



VISION 管略

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本局成香港首間「清潔發展機制」指定經營實體

Driving improvements in managing greenhouse gas emissions – the ISO 14064 experience

加強溫室氣體排放的管理—ISO 14064經驗分享

ISO 50001 –

The New Energy Management Systems Standard

能源管理體系新標準

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY

香港品質保證局

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"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.

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Climate anomalies seem to be occurring more and more frequently in recent years. In the past few months, for example, countries including China, America, Australia and Pakistan were hit by a series of deadly floods, storms, snow storms and droughts, threatening global food supply. Most scientists believe that the anthropogenic emission of greenhouse gases (GHG), like carbon dioxide, is the root of the problem.

In February 2011, HKQAA became the first Hong Kong organisation to be accredited as a Designated Operational Entity (DOE) for Clean Development Mechanism (CDM) projects under the UNFCCC. We will assist enterprises to validate and verify their GHG emission reduction projects and so join the international effort against climate change.

In this issue of VISION, CLP Power Hong Kong Limited shares its invaluable experience of quantifying GHG emissions with the help of the ISO 14064 standard. Also in this issue, HKQAA's Associate Technical Director, Dr Nigel H. Croft, introduces the ISO 50001 energy management systems standard. The standard, which is to be published later this year, helps organisations improve energy efficiency and reduce GHG emissions.

In the Chairman's Interview series, we have an interview with MTR Corporation Limited, a HKQAA-HSBC CSR Advocate Mark holder, on how the company balances CSR and the interests of different stakeholders.

Enterprises are a vital part of society. Their endeavours in environmental protection and CSR make a huge difference to the sustainable development of the world and to our ability to secure natural resources for the next generation.

近年，世界各地均出現異常的天氣；中國、美國、澳洲、巴基斯坦等多國，便在過去數月發生多宗幾十年一遇的大型災害，如水災、風災、雪災、罕災等，嚴重打擊全球糧食供應。無疑，氣候變化已成為全球高度關注的問題，而現代人日常生活所排放的溫室氣體如二氧化碳，更被科學家普遍認為元凶之一。

本局很榮幸於今年2月獲認可為《聯合國氣候變化框架公約》下首間香港經營的「清潔發展機制」指定經營實體，協助企業為溫室氣體減排項目進行審定及核查，實現國際間對抗氣候變化的共同目標。

今期《管略》亦邀請了中華電力有限公司，為我們分享根據ISO 14064標準量化溫室氣體排放的寶貴經驗；而本局技術總監倪國夫博士，則介紹即將出版的新國際標準——ISO 50001能源管理體系，幫助機構提升能源效益，降低溫室氣體排放量。

在主席訪問專欄，2010年HKQAA-HSBC企業社會責任先導者之一的香港鐵路有限公司，會談論公司如何在履行企業社會責任時，適當地平衡不同持份者的利益。

企業作為社會的重要一員，若能重視環保，堅持實踐社會責任，必定可以為社會整體的持續發展帶來莫大裨益，讓下一代能像我們今天一樣享用地球資源。

Mission 宗旨

To promote management systems and product certification concepts in accordance with the applicable certification standards; to assist industry and commerce to implement relevant systems; and to deliver world-class assessment and certification services.

以推動管理體系和產品認證概念為己任；協助工商界實施有關體系；提供國際級評審及認證服務。

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HKQAA obtained Hong Kong's First Accreditation for Clean Development Mechanism (CDM)

本局成香港首間「清潔發展機制」指定經營實體

We are pleased to announce that in February 2011, the HKQAA was accredited as a Designated Operational Entity (DOE) by the Clean Development Mechanism (CDM) Executive Board under the United Nations Framework Convention on Climate Change (UNFCCC)*. This makes the HKQAA the first Hong Kong organisation to be accredited to deliver CDM validation and verification services.

CDM carbon market is second biggest in the world

For many years, the topics of climate change and sustainable development have gained global attention. These concerns led to the introduction of CDM, a market-based mechanism defined in the Kyoto Protocol. CDM came into force in 2005 and allows developed countries to invest in greenhouse gas (GHG) emissions reduction projects in developing countries in return for saleable credits, known as Certified Emissions Reductions (CERs), each equivalent to one tonne of carbon dioxide (CO₂). Today, CDM is the world's second-biggest GHG market after the European Union's emissions-trading system.

According to official statistics from the UNFCCC, as of 15 February 2011, 2,823 CDM projects had been registered in seventy developing countries, with more than 548 million CERs issued since October 2005. CER prices fluctuate and the price range from April 2009 to April 2010 on the spot market was approximately 11 to 14 Euros per CER, as reported by the World Bank. More than 60% of CDM activities are related to energy. They range from the development of renewable sources to energy saving and efficiency improvement.

The largest CDM project by far is an HFC-23 decomposition project in Changshu city, China, which will generate an estimated 10 million tonnes of emissions reductions per annum.

Business opportunities for Hong Kong industries

The People's Republic of China is a signatory of the Kyoto Protocol, which means that CDM projects can be conducted on the Mainland and in Hong Kong. Mainland authorities eased eligibility rules in 2009, and Hong Kong companies meeting certain conditions are now allowed to fully own and operate CDM projects in China. This has resulted in many business opportunities for Hong Kong, since the Mainland accounts for over half the CERs issued worldwide (as of February 2011).

China's twelfth five-year plan, starting in 2011, prioritises measures for bringing about a low-carbon economy and energy efficiency; at the same time, Hong Kong and Guangdong are strengthening co-operation on the promotion of renewable and clean energy under the "Outline of the Plan for the Reform and Development of the Pearl River Delta" and the "Framework Agreement on Hong Kong/Guangdong Co-operation". These policies, along with liberalisation measures under CEPA, have opened up green business opportunities in Guangdong and the rest of China for Hong Kong enterprises.



本局很榮幸已於今年2月，取得《聯合國氣候變化框架公約（UNFCCC）》下的「清潔發展機制（CDM）」執行理事會發出之認可，成為首間香港經營的CDM指定經營實體（DOE）[#]，為CDM項目提供審定及核查服務。

清潔發展機制（CDM）——全球第二大碳交易市場

多年來，氣候變化和可持續發展一直是全球關注的問題。為了應付這個難題，UNFCCC於《京都議定書》中制訂了以市場為主導的CDM，並於2005年隨《議定書》生效。透過這個機制，已開發國家可在發展中國家進行有利於減排大氣溫室氣體的項目，以獲得可交易的「核定減排額（CER）」，每減排1公噸二氧化碳可獲得1個CER。現時，CDM已成為全球第二大碳交易市場，僅次於歐盟排放權交易計劃。

根據UNFCCC的官方數字，由2005年起截至2011年2月，已有2,823個CDM項目在70個發展中國家註冊，簽發CER量超過5.48億。CER的價格並非固定，據世界銀行的資料顯示，在2009年4月至2010年4月的現貨價格為每CER大約11至14歐元。超過六成的CDM項目與能源有關，如發展可再生能源、節約能源和改善能源效益等。

目前最龐大的CDM項目是位於中國常熟市的一項三氟甲烷分解工程，每年平均減排量估計達1千萬公噸。

為香港帶來龐大商機

由於中國是《京都議定書》的簽署國之一，因此在中國與香港境內均可開展CDM項目。而中央政府更在2009年降低門檻，港資企業只要符合一定條件，便可申請於中國內地開展CDM項目。這意味著目前佔全球CER來源一半以上的龐大內地市場，已經向香港打開商機的大門。

國家最近發表的「十二五規劃」之中，將低碳經濟、環保節能列為重點發展項目；而粵港兩地亦正在《珠三角規劃綱要》和《粵港合作框架協議》的基礎上加強合作，推廣使用可再生能源和清潔能源等。這些政策加上CEPA的開放措施，均大大幫助香港環保業在廣東和內地開拓綠色商機。

* For details of the scope of accreditation, please refer to the UNFCCC CDM website: <http://cdm.unfccc.int/>
欲進一步了解認可範圍，請參考UNFCCC的CDM網頁：<http://cdm.unfccc.int/>

Stringent CDM accreditation requirements for Designated Operational Entities

Under the Kyoto Protocol, emissions reductions resulting from CDM project activity must be of real, measureable and long-term benefit in the mitigation of climate change. To ensure their effectiveness, projects need to be validated or verified by a third party agency called a Designated Operational Entity (DOE).

CDM projects usually involve innovative or state-of-the-art technology, such as the invention of renewable energy or new energy sources. Therefore, the CDM Executive Board has established high standards for the competence requirements for the personnel of DOE to ensure that they possess in-depth and comprehensive technological knowledge and expertise. Validators and verifiers from DOE must meet stringent educational, working experience and practical CDM validation and verification experience criteria. They should also conform to requirements for safeguarding impartiality to ensure that no conflict of interest occurs in the validation or verification process.

The HKQAA is very proud to be the first Hong Kong organisation to gain this accreditation and take the lead to help local companies enter the rapidly growing carbon market. The accreditation recognises the high quality of HKQAA expertise and should give clients confidence.

HKQAA offers comprehensive climate change services

CDM projects will help reduce GHG emissions in Hong Kong and in mainland China, as well as contribute to achieving the ultimate objective of UNFCCC - stabilising GHG concentrations in the atmosphere at a level that will prevent further dangerous anthropogenic interference in the climate system. Being the first local DOE, the HKQAA will take the lead to open up opportunities for combating climate change.

The HKQAA provides comprehensive climate change solutions by offering services in the areas of GHG emissions reduction and sustainable development, to suit the specific needs of every organisation:

- Greenhouse Gas Emission Validation / Verification
- based on CDM, ISO 14064 or other criteria
- Carbon Reduction Labelling
- ISO 50001 Energy Management Systems Services
- ISO 14001 Environmental Management Systems Services

指定經營實體 (DOE) 的嚴謹認可制度

根據《京都議定書》，CDM項目必須產生真實的、可測量的和長期的溫室氣體減排效益。為確保效益，每個CDM項目必須先經過稱為「指定經營實體」的第三方機構進行審定及核查，方可獲得通過。

由於CDM項目大多涉及創新或尖端的技術，如開發可再生能源或新能源等，為確保負責審定及核查的人員擁有深入和全面的專門知識，CDM執行理事會對指定經營實體人員的資歷要求十分嚴謹，包括其學歷、工作經驗，以及對CDM項目的實際審定及核查經驗等；在客觀持正上亦有嚴格要求，以防止在審定及核查時牽涉利益衝突。



本局能成為第一間獲得此認可資格的香港機構，率先協助本地企業進入這個蓬勃發展的碳交易市場，實在是對本局專業能力和營運素質的一大明證。

為企業提供全面氣候變化服務

CDM項目不僅有助降低香港和中國內地的溫室氣體排放，更促進實現UNFCCC的最終目標，穩定大氣中溫室氣體濃度，以防止氣候系統受到危險的人為干擾。作為第一間本地指定經營實體，本局致力率先為企業開拓對抗氣候變化的機遇。

本局現時提供一套全面的氣候變化服務，以迎合不同機構在減排、可持續發展等範疇的需要：

- 溫室氣體排放審定、核查服務
- 根據CDM、ISO 14064 或其他溫室氣體相關的原則及要求
- 減碳標籤計劃
- ISO 50001 能源管理體系服務
- ISO 14001 環境管理體系服務

Driving improvements in managing greenhouse gas emissions – the ISO 14064 experience 加強溫室氣體排放的管理——ISO 14064經驗分享

Mr Lo Kin Chung
Senior Environmental Manager – Generation of CLP Power

The Generation Business Group of CLP Power Hong Kong Limited is a pioneer in Hong Kong in adopting the international ISO 14064-1:2006 standard for quantifying the greenhouse gases emitted by its electricity generation activities. The HKQAA has acted as CLP's third-party emissions verifier since 2007.

"We are the leading power company in Hong Kong, providing electricity for 80% of the population, so greenhouse gas management is critical to ensuring the sustainability of our business. Good data management is essential for us as we manage greenhouse gas emissions," said Mr KC Lo, Senior Environmental Manager of CLP Power.

"CLP Group is the first company in Hong Kong to adopt the ISO 14064 standard

盧健紳先生
中電高級環保經理

中華電力有限公司的發電業務部是在香港採用ISO 14064-1:2006標準的先驅，自2007年起，部門便透過此國際標準量化其發電業務所排放的溫室氣體，並由香港品質保證局進行第三方驗證。

「作為香港具領導地位的電力公司，中電為全港八成的人口提供電力服務。為保持業務的持續發展，有必要管理溫室氣體的排放。其中，數據管理是重要一環。」中電高級環保經理盧健紳先生道。

「中電是全港第一間採用ISO 14064標準管理溫室

for managing greenhouse gas emissions. The standard strengthens the processes for calculating the greenhouse gases emitted from both stationary and non-stationary sources. It also serves as a good foundation for developing and facilitating greenhouse gas reduction initiatives."

Preparation for ISO 14064

In 2007, CLP Group announced Climate Vision 2050, which sets a voluntary target of reducing the carbon intensity of its operations from 0.84 kg per kilowatt hour (the 2007 amount) to 0.2 kg per kilowatt hour by 2050. "As one of the initiatives for achieving the Group target, adopting the internationally recognised standard ISO 14064 in our generation business arm is a sensible and positive start," said Mr Lo.

After obtaining management approval to adopt ISO 14064, a small internal work team comprising colleagues from the Environment, Operations and Maintenance Teams, was formed to formulate and then implement an action plan. Key actions included identification of relevant greenhouse gas sources, selection of calculation methodologies, preparation of documents, communication and training, as well as establishing a greenhouse gas inventory. Preparation time took about six months.

Third-party verification ensures data robustness and accuracy

"The key challenges in the initial setup were defining the scope of greenhouse accounting, data collection and compilation," said Mr Lo.

"Like other management systems, data collection involves many business units, including both internal staff and contractors. We need to align reporting requirements among different operating units in the company and understand some basic accounting principles. Advice from credible certification bodies and discussions with experts within the company were crucial to the process."

"Third-party verification can provide an independent view on the robustness and accuracy of data as well as identify areas for improvement. It also serves as one of the requirements for external reporting and meeting the GRI requirements," said Mr Lo.

Benefits of annual auditing exercise

The annual auditing exercise provides a good opportunity for an organisation to review the effort it has put into carbon reduction initiatives and the overall performance of the initiatives, as well as to identify areas for improvement.

"Improvement action items identified each year have helped us to continuously enhance data quality and the robustness of data management. The data collected has become more reliable, with better supporting information. In addition, the data collection and communication processes have helped colleagues to change their working culture and put more emphasis on greenhouse gas measurement and reduction," said Mr Lo.

Getting started

For organisations that are planning to measure their greenhouse gas emissions, Mr Lo has the following ideas on how to start:

- If there is an existing Environmental Management System (EMS), start identifying emissions by looking at the existing environmental aspect register
- Integrate the process with EMS so as to leverage existing processes to drive the implementation
- Focus on the six Kyoto greenhouse gases and identify the largest contributor of greenhouse gas emissions under each defined area, e.g. electricity consumption for an office
- Engage staff at an early stage and then communicate regularly with them thereafter



氣體排放的公司。標準除了有助我們計算固定及非固定排放源的溫室氣體排放量外，亦是我們制訂減排措施時的一個重要參考。」

ISO 14064的準備工作

中電在2007發表《氣候願景2050》，目標將集團的二氧化碳排放強度由2007年的每度電0.84千克，在2050年之前減至每度電0.2千克。「為了達到集團的減排目標，我們認為在發電業務中採用國際認受的ISO 14064標準，是明智而積極的第一步。」盧先生道。

獲集團管理層同意採用ISO 14064後，公司特地成立了一個由環境、營運及維修部門的成員組成的內部工作小組，負責制訂及執行行動計劃。工作小組的主要任務包括辨別溫室氣體的排放源、選定合適的計算方法、準備文件、進行內部溝通及培訓，以及編製溫室氣體清單。準備工作歷時約六個月。

第三方驗證確保數據可靠、準確

「在計劃執行的初期，最困難的是確立溫室氣體的核算範圍，和數據的收集及編製。」盧先生道。

「與其他管理體系一樣，數據的收集牽涉公司很多部門，包括內部的員工及承包商，我們需要給不同部門制訂一套統一的呈報格式，而我們本身亦要了解一些基本的核算原則。因此，在過程中，能夠有可靠的認證機構給予建議，以及與公司內部的專家討論，是十分重要的。」

「由第三方機構驗證，可從獨立的角度評估數據的可靠及準確程度，並找出可改善之處。此外，第三方驗證是對外報告及GRI報告的要求之一。」盧先生道。

每年審核的好處

機構藉著每年進行的審核工作，可回顧過去一年在減排計劃中所投放的資源，以及這些措施所發揮的效果，亦可幫助找出需要改善的地方。

「這些改善措施讓我們逐年提升數據的質素，以及數據管理的可靠程度，使我們所收集的數據越來越準確，亦有足夠的證據支持。此外，收集數據及溝通的過程，改變了工作間的文化，使員工更了解溫室氣體排放的強度及減排的重要性。」盧先生道。

開展減排的計劃

對於正在計劃開始量度溫室氣體排放的機構，盧先生有以下四點建議：

- 若果機構本身正在實施環境管理體系，可先從現有的環境因素識別出溫室氣體排放的範圍
- 量度的措施要融入環境管理體系之中，以提升現有的程序及促進措施的運作
- 集中量度《京都議定書》所界定的六種主要溫室氣體，並找出每種氣體的最大排放源（如辦公室的電力消耗）
- 讓相關員工在計劃初期便參與工作，並定期與他們進行溝通

◀ Mr Lo Kin Chung, Senior Environmental Manager – Generation of CLP Power
中電高級環保經理盧健紳先生



Dr Nigel H. Croft
Associate Technical Director, HKQAA

倪國夫博士
香港品質保證局技術總監

ISO 50001 – The New Energy Management Systems Standard

ISO 50001 —— 能源管理體系新標準

Introduction

Energy resources are becoming ever more scarce and unpredictable - oil prices are at record highs, and there are growing concerns about nuclear energy, highlighted by the recent earthquake and tsunami in Japan. Liquid Propane Gas (LPG) prices have also risen sharply as LPG-producing nations divert significant parts of their output to Japan, to help fill the shortfall in that country's energy requirements.

It is not surprising, then, that in recent years, many governments around the world - in both developed and developing economies - have put energy efficiency improvement at the top of their policy agendas, in recognition of the key role it plays in increasing energy security and reducing greenhouse gas emissions. This has also been discussed at several G8 and G20 summit meetings in the context of enhancing economic development and innovation.

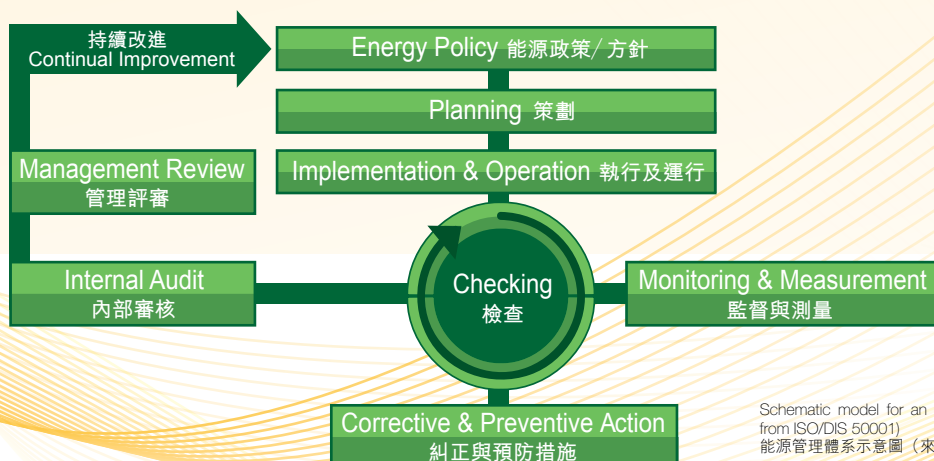
In this context, new energy-related legal requirements, technological solutions, innovative methods, practices and competence requirements are being introduced in the global market by numerous and diverse stakeholders - government, industry, energy producers and suppliers, service providers, teachers and researchers, standardisation bodies, consumer and environmental organisations, to name but a few.

It is therefore very appropriate that ISO should be publishing very soon its new International Standard ISO 50001 Energy Management Systems - Requirements with guidance for use. The standard is currently at the Final Draft International Standard ("FDIS") stage, and should be published towards the end of 2011.

What is ISO 50001?

The purpose of ISO 50001 is to define the requirements for an Energy Management System ("EnMS") that will enable organisations to establish the systems and processes needed to improve their overall energy performance (including energy efficiency, use, and consumption). It also includes an Annex with informative guidance on how to implement the standard effectively. This is intended to lead to reductions in energy cost, greenhouse gas emissions and other related environmental impacts, through the systematic management of energy.

ISO 50001 uses the "Plan-Do-Check-Act" structure that is very familiar to users of the ISO 14001 (Environmental Management System) standard, and this is shown schematically below:



Schematic model for an Energy Management System (taken from ISO/DIS 50001)
能源管理體系示意圖 (來源: ISO/DIS 50001)

簡介

今時今日，全世界的能源均買少見少，令油價升至歷史新高，而日本最近的地震及海嘯亦惹來公眾對核能安全的憂慮；亦因為災後能源短缺，須大量入口液化石油氣，導致國際價格飆升。

難怪近年來，不論已發展或發展中國家，都已把改善能源效益列為施政的首要任務，並視此為確保能源供應和降低溫室氣體排放的重要一環。在過去多次八國集團首腦會和二十國集團峰會，能源效益更成為了刺激經濟和創新經濟的議題。

為此，全球各地的不同持份者——如政府、業界人士、能源生產及供應商、服務供應商、教育界和研究人員、標準化組織、消費者、環保團體等——正著力在國際市場提出與能源相關的新法例、新技術解決方案、創新的方法和措施、專業能力要求等。

因此，國際標準化組織即將出版的新國際標準——《ISO 50001能源管理體系——要求及使用指南》，可說是十分合時宜。此標準現時正處於「最終草案」的階段，相信將於2011年年底正式出版。

ISO 50001是甚麼？

ISO 50001為能源管理體系定義了詳細的要求，讓機構建立所需的體系和程序，以提升整體的能源績效（包括能源效率、使用及消耗等方面）。其附錄部分，則是如何有效地實施這些標準的指引。ISO 50001的目的，是幫助機構透過系統化的能源管理，降低能源消耗的成本、溫室氣體排放量和對環境的影響。

ISO 50001採用跟ISO 14001環境管理體系近似的「策劃-執行-檢查-處置」(Plan-Do-Check-Act)模式，如下圖所示：

ISO 50001 is applicable to all types and sizes of organisations irrespective of geographical, cultural or social conditions. As with other management system standards such as ISO 9001 and ISO 14001, the complexity of the system, degree of documentation and resources needed can be tailored to fit the requirements of almost any organisation, large or small, public or private.

Because the development of ISO 50001 was based on the "Common management system structure" that has been under discussion within all of ISO's management system standards committees in recent years, potential users can be sure of a high level of compatibility with ISO 9001 and ISO 14001 and can choose to integrate the ISO 50001 EnMS standard with these and other management systems that they may already have in place.

Summary of ISO 50001 requirements

Some of the key clauses of the standard are as follows:

Clause 3 Terms and definitions

These include definitions for energy, energy consumption, energy efficiency, energy performance, and energy review, among others.

Clause 4.1 General requirements

These require the organisation to define and document the scope and boundary of its EnMS in order to achieve continual improvement of its energy performance.

Clause 4.2 Management responsibility

Defining the organisation's energy policy, appointing a management representative, approving the formation of an energy management team, and providing the resources needed to establish, implement, maintain and improve the EnMS.

Clause 4.3 Energy policy

The policy needs to describe the organisation's commitment for achieving energy performance improvement, including (among other things) the purchase of energy efficient products and services and design for energy performance improvement.

Clause 4.4 Energy planning

This includes requirements for a review of the organisation's activities that can affect energy performance, an analysis of the applicable legal requirements, an energy review, the establishment of an "energy baseline" based on past performance, and the development of energy performance indicators, objectives, targets and action plans in order to achieve these.

Clause 4.5 Implementation and operation

This clause addresses the need for competent personnel (based on appropriate education, training, skills or experience), documentation (including document control), internal and external communication, design of new, modified or renovated facilities, equipment, systems and processes, and the procurement of energy services, products, equipment and energy supply.

Clause 4.6 Checking

This requires the organisation to define the monitoring, measurements and analysis needed to ensure the effective implementation of its EnMS, to periodically evaluate the degree of legal compliance, conduct internal audits, identify nonconformities, and make appropriate corrections, corrective actions, and preventive actions.

Clause 4.7 Management review

As with other management systems, this clause requires the organisation to periodically review the performance of its Energy Management System, based on clearly defined input criteria, and to establish and implement any actions that might be necessary in order to ensure its continued effectiveness.

ISO 50001適用於任何類型及規模的機構，並不受其所屬的地域、文化或社會現狀所限。跟ISO 9001、ISO 14001和其他管理體系標準一樣，機構可以自行調整其應用ISO 50001體系的複雜程度、所需文件和所需資源的多寡，以配合機構本身的需要。因此不論是公營或私營，抑或任何規模的機構均可應用。

由於ISO 50001的結構，是建基於近年所有ISO管理體系標準委員會均採納的「管理體系共通結構」，因此與ISO 9001及ISO 14001等管理體系擁有高度相容性，可以整合一起運行。

ISO 50001標準重點

以下是ISO 50001一些主要條文：

條文3 用語及定義

為能源、能源消耗、能源效率、能源績效及能源評審等用語作出定義。

條文4.1 總體要求

為了持續改善能源績效，機構須於文件中先定義其能源管理體系的應用範圍。

條文4.2 管理層責任

管理層須定義機構的能源政策／方針，委任相關的管理代表，批准成立能源管理小組，並調配所需的資源，使能源管理體系得以建立、實施、維持及改善。

條文4.3 能源政策／方針

能源政策／方針須定明機構對改善能源績效的承諾，如購買或使用高能源效益的產品、服務、設計等。

條文4.4 能源策劃

能源策劃包括：檢討機構一切關乎能源績效的活動；對適用的法例規定進行分析；進行能源評審；根據以往的表現定立「能源基準」；制訂能源績效的指標、目標和行動計劃。

條文4.5 執行及運行

此條文列明了以下各項的要求：相關專業人員的資格（基於其學歷、曾接受的培訓、技能及經驗）；所需文件（包括文件控制）；內部及外部溝通；新建立、經修改或經翻新的設施、設備、系統及程序的設計；能源服務、產品、設備及供應系統的採購。

條文4.6 檢查

此條文要求機構制訂一套監察、測量和分析的辦法，以確保其能源管理體系能有效實施，並能定期評審符合相關法例的程度、進行內部審核、找出不符合標準的地方，以及進行必要的糾正和預防措施。

條文4.7 管理評審

與其他管理體系一樣，此條文要求機構根據已清楚定明的輸入準則，定期評審能源管理體系的表現，並安排必要的措施使其持續發揮效用。

For enquires of HKQAA's ISO 50001 Energy Management Systems services, please contact us at (852) 2202 9111.

欲查詢本局的ISO 50001能源管理體系服務，請致電(852) 2202 9111。

Interview with a CSR Advocate – The Art of Balancing Interest 企業社會責任先導者訪問 —— 平衡各方利益的藝術



MTR Corporation Limited was an HKQAA-HSBC CSR Advocate in 2010. As a listed corporation that operates public transport, MTR must meet the expectations of the government, the public and other stakeholders. In a media session with the HKQAA's Chairman, Ir Prof. Peter K. W. Mok, Mr William W. H. Lam, MTR's Corporate Responsibility Development Manager, shares how the company balances corporate social responsibility (CSR) and the interests of different stakeholders.



Six major stakeholder groups

Prof. Mok (M): "Who are the main stakeholders of MTR? How do you respond to their different expectations and demands?"

Mr Lam (L): "We classify our stakeholders into six major groups:

environment, community, staff, passengers and customers, investors and business operations. It is an art to balance the interests of all of them.

To protect the environment, we are implementing energy and waste reduction processes in all our rail lines and property developments. These measures include waste separation and the recycling of waste food and water, and will benefit the environment and minimise energy costs.

We fully support staff volunteerism and we have a 'More Time Reaching Community' scheme to contribute to the community in which we operate. In 2009, we ran 167 volunteering projects involving over 3,500 volunteers. We also organised a wide range of enrichment programmes, such as the "Friend" for life's journeys', "Train" for Life's Journeys' and the station buddies scheme, to help develop talent in young people, from primary schools to tertiary institutions.

We see our staff as valuable assets, so we care very much about their occupational health and safety and provide them with related training. We also maintain work-life balance initiatives and communicate with staff representatives to know about staff needs.



We solicit opinions from our passengers and customers through channels like the MTR hotline and the opinion area in stations. We also undertake public consultation for all our new rail projects so that we can integrate public opinions into the project design.

We aim at maintaining transparency and close communication with our investors. Apart from updating our operational and financial progress through annual reports, we have also been publishing sustainability reports since 2001 to let the public learn about our work on sustainable development.

Finally, we strive to achieve the world's best operational performance. Therefore, we compare our rail safety, train reliability, cleanliness and other performance areas against leading metros worldwide."

Allocate resources with prudence to serve different stakeholders

M: "CSR sometimes equals extra expenditure without real return. As a public service provider that is also publicly listed on the Stock Exchange, how does MTR handle this?"

香港鐵路有限公司是2010年HKQAA-HSBC企業社會責任先導者之一。作為一間上市的公共交通系統的營運商，港鐵面對著持份者、政府及公眾人士的不同期望。港鐵企業責任拓展經理林永康和本局主席莫國和教授工程師，談論公司如何在履行企業社會責任時，適當地平衡不同持份者的利益。

六大範疇實踐企責

莫國和（莫）：「港鐵現時主要有哪些持份者？如何回應不同持份者的期望和訴求？」

林永康（林）：「港鐵主要劃分了六大範疇去實踐企業責任——環境、社區、員工、顧客、投資者、業務營運，如何平衡各方面的利益是一門藝術。

在環保上，我們在鐵路和參與發展的物業項目都有加裝節能和減廢設施，如廢物分類和廢水廚餘循環再用等，節省電費之餘又可推動環保。

港鐵是社區的一部分，因此我們全力支持由員工組成的龐大義工隊——『鐵路人、鐵路心』，在2009年，義工隊共舉辦了167次義工活動，超過3,500名義工參與。我們又主辦扶助年輕人成長的活動——『“Train”出光輝每一程』、『“Friend”出光輝每一程』、『港鐵小站長』等，為小學生以至大專生提供活動和培訓，發掘年青人的才華。

員工是公司的重要資產，我們會全方位關心員工的職場健康、安全和培訓，鼓勵他們在工作與生活之間取得平衡，亦會與員工代表接觸，以了解他們的訴求。

顧客方面，我們十分注重他們的意見，除設立『港鐵熱線』、『車站意見區』等溝通渠道外，我們所有的新鐵路項目均會展開公眾諮詢，藉此把顧客的需要融入在鐵路規劃與設計中。

至於投資者方面，為了保持高透明度，與投資者保持緊密聯繫，我們除了在年報上披露營運和財務上的資訊外，亦自2001年開始出版可持續發展報告，讓公眾人士進一步了解港鐵在可持續發展上的信念和工作。

最後，在營運層面上，如鐵路安全、行車可靠性、清潔等，我們經常與世界各地的鐵路營運者作比較，務求達到世界領先的水準。」

持份者眾多，謹慎投放資源

莫：「要實踐企業責任，意味機構須增加額外開支，而且未必會得到實質回報。作為一所上市的公共服務機構，港鐵履行企責的方向是怎樣？」

林：「事實上，並非所有實踐企責的措施都會增加成本，個別項目反而有助節省開支。好像我們設立的能源指導委員會，便負責籌劃和監督日常鐵路營運的能源使用，並策劃多項節能措施。

L: “Actually, not all CSR measures increase expenditure; some even help save operating expenses. For example, we have a dedicated Energy Steering Committee that develops and oversees various programmes for optimising energy use in our rail operations.”

Since we have so many stakeholders, we are very prudent when allocating resources to CSR measures. We encourage and support our staff to initiate various community service projects and volunteer activities. One of our schemes, the “Friend” for life’s journeys’ programme, enables young MTR volunteers to act as mentors for secondary school students, sharing insights with them through different activities and helping them set their own life goals. Another activity, ‘MTR Hong Kong Race Walking 2010’, raised over HK\$1.13 million to support work on health education in the city.”

Increasing shareholder return with non-fare revenues

M: “As a public transport operator, MTR should set its ticket fares under the government’s fare adjustment mechanism to ensure that they are affordable. On the other hand, however, the corporation has a responsibility to give the greatest return for shareholders. How do you strike a balance between the two?”

L: “There are other ways to increase shareholder return besides controlling operational costs. We derive non-fare revenues from property rental and management, rental of retail and advertising space, telecommunications services and our international rail consulting service business. If the investors can gain a reasonable amount of return, they will continue investing, which lowers our cost of capital. This is certainly beneficial to society since railway operations require a huge investment.”

Future goal – energy saving and emission reduction

M: “MTR has been pursuing CSR for years. Why is the corporation interested in participating in the HKQAA-HSBC CSR Advocate Index?”

L: “The HKQAA-HSBC CSR Advocate Index is a very meaningful initiative as it provides an international benchmark against which we can evaluate our performance and improvement in CSR, so that we can satisfy the expectations of our investors, customers and other stakeholders.”

M: “What is MTR’s future goal in terms of CSR?”

L: “Environmental issues, particularly climate change, have been a global concern in recent years. Even the HKSAR and the PRC governments have made emission reduction targets. As a socially responsible organisation, we will actively study and implement more energy saving and emission reduction measures. Not only can this help reduce our costs, but it will also conform to government policies and the expectations of society.”



由於持份者眾多，我們會謹慎處理須投放資源的企責措施。所以，我們會盡量鼓勵和支持員工自發性地參與義工服務，以帶動社區發展。例如在『“Friend”出光輝每一程』這個活動，我們一群年青的員工會與學生配對成為朋友，分享他們豐富的專業知識和人生經驗，協助年青人訂立人生目標，回饋社會；而在2010年，我們的『港鐵競步賽』亦為香港的健康教育工作籌得113萬港元。」



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非車費收益提高股東回報

莫: 「港鐵是公共運輸機構，須遵守政府所定的票價調整機制，令票價符合民生的水平；但作為一間上市公司，港鐵又有責任為股東賺取最多的回報。你們如何在兩者之間作出平衡及取捨？」

林: 「其實要提高股東回報，除了控制成本外，亦可以透過非車費收益去增加收入，如物業租務及營業收入，車站零售店舖租金及廣告，在鐵路系統內提供電訊服務的收入，以及提供國際鐵路顧問服務的收入。股東獲得合理的回報後，便會繼續投資，使企業的資金成本降低。鐵路投資額巨大，若能維持偏低的資金成本，絕對有利於香港社區的整體發展。」

未來目標——節能減排

莫: 「港鐵多年以來一直貫徹實踐企業責任，為何有興趣參與HKQAA-HSBC企業社會責任指數計劃？」

林: 「HKQAA-HSBC企業社會責任指數提供一套世界性指標，有助我們評估公司在履行企責方面的表現和發掘須改善之處，以滿足投資者、客戶、持份者等對公司的不同期望，故很值得參加。」

莫: 「港鐵未來有何履行企業責任的新目標？」

林: 「環保是近年全球的一大趨勢，其中，氣候變化更是全球關注的環保議題，本港和內地政府均已為此定下減排目標。作為一間負責任的機構，我們必定會積極研究和實行更多節能減排的措施，既能節省成本，亦可配合政府的政策，滿足市民的訴求。」



Introduction of New Council Members

新董事局成員簡介



Dr Ng Shiu Tong, Thomas
吳兆堂博士

Dr Ng is an Associate Professor in the Department of Civil Engineering, the University of Hong Kong. He received his tertiary education in the United Kingdom and subsequently worked in various educational institutions locally and abroad. In 2000, he decided to return to Hong Kong and joined The University of Hong Kong since then. Dr Ng is now the Director of the B.Eng. in Civil Engineering (Law) Double Degree programme within his Department. Before embarking his academic career, he worked in the construction industry for more than ten years and participated in a number of construction projects. His working experience has stimulated his interests in various predominant issues pertinent to the construction industry not least the quality, environment, and health and safety. Through the HK\$27 million of research grants accumulated so far, Dr Ng is hoping to bring in some improvements to the industry in future. His research outcomes have so far led over 250 academic publications. Besides, Dr Ng has been and is a member of several government panels and he participates actively in professional institutions as well. As for the HKQAA, he has been serving as a member of the Technical Committee of Occupational Health and Safety OHSAS 18001 and the Construction Materials Technical Committee since 2004 and 2010 respectively. Dr Ng has been appointed as a member of the Governing Council of the HKQAA in December 2010.



Mr Siaw Kee Hock, Baile
蕭紀福先生

Mr Siaw Kee Hock, Baile, is a director of Hsin Chong Construction Company Limited (HCC) and Hsin Chong Construction Company (Asia) Limited (HCCA), and a director of certain other subsidiaries of the Company. Hsin Chong Construction Group (HCCG), the parent company of HCC and HCCA, is one of the leading providers of comprehensive construction activities in Asia and is a listed company on the main board of the Hong Kong Stock Exchange. The Group's expertise covers building construction, civil engineering, electrical and mechanical engineering, project and construction management, fitting-out and renovation, and property development. HCC specialises in construction business sector, the core activity of HCCG, and has developed an excellent track record in the construction industry over the past 70 years.

Mr Siaw holds a Bachelor degree in Civil Engineering and is a chartered professional engineer. He has over 30 years of experience in corporate management and construction industry covering the fields of concrete production, foundations, civil engineering, residential, hospital and commercial. He is currently responsible for the operational management of the Group's Division of Contracts Services which covers the areas of construction plant and machinery, quality assurance, safety, health and environmental, and land survey.

Mr Siaw is a member of the Quality Scheme for the Production and Supply of Concrete (QSPSC) Technical Committee of the HKQAA. In the Committee, Mr Siaw has held a position of an official advisor to the drafting of the industry standards for the concrete production. Mr Siaw was appointed by the Construction Industry Training Authority (currently named Construction Industry Council Training Academy) as a member of the Assistant Safety Officer Advisory Committee relating to establishing the standards of coursework for the career development of the course graduates.

吳博士現職香港大學土木工程系副教授。他於英國完成高等程度教育後曾在本地及海外學院工作。在2000年他決定回流香港，及後於香港大學工作至今。吳博士現為該系土木工程（法律）雙學士學位課程之課程主任。當尚未投身學術界之前，他曾於建築業工作超過十年，亦參與很多建築項目。這些工作經驗孕育出他對不同主流建築問題之興趣，當中包括品質、環保、健康及安全等議題。透過至今獲取之二千七百萬港元研究經費，吳博士期望能為業界帶來進步。而他的研究成果已結集成超過250篇的學術文獻。此外，吳博士亦曾任或現職多個政府專門小組成員，而他更活躍於專業團體。於香港品質保證局，他分別由2004及2010年起擔任職業健康及安全技術委員會及建築物料技術委員會之成員。而從2010年10月起，吳博士亦被委任為香港品質保證局之常務議會委員。

蕭紀福先生是新昌營造廠有限公司、新昌營造廠（亞洲）有限公司及新昌營造集團部份附屬公司的董事。新昌營造集團是亞洲其中一家具領導地位的建造商，並在香港交易所上市，專業服務涵蓋樓宇建造、土木工程、機電安裝工程、項目及建造管理、裝修及翻新和地產發展，在建造業界擁有超過七十年超卓信譽。

蕭先生是特許專業工程師，持有土木工程學士學位，並在建造業具有超過三十年企業管理經驗，領域涵蓋混凝土生產、地基工程、土木工程、醫院、住宅及商業樓宇建造等。他現負責集團的營運管理，其中包括施工機械管理、品質保證、安全管理、環境保護及土地測量等。

蕭先生是香港品質保證局屬下的混凝土生產和供應質量規範（QSPSC）技術委員會會員，參與草擬混凝土生產的行業標準。蕭先生亦曾獲建造業訓練局（現稱建造業議會訓練學院）委任為助理安全主任課程的顧問委員會委員，參與草擬課程大綱，為行業釐定助理安全主任的資歷水平。

Meeting with Jiangmen Government Delegation 與江門市政府代表團會晤

In March 2011, delegates from Jiangmen Government visited Hong Kong and exchanged ideas with the HKQAA on recent economic developments in the two cities, as well as business prospects, quality management and environmental issues.

The meeting discussed two infrastructure projects in the Pearl River Delta region: the building of an expressway connecting Jiangmen to Guangzhou's Panyu District, and another that joins the Jiangmen-Zhuhai expressway with the expressway networks in the north end. The two projects involve a total of CNY10.1 billion worth of investment and are expected to accelerate the economic integration of the PRD, as well as encourage business activity between the Hong Kong SAR and Jiangmen city.



2011年3月，江門市政府代表團到訪香港，並與本局會晤，就兩地近期的經濟發展、營商環境、質量及環保問題等進行交流。

會上談及，江門市連接廣州番禺高速公路及江珠高速公路北延線項目均已經開工建設，總投資超過一百億元人民幣。項目將加快珠三角地區經濟一體化的進程，並將為香港及江門市的經貿交流帶來積極的推動作用。



OCHK's Testing and Certification Industry Summit 香港公開大學檢測及認證業高峰會



More than two hundred practitioners from the testing and certification industry attended the Testing and Certification Industry Summit held on 2 March 2011 at the Open University of Hong Kong. Participants discussed how to enhance the testing and certification industry in Hong Kong, with a view to strengthening the industry's brand and meeting manpower needs.

The Summit featured leaders from the product testing and certification industry as guest speakers, namely, Chairman of the HKQAA, Ir Prof. Peter K. W. Mok, Chairman of Hong Kong Council for Testing and Certification, Prof. P. C. Ching, Deputy Chairman of Hong Kong Industry Federation, Dr Roy C. P. Chung and Director-General of Macau Productivity and Technology Transfer Centre, Mr Victor Manuel Kuan.

In his keynote speech, Ir Prof. Mok talked about the challenges and opportunities facing certification bodies in Hong Kong.

逾二百位業界人士出席由香港公開大學在2011年3月2日舉辦的「檢測及認證業高峰會」，探討如何優化本港的檢測及認證業，以強化業界品牌，培育所需人才。

是次高峰會邀請了多位檢測及認證業界的領袖作為演講嘉賓，包括香港品質保證局主席莫國和教授工程師、香港檢測和認證局主席程伯中教授、香港工業總會副主席鍾志平博士、澳門生產力暨科技轉移中心理事長關敏如。

會上，莫教授分享了香港認證機構所面對的挑戰與機遇。



International 國際

New version of ISO/IEC 17021 published in February 2011

ISO's Conformity Assessment Committee ("ISO/CASCO") has just published the new revision of ISO/IEC 17021 (Conformity assessment — Requirements for bodies providing audit and certification of management systems). This is the standard that is used as a basis for the accreditation of management system certification bodies such as HKQAA by accreditation bodies such as HKAS, UKAS, CNAS and others.

This new version includes additional requirements for the competence of auditors and other personnel involved in the certification process, as well as more detail regarding the management and execution of the entire audit process. The International Accreditation Forum (IAF) has determined a transition period of two years, after which all management system certification bodies will be expected to comply.

Survey of ISO 9001 users

ISO/TC 176/SC 2 has recently completed an extensive web-based survey of users of ISO 9001 and ISO 9004, to determine the level of satisfaction with the current versions (ISO 9001:2008 and ISO 9004:2009) and to seek input for possible future revisions. The survey was available in 11 languages (including Chinese) and over 12,000 responses were received. These are currently being analysed and will provide important inputs into the future strategic direction of the ISO 9001 and ISO 9004 standards.

Other inputs that will be used in developing ISO/TC 176/SC 2's long term strategic plan include the review that is currently underway of the eight quality management principles, and the output from ISO's Joint Technical Coordination Group, which is developing criteria for greater alignment of format and text for all of ISO's management system standards.

Global Food Safety Initiative

Global Food Safety Initiative (GFSI) took the opportunity at its recent Annual Conference in London to launch Version 6 of its Guidance for Food Safety Management schemes. This now includes a much better alignment with the criteria established by standards such as ISO 22000, which forms the basis for the FSSC 22000 scheme that is now formally recognised by GFSI.

HKQAA is accredited by UKAS (the United Kingdom Accreditation Service) to provide certification to both ISO 22000 and FSSC 22000. HKQAA's Associate Technical Director, Dr Nigel Croft, attended the conference and the associated GFSI workgroup meetings, which focused not only on food safety management systems, but also on how to create a food safety management culture in organisations throughout the food supply chain "from farm to fork".

The conference was attended by over 800 delegates from around the world, making it the largest event ever organised by GFSI. During the conference, recognition was given to the active involvement of HKQAA in the GFSI Technical Working Groups.



新版本ISO/IEC 17021 已於2011年2月出版

國際標準化組織（ISO）的合格評定委員會近日出版了ISO/IEC 17021（符合性評定——對提供管理體系審核與認證的組織之要求）的修訂版本。此標準是供認可機構（如 HKAS、UKAS、CNAS等）用以評定認證機構（如本局）的認證服務認可資格。

此修訂版本新增了對審核員及其他參與認證過程人員之要求，以及一些有關審核過程之管理與執行的細則。根據國際認可論壇（IAF）的規定，認證機構須於兩年過渡期結束前符合新版本的要求。

ISO 9001使用者調查

為協助ISO 9001及ISO 9004未來的修訂工作，ISO/TC 176/SC 2技術委員會最近進行了一項網上調查，詢問使用者對現有版本（ISO 9001:2008及ISO 9004:2009）的滿意程度。調查以11種語言（包括中文）進行，共收到超過12,000份受訪者回應，而分析工作現正進行中，結果將有助調整ISO 9001及ISO 9004於未來的方向。

此外，現時正在進行檢討的八項品質管理原則，以及ISO聯合技術協調小組正為所有管理體系標準制訂的編寫格式指引，其成果也會用於制訂技術委員會的長遠發展策略。

全球食品安全倡議

全球食品安全倡議（GFSI）在最近於倫敦舉行的週年會議上，推出了《食品安全管理方案指引》的第六版，新版本與ISO 22000等標準可更輕易接軌。現時獲GFSI官方承認的FSSC 22000標準，是以ISO 22000為主要基礎的。

本局是英國認可局（UKAS）認可的認證機構，可提供ISO 22000及FSSC 22000的認證服務。本局技術總監倪國夫博士亦有出席是次週年會議，以及同期舉行的GFSI工作小組會議。會議的議題除了食品安全管理體系外，亦有討論如何在機構中建立「從農場到餐桌」全面食品供應鏈安全管理文化。

是次會議是GFSI成立以來所舉辦最大型的活動，獲超過800位來自世界各地的代表出席參與。會上對本局在GFSI技術工作小組的積極參與給予了表彰。

◀ Dr Nigel Croft, HKQAA's Associate Technical Director, attended GFSI's Annual Conference in London.
本局技術總監倪國夫博士出席GFSI於倫敦舉行的週年會議。

New Certified Clients 新認證客戶

November 2010 to January 2011 | 2010年11月至2011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 organisational and business goals since 1989.

From November 2010 to January 2011, we have been pleased to welcome 41 organisations to our community. Among them, they have obtained 56 certificates of ISO 9001, ISO 10002, ISO 14001, ISO 22000, OHSAS18001, 5S, HCS, HKQAA HACCP, HKQAA-WSMS-COMM, HKQAA-WSMS-FINE, QSPSC:2009, SA8000:2008 and SQM. 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1989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2010年11月至2011年1月期間，香港品質保證局共頒發56張證書，包括ISO9001、ISO10002、ISO14001、ISO22000、OHSAS18001、5S、HCS、HKQAA、HACCP、HKQAA-WSMS-COMM、HKQAA-WSMS-FINE、QSPSC:2009、SA8000:2008及SQM。在此謹祝賀41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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Quality Management Systems 質量管理體系						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 質量管理體系 — 入門	 Half-day	HKD 100	QMS1C/HK-05A 3 (9:00am-12:00pm)		QMS1C/HK-07A 4 (2:00-5:00pm)	
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 — 理解與應用	 1	HKD 1,350	VM1C/HK-05A 11	VM1C/HK-06A 1 / 15	VM1C/HK-07A 19	VM1C/HK-08A 01
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 — 內部審核員培訓	 2	HKD 2,900	VM3C/HK-05A 16-17	VM3C/HK-06A 7-8	VM3C/HK-07A 28-29	VM3C/HK-08A 18-19
ISO 9001:2008 Quality Management System Documentation ISO 9001:2008 質量管理體系文件	 1	HKD 1,350	QMS4C/HK-05A 27			
ISO 9001:2008 QMS Auditing Refresher Course (Transition) ISO 9001:2008 質量管理審核轉版進修課程	 1	HKD 1,500	S078C/HK-05A 12			
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*			QMS/IRCA/07 11-15	
Run a World Class Wine Storage Facility 建立優良存酒設備	 1	HKD 1,500	QMO1C/HK-05A 4			QMO1C/HK-08A 22
Energy / Environmental Management Systems 能源及環境管理體系						
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 1,350*	EMS2C/HK-05A 6	EMS2C/HK-06A 10	EMS2C/HK-07A 14	EMS2C/HK-08A 5
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 2,900*	EMS3C/HK-05A 19-20	EMS3C/HK-06A 20-21		EMS3C/HK-08A 24-25
ISO 14001:2004 Environmental Management Systems - Implementation and Documentation ISO 14001:2004 環境管理體系 — 實施及文件指引	 1	HKD 1,500				EMS8C/HK-08A 15
Environmental Management Systems (ISO 14001:2004) 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*			EMO1E/HK-07A 4-8	
Environmental Management Systems (ISO 14001:2004) 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-07A 4-6	
Managing Energy Consumption - ISO 50001 Approach 能源管理 — ISO 50001	 2	HKD 3,500/ HKD 3,200*		EMO6E/HK-06A 29-30		
Occupational Health and Safety Management 職業健康和安全管理						
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 1,350*	OHS8C/HK-05A 11	OHS8C/HK-06A 13	OHS8C/HK-07A 18	OHS8C/HK-08A 8
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	HKD 3,000/ HKD 2,900*	OHS9C/HK-05A 30-31	OHS9C/HK-06A 23-24	OHS9C/HK-07A 25-26	OHS9C/HK-08A 29-30
Hygiene & Food Sector 衛生和食品						
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程	 3	HKD 4,800	HA9C/HK-05A 3-5			
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	 2	HKD 3,200			HA10C/HK-07A 20-21	
ISO 22000:2005 Food Safety Management Systems Auditor/Lead Auditor Course (IRCA Reg#17289) 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)	 5	HKD 10,000/ HKD 9,500*			IRCA/FSMS/07 18-22	
Social Responsibility 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-06A 3		
An in-depth Understanding of ISO 26000 - What Does Social Responsibility Mean to Your Organization? 深入剖析ISO 26000 — 社會責任對機構的意義	 2	HKD 3,500/ HKD 3,200*		SR03E/HK-06A 27-28		
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 1,500		MT14C/HK-06A 3		
Auditing ISO 10002:2004 Customer Complaints Handling System ISO 10002:2004 客戶滿意度 — 投訴處理指引 — 內部審核員培訓	 1	HKD 1,500			MT31C/HK-07A 22	
Management Tools, Skills for Improvement 管理工具和技能						
The Art of Mediation : A Powerful Management Tool of Conflict Resolution 和解的藝術：工作間的衝突管理	 1	HKD 1,500	EW33C/HK-05A 24			
Improving Service Quality with Lean Techniques 運用精益技巧提高服務質素	 2	HKD 3,400		MT36C/HK-06A 16-17		
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 — 理解與應用	 1	HKD 1,500		OH12C/HK06A 28		
Cost Reduction by Lean Management 精益管理減省營運成本	 1	HKD 1,600				MT38C/HK-08A 11
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 3,200				IMS2C/HK-08A 11-12
Telecom and Information Service Management 電訊及訊息安全服務管理						
ISO 27001:2005 Information Security Management Systems - Understanding & Application ISO 27001:2005 信息安全管理體系 — 理解與應用	 1	HKD 1,500				ISE3C/HK-08A 31
ISO 27001:2005 Information Security Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17321) ISO 27001:2005 信息安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號#17321)	 5	HKD 12,000/ HKD 11,000*		ISE6E/HK-06A 13-17		
Understanding the requirement of TL 9000 R5.0/R4.5 Quality Management Systems TL 9000 R5.0/R4.5 質量管理體系理解的要求	 1	HKD 1,600				TL10E/HK-08A 4

Remarks
備註

* Please refer the early bird payment deadline to our website 請於本局網頁參看優先報名之付款詳情


















The course schedule is subject to change. Please refer to the most updated schedule in our web-site 課程內容或會略為改動，最新詳情請參看本局網頁
Organizations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理體系認證服務的機構並無義務參加本局所舉辦的培訓課程

For enquires, please contact our Training Service Unit at Tel : 2202 9111

Our web-site : <http://www.hkqaa.org>Email : training@hkqaa.org

Last Updated Date : 15 April 2011

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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
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/GZ-05A GZ 16 VM1P/SH-05A SH 23		VM1P/GZ-07A GZ 4 VM1P/SH-07A SH 20 VM1P/SZ-07A SU 22	
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/GZ-05A GZ 17-18 VM3P/SH-05A SH 24-25		VM3P/GZ-07A GZ 5-6 VM3P/SH-07A SH 21-22	
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/GZ-05A GZ 9 EMS2P/SH-05A SH 28		EMS2P/GZ-07A GZ 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	RMB 1,200	EMS3P/GZ-05A GZ 10-11 EMS3P/SH-05A SH 29-30		EMS3P/GZ-07A GZ 12-13	
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 - 內部審核員培訓	 2	RMB 1,500			IE01P/SH-07A SH 27-28 IE01P/GZ-07A GZ 28-29	
Occupational Health and Safety 職業健康和安全管理						
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/GZ-06A GZ 28	OHS8P/SH-07A SH 13	OHS8P/SH-08A SH 3 OHS8P/SZ-08A SU 12 OHS8P/GZ-08A GZ 15
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/GZ-06A GZ 29-30	OHS9P/SH-07A SH 14-15	OHS9P/GZ-08A GZ 16-17
Information Security 信息安全						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理體系－理解與應用	 1	RMB 800			ISE3P/GZ-07A GZ 18	ISE3P/SH-08A SH 19
ISO/IEC 27001:2005 Information Security Management Systems - Internal Auditor Training ISO/IEC 27001:2005 信息安全管理體系－內部審核員培訓	 2	RMB 2,000			ISE4P/GZ-07A GZ 19-20	
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 1,800		SA01P/SH-06A SH 7-8 SA01P/GZ-06A GZ 15-16		
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	 3	RMB 2,800	SA05P/GZ-05A GZ 23-25 WR01P/SZ-05A SU 6 WR01P/GZ-05A GZ 16		WR01P/GZ-07A GZ 21	SA05P/GZ-08A GZ 3-5
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				
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 SH 13 BS02P/SZ-05A SU 20	BS02P/GZ-06A GZ 17	BS02P/SH-07A SH 7	BS02P/GZ-08A GZ 12
Management Tools and Skill 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 980		MT23P/GZ-06A GZ 10 MT23P/SH-06A SH 17		MT23P/GZ-08A GZ 9
Telecommunications and Information Service 電訊和資訊服務						
Understanding the Essence of TL 9000 Requirements Handbook R5.0 TL 9000 R5.0 質量管理體系要求手冊改版精要	 1	RMB 1,280		TL03P/GZ-06A GZ 27		
Understanding the Essence of TL 9000 Measurements Handbook R4.5 TL 9000 R4.5 質量管理體系測量手冊改版精要	 1	RMB 1,280		TL05P/GZ-06A GZ 20 TL04P/SZ-06A SU 15-17 TL04P/SH-06A SH 27-29	TL04P/GZ-07A GZ 25-27	TL05P/GZ-08A GZ 11 TL04P/SH-08A SH 29-31
TL 9000 R5.0/R4.5 Quality Management Systems - Internal Auditor Training TL 9000 R5.0/R4.5 質量管理體系－內部審核員培訓	 3	RMB 3,800				

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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-HSBC CSR Index Series Executive Briefing
企業社會責任指數——行政人員簡報會

Guiding Principles for Energy Management and Sustainable Procurement 能源管理、可持續採購的應用原則

Since 2008, the **HKQAA-HSBC CSR Advocate Index** has helped many organisations to improve their CSR performance. Index findings have also highlighted opportunities for further development, such as in the areas of carbon and energy management and the promotion of CSR in the supply chain.

自2008年推出以來，**HKQAA-HSBC企業社會責任指數**幫助了許多企業提升社會責任的表現。分析數據顯示，企業可以改善的地方包括碳排放及能源管理，以及於供應鏈中推行企業社會責任。

In this executive briefing, we will give an overview of the Index and introduce standards and principles for **energy management** and **sustainable procurement**.

是次簡報會將會介紹這項指數的內容，以及有關**能源管理**和**可持續採購**的應用原則。

Date 26 May 2011 (Thursday)
Time 3:00 pm – 5:00 pm
Venue HKQAA
19/F., K.Wah Centre, 191 Java Road,
North Point, Hong Kong

日期 2011年5月26日 (星期四)
時間 下午3:00 – 5:00
地點 香港品質保證局
香港北角渣華道191號
嘉華國際中心19樓

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