



香港品質保證局

SOCIAL RESPONSIBILITY REPORT 2016



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 2016 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 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.



1	Chief Executive Officer's Message
2	About Us
6	Govern with Heart
12	Serve with Passion
19	Love the Environment
23	Cherish the People
30	Care for the Community
36	Our Hearts Will Go On
37	Appendix 1 : Index - "HKQAA CSR Index"
39	Appendix 2 : Index - "Main Content for Certification Bodies to Fulfill Social Responsibilities" of CNCA's "Guidance for Certification Bodies to Fulfill Social Responsibilities"

Chief Executive Officer's Message



The country strives to create a “dream home” for its people. This is not only what everyone wishes to have but also what everyone deserves to own. We should also contribute and be committed to ensuring a “dream home” can be built and preserved.

Not only human beings, all species belong to their respective habitats. Marshes is the home to our neighbours - migrating birds. Being one of the three sustainable ecological systems, marshes provides a habitat for numerous animals and plants. Among all, *Platalea minor* (黑臉琵鷺) is an endangered species of water bird that lives in marshes. The major threat which they currently face is the continuous loss of habitat. In the last six years, the number of *Platalea minor* that appear in Hong Kong drops unceasingly. Having the likely causes such as the degeneration of Mai Po Marsh, human destruction to the nature reserves, the population of *Platalea minor* may continue to shrink, extinction may even happen.

Loss of marshes does not only affect the habitats of *Platalea minor*, but also has influence on human. In 2006, a research result announced by United Nations Environment Programme (UNEP) in Nairobi, Kenya shows that if the lost marshes could be restored, better habitats can be provided for the migrating birds which carry avian influenza virus, thus reducing the contacts between migrating birds and poultry, which in turn decreasing the possibility for infection of avian influenza through the contact between wild flocks and domestic poultry. In fact, many developed countries are devoted to encouraging industries and the public to practice green living as well as urging everyone to protect the nature, so as to alleviating the adverse effects on the environment brought by urbanization, in the hope of preserving the planet Earth in a sustainable way to be the mutual home favourable for both humans and all other organisms.

HKQAA pioneers to promote the sustainable development of society and always stresses environmental protection and conservation. Entering the twenty-eighth year, we continue to advocate the concept of “Green Business” and sustainability of the business world and society. Last year, in addition to the various environmentally-friendly, energy-saving and carbon-reducing conformity assessment services we provide, we also promote the HKQAA Sustainable Building Index in the Mainland actively to facilitate the development of buildings in economy, society and environment, so that better living environment can be brought about to the people. Moreover, we put environmental protection into practice and make effort to protect the environment in different ways such as implementing the “Green Workplace” scheme. HKQAA Business and Community Supporting Fund (BCS Fund) also sponsors various projects of sustainable development, and has participated an Arctic research expedition.

The “dream home” that we all yearn for is a place where not only people living peacefully, but also where human and the environment living harmoniously with rooms for sustainable development of the society and the economy, just like how the migrating birds have found their shelter. However, how much blue sky and white cloud is left? How many magnificent landscapes do we still have? Can our Mother Nature carry on the sustainable development?

For the sake of our next generation, neighbours, the society and the country, let's make our best effort to build our “dream home” hand in hand.

Dr. Michael P. H. Lam
Chief Executive Officer

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 body 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 realize 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.

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 corporate 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” emphasises 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 provide certification services for the industries to assure their credibility and competence. We also organize 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.

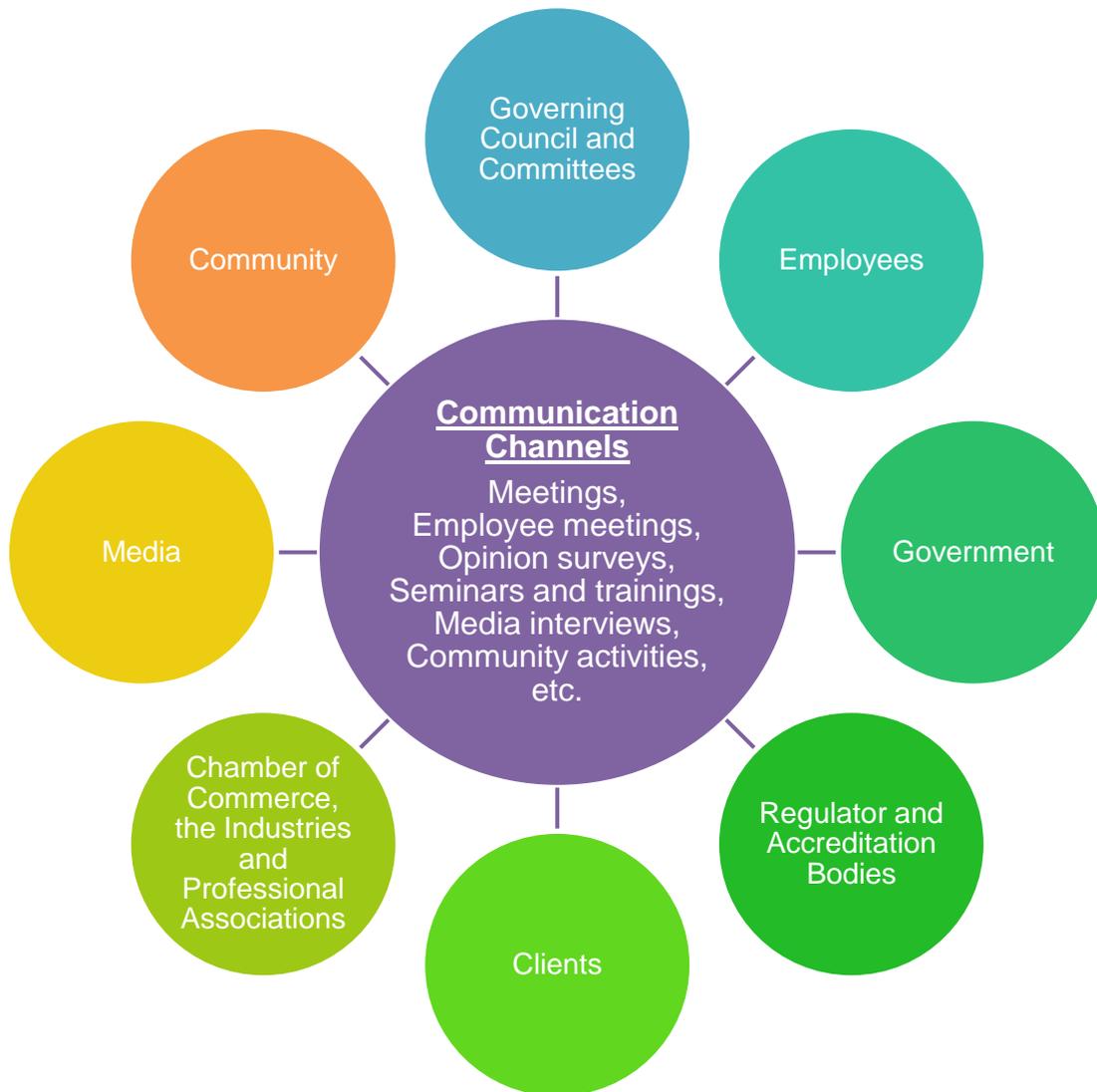
SOCIAL RESPONSIBILITY MANAGEMENT

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. Seven focal points are identified for our social responsibility management. They are Organisational Governance, Fair Operation, Business Practice, Respect on Human Rights, Caring for the Employees, Caring for the Environment and Caring for the Community.

STAKEHOLDERS' INVOLVEMENT



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 optimize and develop our sustainability work.

As a leading conformity assessment body, HKQAA understands stakeholders' expectation on us. In order to ensure the fairness and impartiality of the daily operation, we are committed to maintaining good organisational governance and target to create values for the society. HKQAA has always been operating in a transparent and standardised manner. We pay attention to governance details as well as the needs and requests of stakeholders with care, implement holistic risk management and strictly comply with the laws and regulations such as "Regulations of the People's Republic of China on Certification and Accreditation".

1. Governance Structure

The Governing Council

The Governing Council of HKQAA comprises a group of prominent members from different industries and a permanent representative from the Hong Kong Special Administrative Region Government. Members of the Governing Council serve on a voluntary basis and are elected and appointed for a fixed term of office. 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.



The Governing Council is chaired by Ir Dr Hon Lo Wai Kwok, with Ir C. S. Ho serving as the Deputy Chairman. In 2016, two members of the Governing Council have retired. 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 the Organisation to operate sustainably and effectively.

Operational Management

The Chief Executive Officer is appointed by the Governing Council and is responsible for leading around 130 employees in the Hong Kong Headquarters and around 80 employees in the Mainland and Macau to perform regular work duties.

2. Formulate Direction of Development

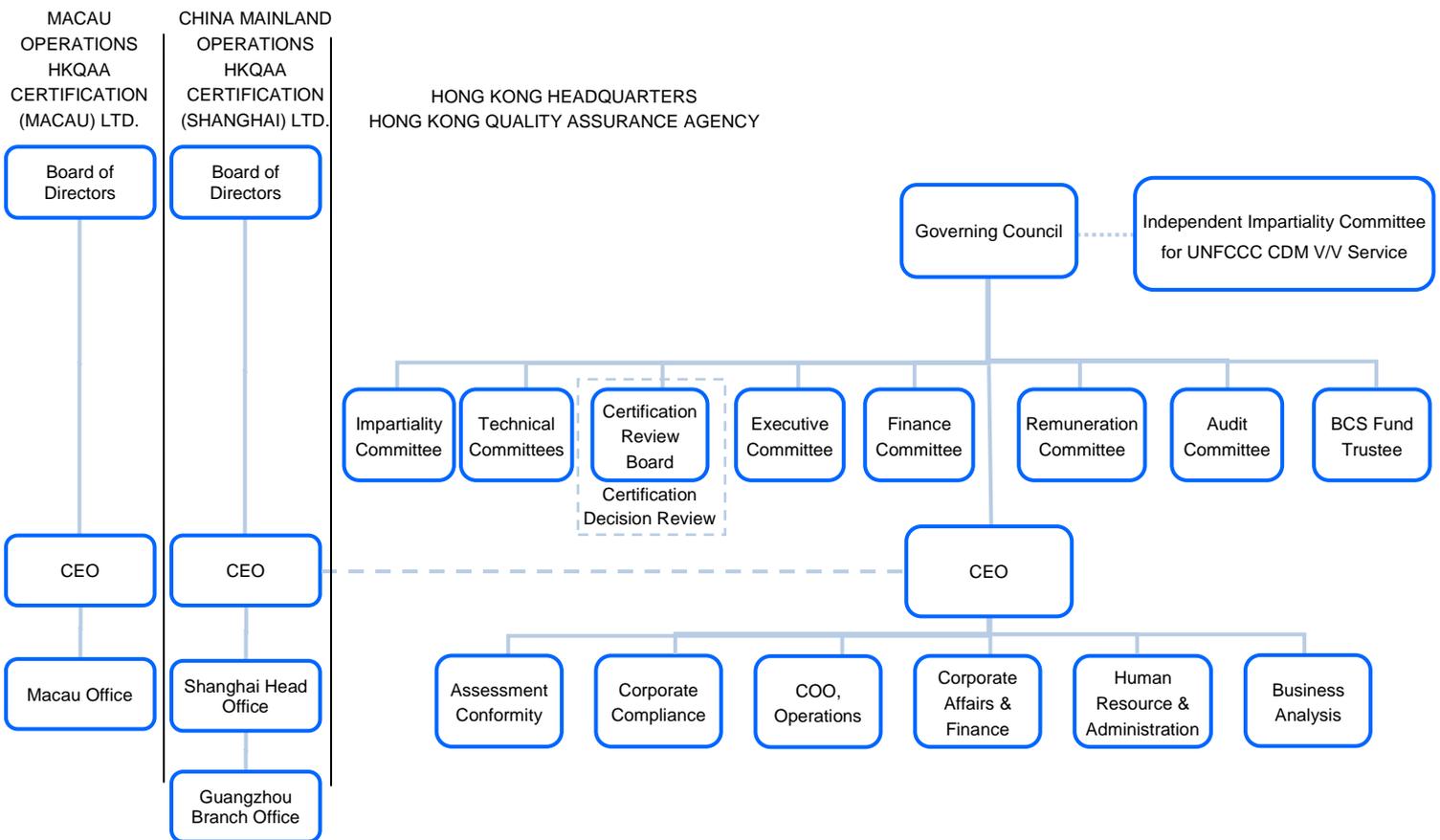
In regular meetings, the Governing Council discusses HKQAA's development plans, supervises the implementation of policies, formulates the direction of development, considers and approves the annual plan for development, significant projects and financial plans.

In 2016, 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 CEO, 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



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.

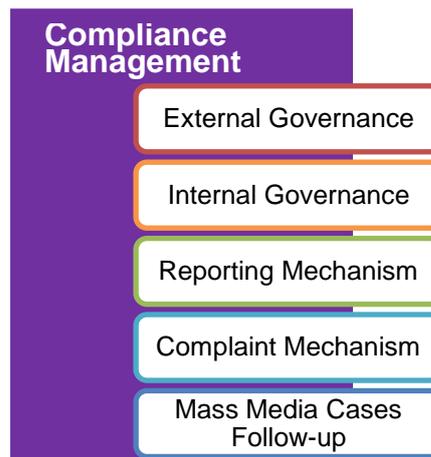


<p>Impartiality Risk Management</p>	<p>The Governing Council also performs the functions of the Impartiality Committee to safeguard the impartiality of HKQAA's certification and audit services. Besides, the impartiality of our Clean Development Mechanism (CDM) validation/verification service is overseen by the dedicated Independent Impartiality Committee established according to the United Nations Framework Convention on Climate Change (UNFCCC)'s requirements. In 2016, each of the two Impartiality Committees held an annual meeting respectively to review and confirm the impartiality of HKQAA. We also formulated a revision plan pursuant to ISO 17021: 2015 "Conformity Assessment - Requirements for bodies providing audit and certification of management systems".</p> <p>HKQAA conducted risk analysis for our certification and audit, registration, validation/verification, as well as mystery shopping assessment services in 2016. 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.</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 16 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.



12 office audits
15 witness accreditation audits
are conducted by accreditation bodies

HKQAA has conducted
19 regular internal audits
9 unannounced integrity audit

External Governance	In 2016, 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 12 office audits and 15 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 2016, HKQAA has conducted 19 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 the necessary requirements. In addition, the Corporate Compliance Branch has conducted nine unannounced integrity audits. All audit results indicate that the auditors have fulfilled the integrity requirements.
Reporting Mechanism	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 2016, four 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 2016, 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.



<p>Independent and Impartial Audit Team</p>	<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>
<p>Conduct and Ethics of Employees</p>	<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, relationships 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>
<p>Supervision of Anti-corruption</p>	<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 briberies and law-infringing cases in Hong Kong, Macau and the Mainland will be reported to the ICAC promptly.</p> <p>In 2016, 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>During the period, HKQAA has organised a talk about anti-corruption given by a Chief Corruption Prevention Officer of Corruption Prevention Department, ICAC. Over 80% of the staff from Hong Kong Headquarters, subsidiaries in Macau and the Mainland have participated the talk. Staff’s awareness of anti-corruption has been enhanced significantly.</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 softwares 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>

HKQAA is determined to promote the development of industries, create values for the industries and contribute to the society. We treasure the opinion from the industries very much and would care and understand their needs so that we can provide them with various pertinent systematic, scientific and traceable certification and assessment services, share professional knowledge with them and facilitate their development of accreditation. During the period, HKQAA has provided 27 types of certification services, 20 types of non-certifying assessment and verification services, various types of customised services and training services, assisting the organisations to enhance their competitiveness and practise sustainable development.

1. Care the Needs of the Community Explore 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 - Start-ups

In Hong Kong, there has been a significant increase in the number of start-ups in the past few years. The HKSAR Government has established the Innovation and Technology Bureau in 2015 for actively supporting the nurture of talents for innovation and technology. Responding to market needs, HKQAA has implemented The “HKQAA Hong Kong Registration –

Start-ups” with the objectives of helping start-ups to boost and demonstrate their management performance, as well as facilitating their operational management regarding quality, finance and information security in a systematic manner. This reduces the operational risk and fosters long-term success. Successfully registered start-ups are able to display their management competence which in turns strengthens the confidence of their potential business partners and investors, and also encourage the industries to adopt innovative and technological practices which brings competitive edges to the start-ups for their sustainable development.



“For almost three decades, the HKQAA has brought new perspectives and good management practices to our businesses, and provided them with a full spectrum of conformity assessment and certification services. The HKQAA Hong Kong Registration – Start-ups provides recommended practices for start-ups to systematically manage their operations, particularly in quality, financial and information-security aspects.”

Mr Nicholas W. Yang, JP
Secretary for Innovation and Technology,
the Government of the HKSAR



“Successful registration in this scheme is important to our company. It enables us to enhance our credibility, as well as clients, partners and investors’ confidence. Also, it helps to improve our operational systems.”

Dr Gigi Au-yeung
Innovation Director,
Vitargent (International) Biotechnology Limited

Client of the HKQAA Hong Kong Registration – Start-ups scheme
Company’s Invention: First-in-the-world fish embryo toxicity testing technologies using “transgenic medaka” and “zebrafish”

HKQAA Hong Kong Registration - Identifiable Source Products

There are numerous merchants and products in the market. When a consumer makes purchase decision, a merchant which can tell the source of its products is more reliable than one which cannot provide information of its products’ source. The “HKQAA Hong Kong Registration - Identifiable Source Products” aims to recognise an organisation’s capability to maintain and retrieve identifiable source records of products so as to enhance consumers’ confidence. The registered organisation that is qualified would be issued labels with a unique QR code. Consumers can scan the unique QR code on product with their smartphones to confirm that the supplier of the product is registered under the scheme.

“Our company registered in the HKQAA Hong Kong Registration – Identifiable Source Products and got the labels with a unique QR code which are attached to all of our products. This can enhance consumer confidence as they can scan the labels to verify our products online.”

Mr Kai Man Fok
Founder and CEO of Hang Fung (Hong Kong) e-Commerce Limited;
Vice President of Fok Ying Tung Group
Client of the HKQAA Hong Kong Registration
- Identifiable Source Products scheme



HKQAA Hong Kong Registration - Eco-friendly Series

There is an increasing awareness of the environmental performance of business organisations, HKQAA, to cope with the market demand, has launched the "HKQAA Hong Kong Registration - Eco-friendly Series" in 2015 to encourage organisations to integrate environmental aspects into the design, production, delivery, use and disposal of their products and services, so as to improve environmental performance. The initiative recognises manufacturers', suppliers' and service providers' contribution to promoting environmental protection based on the traceable evidence that they have done so. In 2016, the scheme is further expanded for covering eco-friendly facilities and eco-friendly projects. Therefore, more organisations from various categories are allowed to demonstrate how they are committed to the environment at different stages of the product life cycle.



ISO 37001 Anti-Bribery Management Systems

Bribery undermines good governance, hinders development, distorts competition and interferes with the fair and efficient operation of markets. It also erodes the profits of organisations, increases the operating costs and tarnishes reputation. Therefore, organisations should proactively contribute to combating bribery for the sake of themselves as well as the community.



In October 2016, International Standards Organisation (ISO) developed its first anti-bribery management systems standard - the ISO 37001 anti-bribery management systems standard to provide a framework for organisations to implement reasonable and proportionate measures to manage bribery risks. It aims to help organisations establish a culture of integrity, transparency and compliance. HKQAA has promptly launched the ISO 37001 certification service to recognize organisations' competence in anti-bribery.

Enhancing Recycling Industry Performance Project

In order to facilitate the long-term development as well as rebranding of the recycling industry, HKQAA has launched the "Recycling Industry Performance Project", which is subsidised by the Recycling Fund of the HKSAR Government. We aim to develop a practice note that not only meets the demand of local recycling industry and the society, but can also enhance the professional level of the recycling industry. With the support of the Recycling Fund, HKQAA provides training courses to the local recycling industry, with the aim to strengthen their knowledge towards the industry and encourage them to implement good practices as well as to improve their performance in environmental protection, occupational health and safety and also to promote appropriate maintenance of downstream record of recyclable materials.



Promoting 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 in Hong Kong, HKQAA has further developed the said Index to the Mainland in 2016. According to the accreditation result of the sustainable building index for five buildings that are located in the district under the control of Guangzhou Tianhe Central Business District (CBD) Management Committee, we have fine-tuned the composition of the index by adding some elements which corresponds to the characteristics of Tianhe CBD. To date, all assessed buildings, the property management companies in the district as well as the property owners are all positive about the assessment scheme, asserting that it can raise the industry's knowledge about sustainable development and brings inspiration to the work of promoting environmental protection, improving society and economy. As strong support is received from the Guangzhou Government, we shall further expand the implementation in Tianhe CBD.

2. Promote Standardised Management Enhance Recognition Continually

Being a leading conformity assessment body in the region, HKQAA is devoted to help 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 necessary accreditations for ISO 9001:2015 Quality Management and ISO 14001:2015 Environmental Management System from CNAS; ISO 9001:2015, ISO 14001:2015 and ISO 55001:2014 Asset Management Systems from UKAS; ISO 50001:2011 Energy Management Systems through The Hong Kong Certification Body Accreditation Scheme (HKCAS) of HKAS and has extended the accredited scope according to the "Quality Scheme for the Production and Supply of Aggregates for Concrete (QSPS-AC)" of the Hong Kong Concrete Institute (PCCS-AC).

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 2016, was held successfully in May, 2016. This year the theme of the Symposium was "Strengthen Business Resilience with Innovative Perspectives". Industry leaders and experts from different sectors gathered to discuss the latest management trends and innovative strategies and address emerging risks and opportunities. The Symposium was a huge success with over 700 participants who came from different sectors exchanging their industry experiences. Besides, HKQAA has organised 32 seminars on various topics, such as anti-bribery management system, recycling industry practice note, sustainable development, food safety, sales and customer service management. Good practices are being shared among the industries.



32 seminars

23 training programmes

199 public trainings

Total Training Hours has reached:

2,300 hours

Innovative and Diversified Training

In 2016, 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. 23 brand-new training programmes and 199 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 training courses. In 2016, HKQAA organised courses such as the "Essential for Managers: The Competition Ordinance", "Hong Kong Competition Law Fundamentals for Managers and Professionals", "Fundamental Law for Education Administrators", "Essential Laws for Premises and Facilities Management" and "Fundamentals of Negligence for Managers and Professionals". 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 enrichment including "Team Collaboration in LEGO SERIOUS PLAY®", "Team Collaboration in Meaningful Micro-Film Production", "Countdown®: A Strategy Game for Project Teams" and "Exchange Workshop on Human Resources and Account Management" so as to meet the demands of people coming from different sectors in an all-round manner.

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 good practices and areas required to be improved. In 2016, HKQAA has published the first set of "Pre-school Hygiene, Health and Safety Index" regarding the hygiene performance of pre-schools for analysing the hygiene performance of participated pre-schools and encouraging the industry to apply the use of "School Hygiene Management System". In addition, HKQAA has published a set of "HKQAA CSR Index Series and Sustainability Rating & Research 2015 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.

Signing Memorandum of Understanding with Shaanxi Province Quality and Technology Supervision Bureau

A Memorandum of Understanding was signed between HKQAA and Shaanxi Province Quality and Technology Supervision Bureau (Shaanxi QTS), during the Shaanxi-Hong Kong Branding and Quality Forum which was held in October 2016, to jointly promote the industries' standard of quality, integrity and social responsibility, deepen the technical exchange of quality management professional talents, enhance the publicity of Shaanxi and Hong Kong brands, thus support the Belt and Road Initiative and facilitate the industrial and economic development in both Hong Kong and Shaanxi.





“By utilising their respective advantages, HKQAA and Shaanxi QTS can jointly preserve and extend the exchange and success of Shaanxi-Guangdong-Hong Kong-Macao Economic Cooperation, as well as enhance quality development and branding standard of corporations in both regions.”

(Excerpt from Ta Kung Pao dated 18 October 2016)

Mr Zhang Xiaoning

Deputy Secretary General of the People's Government of Shaanxi Province

Promoting the Advantages of Local Industries

HKQAA is committed to supporting the development of local wine-related businesses. During the period, HKQAA has participated in 2016 Hong Kong-Hunan Wine Industry Exchange Session in Changsha, and 2016 China Central International Alcoholic Drinks Expo in Wuhan. We introduce the brand value of the Hong Kong wine business and HKQAA's wine-related conformity assessment services to the corporations in the Mainland. Besides, representatives of Fujian Provincial Bureau of Quality and Technical Supervision and People's Government of Jiangmen Xinhui District have visited HKQAA's Hong Kong office respectively. We exchanged experiences and also the development of industrial and business development, as well as jointly facilitate the development of industries in both the Mainland and Hong Kong.

5. Understand the Need of Clients Dedicate to Optimise 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 performance and voice their comments after every audit. In 2016, HKQAA has received 875 surveys in total and have earned an average score of 6.26 (out of 7). 0.46% 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.

HKQAA understands that it is unavoidable for urban development to adversely affect the environment, thus we are devoted to launch various initiatives which are related to environmental protection, so as to assist industries to put environmental protection into practice in an all-round manner, as well as to rally the society's support for Green Business. We also incorporate environmentally-friendly practices into our business operation, as well as encourage the practice of different waste-reducing and energy-saving methods. This does not only creates a green and healthy environment for our employees and visitors, but also fulfills social responsibility.



1. To Promote Green Business

To promote the systematic implementation of environmentally- friendly work by the industries, HKQAA provides various certification and verification services relating to environmental management, such as ISO 14001 Environmental Management System, ISO 50001 Energy Management Systems Certification and ISO 14064-3 Greenhouse Gas Emission. We also unceasingly expand our accreditation to cater to the market demands. In addition, HKQAA has obtained subsidy from the Recycling Fund of the HKSAR Government to launch the "Recycling Industry Performance Project". We have also further developed the "HKQAA Hong Kong Registration - Eco-friendly Series" to encourage organisations to integrate environmental practices into their daily operation so as to improve their environmental performance.



"Our company considers green elements throughout the product life cycle, including design, raw material sourcing, production, application and disposal. The 'Eco-friendly Series' scheme provides us with detailed and systematic assessment in order to find out which areas within the product life cycle can be improved. It also creates a platform for companies to communicate and exchange the latest environmental technology and information."

Mr Joseph Tong,
Manager, Sustainability Management,
Fuji Xerox (Hong Kong) Limited

*Client of the HKQAA Hong Kong Registration - Eco-friendly Series
Registered Eco-friendly Products: Multi-functional Printers and Paper*

2. To Care For The Ecological Environment

HKQAA has always been concerned about issues in relation to climate change and change in ecological environment. We are keen to spread the message of the significance of biodiversity and conservation to our employees and the general public by organising and subsidising various conservation activities. HKQAA subsidises different types of sustainable development projects through the HKQAA Business and Community Supporting Fund (BCS Fund). Those projects include some which are related to researches and development campaigns for environmental protection. In 2016, BCS Fund contributed subsidy to the research expedition to the Arctic. The research expedition was led by Professor Ho Kin Chung, our Governing Council Member as well as the Dean of School of Science & Technology, The Open University of Hong Kong. Dr. Michael Lam, our Chief Executive Officer and Ir. Professor Peter K.W. Mok, our Honorary Chairman also participated in the research expedition and contributed to the research progress and conservation of Polar region.



"This expedition continues our on-going research, collecting samples of sea water and phytoplankton, and recording seasonal change and biological diversity. We would like to find out if any correlation and interaction existed between these factors. By studying water samples from the two poles, we can look into the activity of phytoplankton and see if there are any red tides in sea water, which may destroy the aqua food chain and productivity of organisms."

Prof Ho Kin Chung, BBS, JP
Governing Council Member, HKQAA
Dean, School of Science & Technology,
The Open University of Hong Kong
Ng Chun Man Professor in Environmental Science and Conservation

Besides, BCS Fund also subsidised Ecobus's "Greengoer" Student Environmental Protection Leader Training Scheme 2015/16 - Brunei Field Trip. Being an environmental Organisation that promotes environmental education, during the field trip they had communicated with the organisations in Brunei on issues about the tropical rainforests, their biodiversity and conservation measures.



3. Green Workplace

Amount of paper recycled is equivalent to planting

83 tree seedlings

We do not only support various industries to engage in environmental practices, but we also play an exemplary role by engaging in green operation continuously. Since 2012, HKQAA has always been implementing the “Green Workplace” scheme. We do our best to reduce the use of resources and energy, avoid the production of waste and manage waste in responsible ways. We aim to promote the concept of environmental protection among staff and work together to build a green workplace.

Reducing Paper Consumption

Paper is one of the mostly used resources at office. Hence, HKQAA has always been encouraging employees to reduce paper consumption in multiple ways by adhering to the “4Rs” – Reduce, Replace, Reuse and Recycle. We encourage replacing printouts by previewing documents in digital version, printing documents on both sides of the paper, reusing papers which have only been used single side. We also facilitate the recycling of waste paper by setting up waste paper recycling collection boxes.



In 2016, HKQAA participated in Eco Association’s carbon reduction “HK Office Paper Recycling Campaign” and recycled 34 bags of papers, which is equivalent to 3,246kg greenhouse gas and is also equivalent to planting 83 tree seedlings.

Recycling

Apart from reducing paper consumption, HKQAA also implements a lot of recycling measures. HKQAA’s offices in both Hong Kong and the Mainland have implemented waste sorting and separation. Plastic bottles, papers and aluminium cans are being sorted out and cleaned before being collected so as to facilitate the handling by recyclers. Our Hong Kong office also collects used fluorescent tubes, light bulbs and batteries for recycling.



35 used printer cartridges are recycled

15 computers and equipment are donated

Our Hong Kong office supports recycling very much. During the period, we have participated in the “Computer Refurbish Project” being held by Caritas-HK Computer Workshop. We have donated a total of seven LCD monitors, two LCD projectors, two laptops, one scanner, one server and one shredder. We have also donated three rectangular meeting tables to two elderly centres. This does not only reduce waste, but can also help the needy. Besides, our Hong Kong office has also joined Friends of Earth’s “Used Printer Cartridge Reuse & Recycling Programme” and has donated 35 used printer cartridges in total. The proceeds had been donated to Friends of Earth in full for promoting environmental protection.

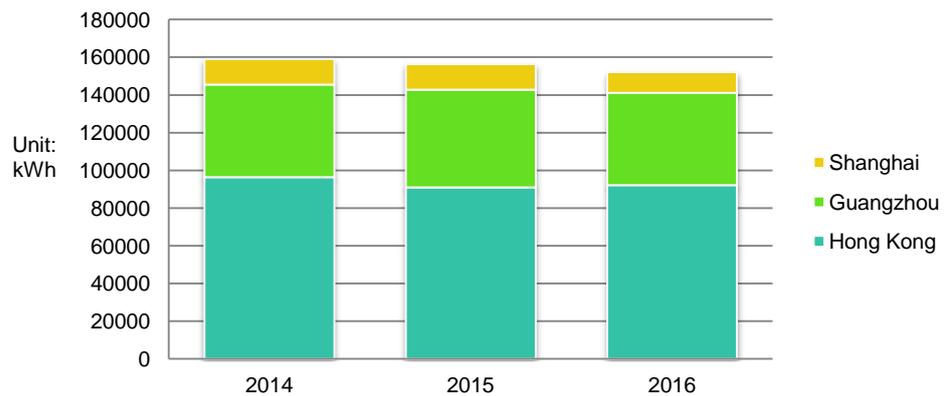


Moreover, our Shanghai office and Guangzhou office have held the used clothes donation which encouraged employees to support recycling and helping the those in need.

Energy-saving and Carbon-reduction

HKQAA's offices in both Hong Kong and the Mainland would switch off the lights in the offices during lunchtime everyday and would turn off all lights, computers, computer monitors and air-conditioners after office hour. Besides, since the usage rate of common area and the auditors' area is relatively low, number of fluorescent tubes in each panel can be reduced so as to achieve energy-saving without affecting the well-lit environment. Through the above environmentally-friendly practices, the overall electricity consumption of HKQAA has decreased by 3% when compared to that of the last year. This reflects our determination for energy-saving and carbon reduction.

**Energy Consumption
in Hong Kong, Guangzhou and Shanghai Office**



4. Environmentally-friendly Activities

Apart from implementing environmental practices at office, we also encourage employees to care about the natural environment. In November 2016, our Hong Kong office has organised a geo tour to Lai Chi Wo and Ap Chau. HKQAA staff was able to appreciate many abrasion landforms. When appreciating the stunning sceneries, we also learnt more about local farming culture, biodiversity and sustainable development. In addition, HKQAA had numerous talks on environmental protection. We invited environmentalists and experts to share their views on related matters such as the importance of striking the balance between travel and environmental protection. The staff's awareness about environmental conservation has been enhanced.

HKQAA embraces "green" festivals. After the Chinese New Year of 2016, HKQAA organised a "Recycling Red Packet Envelopes Campaign" and passed the used but intact red packet envelopes to Greeners Action, a charitable environmental conservancy for recycling. Those collected red packet envelopes would be recycled and distributed to the public freely for their use again. Also, on Christmas Eve, our Hong Kong office organised a green Christmas Party in which the participants would bring their own reusable utensils. While celebrating the festive season, we also bear in mind the importance of green practice and try our best to protect the environment.

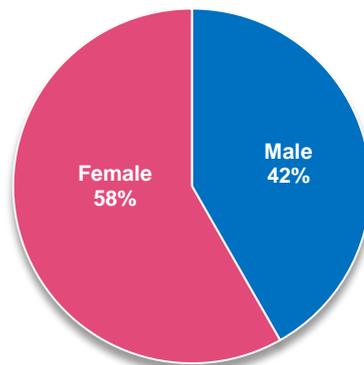


Employees is the drive of HKQAA's development. We concern a lot with the employees' rights, benefits, work-life balance, safety and health as well as long-term career development. We sincerely listen to our employees and embrace "building a team of joy" as one of our core values by offering them a fair, healthy and harmonious working environment which enables them to grow with HKQAA together.

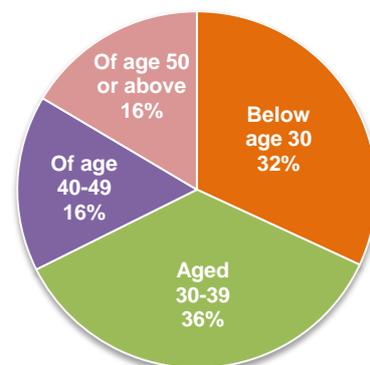
1. Human Resources

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 2016, HKQAA has employed 215 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 utilize their strengths and get along together harmoniously.

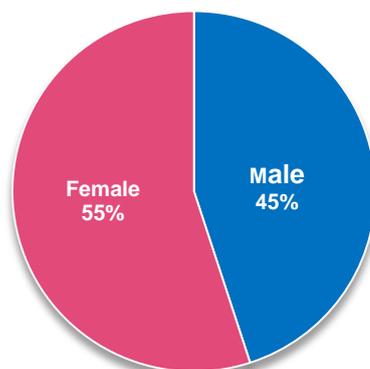
Gender Ratio of Employees in 2016



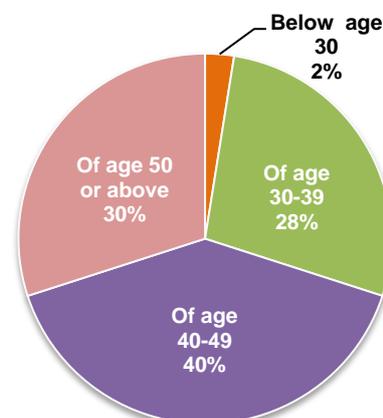
Age Distribution of Employees in 2016



Gender Ratio of Employees in Managerial Position in 2016



Age Distribution of Employees in Managerial Position in 2016



2. Rights and Interests of Employees

HKQAA is dedicated to guaranteeing the basic rights and interest 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 2016, 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 the 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.

During the period, HKQAA has implemented the "Breastfeeding Friendly Workplace" Guideline which facilitates employees who are adopting breastfeeding to express breastmilk in a suitable area as well as storing the breastmilk in the fridge after discussing with supervisors.

“Breastfeeding can provide all the essential nutrients for a baby. Yet, it is hard for a working parent to keep on breastfeeding. The “Breastfeeding Friendly Workplace” Guideline implemented by HKQAA facilitates employees who are adopting breastfeeding to express breastmilk in a suitable area, this saves me the trouble of finding the suitable place and enables me to work in a carefree manner. I have now adopted breastfeeding for more than a year.”

Ms Amy Wong
Employee



Love Work • Love Life

HKQAA cares about employees' health in both physical and psychological aspect. We therefore advocate the balance between work and life. We organize various types of staff activities, such as annual dinner, Spring Lunch, Chinese New Year riddles session, travel tours and Happy Hour 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.

In order to promote employees' participation in sports, our Hong Kong office has extended the scope of subsidy to staff's sport activities. The subsidy was originally applicable only for applications made for sport activities with at least four employees' participation. It has now changed to be applicable for sport activities with two employees' participation. In relation to the applicable venues, in addition to the facilities provided by the Government's Leisure and Cultural Services Department, the scope has also extended so that any facilities provided by registered organisations are also included. Our employees of Shanghai office and Guangzhou office are also enthusiastic about sports. They organize badminton sessions which are good for their physical and mental health.

During the period, HKQAA has organised numerous trips and ecotours. This does not only strengthen the friendly bonding among employees, employees' sense of belonging towards HKQAA can also be reinforced.



Streamlining of Work Procedures

HKQAA has made continuous improvement as its goal. We review and improve the work procedures incessantly in order to enhance work efficiency and quality. Each division will propose corresponding work improvement projects every year. In 2016, 24 projects have been launched, including the streamlining of work procedures, nurturing of talents of employees and control of operational cost, etc. Through these measures, the work efficiency and ability of employees can both be enhanced.

Since April of 2016, HKQAA has put the “Human Resources Information System” into full implementation. The new system digitalises leave application, employees’ contact information updating and payslip issuance. This greatly reduces the use of paper. Besides, employees can review the leave application approval progress and records anytime via this online platform. The transparency and efficiency of leave application approval are 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 optimize the relevant policies and practices continuously. We strives 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 provide a safe and clean working environment for the employees. In 2016, we conducted the Improvement Work for Meter Box so that the stability and safety of electricity supply is further enhanced. In respect of fire safety, apart from fire drills, we also invited a speaker from the Hong Kong Fire Services Department to give us a talk on fire safety as well as knowledge for handling danger 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 tap water sample does not contain lead, cadmium, nickel, chromium and Legionella bacteria, and met the standard of World Health Organisation , 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 utilize their potential. At the same time, HKQAA's sustainable development can be promoted. Employees and HKQAA are growing simultaneously.



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

5,091

Training hours for the employees of the subsidiaries in the Mainland

1,815

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 2016, the training hours for the employees of Hong Kong office and Macau office reached 5,091 hours and the number of participants reached 991 times. The training hours for the employees of the subsidiaries in the Mainland reached 1,815 hours.

In 2016, both the Hong Kong office and the subsidiaries in the Mainland have launched the monthly product training. Auditors are required to attend China Certification & Accreditation Association (CCAA)'s Continuous Education Course and TL9000 R6.0 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, problem-solving and harmonious workplace for the employees in Hong Kong, the Mainland and Macau to enhance their management skills, leadership and professional knowledge. Supervisors from different levels nominated 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, five employees completed the programme and become auditors. Besides, we encourage auditors to widen their exposure in the professional field. In 2016, four auditors successfully gained professional qualification in additional certification scopes.

Nurturing Management Personnel

In 2016, 14 employees were nominated to participate a 2-day Management Skill Training. HKQAA's Chief Executive Officer, being the trainer of the training, did not only teach the management knowledge, but also shared his precious leadership experience with the employees. This was the process of passing down knowledge. In addition, a second-tier management staff is designed for some middle-level and senior management positions. Through the quality and innovative meetings which are held monthly, their management capability would be enhanced, while the management functions can be maintained consistently.

Leadership Training Course

During the period, three 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.



"I am grateful for being nominated by HKQAA to join this year's Leadership Training Course. Experiential learning enriches my life experiences and leads to insightful inspiration. I believe that I will be able to apply what I have learnt from the course to my work and daily life."

Ms Sally Yam
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, three employees had been promoted to be the principal auditor and business 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 CEO 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 2016, 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. Some group activities would be held during the staff meeting to enable better understanding among employees and promote solidarity.



1. Care for the Underprivileged

Sponsoring Children by Drinking Coffee

This programme is arranged by the CSR Ambassador by offering food and snacks at the office's pantry to the employees to purchase. All the proceeds together with a certain amount of the 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.

Employees have been very supportive of this programme since its launch. Therefore, the types of food to be available for sale are more diversified. In addition to coffee and snacks, Dim Sum, seasonal fresh fruit and summer comfort food such as ice lollies and ice cream are also available for employees to choose. Employees are able to enjoy the delicacies as well as be engaged in charity.

After the Chinese New Year, the CSR Ambassador arranged a donation campaign for Chinese New Year red packets. Employees donated one or more of their red packets in exchange of snacks. Each donated red packet was a symbol of the employees' love for the sponsored children.

Moreover, snacks, drinks and fruits were also provided in the pantry of our Guangzhou office for employees to purchase. Festive products such as red packet envelopes, spring couplets and Chinese paper-cuts were available for employees to buy right before the Chinese New Year. All the proceeds of the pantry were donated for helping the people in remote mountainous areas and children in need. Employees did not simply enjoy the festival but also made contribution to the community.



Donating Used Clothing

Shanghai office held the Used Clothing Donation Campaign in May and December 2016. Guangzhou office held the Campaign as well in July. Used clothes that were collected had been 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 spread messages of reuse and treasure resources among employees.



"I know that many people living in poverty-stricken areas are still suffering from hunger and cold. This Used Clothing Donation Campaign enables me to tidy up my wardrobe. Clothes that are clean but no longer suit me can be utilised by passing them to the underprivileged so those people in need can feel warm. This is a very meaningful campaign that I hope we can have some more similar events. I will continue to support such events."

Ms Lyan Feng
Employee of Guangzhou office and Participant of the Used Clothing Donation Campaign

Facilitating Social Inclusion

HKQAA firmly believes that social inclusion is fundamental for building a harmonious society. In order to help people with disabilities better integrate into the society, we offer job opportunities to them so as to allow them to bring their talents into full play. In 2016, HKQAA's Hong Kong office has employed 213 people with disabilities and elderly as our mystery shoppers. Among them, 66 are visually impaired, 34 are hearing impaired, 33 are wheelchair users and 80 are elderly. Both Guangzhou office and Shanghai office have employed people with disabilities as full-time employees who are responsible for data entry and translation tasks.

In 2016, total number of hours employees of HKQAA contributed to the participation in voluntary services is approximately:

600 hours

2. Participation in Voluntary Services

Employees of HKQAA contribute their time and utilize their talents for participating in voluntary services so as to help the people in need. During the period, employees of HKQAA's offices in Hong Kong and the Mainland contributed 600 hours to the participation in voluntary services in total.

Love the Elderly Serve the Children

Our employees are enthusiastic in helping the disadvantaged groups in the community. During the Chinese New Year, the CSR Ambassador led more than 10 employees to visit an elderly home of St. James' Settlement. We celebrated Chinese New Year with 80 elderly people. Volunteers did morning exercises, played games, chatted and enjoyed "Poon choi" (Big Bowl Feast) together with the elderly people so as to send care to them. In addition, in December 2016, more than 10 employees and their families and friends joined YMCA's "Chinese Narcissus Bulb Cutting" activity. 1,000 Chinese Narcissus Bulb were carefully processed and were sent to thousands of elderly people before the Chinese New Year so that the joy of the season could be shared. Employees of Guangzhou office also took part in community voluntary services. They helped at Guangzhou Juvenile Library and provided assistance at different positions.



Subsidising Volunteer Projects Encouraging Employees' Participation

HKQAA fully supports the employees to voluntarily take part in volunteer projects. The “Employee's Charitable Activities Subsidy Scheme” under the BCS Fund allows employees to apply for subsidy for volunteer projects. During the period, our employee applied for the fund to support a service event being organised by One Circle, a non-profit-making organisation and acted as a volunteer for the event. The employee went to some poverty-stricken local districts and got in contact with the grassroots families, homeless and scavengers. The employee distributed food, medicine and household goods to the grassroots families and simultaneously understand their needs and conveyed care and blessings.



Another service project which received subsidy was “Let's have a drama together” that was co-organised by Benji's Centre and Rotaract Club of Hong Kong. The aim of the service project was to make use of drama performance to help 12 children. They were five to seven years old and were having speech and communication problems. Some of them are ethnicity minorities. It was to improve their pronunciation by increasing their chance of communication with other people. Our employee was also one of the volunteers and had drama rehearsals with the children. After seven weeks of rehearsals, the children performed the drama on stage in Sha Tin Town Hall.



“Being a volunteer of ‘Let's have a drama together’ gave me a great sense of satisfaction. The children were shy and unfamiliar at the beginning but are willing to interact with others now. After the long while of rehearsals, there were improvements in their pronunciation. This makes me very touched.”

Mr Anson Wong

Employee of Hong Kong office and Volunteer of “Let's have a drama together”

3. Nurturing Young Talents

Young new force is vital to the sustainable development of a community. Hence, HKQAA is devoted to assist 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

During the period, HKQAA held the 9th “My Dream Home” Writing, Photo, Drawing and Poster Design Contest. Having the Education Bureau of Hong Kong as well as Guangzhou Youth Cultural Exchange Centre as the co-organizers, students reacted enthusiastically and 4,000 pieces of art work were received in total. This year’s contest was also responded by special schools positively. Students who receive special education were able to express their dream homes through their art works. The spirit of social inclusion was completely reflected in the “My Dream Home” Programme.



“Our school wished that through this activity, students would be enabled to gain more contact with the outside world, and thus cultivate their perseverance and discipline. Due to the students’ poor eye-hand coordination and under development of muscle and tendon functions, special auxiliary tools are required for them during the process of photo-taking. The entire process was very challenging and the students had to be fearless. Through this contest, it is found that students would provide supports to each other. In the future, our school will encourage them to take part in such contests so as to increase their opportunities for communicate with others.”

Ms Luk Kit-man (First Photo, Right 1)
Teacher of Evangelize China Fellowship Holy Word School
(Most Active Participation Award – Special School)

“I am very delighted. I like taking photos and capturing happy moments. I want the family to be harmonious. I will keep taking part in such kind of photo-taking contest in the future.”

Pang Wah-ling (First Photo, Middle)
Student of Evangelize China Fellowship Holy Word School
(Second runner up of Hong Kong Photo-taking Contest – Secondary School)



Student Work Experience

HKQAA actively provides work experiences opportunities for secondary and tertiary students. During the period, six 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. Guangzhou office also offered three student internship positions. The interns were employed as our employees upon the completion of the internship.



In addition, HKQAA joined the "CEO Shadowing" Programme organised by Hong Kong Science & Technology Parks Corporation. Two university students 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 participants to build up their social network and gain first-hand experience of challenging work environment, most importantly, they could also earn leadership and industry news, which would bring inspiration to an individual's career development planning.



"The programme did not only give me the change to understand the daily operation of HKQAA, but it also let me to become Dr. Lam Po-hing's shadow and take part in his itineraries, both inside and out of the organization. During the programme, I was grateful that I was invited to have a dialogue with Dr. Lam. I also obtained event planning experience when I was helping to organize the prize-giving ceremony of 'My Dream Home'. Moreover, I also participated in the conference between the organization and its client. This has broadened my horizon."

Mr Ng Cheng-ho
Student of The Hong Kong Polytechnic University
Participant of CEO Shadowing Programme

During the period, BCS Fund has sponsored "Future Stars - Upward Mobility Scholarship" Programme and Teach Unlimited Foundation's mentorship service and education support so as to offer assistance for disadvantaged students in Hong Kong. Also, BCS Fund donated scholarships to Hong Kong University of Science and Technology's MPhil Program in Technology Leadership and Entrepreneurship, as well as outstanding students of Youth College. This was to encourage the development of local talents.





For so many years, HKQAA has always been adhering to the belief in fulfilling and promoting social responsibility, and is devoted to the promotion of sustainable development of the society. We have therefore earned the support and trust of the industry and the mass. Looking ahead to 2017, while we are generating profit for supporting our daily operation, we will continue to utilize our professional knowledge for developing more services and training related to sustainability such as environmental protection, barrier-free accessibility, consumer rights and labour practices so as to facilitate the economical and social development within the region. We also communicate and cooperate with various stakeholders actively and work hand in hand with the industry to bring benefits to the community.

Being one of the local pioneers of promoting social responsibility, HKQAA understands the expectation of stakeholders. While we are providing sustainability-related conformity assessment services, we also streamline our internal governance to ensure our impartiality and professionalism, and we strive for perfection for every detail of our operation. In order to contribute more for establishing a community with sustainable development, HKQAA fully support projects that are related to poverty-relief, environmental protection, education and advancement of industry development. In the hope of building our dream home, we immerse ourselves into the community together with our employees and deliver our care and blessings to the disadvantaged groups. We also love the environment and shall organize even more activities related to environmental protection. We encourage employees to concern with issues on environmental conservation and contribute to the protection of environment.

Our team will continue to be united and shoulder social responsibility. We will connect all walks of life closely and work hand in hand together to add values to the society and thus step into a bright future together.

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, 3
	OG2	Organisation should establish programmes to raise awareness and build competency in social responsibility in the organisation.	3
	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, 23, 24
	OG4	Organisation should disclose its policies, decisions and activities about their known and likely impacts on society and the environment.	12-22, 30-35
	OG5	Organisation should define its standards of ethical behaviour with reference to available international norms.	4, 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, 28, 29
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, 11, 23, 24
	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.	7-9, 18, 28, 29
	HR3	Organisation should provide stakeholders with channels to freely express their views, even in situations of disagreement with organisational decisions.	5, 9, 17, 18, 28, 29
	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, 11, 23, 24
	HR5	Organisation should ensure no engagement with forced labour and child labour.	23, 24
Labour Practices	LP1	Organisation should encourage the organisations in its supply chain to meet legal labour requirements.	10, 11
	LP2	Organisation should ensure that the conditions of its work comply with national laws and regulations.	23, 24, 26
	LP3	Organisation should establish dialogue with staff members to establish healthy labour-management relations.	5, 28, 29
	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.	24-29
	LP5	Organisation should promote an occupational health and safety culture to employees and contractors.	14, 26
	LP6	Organisation should implement programmes to increase the capacity and employability of employees.	26-28

The Environment	EN1	Organisation should implement measures to prevent pollution and minimise waste.	19-22
	EN2	Organisation should promote an environmental-caring culture to employees and contractors.	13, 14, 19-22
	EN3	Organisation should implement resource efficiency measures to reduce its use of energy, water and other materials.	21-22
	EN4	Organisation should implement measures to reduce Greenhouse Gases (GHG) emissions associated with its activities, products and services.	21-22
	EN5	Organisation should identify potentially adverse impacts on the ecosystem and take measures to eliminate or minimise these impacts.	20-22
Fair Operating Practices	FO1	Organisation should develop and implement programmes to prevent corruption.	9-11
	FO2	Organisation should prevent engaging in anti-competitive behaviour.	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.	18
	CI3	Organisation should ensure that its products and services will not be inherently harmful to consumers' health.	13, 14, 19
	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.	12-17, 19
	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, 18
	CI7	Organisation should implement measures to protect consumers' data and privacy.	18
	CI8	Organisation should educate customers or consumers in order to enhance their understanding of the product and awareness of sustainable consumption.	12-19
Community Involvement and Development	CD1	Organisation should help to conserve and protect heritage, especially where the organisation's operation has an impact on.	20, 22
	CD2	Organisation should contribute to programmes that provide assistance or other necessities to vulnerable and low-income groups.	30-35
	CD3	Organisation should participate in skills development for the organisations in its supply chain in the community in which they operate.	12-17, 32-35
	CD4	Organisation should encourage healthy lifestyles in the community.	13, 16, 19, 25, 32-35
	CD5	Organisation should contribute to the development of the community in which they operate.	12-22, 30-35

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 organization’s standardised 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	6-11, 15, 23, 24, 26
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 organizations which have obtained certification; strengthen the management and control over the entire certification process; Assist organizations which have obtained certification to continually fulfill the certification requirements by providing them with practical and effective support	6-11, 18
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 certification parties with sincerity and standardised methods; earn the 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 organization and ensure the effectiveness of certification; facilitate organic integration of the management system established by an organization into the practical management process; lay a solid foundation for provision of high-quality and reliable certification results	6-18
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	12-15
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	13, 19-22
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	23-29
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	30-35

© 2017 Hong Kong Quality Assurance Agency

Hong Kong

19/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong
Tel: (852) 2202 9111 Fax: (852) 2202 9222 E-mail: hkqaa@hkqaa.org

Shanghai

HKQAA Certification (Shanghai) Ltd.
Unit 2007-2008, 20/F, Pole Tower, 425 Yishan Road, Xuhui District, Shanghai, China
Postal Code: 200235
Tel: (86 21) 6876 9911 Fax: (86 21) 6876 9922 E-mail: info.sh@hkqaa.org

Guangzhou

HKQAA Certification (Shanghai) Ltd. Guangzhou Branch
22/F, Nova Tower, 185 Yue Xiu Road South, Guangzhou, China
Postal Code: 510100
Tel: (86 20) 8383 3777 Fax: (86 20) 8382 3066 E-mail: info.gz@hkqaa.org

Xian

HKQAA Certification (Shanghai) Ltd., Xian Representative Office
Room 1712, 17/F, Ronghao Mansion, Intersection of Weiyang Road and Longshou Commercial Street,
Xian Shi, Shaanxi Sheng, China.
Postal Code: 710016
Tel : (86 29) 8636 0030 Fax: (86 29) 8636 0031 E-mail: info.xn@hkqaa.org

Macau

HKQAA Certification (Macau) Ltd.
Flat G, 3rd floor, Dynasty Plaza, No. 411-417 Alameda Dr. Carlos d'Assumpção, Macau
Tel: (853) 2875 1199 E-mail: info.mo@hkqaa.org

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form of by any means, electronic, mechanical photocopying, recording or otherwise, without the prior written permission of the Hong Kong Quality Assurance Agency.