairman of the Community Investment
and Inclusion Fund Committee
and Member of the Executive Council

Mystery Shopping Programme

One of the most important missions of HKQAA is to assist industries to constantly enhance the quality of services. HKQAA's Mystery Shopping Programme helps industries to better understand the frontline staff's performance in customer service and provides crucial data for the industries, so as to enable systematic planning in staff training, rewarding scheme and development. In the past year, the Mystery Shopping assessments we have completed amounting to 30,000 and cover industries such as food and beverage, cosmetics and beauty, finance, property management, jewellery, public and social welfare service, etc.

Number of Mystery Shopping assessments completed

30,000



In addition, HKQAA has launched the "Bloggers' Recommended Shop Award" scheme. Bloggers are invited to visit the participating merchants as mystery shoppers and evaluate their service quality. Outstanding cases of excellent customer service among the industries would be shared on the bloggers' social media platform and promoted to the public. This also motivates the frontline

staff. Under both the internal and external drives, enterprises would pay much more attention and concern in relation to quality of service.

Promotion of Sustainable Building Index in the Mainland

Sustainable development of building is crucial to the development of a city. In addition to the implementation of Sustainable Building Index (SBI) in Hong Kong, HKQAA has further developed the said Index to the Mainland in 2016. SBI has made reference to the assessment result of the first batch of the five assessed buildings in the Guangzhou Tianhe Central Business District (CBD), and the statistics of most of the grade-A office buildings within the district, as well as adjustments based on the characteristics of Tianhe CBD. Baby-care room facility is a newly-added indicator for the SBI.

In 2017, HKQAA has completed the assessment for 48 grade-A commercial buildings which are within the management under Tianhe CBD Administrative Committee. To date, most of the assessed buildings, the property management companies in the district as well as the property owners are all positive about the assessment scheme as the scheme helps enhance the knowledge about sustainable development and also brings inspiration to the improvement work regarding three different aspects: environment, society and economy. The Guangzhou Province Tianhe District Government as well as the relevant building managements strongly support the scheme and thus it is increasingly influential in the district.



Sharing from Participating Property Manager

“CITIC Plaza, being one of the Guangzhou’s landmarks, has been aiming to provide customers with a quality experience. In recent years, we have been determined to implement automation and environmental quality control, which have gained reputation. After participating in the SBI assessment, we have a clear understanding of building sustainability to increase the social value of CITIC Plaza.”

Mr Zhang Jun

General Manager Guangzhou Branch, Shanghai Poly Property Hotel Management Group Co., Ltd.

SBI participating property manager



Developing Green Finance Certification Scheme

To meet the industry’s needs and rapid growth of Green Finance in the international market, and being supported by the Hong Kong SAR Government, HKQAA has been developing the Green Finance Certification Scheme to provide third-party conformity assessments of Green Finance instruments for issuers during the period. The Scheme aims to enhance the credibility of, and stakeholder confidence in, green financial instruments, as well as facilitate the development of green finance and green industry. The Scheme will be kicked off in January 2018.

2. Promote Standardised Management, Enhance Recognition Continually

Being a leading conformity assessment body in the region, HKQAA is devoted to helping enhance the management standard of the industry continually. HKQAA takes the lead to introduce the advanced international management system, and is recognised by various international accreditation bodies so as to help the industry develop accreditation.

During the period, HKQAA has obtained accreditations for ISO 22000 Food Safety Management and ISO 14064-1 Greenhouse Gas Verification through The Hong Kong Certification Body Accreditation Scheme (HKCAS) of HKAS. HKQAA Certification (Shanghai) Ltd., a subsidiary set up by HKQAA in the Mainland, has obtained the approval from The Certification and Accreditation Administration of the People’s Republic of China (CNCA) for extending the certification service scope to ISO 50001 Energy Management Systems.

Moreover, HKQAA has obtained membership from Association of Professional Social Compliance Auditors (APSCA). Through joining APSCA, HKQAA shall contribute to the improvement of social compliance audit quality and workplace conditions in the long run.

3. Share Knowledge and Experience, Facilitate Sustainable Development

"Sharing knowledge" is one of the primary functions of HKQAA. In order to provide the latest knowledge and information about management for the industries, HKQAA has held a symposium, various training courses and seminars during the period. This allows the industry to adapt to the market trend and social development, as well as enhance competitiveness. Through sharing of knowledge, their awareness about sustainable development can be raised.

Symposium with Foresight and Providence



HKQAA's annual flagship event, the HKQAA Symposium 2017, was held successfully in Hong Kong and Guangzhou in May 2017. This year the theme of the Symposium was "Governance, Risk and Compliance Management in the Era of Sustainability". Local and foreign speakers, including Ms Li Chi Miu, Phyllis, JP, Deputy Director of Planning (Territorial), Planning Department of the Government of the HKSAR, Professor Alfred Chan Cheung-ming, SBS, JP, Chairperson of Equal Opportunities Commission, Professor Wang Xiao-hui, Professor of Lingnan (University) College in Management,

Sun Yat-sen University, and Founder of Lingnan-ISC Environment, Health, and Safety Academy for Chinese Enterprises and Dr Nigel H Croft, Chairman, ISO Technical Subcommittee on Quality Systems, etc. gathered to discuss the latest management trends and addressed emerging risks and opportunities. The Symposium was a huge success with over 700 participants who came from different sectors exchanging their industry experience. Besides, HKQAA has organised 29 seminars on various topics, such as recycling industry practice note, sustainable development, food safety, sales and customer service management, etc. Good practices are being shared among the industries. During the same period, 7 seminars were held in the Mainland. Mr. Peter Scott, a renowned international expert from the Social Accountability International (SAI) had joined the seminar on SA 8000 Social Accountability Management System as a speaker.



Innovative and Diversified Training

In 2017, HKQAA does not only develop new training programmes actively, but also holds training programmes with other institutes and professional organisations such as the Open University of Hong Kong and HKU School of Professional and Continuing Education. 13 brand-new training programmes and 211 public trainings are held during the year, making up to 2,300 training hours in total.

On top of the traditional technical skills training courses, HKQAA also introduces many legal-related courses. In 2017, HKQAA organised courses such as "Enterprise Public Relations Crisis Management Program Series", "Trade Description Ordinance", "Legal Aspects of Patents and Copyrights - Uses and Protection" and "Legal Aspects of Hong Kong Food Safety Management". Practising Barrister of the Hong Kong Legal Training Institute was invited to conduct the courses.

During the period, HKQAA has also launched various courses in relation to management and personal enhancement including "Introduction to Design Thinking", "Humorous Public Speaking Skills Workshop", "Western Dining Etiquette Workshop" and "Business English Series" so as to meet the demands of people coming from different sectors in an all-round manner.

29 seminars

13 brand-new training programmes

211 public trainings

Total Training Hours has reached:

2,300 hours

Sharing from client

"Through the ISO 9001 Internal Auditor training courses we have had with HKQAA for numerous times, HKQAA has provided us with high-quality teaching and supporting services. The supporting staff are passionate and detail-minded, and the course content is rich and close to real-workplace situation. The tutor is animated and emphasises on the integration of theory and practice. This provides excellent training support for improving the company's internal quality management system."



China Resources Logistics (Group) Limited

Client of HKQAA's Organisational Training

"VISION" and Electronic Communication

HKQAA publishes a magazine "VISION" quarterly. Contents of which include introduction of different international management systems and new standards for sustainable development by professionals from various fields, industry news, market trends, experience sharing by organisations and updates about HKQAA. We aim to provide latest news for the industries and help enhance standards. HKQAA also releases updates via electronic means from time to time, which enables clients and the industries to grasp the latest trends of management systems promptly.



In 2017, a total of 4 issues of "VISION" have been published. We have interviewed Mr Wong Kam-sing, GBS, JP, the Secretary for the Environment, Government of the HKSAR for exploring the Government's strategies of handling food waste. We have also invited Dr Lam Ching-choi, BBS, JP, the Chairman of the CIIF Committee and Member of the Executive Council to share with us the concept of social capital and practical strategies for developing it.

Survey and Research on Performance in Sustainable Development



In order to understand the latest trend of the industry and promote sustainable advancement, HKQAA conducts various surveys and researches regularly to explore food practices and areas required to be improved. In 2017, HKQAA has published Key Findings of "HKQAA CSR Index 2016" and "HKQAA CSR Index Series and Sustainability Rating & Research 2017 Summary Report", and has continued to be appointed by Hang Seng Indexes Company Limited to conduct the rating and research on the performance of eligible local and Mainland listed companies in sustainable development.

4. Strengthen the Cooperation among Industries, Cater to Market Trends

HKQAA is actively engaged in close connection with governments of different regions and industry organisations, so as to keep abreast of social developments. We have also set up Stakeholders' Group to collect opinions from various sectors and design more services which suit the market demands accordingly.

Strengthen the Trade and Industry Exchanges between Shaanxi and Hong Kong

A Memorandum of Understanding was signed between HKQAA and Shaanxi Province Quality and Technology Supervision Bureau (Shaanxi QTS) to promote the quality of enterprises and enhance the brand influence in both Hong Kong and Shaanxi. During the "Shaanxi-Guangdong-Hong Kong-Macao Economic Cooperation Week" in November of 2017, Shaanxi QTS held the Shaanxi Famous Brands and Organic Agricultural Products Exchange Meeting and HKQAA was honoured to be the co-organiser of the event.

During the period, Mr Qiao Jun, Secretary and Director of Shaanxi QTS, and senior management representatives led Shaanxi industry delegates of organic agricultural products to Hong Kong so as to introduce and exhibit their local products as well as to exchange ideas with enterprises in Hong Kong. They also visited PARKnSHOP and VTC Tao Miao Institute. It is believed that the Meeting will further promote brand and quality exchanges between business sectors in Shaanxi and Hong Kong, creating more opportunities for cooperation and benefitting our country's economy.



Foster the Development of Industries in Macau

In order to strengthen the cooperation within the regions, as well as to work hands in hands for optimising the advantages of the industries and nurturing talents with the industrial, commercial and tourism sectors in Macau, the office of HKQAA's subsidiary in Macau has started operation in the first half of 2017. A Grand Opening Cocktail Reception was held on 18 July. Dr Shuen Ka Hung, on behalf of the Secretariat for Economy and Finance, the Macau Government, Ms Leong On Kei, Macau Legislative Assembly member, Mr Mak Soi Kun, Macau Legislative Assembly member and the then HKQAA Governing Council member and Ms Maria Helena de Senna Fernandes, Director of the Macao Government Tourist Office had attended the opening ceremony.



Promoting the Advantages of Local Industries

HKQAA is committed to supporting the development of local wine-related businesses. During the period, HKQAA was invited to participate the Exchange Meeting for Wine Merchants in Hong Kong and Henan being held in Zhengzhou. We introduced the brand value of the Hong Kong wine business and HKQAA's wine-related conformity assessment services to the corporations in the Mainland.

5. Understand the Need of Clients, Dedicate to Optimising Services

Client is one of our most prominent stakeholders, so we have provided various channels for maintaining two-way communication with our clients in order to understand their needs and enhance their service experiences, so that we can refine and develop our services.

Increase Clients' Understanding of Services

In order to let our clients know more about the services of HKQAA as well as certification assessment, HKQAA would provide clients with the "HKQAA Regulations" and the relevant terms during the course of signing contracts for certification service, so as to guarantee the right to know of users and consumers as well as to state clearly the rules that are required to be complied by both parties. This does not only encourage clients to comply with various requirements for certification self-consciously, but also allows HKQAA to maintain its quality of certification services.

HKQAA conducts regular surveillance audit annually for clients who have obtained certification. Also, by means of close supervision and monitoring such as following up with media reports intently, HKQAA ensures clients are acting in accordance with the certification requirements strictly and maintaining good practices. When there are updates in the certification requirements, HKQAA would provide the information to clients promptly in order to have the clients informed and assist them to take appropriate actions for complying with the new certification requirements.

Survey on Clients' Satisfaction

Thanks to the valuable feedbacks given by our clients, HKQAA has been improving continuously. In this respect, HKQAA invites clients to evaluate our performances and voice their comments after every audit. In 2017, HKQAA has received 899 surveys in total and have earned an average score of 6.25 (out of 7). 0.22% of the surveys have scored below 4. HKQAA has taken the initiative to approach relevant clients for communication and follow up.

6. Protect the Privacy of Clients

For the sake of protecting the privacy of clients, our customer services branch has restricted the right for viewing of clients' data on the information system which is being used in daily operation, so as to ensure that the personal data of each and every client can only be viewed by the liaison officer. This can prevent the leak of private data and have adequate protection of clients' privacy. Information Technology Unit has also been updating our information system to further strengthen its confidentiality.

In 2017, HKQAA arranged employees to participate in the professional training on Personal Data (Privacy) Ordinance organised by Privacy Commissioner for Personal Data, Hong Kong so as to enhance their awareness in relation to protection of personal data.

Our Environment

The forest does not only serve as the lung of the earth to absorb carbon dioxide and create oxygen, but it also helps prevent desertification and water and soil erosion which contributes to the conservation of the nature and protection of the environment. Similarly, HKQAA is devoted to launching various initiatives which are related to environmental protection, assisting corporations to put environmental protection into practice, and adopting numerous environmental policies in the offices so as to do our very best to preserve the environment and love the earth.



1. To Promote Green Business

Introduce international advanced environmental practices

In order to promote industries to engage in environmental protection, HKQAA has devoted to introducing international advanced green management tools such as ISO 14001 Environmental Management Systems, ISO 50001 Energy Management and ISO 14064-3 Greenhouse Gas Emissions Verification, etc. so as to assist organisations in the region to make contributions in aspects such as protecting the environment, utilising the resources and tackling climate change. Apart from these, HKQAA also shares the latest trend and information about environmental protection in various seminars and its quarterly "VISION".

Cater to Local Demands, Develop New Services

In order to cater to the demands in environmental protection of local industries and the society, HKQAA has developed various brand-new services and provides practical guidelines for industries to follow. During the year, "HKQAA Hong Kong Registration – Food Waste Recycling" scheme and "HKQAA Hong Kong Registration – Environmental Friendly Construction Site" have been kicked off for encouraging organisations to integrate environmental practices in their daily operation to enhance their environmental performance. Meanwhile, HKQAA was appointed by Tianhe CBD Administrative Committee to provide assessment services for the Sustainable Building Index in the district so as to help optimise the buildings' sustainable development performance and enhance the social value of existing buildings.



2. Green Workplace

In 2017, HKQAA has continued to committed to putting environmental protection into practice and adopting various environmental policies in the offices, so as to integrate environmental protection into workplace and work together to create a "Green Workplace".

Reducing Paper Consumption

HKQAA employees have always persevered in reducing unnecessary paper consumption through multiple ways, including replacing printouts by previewing documents in digital version, making good use of science and technology network system to achieve paperless, using the "print-on-both-sides" function, reusing the waste papers and papers which have only been used on single side. In 2017, HKQAA has replaced the existing photocopier with a new model of multi-functions one, which is having the preview and delete functions for the employees to choose so as to effectively eliminate unnecessary paper wastage. When employees need to order office stationery such as name card, occupational safety gears and equipment, etc., an email being sent to the Administration Unit placing the order can replace the submission of order form hardcopy, so that paperless practice can be implemented and time can be saved as well.

We also encourage the recycling of waste papers by setting up several waste paper recycling collection boxes in offices in order to promote the concept of environmental protection. During the period, HKQAA recycled 42 bags of papers and passed to Eco Association as well as confidential materials destruction service provider for handling. This campaign aims to reduce carbon emission and save the trees. The amount of HKQAA's recycled paper for the year is equivalent to reducing 4,156kg greenhouse gas emission and is also equivalent to planting 104 tree seedlings.

Apart from utilising the papers in a proactive manner, our Guangzhou and Shanghai offices replace the use of tissue hand towel by using hand-dryer machine.



Amount of paper recycled is equivalent to planting

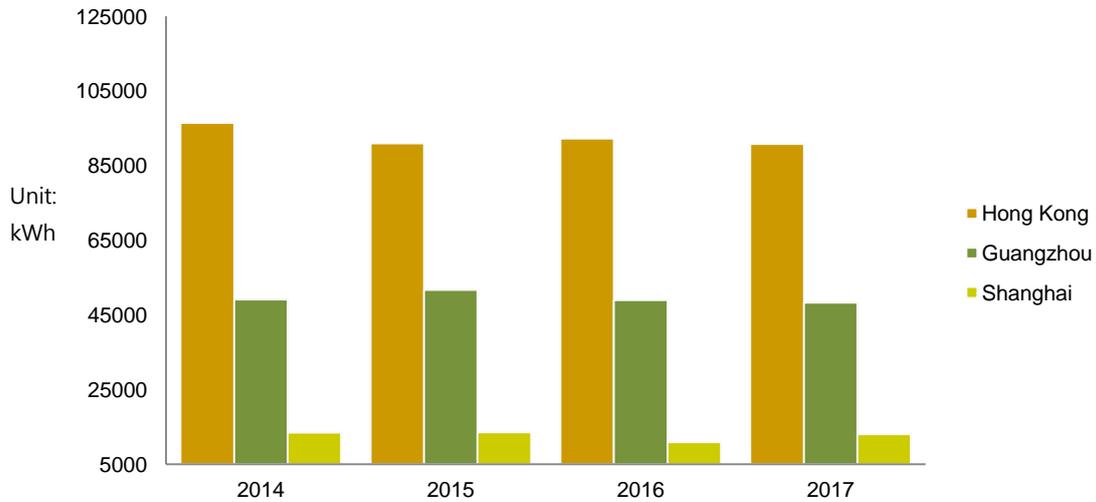
104 tree seedlings

Effective Energy Management

Energy saving is one of the keys to environmental protection. In order to optimise the use of energy and minimise wastage, many reduction measures have been consistently implemented in Hong Kong and the Mainland offices, such as switching off the lights in the offices during lunchtime everyday and turning off all electronic devices including lights, computers, computer monitors and air-conditioners after office hour. In Hong Kong and Guangzhou offices, one fluorescent tube would be reduced from each panel so that we can provide a comfortable working environment for the employees and achieve energy-saving. Shanghai office would shut down the power of water dispenser without affecting the use so as to reduce the unnecessary energy consumption.

During the period, the overall electricity consumption of Hong Kong and Guangzhou offices has decreased by 6% and 2% respectively when compared to that of the last year. In 2017, as Shanghai experienced the coldest winter in 10 years that led to an increase in electricity consumption for air-conditioning while the previous year was having a warm winter, the electricity consumption of Shanghai office increased slightly by 2%. However, the electricity consumption of HKQAA in the past few years are gradually decreasing on a whole. During the period of 2014 to 2017, it has decreased by 4% in total. This reflects that these energy-saving measures are effective and we will certainly continue to manage energy use effectively, practise energy-saving and carbon reduction consistently, thus contributing ourselves to environmental protection.

Energy Consumption in Hong Kong, Guangzhou and Shanghai Office



Recycling

HKQAA has always been strongly supporting recycling. We do not only develop services which are relevant to recycling so as to raise the industries' awareness about recycling, we also adopt good practices ourselves so as to cherish every drop of resources that are provided to us by the Earth.

Our Hong Kong office has joined Friends of the Earth's "Toner & Ink Cartridges Recycling & Reuse Programme" and has donated 37 used printer cartridges in total. The proceeds had been donated to Friends of the Earth in full for promoting environmental protection. Our Macau office has also donated three pendant lights and two sets of LED light bulbs to Good Fortune Charity Shop of Caritas Macau. This does not only reduce waste, but can also recycle and make full use of materials.

Besides, employees of HKQAA support waste sorting and separation and recycling very much. During the period, 106 aluminum cans and 475 plastic bottles were recycled using the bicolour recycling box in Hong Kong office. They were delivered to the designated collection points together with the used fluorescent tubes and batteries for recycling. The offices in the Mainland also collect paper boxes, envelopes, paper dust of shredded documents, plastic bottles and aluminum cans for waste sorting and separation. The collected items shall then be passed to recyclers for recycling.

37 used printer cartridges

106 aluminum cans

475 plastic bottles are recycled



3. Environmentally-friendly Activities

HKQAA organises environmentally-friendly activities for employees' participation from time to time. In 2017, HKQAA was honoured to have invited Mr Wilson Cheung Wai-yin, the only ethnic Chinese who is an recognised polar expedition docent, to share with us his exciting experiences at different polar regions including the South Pole at 90°S latitude, the North Pole, Kamchatka Peninsula and the Alps. Being the first ethnic Chinese recognised polar expedition docent, Mr Cheung always wanders in glaciers and mountain ranges for expedition and also engages actively in promoting ecological education. Through photos and texts during this talk, Mr Cheung enabled employees to know more about the world and the Mother Nature, and to understand the importance of striking a balance between tourism and environmental protection, as well as to learn to conserve the environment while appreciating the stunning sceneries.



Our Hong Kong office embraces "green" festivals. When celebrating the festival at the annual Christmas party, employees paid a little effort to protect the environment by bringing along their own reusable utensils. In addition, the offices in the Mainland continued to have the used clothes donation. The Guangzhou office collected 160 clean used old clothes in total. This activity does not only encourage employees to support recycling, but it also facilitated the donation of old materials to charitable organisations and helped those in need.



Our Community

In the nature, trees and all other living organisms and creatures co-exist and are mutually beneficial to each other in an endless cycle. As one of the local pioneers for promoting social responsibility, HKQAA has always seen serving the community as one of its missions. HKQAA does not only serve as the bridge between the industries and the society, but it is also devoted to participating in different social activities and working with various sectors to promote philanthropy, mutual benefits and social inclusion, which would facilitate sustainable social development.



*Champion of the Primary School Senior Section,
the 10th "My Dream Home" Drawing Contest
by a primary five student of Po Leung Kuk Castar Primary School*

HKQAA Business and Community Supporting Fund

During the period, HKQAA Business and Community Supporting Fund (BCS Fund) has subsidised 20 projects, including helping the underprivileged, supporting the advancement of education, encouraging employees to participate in community services, donating to humanitarian aid projects, subsidising research projects and organising seminars, etc. The total amount of donation for the year is about HK\$500,000.

In 2017, BCS Fund focuses on projects which support the elderly including Chinese YMCA of Hong Kong's "Home Environment Improvement Scheme for Singleton Elderly and Doubleton Elderly in Rural Districts" and Kowloon City Baptist Church Neighbourhood Elderly Centre's "Heartwarming Chinese New Year Celebration". We hope that the elderly can always receive appropriate and timely assistances and care.

Corporate Social Responsibility (CSR) Ambassador

Every year, HKQAA's employees would select a CSR Ambassador by voting, who is responsible for initiating and organising various charitable events, and to encourage the active participation by employees, so as to enjoy and have fun when engaging in charitable activities.

In 2017, HKQAA's employees, being led by the CSR Ambassador, continued to devote themselves to participating in voluntary services. During the period, employees of HKQAA's offices in Hong Kong and the Mainland contributed 411 hours and 202 hours respectively to the participation in voluntary services. This shows our employees are caring as well as very much connected to the community.

20 Projects

subsidised by
HKQAA Business
and Community
Supporting Fund

1. Loving the Elderly

Visiting the Elderly Centre

In February 2017, the CSR Ambassador led employees of our Hong Kong office to visit Hung To For The Home. During the visit, employees chatted with the elderly. Apart from listening to the sharings by the elderly about their valuable life experiences, the employees also shared their own interesting life episodes with the elderly. Distance between the two groups were narrowed, making it a well-spent afternoon filled with joy and warmth. Besides, employees of the Guangzhou office visited an elderly centre on Chung Yeung Festival. They played some games together and spent the festival with a happy atmosphere.



Old-age Simulation Workshop

The CSR Ambassador together with Oxfam Hong Kong arranged a valuable chance for the employees of Hong Kong office to gain a first-hand experience of being a grassroots elderly and the inconvenience that they would encounter in daily life by wearing elderly simulation suits to perform an assortment of tasks including climbing stairs, walking across the zebra crossing and waiting for buses. This thought-provoking workshop aims to spread the message of caring for the elderly and promoting the spirit of help and love for the elderly.



Sharing from Employee

“I find it very meaningful and impressive as this was my first time to participate in HKQAA's community activity. During the activity, we were required to wear weight-bearing gears to simulate the elderly's physique so as to experience the life of seniors.

What strikes me the most was that we saw a senior in a wheelchair would like to enter a bank, but the bank had no accessible facilities (i.e. it did not have a slope at its entrance, it only had steps) that left him embarrassed and helpless. Thus, I sought assistance from the bank staff for helping him. He then smiled to me, and I saw his lips quivering and murmuring to me. Although I am not able to hear what he wanted to say, I am glad that I had helped him out.

Using the public facilities such as automated teller machines, escalators, zebra crossings, etc. is very common for us. However, it is a huge challenge for the elderly every time when they use the facilities.

We all would grow old one day. We may also need helps from the others when we have become seniors. Some would not ask for help due to dignity. From this workshop, the most valuable lesson that I have learnt is that we should always try to put ourselves into others' shoes and think from the perspective of others, making a little effort for the community.”

Mr Kerwin Ho
Employee of Hong Kong office who participated in Old-age Simulation Workshop



2. Care for the Underprivileged

Building a Social Inclusion Environment

HKQAA has always been committed to putting social inclusion into practice. In 2017, HKQAA's Hong Kong office has employed 218 elderly and people with disabilities in total. Both Guangzhou office and Shanghai office have employed people with disabilities to perform data entry and translation tasks respectively. Even people with disabilities can also utilise their skills and integrate into the society.

Charitable Activities

The child sponsorship programme being arranged by the CSR Ambassador has been strongly supported by the employees. All proceeds obtained from the employees for purchasing food and snacks at the pantry in Hong Kong office together with the donation from BCS Fund would be donated to World Vision Hong Kong for sponsoring three children in Nepal, Albania and the rural village in Shaanxi respectively so as to help improve their living standard.



While celebrating different festivals, we would still strive to participate in various charitable activities such as donating used red packet envelopes after the Chinese New Year and donating mookcakes after the Mid-Autumn Festival. HKQAA strongly encourages employees to take part in various charitable activities. In 2017, HKQAA fully subsidised employees joining

the Orbis's "Mookwalkers" and received enthusiastic responses.

Contributing to the Community with Heart

During the period, both Shanghai office and Guangzhou office had held Used Clothing Donation Campaign regularly. All the used clothes donated by employees were already passed to some charitable organisations and recycling banks designated by the government and would be given to the people in need. This Campaign did not only let the people in need feel warm, but could also carry out our principles of environmental protection and treasuring resources.

Moreover, employees of Guangzhou office proactively participate in community activities, such as being volunteers in library, making postcards and handcrafts for charity sales and making Chinese knots as gifts for giving out to elderly who live alone.



Sharing from Employee

"HKQAA has organised many different kinds of community service activities including handmade crafts for charity sales, visiting elderly centre, donation of used clothing and volunteer in library, etc. I am so glad that I could take part in them. Among all, I was most impressed by the visit to the elderly centre. The elderly were sent to live in elderly centre due to various reasons. This may make them feel forlorn. The activity was held on Chung Yeung Festival, which was also the Senior Citizens Day. With the guide of volunteers, we had interaction with the elderly through playing games and chatting. When we were playing games, we learnt that the elderly would feel happy easily. During the visit, we brought them care, joy, festive blessings and accompany, while I felt satisfied too. This is a meaningful activity that deserves our continuous participation."



Ms Taffy Liang

Employee of Guangzhou office who took part in community activities

Humanitarian Aid Assistance

HKQAA promotes the concept of a caring society without boundaries and even extends care to other regions. During the period, BCS Fund supported various humanitarian aid projects including South Sudan famine and Flood in Yulin of Shaanxi. Hopefully our tiny contribution would be of help to those who were affected by the catastrophes.

Besides, in August 2017, Macau was unfortunately hit by Typhoon Hato which led to floods, water and power outage. Employees of Macau office spontaneously participated in voluntary services organised by social organisations during the aftermath of the typhoon, such as assisting residents to get clean water, distributing fresh water and food to residents and singleton elderly who live in high-rise buildings, so as to address their emergency needs.

3. Nurturing Young Talents

Young new force is vital to the sustainable development of a community. Hence, HKQAA is devoted to assisting the youth to equip themselves and establish positive attitudes so that they will be able to make contribution to the society in near future.

"My Dream Home" Programme

Since 2008, HKQAA holds "My Dream Home" Programme every year for cultivating the younger generation's sense of responsibility to the society and establishing their positive attitude towards life. We hope that once they have joined the workforce of the society in the future, they will continue to uphold these beliefs and principles, thus will make contribution to the sustainable development of the community and work together to create an ideal world.

Writing, Photo, Microfilm, Drawing and Poster Design Contest

During the period, HKQAA has organised the 10th "My Dream Home" Writing, Photo, Microfilm, Drawing and Poster Design Contest. In collaboration with the Education Bureau of Hong Kong and Guangzhou Youth Cultural Exchange Centre, we have received enthusiastic response from students in both Guangzhou and Hong Kong. In the past 10 years, a total of nearly 30,000 entries coming from over 800 schools were received. We find the overwhelming response very encouraging. For this year's contest, we have added the "microfilm" section which allows students to bring their creativity into full play.



Sharing from Teacher and Student



"This is my first year to bring students to take part in this programme. I had joined "My Dream Home" Writing Contest when I was a student back then so I feel rather connected to the programme. The award is encouraging to both the students and teachers. I hope that students do not only continue their hard work to produce artworks, but also have reflection on the relationship between a dream home for an individual and the society, so as to learn the spirit of social harmony which is promoted by this programme."

Ms Chan
Canossa College

*Winner of the Most Active Participation School Prize,
the 10th "My Dream Home" Poster Design Contest*



"My dream home is a city of high technology and intelligence. However, I find that Hong Kong is slightly behind other neighbouring regions in this aspect. Therefore, I would like to convey this idea through the microfilm. During the filming, as we had defined the personality of the characters, we had difficulty in finding the suitable students to perform the roles. With the assistance of our teacher, we overcame the problems and adjusted the plot slightly to make the microfilm better."

Member of the Winning Team (Screenwriter, Director, Actor)
C.C.C. Fong Yun Wah Secondary School

Champion of the Secondary School Section, Microfilm Contest



Like the Facebook Page
Of "My Dream Home"

10th Anniversary Commemorative Book

In order to celebrate the 10th anniversary of this programme, we have set up a Facebook page for "My Dream Home", and also issued a 10th Anniversary Commemorative Book which is a full record of the top three winning entries of all the previous contests, the highlights of award-presentation ceremonies and winners' sharings. We have also invited celebrities from various sectors including Professor Kan Tai-keung, BBS, SBS, Mr Lam Chiu Ying, SBS, Mr Tommy Li Wing-chuen and Ms Cheung Shin Yee to contribute their artworks and share their visions of a dream home.

To promote "My Dream Home" to the public, the publication is available for sale in local bookstores and HKQAA's website. Income received by HKQAA will be donated to HKQAA BCS Fund for charity purpose.

Student Work Experience

HKQAA actively provides work experiences opportunities for secondary and tertiary students. During the period, 8 secondary students and 12 university students participated in the "Event Planning Experience" Programme and summer internship programme of our Hong Kong office respectively. They were enabled to accumulate work experience and also earn industry knowledge.

In addition, HKQAA joined the "CEO Shadowing" Programme organised by Hong Kong Science & Technology Parks Corporation. A university student who had passed interview successfully could follow our Chief Executive Officer as well as senior management for three days to experience their daily job duties. This programme did not only help the participant to gain first-hand experience of challenging work environment, most importantly, he could also earn leadership skills, which would bring inspiration to an individual's career development planning.

Sharing from Intern

"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."

Mr Alex Fong
Summer Intern



Supporting Underprivileged Schoolchildren

During the period, BCS Fund donated to the "Pay It Forward" scheme of "Changing Young Lives Foundation" in order to bring suitable resources to underprivileged schoolchildren so that they can also receive tutoring, joint study missions and adventure camps, which enables them to have the opportunities for broadening their horizons despite their deprived background. This creates chances for them to explore their potentials and to utilise their talents. In addition, BCS Fund also donated scholarships to Youth College for praising the outstanding students and nurturing talents. We hope that they would become pillars of the society in the future and would make contribution to the society.



Thank you cards from the schoolchildren of
"Changing Young Lives Foundation"

Looking Forward

Looking ahead to 2018, HKQAA will continue to keep abreast of the pace of the society. Apart from generating profit for supporting our daily operation, we will continue to utilise our professional knowledge for developing more services and trainings related to green finance, environmental protection, barrier-free accessibility, consumer rights and labour practices so as to facilitate the sustainable development of environment, society and business. With the establishment of our representative office in Xian, HKQAA has turned a new page by maintaining close cooperation with different sectors and supporting the development plan of the country.

Apart from promoting the society's sustainable development, we also strengthen our internal governance to ensure our impartiality and professionalism which has built a good foundation for our operation. We are also committed to nurturing talents. We create a learning atmosphere and assist the personal growth of employees and the long-term development of HKQAA. Being led by the CSR Ambassador, our employees contribute to the society by participating in community activities and environmental protection. Moreover, HKQAA fully supports projects on humanitarian aid, community care, education, environmental protection and development of industries through BCS Fund. We make efforts to build a better home.

"Social Responsibility" is one of the shared values of HKQAA. It is also a crucial factor to the sustainable development of the society. All the employees of HKQAA would work together and cooperate with various stakeholders to contribute to sustainability. We hope that the seeds we have sowed today will thrive and flourish in full bloom one day, and we all will join hands in hands to welcome a bright future.

Appendix 1: Index - “HKQAA CSR Index”

“HKQAA CSR Index” has been developed based on the guidance and principles provided by ISO 26000. The guidance of ISO 26000 was consolidated into 40 recommended CSR practices under seven core subjects as below:-

CSR Core Subjects	Recommended CSR Practices		Relevant Pages
Organisational Governance	OG1	Organisation should set its direction by making social responsibility an integral part of its policies, strategies and operations.	2-4, 7
	OG2	Organisation should establish programmes to raise awareness and build competency in social responsibility in the organisation.	3, 4, 24
	OG3	Organisation should be aware of applicable laws and regulations, as well as informing those within the organisation responsible for observing these laws and regulations to ensure that they are observed.	6, 8-11, 13
	OG4	Organisation should disclose its policies, decisions and activities about their known and likely impacts on society and the environment.	19-38
	OG5	Organisation should define its standards of ethical behaviour with reference to available international norms.	4, 6, 10
	OG6	Organisation should develop governance structures that help to promote ethical conduct within the organisation and in its interactions with others.	6-11
	OG7	Organisation should establish a two-way communication mechanism for stakeholders’ interests, as well as assisting in identifying areas of agreement and disagreement and negotiating to resolve possible conflicts.	5, 9, 17, 18, 27, 28
Human Rights	HR1	Organisation should prevent the abuse of human rights resulting from the actions of any entities or persons whose activities are significantly linked to those of the organisation.	10-13
	HR2	Organisation should establish a transparent and independent governance structure to ensure that no party can interfere with the fair conduct of a particular grievance process.	6-9, 17, 18, 28
	HR3	Organisation should provide stakeholders with channels to freely express their views, even in situations of disagreement with organizational decisions.	5, 9, 17, 18, 28
	HR4	Organisation should ensure that it does not discriminate against employees, partners, customers, stakeholders, members and anyone else that the organisation has any contact with or can influence.	10-13
	HR5	Organisation should ensure no engagement with forced labour and child labour.	12, 13
Labour Practices	LP1	Organisation should encourage the organisations in its supply chain to meet legal labour requirements.	10, 11
	LP2	Organisation should ensure that conditions of its work comply with national laws and regulations.	12, 13, 15
	LP3	Organisation should establish dialogue with staff members to establish healthy labour-management relations.	5, 9, 17, 18
	LP4	Organisation should implement measures to protect employees from health risks and adopt an occupational environment that meets the physiological and psychological needs of employees.	12-18
	LP5	Organisation should promote an occupational health and safety culture to employees and contractors.	15, 20, 21
	LP6	Organisation should implement programmes to increase the capacity and employability of employees.	15-18

The Environment	EN1	Organisation should implement measures to prevent pollution and minimise waste.	19-21, 29-32
	EN2	Organisation should promote an environmental-caring culture to employees and contractors	19-21, 29-32
	EN3	Organisation should implement resource efficiency measures to reduce its use of energy, water and other materials.	29-32
	EN4	Organisation should implement measures to reduce Greenhouse Gases (GHG) emissions associated with its activities, products and services.	30-31
	EN5	Organisation should identify potentially adverse impacts on the ecosystem and take measures to eliminate or minimise these impacts.	29-32
Fair Operating Practices	FO1	Organisation should develop and implement programmes to prevent corruption.	9-11
	FO2	Organisation should prevent engaging in anti-competitive behaviour.	10, 11
	FO3	Organisation should incorporate social, ethical, environmental and gender equality criteria in its purchasing, distributing and contracting policies.	10, 11
	FO4	Organisation should develop and implement programmes to protect property rights.	11
Consumer Issues	CI1	Organisation should ensure no unfair or misleading marketing and information is delivered to customers or consumers.	10, 11
	CI2	Organisation should ensure that consumers are aware of their rights and responsibilities when products and services are delivered.	28
	CI3	Organisation should ensure that its products and services will not be inherently harmful to consumers' health.	19-28
	CI4	Organisation shall provide customers with socially and environmentally beneficial products and services that are able to reduce respective adverse impacts throughout their life cycle.	19-29
	CI5	Organisation should review complaints and take action to prevent recurrence.	9
	CI6	Organisation should implement measures to resolve dispute and enhance customer satisfaction.	9, 28
	CI7	Organisation should implement measures to protect consumers' data and privacy.	28
	CI8	Organisation should educate customers or consumers in order to enhance their understanding of the product and awareness of sustainable consumption.	19-29
Community Involvement and Development	CD1	Organisation should help to conserve and protect heritage. Especially where the organisation's operation has an impact on.	32
	CD2	Organisation should contribute to programmes that provide assistance or other necessities to vulnerable and low-income groups.	33-38
	CD3	Organisation should participate in skills development for the organisations in its supply chain in the community in which they operate.	19-27, 33-38
	CD4	Organisation should encourage healthy lifestyles in the community.	14, 9, 25, 33-38
	CD5	Organisation should contribute to the development of the community in which they operate.	19-38

Appendix 2: CNCA’s “Guidance for Certification Bodies to Fulfill Social Responsibilities”

“Main Content for Certification Bodies to Fulfill Social Responsibilities” - Index

Main Content for Certification Bodies to Fulfill Social Responsibilities		Relevant Pages
Legal Compliance	Take the initiative to comply with various requirements of laws, regulations and an organisation’s standardized operation; Seriously fulfill moral and ethical standards as a corporation as well as a citizen; combat crooked competition, commercial bribery and fraudulence; voluntarily accept the supervision by the government, consumers and society; uphold the law and order within the accreditation industry	6-13, 15, 24
Standardised Operation	Develop internal control system for ensuring the impartiality of certification work, the scientific and standardised operation in business and personnel management, identification and prevention of certification risk; Develop and implement measures for effectively supervising organisations which have obtained certification; strengthen the management and control over the entire certification continually fulfill the certification requirements by providing them with practical and effective support.	6-11, 24, 28
Integrity	Take the initiative to adhere to the morality and ethics of the society, business and industry with self-discipline; engage in certification work in a fair, impartial and objective manner; deal with the relevant confidence of the society with scientific means, strict manner, standardised procedures, professionalism, quality services and reliable results	6-11
Enhancing Service Levels	Actively develop diversified services which can improve and enhance the managerial levels of an organisation and ensure the effectiveness of certification; facilitate organic integration of the management system established by an organisation into the practical management process; lay a solid foundation for provision of high-quality and reliable certification results	6-11, 19-28
Innovative Development	Actively expand the field of certification with the focus on development in national economy and the society; innovate the business mode of certification industry; satisfy the need of the government, industry and enterprises for certification utilize the positive effect of certification on economic continual growth and social harmony	19-28
Protecting the Environment by Energy-saving and Carbon-reduction	Make use of certification technology to facilitate environmental protection, energy-saving and carbon-reduction. Reduce exploitation and exhaustion of resources and energy as well as pollution during the process of management and certification work	19-21, 24, 29-32
Employees’ Rights and Interests	Comply with the national laws and regulations in relation to human resources and social security; sign contracts with employees and obey the terms and conditions therein and the requirement for social security in accordance with the law; establish policies and systems to protect employees’ rights and interests as well as their physical and mental health; refine remuneration allocation system; recognize and nurture talents; provide business development opportunities; foster employees’ esteem and sense of responsibility for the certification industry	12-18
Serving the Society	Actively engage in social welfare and community building; encourage the development of the certification for approved charitable activities and voluntary services; care about and give support to public welfare work such as education, culture and hygiene	33-38

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