



# VISION 管 略

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## **Corporate Social Responsibility (CSR) - An Extra Cost or an Obligation? 企業社會責任計劃 - 是額外開支？還是應盡義務？**

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為建築界樹立良好榜樣**

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<b>Article Contributions 歡迎投稿</b>  <p>"VISION" encourages article submissions. Submitted articles should include both printed and soft copy in Word or Rich Text format. Contributions should reach the Chief Editor by fax: (852) 2202 9222 and e-mail: vision@hkqaa.org.</p> <p>"VISION" is the official newsletter of Hong Kong Quality Assurance Agency (HKQAA). The Agency retains copyright in all materials published in the newsletter. The contents of articles in the newsletter do not necessarily reflect the views or opinions of HKQAA. Please contact the Chief Editor at (852) 2202 9111 for any reproduction or transmission of this publication.</p> <p>《管略》歡迎各界好友及業內人士投稿，所投文章除列印本外，亦請將文件檔案以Word或純文字形式儲存，送交本刊總編輯，傳真：(852) 2202 9222，電郵：vision@hkqaa.org。</p> <p>《管略》為香港品質保證局定期出版之通訊，所有刊登於本通訊的文章版權為本局所有。本刊所載專文，未必代表香港品質保證局之意見。如欲轉載本刊內容，請致電(852) 2202 9111與本刊總編輯聯絡。</p>		
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# Corporate Social Responsibility (CSR) - An Extra Cost or an Obligation?

## 企業社會責任計劃 - 是額外開支？還是應盡義務？

In today's increasingly conscience-focused marketplaces, many companies have made Corporate Social Responsibility (CSR) an integral part of their business strategy. Is this a moral obligation, or just a strategic expense?

HKQAA feels privileged to be part of the CSR movement. There are costs involved, but we assume our social responsibility because **it's the right thing to do**; it's worthwhile and enables an organization to develop sustainably.

Business, society and environment are becoming increasingly interrelated. As corporate citizens, organizations should deliberately integrate public interest into their ultimate objectives and decisions. In other words, profit or market share should not always rank as the highest goal in the business world. Instead we expect every organization to voluntarily eliminate any practices that may harm the public, and proactively encourage community growth and environmental protection, even going beyond its legal obligations.

We firmly believe that, by adhering to CSR with the "Triple Bottom Line" - People, Planet and Profit - it will be possible for businesses to achieve sustainable success, hand-in-hand with the community.

In this issue we have invited two visionary leaders in the construction industry, Ms Ada Fung (Deputy Director of the Housing Department), and Mr. David Hogan (CEO of Alliance Construction Materials Limited), to share their good practices and insights into CSR. We hope these interviews will help the industry prepare for this global business trend.

今天，社會對企業的道德操守越來越高，促使不少機構將「企業社會責任」納入為重點發展方針之一。究竟這是道德上應盡的義務？抑或只是一項策略性開支？

香港品質保證局很榮幸成為推動企業社會責任運動的一份子，亦樂意不時承擔社會責任的開支。因為**這是應該做的**，也是值得做的，並且可以幫助機構持續地發展下去。

毋庸置疑，商業、社會及環境的關係日益密切，且環環緊扣。每間機構都是一個企業公民，當制定目標及商討決策時，都應該主動去考慮公眾利益。簡言之，機構不應只把利潤及市場佔有率定為最高目標。除了遵守既定的法律要求外，它們還應該自發地消除任何有損公眾利益的行為，並積極支持社會發展和環境保護。

我們深信，如果企業能夠肩負社會責任，以「三大底線」——人、地球環境和利潤作為決策的平衡原則，必定可以與社會持續取得雙贏的發展。

為了讓讀者更清楚地了解企業社會責任，今期管略，很榮幸邀請到兩位在建築界別具視野的領袖——香港房屋署副署長馮宜萱女士，以及友盟建築材料有限公司行政總裁戴浩勤先生，與讀者分享他們對企業社會責任的看法，以及相關的實踐經驗。希望可以幫助大家早作準備，迎接這全球的發展趨勢。

## Best Practice for the Construction Industry 為建築界樹立良好榜樣

### Participation in HKQAA-HSBC CSR index

**Vision (V):** The Housing Department is planning to participate in the HKQAA-HSBC CSR Index in 2010. What benefits and objectives do you expect to achieve?

**Ada (A):** To those of us working for the Hong Kong Housing Department, CSR does not mean a new set of objectives to be met. Instead, identifying CSR objectives under the framework of HKQAA-HSBC CSR index will provide us with a fresh approach to fulfilling our existing commitment and will illustrate to the public that corporate social responsibility has always been and will continue to be an integral part of our operations.

We hope that our delivery of public housing can demonstrate best practice for the construction industry. To project a positive image, it must run in a way which will not only accord the highest priority to health and safety and the environment, but it must be sensitive to the community's needs and respectful to the people engaged along the supply chain. I am glad to see that the forthcoming ISO 26000 will embrace all these issues and by participating in the HKQAA-HSBC CSR Index (which is based on ISO/DIS 26000) we hope that it will send a strong and positive message to all stakeholders of the construction industry to promote and reinforce the best practice thus recommended.



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### 參與HKQAA-HSBC企業社會責任指數

**管略(管):** 房屋署正計劃於二零一零年參加HKQAA-HSBC企業社會責任指數，期望可以達到甚麼目標？

**馮宜萱(馮):** 對於在房屋署工作的所有同事來說，企業社會責任並非新訂的目標。反之，透過HKQAA-HSBC企業社會責任指數釐定的框架，可以讓我們用新思維，去實踐對社會的承諾；同時亦向公眾闡明，企業社會責任早已整合於我們工作之中。



## CSR – An Integral Part of Corporate Policy

**V:** Can you share with us any good CSR practices in the Housing Department?

**A:** Many of the issues grouped under the 7 core subjects of the Index\* have already become an integral part of our corporate policy and daily work. For example,

- On the organizational front, we uphold the best practice in quality, environmental protection, safety & health, ethical integrity, staff development, workers' protection and community engagement and development. We have been certified to ISO 9001 and ISO 14001.
- We have started to implement the EFQM Excellence Model which provides a comprehensive framework for total quality management in Development and Construction Division. The EFQM Excellence Model is the first international model that includes society as one of its criteria.
- In upholding best practice for ethical integrity, we develop internal circulars and guidelines to deal with probity and corruption prevention, Independent Commission Against Corruption (ICAC)'s referrals and operational liaison.
- We do our best to ensure equal opportunities and fair treatment, and try to avoid all forms of discrimination - gender, ethnicity, age and physical ability - in full compliance with all the employment related legislation.
- In ensuring fair trade and effective competition, we adhere strictly to the Agreement on Government Procurement of the World Trade Organization. We develop robust procurement systems and promulgate guidelines for consistency and transparency.
- We implement preventive measures in service contracts and works contracts to protect workers' rights (e.g. Demerit Point System) and wage payments (e.g. provision of Labour Relation Officers).
- During the planning and design stage, we organize community engagement exercises so that the community's needs and views can be addressed, and they in turn can contribute their ideas towards estate design. During the construction stage, we organize an "Action Seedling" activity, with our contractors actively contributing to working with the community in greening our estates, so as to further engage residents, schools and welfare organizations. After occupation, we organize community greening-cum-education activities through the "Green Delight in Estates" programme, etc. in collaboration with green groups to enhance public awareness of the need to protect the environment. This will in turn nurture a better sense of belonging for tenants living in our estates.



我們希望興建公共房屋時所樹立的良好榜樣，可以作為建築同業的最佳示範。在建立正面形象方面，我們除了將健康、安全及環境放在第一位之外，對於社會訴求都時刻保持著敏銳觸覺，並非常尊重供應鏈從業員提供的意見。我很高興見到即將落實的ISO 26000標準，全面涵蓋這些重點；並期望透過參與以 ISO/DIS 26000 為基礎的HKQAA-HSBC企業社會責任指數，可以向所有建築業持份者傳達強烈的正面訊息，加強推動這良好風氣。

### 社會責任已納入政策

**管：**可以和我們分享一下房屋署履行社會責任的例子嗎？

**馮：**事實上，企業社會責任指數七大指標\*所包含的項目，許多早已成為我們的政策及日常工作一部份。例如：

- 在工作前線，我們堅持以最佳的方法，處理有關質量、環保、安全及健康、道德廉潔、員工成長、保護工人，以及社區發展的事務；而我們亦已取得 ISO 9001及ISO 14001的認證。
- 我們早已引進EFQM卓越模型，提供一個全面的框架予發展及建築處去推行全面品質管理計劃。這是國際上首個將社群納入基準的模型。
- 秉持道德廉潔的作風，我們會發出內部傳閱文件及指南，灌輸誠實反貪意識，並介紹廉正公署的轉介和聯絡方法。
- 我們致力確保平等就業機會和公平待遇，並遵從有關僱傭條例，盡力制止不同種類的歧視發生，例如性別、種族、年齡、殘障歧視等。
- 我們謹守世界貿易組織政府採購協定，保證公平交易及有效競爭；亦建立強大的採購系統，以及頒布有關一致性和透明度的準則作指引。
- 在服務及工程合同方面，我們推出預防措施，保障工人的權益（如扣分機制）及工資（如委派僱員關係主任協助）。
- 踏入規劃和設計階段，我們便已舉辦社區參與活動，了解地區人士的需要及意見，以供設計屋苑時作參考。到工程開展時，我們會舉行「社區育苗行動」，聯同承建商，邀請社區人士包括居民、學校及福利機構一起綠化屋邨。待居民入伙後，我們會聯同環保團體舉辦名為「綠樂無窮在屋邨」的社區綠化及教育活動，以提高公眾的環保意識，加強屋邨居民的歸屬感。







## Overall Savings

**A:** We need to ensure cost effectiveness and good value for money for all our activities, and let's not forget social cost. From the financial perspective, some CSR activities may have cost implications, but they offer good value for money and may achieve overall savings.

For example, a safe and healthy workplace may demand the provision of proper equipment and the training of staff at a cost. However, if an accident occurs in the workplace, the organization may be subject to work disruption, compensation claims, legal liability, etc. and these will all contribute to the long term cost of the organization. There are also social costs to the families of those people who suffer from accidents, and economic costs to the community at large for the loss of productivity. We always carry out cost-and-benefit analysis for our commitments and CSR is no exception.

## Encourage CSR along the Supply Chain

**V:** Promoting CSR to the supply chain is one of the international norms prescribed in the ISO/DIS 26000 Standard. As a major buyer in the construction industry, how does the Housing Department promote CSR to your supply chain?

**A:** Housing Department has always encouraged CSR in its numerous forms along the supply chain, as described above. Through our List Management system, motivation and incentives in tender evaluation, contract conditions and specifications, we promote CSR to the supply chain. We require Premier League Contractors to practice CSR as a criterion for ascension. Specifically, in our construction contracts we promote CSR activities with Contractors' active participation driven through the supply chain, and some contractors may go the extra mile, such as:

- Care for workers' health, hygiene on site, especially during hot weather;
- Greening education for adjacent schools;
- Drawings displayed on hoardings and wall mural installation;
- Enhanced landscape work on site (green panels, green hoardings, greening on site);
- Repair services provided for elderly households in the neighbourhood;
- Mosquito control in the neighbourhood; and
- Other environmental nuisance mitigation measures.

The public is beginning to expect a CSR agenda from the industry. I understand that "socially responsible" is not covered by standard construction procedures and CSR has been accused of being ill-defined in the past, and hence its progress has been sluggish and limited. I predict that the forthcoming ISO 26000, which provides a set of comprehensive and holistic guidelines for social responsibility, will be a good catalyst for promoting CSR to the supply chain in the construction industry.

## 減省整體成本

**馮:** 作為一間公營機構，我們除了確保所有活動項目均合乎成本效益外，亦會顧及社會成本。雖然從經濟層面來說，推行企業社會責任往往牽涉一定成本，不過每物有所值，甚至在總體上為機構節省開支。

以一個注重安全及健康的建築工作場所為例，雖然要調撥資源配置合適的設備，以及為員工提供培訓，但這必定是物有所值的。因為一旦意外發生，除了工程延誤外，機構還要面對賠償、法律責任等一連串問題，長遠而言費用不菲。另一方面，意外亦為死傷者家屬帶來沉重打擊及生活問題，增加社會成本；同時又減損整體勞動力，令社會付出經濟代價。我們時常採用這種成本效益的分析方法，來評估機構所作出的貢獻。企業社會責任計劃當然亦不例外。

## 供應鏈上倡導社會責任

**管:** 將企業社會責任提倡至供應鏈上，是ISO 26000標準其中一個國際規範要求。作為建築行內的主要買家之一，房屋署怎樣在供應鏈上推廣企業社會責任？

**馮:** 如上所述，房屋署一向透過不同方式，將企業社會責任在供應鏈上宣揚開去。通過名冊管理系統、評選標書的誘使獎勵、合約條款及規格，我們不斷驅使業界推行企業社會責任。我們亦以履行社會責任作為篩選優質承建商的升格準則。此外，我們會具體地透過建築合約，推動承判商積極參與企業社會責任的活動。不少承判商甚至會比我們的要求做得更多，例如：

- 關注工人的健康及工地衛生，特別是天氣酷熱的時候
- 為毗鄰學校進行綠色教育
- 於工地臨時板牆安放圖畫及設置壁畫
- 改善工地的景觀（例如設置綠色嵌板、綠色臨時板牆及綠化工地現場）
- 協助鄰近長者修葺居所
- 抑控周圍環境的蚊患
- 其他減低滋擾環境的措施

社會輿論已期望建築界訂立時間表，推行企業社會責任計劃。由於業內一直沒有把「社會責任」納入標準建築程序內，又缺乏正規指引依循，所以多年來進展有限，只局限在個別範疇，亦欠全面的視野。我相信即將落實的國際ISO 26000標準，將會帶來一套完整、全面的準則，協助建築界在供應鏈上推廣企業社會責任。

## Advice to Counterparts in the Construction Industry

**V:** What are your recommendations to construction companies to help them improve their CSR performance, particularly in managing carbon emissions?

**A:** Construction companies working at the construction stage of a development can have the greatest impact upon the surroundings. Practising environmental management and adopting ISO 14001 certification can be a good starting point for construction companies who wish to apply a structural approach in managing the environment. Nowadays people like to use carbon emissions as a measurable indicator, and society will need to develop and establish a universal set of objective yardsticks and benchmarks. However, whilst the ISO 14001 environmental management system model provides a self-improving mechanism for user companies to perfect their practices themselves, it does not offer comparable indicators for reporting carbon emissions.

## Systematic and Holistic Approach Highly Recommended

**A:** As a public sector client, we have been leading by example in many areas, thereby driving it down the supply chain and influencing the industry. I can see that through practising and reporting CSR in the construction industry in terms of health and safety, environmental controls, fair operating practices as well as community involvement and development, companies may grasp the essentials quickly and see a quantum leap in the years to come. The problem is how to encourage more companies to report CSR performance and improve.

To address these weaknesses, a systematic and holistic approach should be adopted instead of targeting each area piece by piece. I regard enrolment in the HKQAA-HSBC CSR index as a good start for construction companies that are conscious of social responsibility. I believe those companies that commence the CSR journey today will be much better placed within the construction market of tomorrow.

### \* 7 Core Subjects of HKQAA-HSBC CSR Index 「HKQAA-HSBC企業社會責任指數」7大指標

Organizational Governance 企業管治

Human Rights 人權

Labour Practices 勞工相關事項

The Environment 環境保護

Fair Operating Practices 公平營運操守

Consumer Issues 消費者相關事項

Community Involvement and Development 社區參與及發展



## 給建築同業的意見

**管:** 從事建築行業的機構，如果要改善其企業社會責任表現，特別是碳排放的管理，你會有何建議？

**馮:** 建築工程進行時，往往嚴重影響附近的環境。建築公司引入環境管理及ISO 14001認證，通過系統化模式去履行企業社會責任，的確是一個理想的起步點。而近年很多人都喜歡以碳排放量作為量度工具，實有需要建立一套廣泛地適用、客觀的衡量標準。

然而，目前的ISO 14001環保管理體系模式，只提供一個自我改進的機制，讓機構自行完善化，卻缺乏一個可作比較的指標，以便評核碳排放量，故未能完全滿足將企業社會責任進一步系統化的要求。

## 鼓勵全面及系統化方法

**馮:** 我們作為一家公營機構，在供應鏈上進行採購時，一直以身作則，在不同範疇倡導業界實踐企業社會責任。我們察覺到，不少建築公司在推行健康和 safety、環境管制、公平營運操守，以及社區發展等相關企業社會責任的項目時，已能夠迅速掌握其要領，並相信未來會有更大的躍進。當然，我們亦希望可以有更多業界機構能匯報企業社會責任表現，並作出改善。

對於樂意推行企業社會責任的建築機構，我們建議它們不要零散地局部推行個別項目，反而應該採用一個全面而系統化的方法去實踐。參加HKQAA-HSBC企業社會責任指數，無疑是一個很好的啟航點。我相信，今天投身參與企業社會責任的機構，將來必定可以在建築市場上佔據有利位置。





# The Strategic Value of CSR to Construction Companies

## 社會企業責任對建築公司的策略價值



**Mr. David Hogan**  
**CEO of Alliance Construction Materials Limited**  
 戴浩勤先生  
 友盟建築材料有限公司行政總裁

Social responsibility is not a novelty to far-sighted corporations. A prominent corporate citizen should realize that lasting success must be built on sustainable business practices.

Alliance Construction Materials Limited, one of the largest building material suppliers in Hong Kong, is a good example of a company with this attitude.

### CSR Investment Generates Positive Return

"Investment in CSR initiatives will eventually add value to the business," said Mr. David Hogan, CEO of Alliance.

In 2008, Alliance decided to monitor and reduce its greenhouse gas emissions so as to help combat climate change. A significant amount was invested to establish the Carbon Footprint, providing employees with training in energy saving and Carbon Footprint training, and on studies and engineering to improve the energy efficiency of production facilities. By the end of 2009, these measures had resulted in a 10% reduction in greenhouse gas emissions, meaning that the investment had generated a positive return for the business.

### CSR Index – A Useful Tool for Driving Beneficial Changes

Mr. Hogan said, "We consider the HKQAA-HSBC CSR Index to be a benchmarking exercise which allows us to understand the level of maturity of our CSR practices compared to other participating organizations in Hong Kong. Besides, the audit questionnaire - which is a consolidation of the ISO/DIS 26000 guidelines - provided a useful tool for evaluating the sufficiency of our CSR practices, and offered us opportunities to fill up any gaps."

"In the short run, this is a benchmarking exercise that allows us to have an understanding of the strengths and weaknesses of existing CSR practices so that we can make improvements. The CSR Advocate Mark is also an effective means to communicate with stakeholders our commitment towards CSR."

"In the long run, CSR drives positive changes within the organization that will strengthen the decision making process and the integrity of the company as a whole. It will also improve the communication of Alliance with stakeholders, which in turn enhances mutual understanding and trust."

對於高瞻遠矚的企業來說，社會責任並非新鮮的事物。畢竟長遠的優勢，必須建基於可持續發展的業務基礎上。

作為香港其中一間最具規模的建材供應商，友盟建築材料有限公司絕對是這類企業的典範。

### 投資帶來正面回報

「投放資源推行企業社會責任計劃，絕對能夠令公司增值。」友盟行政總裁戴浩勤先生道。

二零零八年，友盟決定控制及降低其溫室氣體的排放量，以減少對氣候的影響，遂斥資推行碳足跡審計，並為員工提供有關節能和碳足跡的培訓，及提升生產設備的節能效率。到二零零九年，這些措施已成功令溫室氣體排放量降低10%，為公司帶來非常正面的回報。



### 企業社會責任指標 — 強化管理之利器

戴浩勤先生道：「我們會把HKQAA-HKBC企業社會責任指數，看作一個基準評比，與其他香港機構作比較，以便了解公司在企業社會責任方面的成熟程度。此外，根據 ISO/DIS 26000 指南而制定的審計問卷，亦有助我們評估公司履行企業社會責任的表現，並填補漏洞。」

「短期來說，這扮演著一個基準評比的角色，讓我們認清公司目前在企業社會責任方面的強弱之處，加以改善。而企業社會責任先導者標誌亦是一個非常有效的工具，向持份者展示我們對社會所作出的貢獻。」

「長遠來說，履行企業社會責任亦為機構帶來正面的影響。不但加強決策過程，令公司整體更廉潔公正，亦有助改善與持份者的溝通，加深彼此的了解和信任。」



HKQAA-HSBC CSR Index

CSR Advocate Mark Presentation Ceremony





## Putting CSR into Practice

Alliance has undertaken CSR initiatives in various ways. In terms of Organizational Governance, Alliance has put in place a Risk Management Policy, IMS Policy and Ethical Conduct Guidelines. Also, it has a well-established integrated management system that complies with ISO 9001, ISO 14001 and OHSAS 18001 and is certified by HKQAA. Also, it has developed a business continuity plan for major crises and business interruptions, such as avian and swine flu.

“With regard to Environment, Human Rights and Labour Practices, a wide range of policies and systems, such as an environmental protection policy, carbon footprint, racial equality policy, policy on harassment, privacy code of practice, occupational safety & health policy, equal employment policy, 5S system, and the SMART Program have been established in the company.”

“To promote Fair Operating and Consumer Practices, we have also put in place policies on business integrity and ethics, quality, and a customer compliant procedure,” Mr. Hogan added.

“As for Community Involvement and Development, we have adopted an Employee Volunteer Policy and actively participated in charity activities such as donations of computers to HK Caritas, fundraising for ORBIS, Red Cross and the Community Chest, the walk for millions and dress casual day. We also liaise with District Councils to monitor the environmental performance of individual worksites, and have other good neighbor practices.”

## ‘3 I’s’ – The Key to Devising CSR Programs

As a CSR Advocate, Alliance highly recommends the following ‘3 I’s’ to other organizations who are starting to devise their CSR programs:

**“Inform”** - Let employees know why management is interested in CSR and the rationale behind it. Make the decision-making process and policies as transparent as possible. Upgrade the competency of employees in all elements of the CSR framework through the provision of training and information.

**“Inspire”** - Inspire them with what other organizations are doing and with success stories. Benchmark with other organizations locally and globally to let them know the current status and how far they have to go to reach the goals.

**“Involve”** - Involve the entire team in any CSR initiative to allow them to learn from experience and to appreciate the importance of participation in any business success.

## 履行企業社會責任

在不同的業務範疇，友盟都積極實踐企業社會責任。以企業管治為例，友盟推行了風險管理政策、綜合管理體系(IMS)政策及道德操守指引，亦建立了一個獲香港品質保證局認可，符合ISO 9001、ISO 14001及OHSAS 18001的管理體系；並開拓業務持續計劃，以應付重大的危機及阻礙營運的事故，例如禽流感及豬流感等。

「在環境保護、人權及勞工相關事項方面，我們積極推行有關環保、碳足跡、種族平等、防止滋擾、私隱操守、職業安全及健康及平等就業的政策，亦建立了五常法及SMART系統。」

「就公平營運操守及消費者相關事項而言，我們非常重視商業道德和公正廉潔，亦十分關注產品與服務的質量，將之納入公司的政策內；並設立客戶投訴機制。」戴浩勤先生補充。

「至於社區參與及發展方面，我們不但推行僱員義工計劃，亦積極投入慈善活動，例如捐贈電腦予香港明愛，為奧比斯、紅十字會及公益金籌款，參與百萬行及便服日等。此外，我們也和區議會保持緊密聯繫，監察個別地盤的環保表現，並參與地區的睦鄰活動。」

## 「3 I’s」——推行計劃的竅訣

作為企業社會責任倡導者，友盟極力推薦透過「3 I’s」來制定企業社會責任計劃：

**「Inform(灌輸)」**—讓員工知道管理層實行企業社會責任計劃背後的原因和精神，增加決策過程的透明度，並提供適當的培訓和資訊，提升員工處理各種有關企業社會責任事務的能力。

**「Inspire(啟發)」**—透過其他機構的處理手法和成功案例來啟發員工；並與本地及國際機構作評比，定下基準，讓員工知悉公司現時的狀況，以及距離目標有多遠。

**「Involve(參與)」**—讓所有員工都有機會參與任何有關企業社會責任的事務。他們不但可以從中汲取經驗，還親身體會到，公司的成功全賴他們的投入參與。







# The Role of International Standards in Promoting Sustainability in the Construction Industry

## 國際標準在推動建築業可持續發展的角色

Author : Dr Nigel H. Croft  
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作者：倪國夫博士  
香港品質保證局技術總監

Construction represents around 10% of the global economy, making it one of the largest industry sectors in the world. Buildings are responsible for around 30% of total energy use and the associated greenhouse gas (GHG) emissions in society, both in developed and developing countries. The energy is mainly consumed during the use stage of buildings for heating, cooling, ventilation, lighting, appliances, and in vertical transport such as escalators and elevators. Only a smaller percentage, typically 10-20%, of the total energy consumed is used for materials manufacturing, construction and eventual demolition.

The potential for a drastic reduction of the energy consumption in buildings is therefore significant. According to the International Federation of Consulting Engineers (FIDIC), the energy consumption in both new and old buildings can be reduced by 30-50% using proven and commercially available technologies, without significantly increasing the investment costs of either new construction or renovation projects. The Intergovernmental Panel on Climate Change (IPCC) stated in its fourth assessment report that the building and agriculture sectors have the largest potential for significantly reducing greenhouse gas emissions.

### ISO's Role in the Promotion of Sustainable Buildings

While no single ISO or IEC standard sets out all required criteria for sustainable buildings, ISO's Technical Committee TC59 (Building Construction) has recently published a series of documents that are directly applicable:

- **ISO 15392:2008** establishes general principles for sustainability in building construction. It is based on the concept of sustainable development as it applies to the life cycle of buildings and other construction works, from their inception to the end of life.
- **ISO 21930:2007** describes the principles and framework for environmental declarations of building products, taking into consideration the complete life cycle of a building.
- **ISO/TS 21929-1:2006** provides a framework, makes recommendations, and gives guidelines for the development and selection of appropriate sustainability indicators for buildings. This Technical Specification includes a framework for assessing the economic, environmental and social impacts of buildings and provides some examples of possible indicators.
- **ISO/TS 21931:2006** gives a general framework for improving the methods used to assess the environmental performance of buildings. It describes issues to be taken into account when conducting environmental performance assessment of new or existing building properties in the design, construction, operation, refurbishment and deconstruction stages.

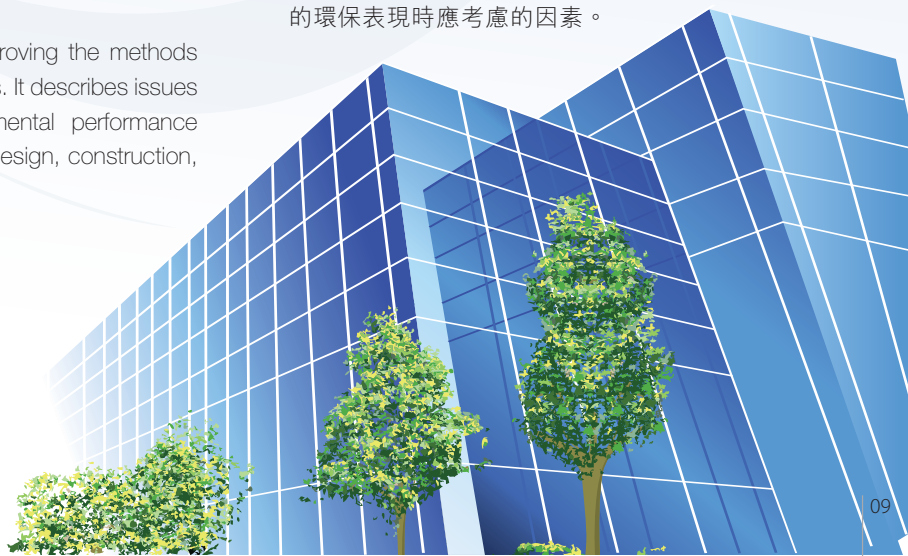
建築業乃全世界最大工業界別之一，佔全球經濟約百分之十。無論對已發展國家或發展中國家而言，從建築物所消耗的能源及其溫室氣體排放量，都約佔全球百分之三十。冷熱系統、空調設備、照明設施、電器用品，以及扶手電梯和升降機等，都是建築物內的主要耗能設備；相反，材料生產、興建及最終的拆卸過程，只佔大概百分之十至二十左右。

由此可見，大幅減少建築物的能源消耗正是當務之急。根據國際諮詢工程師聯合會（FIDIC）資料顯示，不論是新的建築物，如果採用現行的科技，毋須額外投資於新建築或更新項目，已可以將能源消耗量減少百分之三十至五十。政府間氣候變化專門委員會（IPCC）於第四次評估報告中指出，建築和農業界有最大潛力去大幅度減少溫室氣體的排放。

### ISO在促進可持續發展建築的角色

由於過往沒有一個ISO管理體系或IEC標準，列明可持續發展建築物必須具備的條件，因此ISO技術委員會TC59（建築工程）最近出版了一系列直接適用的標準：

- **ISO 15392:2008** 制定建築工程可持續發展的一般原則。以可持續發展理念為基礎，適用於建築物及其他建設工程的整個生命週期，從工程設計至樓宇拆卸也涵蓋其中。
- **ISO 21930:2007** 闡明建材產品環保聲明的原則和框架，並涉及建築物的整個生命週期。
- **ISO/TS 21929-1:2006** 對開發和選擇適當的建築物可持續發展指標，提供框架、建議及指引。此技術規範包括一個用作評估建築物對經濟、環境和社會影響的框架，以及提供一些具體例子作為指標。
- **ISO/TS 21931:2006** 對改善評估建築物環保表現的方法提供了一套框架。此技術規範描述對評估新或現有樓宇於設計、興建、使用、翻新及拆卸階段的環保表現時應考慮的因素。



## Seminar on "Copenhagen Climate Change Conference – What's Next?"

### 「哥本哈根氣候變化會議後錄：發展與未來」研討會

"Copenhagen Climate Change Conference – What's Next?", a seminar jointly organized by HKQAA and the Business Administration Department of Hong Kong Institute of Vocational Education (IVE), was successfully held on 29 January 2010 at Lee Wai Lee Building, Chai Wan, Hong Kong. Prof. Ho Kin Chung, BBS, Dean of Science & Technology of The Open University of Hong Kong, and Dr. Ali Al-Zubaidi, Managing Director of Integrated Management Systems Associates Limited, were the guest speakers. There was an overwhelming response to the seminar, which attracted over a hundred participants from various business and academic sectors.

In the seminar, Prof. Ho and Dr. Al-Zubaidi introduced the outcomes and implications of the climate negotiations in Copenhagen. They addressed issues such as the impact on the business community and potential business opportunities, the emergence of the developing countries bloc, and potential consequences for Hong Kong, China and other parts of the world.



由香港品質保證局聯同香港專業教育學院工商管理系合辦的「哥本哈根氣候變化會議後錄：發展與未來」研討會，已於2010年1月29日假香港柴灣李惠利高等教學樓順利舉行，並邀得香港公開大學科技學院院長何建宗教授，BBS，以及綜合管理系統協會董事總經理阿里·素彼得博士擔任嘉賓講者。是次研討會反應踴躍，吸引超過100名來自商界和學界人士參加。

何教授及阿里·素彼得博士在會上談及哥本哈根氣候變化會議之扼要和啟示，以及該會議對商業社會之影響和潛在商機、發展中國家冒起的情況、預期對香港，中國及全球其他地區之影響等。



## Commerce and Economic Development Bureau Visit 商務及經濟發展局到訪

Mr. Duncan Pescod, JP, Permanent Secretary for Commerce and Economic Development (Communications and Technology), Ms Janet Wong, Commissioner for Innovation and Technology, Mr. John Hung, Secretary-General of Hong Kong Council for Testing and Certification, and Mr. Terence Chan, Executive Administrator of Hong Kong Accreditation Service, visited HKQAA in January 2010.

During the visit, various measures to enhance the capacity and quality of the local certification sector were explored. The aim was to further strengthen competitiveness, with a view to developing Hong Kong into a regional hub for testing and certification.



商務及經濟發展局常任秘書長（通訊及科技科）栢志高先生，太平紳士、創新科技署署長王榮珍女士、香港檢測和認證局秘書長洪良斌先生，以及香港認可處執行幹事陳成城先生於2010年1月到訪香港品質保證局。

為了切合政府目標，將香港發展為區內的檢測和認證中心，這次會面大家都探討了

多項可行措施，以提高認證行業的能力和水平，並進一步加強其競爭力。





# Add Value to an Audit 為審核工作增值

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In 2003, the International Accreditation Forum (IAF) and ISO Technical Committee 176 Quality Management and Quality Assurance (ISO/TC 176/SC2) formed the ISO 9001 Auditing Practices Group. This group aims at enhancing the effectiveness of ISO 9001 quality management systems auditing and certification, and has produced guidance documents on auditing practices in consultation with subject matter experts, auditors and practitioners. These contain reference information for auditors, to help improve auditing skills, and are proving to be useful reference materials for certification bodies, which are currently promoting auditing skills improvement.

## Importance of Value-added Auditing

You have probably heard a lot about adding value in an audit, but why is this important?

Since 2000, ISO 9001 has been promoting the adoption of a process approach when developing, implementing and improving the effectiveness of a quality management system, to enhance customer satisfaction by meeting customer requirements. The standard defines the requirements for a management system, but not the ways to fulfill the customer and applicable statutory and regulatory requirements. Organizations can develop their own management system, with custom-made interrelated processes to fit their business needs. The amount of documentation required, including records, can vary from one organization to another.

Unfortunately, most certified organizations do not use a process approach. Furthermore, traditional audit approach focusing on record compliance cannot add value to an organization; rather, it may burden it.

In order to obtain certification, some organizations may employ off-the-shelf systems which have proven to be successful in other companies. However, these may not suit their own needs and expectations. Before a surveillance audit begins, an organization has to produce records conforming to requirements of the off-the-shelf systems, in addition to the actual output of the routine operations. As a result of this increased workload, people in the organizations may start to complain, undermining faith in the system.

When auditing in these circumstances, auditors should act as catalyst in the audit process and promote the integration of the system into day-to-day operations. Auditors should understand and appreciate the good practices of organizations. Questions and questioning techniques should encourage the thinking process, allowing organizations to improve the effectiveness and efficiency of the system by themselves.

Auditors may consider the following key points related to value-added auditing:

1. During interviews with top management, try to understand their expectations, the current business situation (e.g. business environment and risks, competition, etc.) and company culture.
2. Focus more on process than on documented procedures.
3. Focus more on results than on records.
4. An audit report should relate findings to the effectiveness and efficiency of the system in meeting customer, statutory, regulatory and management needs. The content should meet the interests of the readers.

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2003年，國際認可論壇(IAF)和ISO技術委員會 176質量管理和質量保證 (ISO/TC 176/SC2) 組成ISO 9001審核實踐工作組，以提升ISO 9001質量管理系統的審核和認證工作有效性為目標，諮詢有關專家、審核員和從業員的意見，制定了審核工作的指引文件。這些供審核員提升審核技巧的參考資料，已經在致力改善審核技巧的認證機構身上證明非常有用。

## 審核增值的重要性

你可能聽過很多關於為審核工作增值的事。這究竟有何重要？

自2000版起，ISO 9001已開始推廣採用「過程方法」來建立、實施及改善質量管理系統的有效性，以滿足客戶的需要，提升他們的滿意度。標準界定了對管理系統的要求，但沒有指示具體方法去達到客戶、法律和條例的要求。換言之，組織可以自行建立管理系統，以度身訂造的相互關連過程去滿足其經營需要。而所需之文件及紀錄數量，亦因組織而異。

可惜，大部份獲認證組織都沒有善用這方法，而且傳統的審核方式，亦往往只著眼於紀錄符合要求與否。這非但不可以為組織增值，更反而成為其負擔。

為了獲得認證，有些組織會索性採用那些已證明在其他公司行之有效的現成系統。可是這未必切合其需要及期望；而且在監督審核開始之前，組織除了常規營運的真實數據外，還要預備額外紀錄，以符合該些現成系統的要求。由於增加了工作量，組織內的員工會開始不滿系統，甚至對它失去信心。

在這樣的情況下進行審核工作，審核員可以扮演一個催化的角色，倡導組織將系統整合於日常營運之中。審核員應了解及欣賞組織現行的良好表現，並以恰當技巧提出問題，以助組織思考，讓其自行提升系統的有效性和效率。

審核員可參考以下重點，為審核工作增值：

1. 審核前與高級管理人員溝通，嘗試了解他們的期望；掌握最新的業務情況（例如：營商環境及風險、競爭環境等）和企業文化。
2. 著重真實過程多於文件程序。
3. 著重結果多於紀錄
4. 審核報告應將審核發現與企業在滿足客戶、法規、條例及管理需要方面的有效性及效率相關連；其內容須滿足讀者關注的課題。

# International 國際

## Conceptual Work Begins on Future ISO 9001 Standard

A Task Group of ISO/TC176 Subcommittee 2 met in London in February to discuss new concepts that might be incorporated into a future revision of ISO 9001, forecast for around the 2015 timeframe. The recently-published ISO 9001:2008 included only very small changes to the 2000 version of the standard, aimed primarily at improving readability and enhancing alignment with ISO 14001. Although there is no decision at the present time to begin drafting work on a new revision, the group discussed the possible incorporation of a "risk-based" approach to quality, and a greater emphasis on the "outputs" of the quality management system – namely "consistent, conforming products".

## New Global Food Safety Standards Approved

The Global Food Safety Initiative (GFSI) held its annual Conference, Technical Working Groups and Stakeholder Meetings in Washington, USA, in February 2010. HKQAA was represented by Dr Nigel H. Croft, Associate Technical Director. High on the list of achievements of GFSI for 2009, as identified by the major stakeholders, was the approval of the FSSC 22000 scheme by the GFSI Benchmarking Committee. This has important implications for the food industry because it is the first GFSI-recognized scheme to be fully based on the international ISO 22000 standard, with the addition of the appropriate Pre-Requisite Programmes ("PRP's"). Several existing GFSI Scheme-owners also announced their intention to develop similar ISO 22000-based schemes in the near future. HKQAA is one of the first certification bodies to be approved for the pilot of the FSSC 22000 scheme.

## IAF Technical Committee Meets in Rio de Janeiro, Brazil

Approximately 80 members of the Technical Committee of the International Accreditation Forum (IAF) met in Brazil in March 2010 to discuss progress on a number of initiatives aimed at maintaining the credibility of management systems, product and personnel certification. Some of the topics addressed included:

- Requests from the IAF End User Committee to condemn the practice of some certification bodies issuing certificates that imply "conformity to ISO 26000". It was emphasized that this is a guidance standard on Social Responsibility that has not yet been published, and which specifically states "is not intended for certification purposes". The Technical Committee confirmed that there will be no accredited certification to ISO 26000 when it is eventually published later this year.
- Guidance is being developed for the harmonization of sanctions to be applied by accreditation bodies when an accredited certification body is found to be knowingly operating in non-compliance with the accreditation standard.
- Discussions were held to define the ways in which to deploy the "Expected Outcomes" Communiqués that were published by ISO and the IAF in July 2009, to ensure that the appropriate message reaches all auditors in all accredited certification bodies around the world. The contents of the communiqués can be found on the IAF website ([www.iaf.nu](http://www.iaf.nu)) and are intended to emphasize what results can be reasonably expected from an organization whose quality or environmental management system is certified to ISO 9001 or ISO 14001.

## 構思未來的ISO 9001標準

ISO/TC 176第二分組委員會的工作組，於二月份在倫敦開會，商討有關未來修訂ISO 9001的新構思，並預計於2015年前完成。新近出版的ISO 9001:2008，最初為了改善2000版的可讀性及與ISO 14001更加配合，只在舊版上作了些微改動。雖然現時還未落實起草新的改版，但小組已商討納入「風險為本」質量程序的可行性，並會加倍著重質量管理系統的「輸出成果」一穩定及合格的產品。

## 最新全球食品安全標準

全球食品安全倡議（GFSI）於2010年2月在美國華盛頓舉行周年大會、技術工作小組及持份者會議。香港品質保證局由技術總監倪國夫博士代表出席。GFSI在2009年其中一個獲得大部份持份者肯定的重要成就，就是FSSC 22000計劃獲得GFSI績效評估委員會批准通過。這對食品工業來說意義重大，因為該計劃是第一個全面以國際ISO 22000標準作為基礎，配合適當的前題方案（PRPs）而制定的GFSI技術委員會認可計劃。同時，多位GFSI計劃的負責人，亦宣布銳意在不久的將來，開展類近以ISO 22000為基礎的計劃。香港品質保證局將是第一批獲認可試行FSSC 22000計劃的認證機構之一。

## 國際認可論壇(IAF)技術委員會於巴西里約熱內盧舉行會議

約80名國際認可論壇(IAF)技術委員會的會員，於2010年3月在巴西里約熱內盧舉行會議，就一系列維持管理系統、產品及個人認證誠信的措施，商討進程。當中探討的課題包括：

- 應IAF最終用戶委員會的要求，譴責某些認證機構發出暗示「符合ISO 26000」證書的行為；並強調這只是一個還未出版的企業社會責任指引標準，不能作認證用途。技術委員會還確認，當ISO 26000於今年較後時間出版時，也未必會有認可的認證計劃。
- 為認可機構制定指引，以統一的約束措施，懲罰某些獲認可的認證機構在營運時故意不遵守認證標準的行為。
- 討論如何發放有關2009年7月由ISO與IAF出版的「預期成果」之公報，以保證全球所有獲認可的認證機構評審員，都收到正確的消息。公報內容將於IAF網站（[www.iaf.nu](http://www.iaf.nu)）內發放，讓獲得ISO 9001質量管理或ISO 14001環境管理認證的組織，可以切實地預計成果。



# New Certified Clients 新認證客戶

November 2009 to January 2010 | 2009年11月至2010年1月



## Memorable Moments 紀念一刻

Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems to achieve organizational and business goals since 1989.

























From November 2009 to January 2010, we have been pleased to welcome 57 organizations to our community. Among them, they have obtained 63 certificates of ISO 9001, ISO 14001, ISO 20000, ISO 22000, ISO 27001, OHSAS 18001, SA8000, TL 9000, GPMS, HKQAA-HACCP, HCS and QSPSC. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品質保證局自一九八九年成立以來，致力協助工商界實施管理體系，有效地達致機構和營商目標。

由2009年11月至2010年1月期間，香港品質保證局共頒發63張證書，包括ISO 9001, ISO 14001, ISO 20000, ISO 22000, ISO 27001, OHSAS 18001, SA8000, TL 9000, GPMS, HKQAA-HACCP, HCS及QSPSC。在此謹祝賀57家機構加入獲認證的行列。本局深信，新成員的加入將可為我們的品牌和利益相關方面帶來更大的裨益。



Hong Kong 香港








































































Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Apr 四月	May 五月	Jun 六月	Jul 七月
Quality 質量						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 — 理解與應用		1	HKD 1,300	VM1C/HK-04A /B 14 Apr / 30 Apr	VM1C/HK-06A 4	VM1C/HK-07A 5
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 — 內部質量管理體系審核員培訓		2	HKD 2,800	VM3C/HK-04A 26-27	VM3C/HK-05A 12-13	VM3C/HK-07A 12-13
ISO 9001:2008 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2008 質量管理體系 — 進階內部審核技巧		2	HKD 3,000/ HKD 2,700*	QMS5C/HK-04A 12-13		
ISO 9001:2008 Quality Management System Documentation ISO 9001:2008 質量管理體系文件		1	HKD 1,300	QMS4C/HK-04A 19		
QMS ISO 9001:2008 Auditing Refresher Course (Transition) ISO 9001:2008 質量管理審核轉版進修課程		1	HKD 1,600/ HKD 1,500*		S078E/HK-05A 20	
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Reg #A17071) 質量管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號#A17071)		5	HKD 10,000/ HKD 9,500*		IQA1/IRCA/05 24-28	
Run a World Class Wine Storage Facility 建立優良存酒設備		1	HKD 1,500			QM01C/HK-07A 23
Environment 環境						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系 — 理解與應用		1	HKD 1,500/ HKD 1,300*	EMS2C/HK-04A 23	EMS2C/HK-05A 3	EMS2C/HK-06A 11
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系 — 內部環境管理體系審核員培訓		2	HKD 3,000/ HKD 2,700*			EMS3C/HK-06A 17-18
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Training ISO 14001環境管理體系 — 主任審核員證書培訓課程		5	HKD 10,000/ HKD 9,500*			EM01E/HK-06A 1-5
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Conversion Training ISO 14001 環境管理體系 — 主任審核員轉證培訓課程		3	HKD 6,200/ HKD 5,700*			EMS9E/HK-06A 1-3
BS EN 16001:2009 Energy Management Workshop 能源管理工作坊		1	HKD 1,800/ HKD 1,600*		EM05E/HK-06A 18	
Improving Business Performance by Managing Carbon Emission 減碳排放以提高業務績效		1	HKD 1,600/ HKD 1,500*		EM03E/HK-05A 17	
Occupational Health and Safety 職業健康和安全						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 — 理解與應用		1	HKD 1,500/ HKD 1,300*	OHS8C/HK-04A 20	OHS8C/HK-05A 20	OHS8C/HK-07A 12
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 — 內部職業健康審核員培訓		2	HKD 3,000/ HKD 2,700*	OHS9C/HK-04A 27-28	OHS9C/HK-05A 26-27	OHS9C/HK-06A 24-25
Application of “ISO 31000:2009 Risk Management - Principles and Guidelines” in Occupational Health & Safety ISO 31000:2009 危機管理 — 原理及指引在職業健康和安全的應用		Evening	HKD 2,000	OH10C/HK-04A 20, 22, 27 & 29		
OHSAS 18001 Occupational Health and Safety Management Systems Auditor/Lead Auditor Training Course OHSAS 18001職業健康和安全管理體系 — 主任審核員證書培訓課程		5	HKD 10,000/ HKD 9,500*		OH06E/HK-06A 28 May - 1 Jun	
OHSAS 18001 Occupational Health and Safety Management Systems Auditor/Lead Auditor Conversion Training OHSAS 18001職業健康和安全管理體系 — 主任審核員轉證培訓課程		3	HKD 6,200/ HKD 5,700*		OH11E/HK-06A 28-30	
Food / Pharmaceutical Sector 食品和製藥						
ISO 22000:2005 Food Safety Management Systems Implementation Course [NTTS Approved Course] ISO 22000:2005 實施食品安全管理體系課程 [NTTS 認可課程]		3	HKD 4,800*	HA9C/HK-04A 12-14		
ISO 22000:2005 Food Safety Mgmt Systems Auditor/Lead Auditor Course (IRCA Reg.#17289) [NTTS Approved Course] ISO 22000:2005 食品安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號 #17289) [NTTS 認可課程]		5	HKD 10,000/ HKD 9,500*²		IRCA/FSMS/05 10-14	
Implementing HACCP for Food Business Programme 實踐食物安全重點控制課程		2	HKD 2,800			HA10C/HK-07A 7-8
Corporate Social Responsibility 企業社會責任						
How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告		1	HKD 1,500	SR01C/HK-04A 26		
Shaping the Future of Corporate Social Responsibility : HKQAA -HSBC CSR Index 締造企業社會責任文化：HKQAA - HSBC 企業社會責任指數		2	HKD 3,000		SR02C/HK-06A 28-29	SR02C/HK-07A 21-22
Customer Satisfaction 顧客滿意						
ISO 10002:2004 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2004 客戶滿意度 — 投訴處理指引 — 理解與應用		1	HKD 1,300			MT14C/HK-07A 16
Managing Difficult Customer Situations 如何有效處理棘手之客戶問題		1	HKD 1,300		EW24C/HK-06A 10	
Integrated Management Systems 綜合管理						
Integrated Management Systems Set Up & Audit Approach 綜合管理體系 — 建立與審核方法		2	HKD 3,000	IMS2C/HK-04A 8-9		
Management Tools and Skills 管理工具和技能						
The Must-know Essentials for Quality System Management Representative 質量管理體系 — 管理者代表的重要須知		1	HKD 1,300			MT23C/HK-06A 21
Implementation of HKQAA 5S in the Workplace Operation 實施 HKQAA — 5S 在工作間的營運		1	HKD 1,300			GP03C/HK-06A 28
Lean Sigma Green Belt 精益六西格瑪綠帶		4	HKD 8,000	EW31C/HK-04A 12-13 & 15-16		
Managing and Controlling Business Risks 商業風險管理及控制		1	HKD 1,600/ HKD 1,500*		EW30E/HK-05A 19	
Telecom and Information Service Management 電訊及訊息安全服務管理						
Risk Management for IT Security 資訊科技安全的風險管理		2	HKD 3,000	IS01C/HK-04A 27 & 30		
Implementation of ISO 27001:2005 Information Security Management Systems ISO 27001:2005實踐信息安全管理体系		3	HKD 4,800		ISE5C/HK-06A 7-9	
ISO 27001:2005 Information Security Management Systems Lead Auditor Training Course (IRCA Reg.#A17321) [NTTS Approved Course] ISO 27001:2005 訊息安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號#A17321) [NTTS認可課程]		5	HKD 12,000/ HKD 11,000*¹			ISE6E/HK-07A 12-16

Remarks  
備註

\* Please refer the early bird payment deadline to our web-site 請於本局網頁參看優先報名之付款詳情  
# NTTS approved course with 50% course fee reimbursement NTTS認可課程可獲退回50%的課程費用



## Mainland China 中國內地

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) RMB 收費(每人)人民幣	Course Code & Date 課程編號及日期			
			Apr 四月	May 五月	Jun 六月	Jul 七月
Quality 質量						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系－理解與應用	 1	RMB 600	VM1P/SH-04A  26	VM1P/GZ-05A  24 VM1P/SZ-05A  28	VM1P/SZ-06A  18 VM1P/SH-06A  21	VM1P/SZ-07A  23 VM1P/SH-07A  28
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系－內部質量管理體系審核員培訓	 2	RMB 1,200	VM3P/SH-04A  27-28	VM3P/GZ-05A  25-26	VM3P/SH-06A  22-23	VM3P/SH-07A  29-30
ISO 9001:2008 Quality Management Systems Internal Auditor Transition Training ISO 9001:2008 質量管理體系內審員轉版培訓	 1	RMB 800	VM4P/SH-04A  23	VM4P/SH-05A  12		VM4P/SH-07A  7
ISO 13485:2003 Quality Management System Internal Auditor Training ISO 13485:2003 質量管理體系內部審核員培訓	 3	RMB 2,200	MT29P/GZ-04A  12-14			
Environment 環境						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系－理解與應用	 1	RMB 600		EMS2P/SH-05A  5	EMS2P/GZ-06A  28	EMS2P/SH-07A  12
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系－內部環境管理體系審核員培訓	 2	RMB 1,200	EMS3P/SH-04A  29-30	EMS3P/SH-05A  6-7	EMS3P/GZ-06A  29-30	EMS3P/SH-07A  13-14
Occupational Health and Safety 職業健康和安全						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系－理解與應用	 1	RMB 600		OHS8P/SH-05A  19		OHS8P/GZ-07A  5 OHS8P/SH-07A  26
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系－內部職業健康和安全管理體系審核員培訓	 2	RMB 1,200		OHS9P/SH-05A  20-21		OHS9P/GZ-07A  6-7 VM1P/SH-07A  27-28
Information Security 信息安全						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理体系－理解與應用	 1	RMB 800			ISE3P/GZ-06A  21	
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application, Internal Auditor Training ISO/IEC 27001:2005 信息安全管理体系－內部審核員培訓	 2	RMB 2,000			ISE4P/GZ-06A  22-23 ISE4P/SH-06A  24-25	ISE4P/SH-07A  8-9
ISO 20000:2005 Information Technology Service Management System Internal Auditor Training ISO 20000:2005 信息技術服務管理體系內部審核員培訓	 3	RMB 2,800			ISO2P/GZ-06A  7-9	
Social Accountability 社會責任						
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training SA8000:2008 社會責任管理體系－內部審核員培訓	 2	RMB 1,200	SA01P/SH-04A  29-30	SA01P/SH-05A  10-11 SA01P/GZ-05A  13-14		SA01P/SH-07  5-6
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	 3	RMB 2,800	SA05P/GZ-04A  21-23			
WRAP (Worldwide Responsible Accredited Production) Understanding Training WRAP 環球可信社會責任生產組織之條文解讀課程	 1	RMB 780		WR01P/SH-05A  14 WR01P/SZ-05A  28 WR01P/GZ-05A  31		WR01P/SH-07A  15
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡議商界遵守社會責任之條文解讀	 1	RMB 780		BS02P/SH-05A  23	BS02P/GZ-06A  14 BS02P/SH-06A  18	
Management Tools and Skills 管理工具和技能						
The Must-know Essentials for Quality System Management Representative 質量管理體系- 管理者代表的重要須知	 1	RMB 780	MT23P/SH-04A  9 MT23P/GZ-04A  30		MT23P/SH-06A  11	MT23P/GZ-07A  29
Telecommunications and Information Service 電訊和資訊服務						
TL 9000 R4.0 Quality Management Systems - Internal Auditor Training TL 9000 R4.0 質量管理體系－內部審核員培訓	 3	RMB 3,800	TL04P/SZ-04A  9 TL04P/SH-04A  26-28 TL04P/GZ-04A  26-28		TL04P/SH-06A  28-30	TL04P/GZ-07A  27-29

For registration and enquiry  
報名及查詢

Hong Kong Office 香港辦事處 • Tel 電話: (852) 2202 9111 • Email 電郵: training@hkqaa.org  
 HKQAA Certification (Shanghai) Ltd. 標準認證服務(上海)有限公司 • Tel 電話: (86 21) 6876 9911  
 HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 標準認證服務(上海)有限公司廣州分公司 • Tel 電話: (86 20) 8383 3777  
 HKQAA Certification (Shanghai) Ltd. Suzhou Representative Office 標準認證服務(上海)有限公司蘇州辦事處 • Tel 電話: (86 512) 6900 9119

Conducted in Cantonese 以廣東話授課	Conducted in English 以英語授課	Conducted in Putonghua 以普通話授課	Guangzhou 廣州	Shanghai 上海	Suzhou 蘇州	Macau 澳門
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For training course details and online registration, please visit HKQAA website 詳細課程資料及網上報名, 請瀏覽香港品質保證局網頁  
<http://www.hkqaa.org>

「HKQAA-HKBC企業社會責任先導者指數」行政人員簡報會  
**EXECUTIVE BRIEFING**  
**ON HKQAA-HSBC CSR ADVOCATE INDEX**

**企業社會責任**  
**是成本開支？還是商業策略？**

**Corporate Social Responsibility (CSR)**  
**Is it a cost to an organization or is there a business case for it?**



<b>日期</b>	<b>: 2010年5月18日 (星期三)</b>	<b>Date</b>	<b>: 18 May 2010 (Tuesday)</b>
<b>時間</b>	<b>: 下午3:00 - 5:00</b>	<b>Time</b>	<b>: 3:00 pm - 5:00 pm</b>
<b>地點</b>	<b>: 香港品質保證局 香港北角渣華道191號 嘉華國際中心19樓</b>	<b>Venue</b>	<b>: HKQAA, 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong</b>
<b>參加費用</b>	<b>: 免費</b>	<b>Participation Fee</b>	<b>: Free of Charge</b>

**講者**

**溫建文先生**

安樂工程集團有限公司品質、安全及環境事務經理

溫先生將談及企業社會責任對其機構的意義，如何付諸實行，以及分享有關參與HKQAA-HKBC企業社會責任先導者指數的經驗。

**沈小茵女士**

香港品質保證局高級策略業務經理

沈女士將闡釋HKQAA-HKBC企業社會責任先導者指數的七項核心項目，並會介紹參與企業社會責任計劃所帶來的好處。

**Speakers**

**Mr. Sammy Wan**

Manager - Quality, Safety & Environment of the Analogue Group of Companies

Mr. Wan will speak about what CSR means to his organization. He will also share CSR good practices and talk about his experience of participating in the HKQAA-HSBC CSR Advocate Index 2009.

**Ms Connie Sham**

Senior Manager - Strategic Business of the Hong Kong Quality Assurance Agency (HKQAA)

Ms Sham will give an overview of the 7 core CSR subjects laid out in the HKQAA-HSBC CSR Advocate Index, and talk about the benefits of engaging in CSR.

**報名及查詢 Enrollment & Enquiries**

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