VISION 管略

Strategic Planning and Reporting Tools for Social Responsibility
社會責任的策劃和報告工具

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GRI Sustainability Reporting Guidelines Version 3.1
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HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香 港 品 質 保 證 局

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Article Contributions 歡迎投稿

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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《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。

From the Editor 編者的話

Strategic planning and reporting tools for social responsibility

In today's increasingly conscience-focused business world, organisations are expected to revolutionise their strategies by incorporating social responsibility and eco-friendly practices into their operations. Due to this paradigm shift in expectations, that is, from single bottom line (profit) to triple bottom line (profit, people and planet), many organisations are issuing a "Sustainability Report" or "Social Responsibility Report". This allows them to pledge aloud their commitment to social responsibility to their stakeholders, and seems to be a promising approach to business.

Regulators around the world, including the United States, Europe, India and China, have taken steps to require organisations to have a greater commitment to social responsibility and disclosure. In our city, the Hong Kong Stock Exchange released its Consultation Conclusions on Environmental, Social and Governance (ESG) Reporting Guide last year, and they plan to raise the obligation level of some recommended disclosures in the Guide to "comply or explain" by 2015. The Guide became a recommended practice applying to listed issuers with financial years ending after 31 December 2012.

This global trend has given rise to the need for social responsibility planning, implementation and reporting guidelines, especially for organisations which strive to improve their performance, or are new to this practice.

HKQAA believes that embracing social responsibility makes good business sense, and it is essential to help organisations walk the talk. Acting as a bridge between businesses and social sustainability, we offer various management tools to assist organisations to keep in step with community developments in their daily operations.

One of our major recent initiatives is the social responsibility index, which was developed in 2008 based on the ISO 26000 international guidance on social responsibility. As the first index of its kind in Hong Kong, it tailor-makes recommended practices for local organisations, enabling them to formulate social responsibility plans and strategies in an integrated and systematic way.

Organisations are also encouraged to disclose their social responsibility performance using a widely adopted reporting framework, such as the Global Reporting Initiative (GRI) Guideline, to enhance the quality and credibility of their information. The fourth generation of the GRI Guideline (G4) is now under development and will be published later this year.

In fact, HKQAA's social responsibility index, GRI and ESG guidelines have many similarities. Organisations can use these reporting frameworks in conjunction with the index to implement social responsibility and showcase their commitments. We believe a strategic mix of these tools will help organisations be well prepared for the global trend, and drive sustainability hand-in-hand with our society.

社會責任的策劃和報告工具

在今時今日的商業社會，各界都高度關注企業的道德操守，並期望它們在決策上有所變革，將社會責任及環保元素融入營運當中。眼見公眾對商界的期望已出現範式轉移——從過往只著重單一底線（利潤），演變為平衡三大底線（人、地球環境和利潤），不少機構都陸續發表「可持續發展報告」或「社會責任報告」，向持份者有力地展示對社會責任的重視和承諾。無可否認，這確是一個既有效又有價值的商業策略。

環顧全球，不論是美國、歐洲、印度或中國內地的監管機構，都紛紛推出措施，要求企業加強履行及披露社會責任。香港交易所亦於去年刊發有關環境、社會及管治（ESG）報告指引的諮詢總結，並將該指引列為建議常規，適用於截至2012年12月31日止以後財政年度的發行人。香港交易所更計劃於2015年或之前將部分建議披露的責任提高至不遵守就必須解釋的規定。

受到這股世界性趨勢影響，企業對策劃、執行及披露社會責任的相關指引需求日增，尤其是那些不知從何入手的初試者，以及銳意提升社會責任表現的機構。香港品質保證局作為商界與社會持續發展的橋樑，一直深信社會責任具有重要的商業意義；為了推動機構付諸實行，我們提供不同的管理工具，協助它們在日常營運中緊扣社區發展。

社會責任指數便是本局於2008年率先研發及推出的其中一個重點項目，乃本地第一個同類型計劃。在制訂過程中，本局參考了國際ISO 26000指南，定下適用於香港機構的建議措施，推動它們透過系統化的方法，完整地去策劃和履行社會責任。

而機構在披露其社會責任表現時，亦可以參照一些在國際上被廣泛採用的報告框架，例如全球報告倡議組織(GRI)的指引，以提升資料內容的水平和可信度。全球報告倡議組織現正制訂第四版的指引「G4」，預計將於今年稍後時間推出。

誠然，香港品質保證局的社會責任指數與GRI及ESG的指引，均有許多相似之處，機構可以配合使用來實踐社會責任和展現承諾。相信這樣的策略性組合，不但有助商界作好準備，迎接社會責任的發展趨勢，更可以推動它們與社會攜手雙贏，一同達至可持續發展。

Mapping of HKQAA's Social Responsibility Index and GRI Sustainability Reporting Guidelines Version 3.1
HKQAA社會責任指數與GRI可持續發展報告指引3.1版之對應圖譜

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Currently, many organisations are making use of the "Global Reporting Initiative (GRI) Sustainability Reporting Guidelines" as a reference when compiling their sustainability reports or social responsibility reports. The Guidelines explicitly specify the Principles for Defining Reporting Content, Principles for Ensuring Report Quality and Standard Disclosures, comprising Profile, Management Approach and Performance Indicators. Six categories of Performance Indicators are defined, as follows: 1) Economic 2) Environmental 3) Labour Practices and Decent Work 4) Human Rights 5) Society and 6) Product Responsibility. GRI's guidelines are currently the world's most widely used sustainability reporting framework and it is envisaged that an increasing number of organisations will use it. Version 3.1 of the guidelines is the latest issue and the new version 4.0 is under development and expected to be released in mid-2013.

In order to build up its social responsibility expertise, an organisation has to 1) define its direction regarding social responsibility, 2) state clearly what the expected goals and improvements are, 3) start a dialogue with stakeholders, 4) follow up with actions and 5) publish a GRI report on the subject. Actual work needs to be done prior to reporting. For this reason, and responding to the need for a social responsibility framework that best fits Hong Kong, HKQAA has developed a benchmarking social responsibility index which aims to help organisations here put their social responsibility commitments into practice, as well as measure the implementation maturity of such commitments. The index covers 40 recommended practices relevant to local business conditions, that are categorised into 7 core subjects extracted from ISO 26000. The voluntary ISO 26000 (published in November 2010) is the first international standard for the inclusion of social responsibility by an organisation.

HKQAA's social responsibility index and GRI Sustainability Reporting Guidelines (version 3.1) have many similar features, as tabulated below:

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現時，不少機構在編寫可持續發展報告或社會責任報告時，均會參考全球報告倡議組織（GRI）的《GRI可持續發展報告指引》。這套指引詳細闡述了如何界定報告的內容和確保報告的質量，以及列出了一些標準的披露項目，包括「概況」、「管理方針」及「績效指標」，其中「績效指標」再細分為：一、「經濟」；二、「環境」；三、「勞工措施及合理工作條件」；四、「人權」；五、「社會」；及六、「產品責任」。GRI指引是現時全球最廣為採用的可持續發展報告框架，且預期將會有越來越多的機構使用。現時指引已推出至3.1版本，預計4.0版本將在2013年中完成修訂及推出。

一間機構在履行社會責任的道路上，應逐步完成以下步驟：一、定立其社會責任的方向；二、清晰定出預期的目標及改善情況；三、與持份者進行溝通；四、執行相應的計劃；五、根據GRI指引編寫成報告。為回應本港業界的訴求，推動機構將對社會責任的承諾付諸實行，香港品質保證局推出了一套社會責任指數，作為機構推行社會責任體系的成熟程度指標。指數的準則是以ISO 26000的指引及原則，將七大核心主題歸納成40項社會責任的建議措施。ISO 26000在2010年11月出版，是國際間第一套有關社會責任的標準，供機構自發參與。

香港品質保證局的社會責任指數與《GRI可持續發展報告指引（3.1版本）》有許多近似的內容，如下表所示：

#	Recommended practices of HKQAA's social responsibility index 香港品質保證局社會責任指數建議措施	Relevant GRI Guidelines Disclosures GRI 相關 GRI 指引披露項目
	Organisational Governance 企業管治	
1	Organisation should set its direction by making social responsibility an integral part of its policies, strategies and operations. 企業訂立政策方向時，應該將社會責任納入為政策、策略及營運方針的組成部分。	Strategy and Analysis 戰略及分析 (1.1-1.2) Governance, Commitment and Engagement 管治、承諾及參與 (4.1-4.17)
2	Organisation should establish programmes for raising awareness and building competence in social responsibility. 企業應該制訂方案，以提高企業內員工對社會責任的認識和創建能力。	Strategy and Analysis 戰略及分析 (1.1-1.2) Economic 經濟 (EC8) Human Rights 人權 (HR3) Society 社會 (SO3)
3	Organisation should be aware of applicable laws and regulations, inform those within the organisation responsible for observing these laws and regulations and ensure that they are observed. 企業應該留意所有適用的法律及守則，並通知企業內負責法律及守則規管的員工，以確保企業遵守這些法律及守則。	Strategy and Analysis 戰略及分析 (1.1-1.2) Society 社會 (SO08) Environmental 環境 (EN28) Product Responsibility 產品及服務責任 (PR9)
4	Organisation should disclose its policies and decisions, and the activities for which it is responsible, including the known and likely impacts on society and the environment. 企業應該披露有關政策、決定和活動中已知和可能對社會和環境所產生的影響。	Organisation Profile 機構簡介 (2.1-2.10) Reporting Parameters 報告規範 (3.1-3.13)
5	Organisation should define its standards of ethical behaviour with reference to the available international norms of behaviour. 企業應該參照現有的國際標準，來界定企業的道德標準。	Strategy and Analysis 戰略及分析 (1.1-1.2) Governance, Commitment and Engagement 管治、承諾及參與 (4.1-4.17)
6	Organisation should develop governance structures that help to promote ethical conduct within the organisation and in its interactions with others. 企業應該制定管治結構，發展一套有助於企業內及與他人互動時推廣道德行為的結構。	Governance, Commitment and Engagement 管治、承諾及參與 (4.1-4.17)
7	Organisation should establish a two-way communication process between the organisation and its stakeholders' interests and assist in identifying areas of agreement and disagreement, resolving possible conflicts by negotiation. 企業應該建立一個雙向溝通的機制，以保障持份者的利益，並協助識別協議和分歧，亦可透過談判來解決可能發生的衝突。	Governance, Commitment and Engagement 管治、承諾及參與 (4.14-4.17) Human Rights 人權 (HR5)
	Human Rights 人權	
8	Organisation should prevent the potential for abuse of human rights resulting from the actions of other entities or persons whose activities are significantly linked to those of the organisation. 對於任何與企業有明顯關係的實體或人士，企業應該防止其活動損害人權。	Human Rights 人權 (HR1-2, HR6-8)
9	Organisation should establish a transparent and independent governance structure to ensure that no party to a particular grievance process can interfere with the fair conduct of that process. 企業應該建立一個透明和獨立的管治結構，以確保沒有任何一方可以干擾特定申訴程序公平進行。	Governance, Commitments and Engagement 管治、承諾及參與 (4.1-4.10) Human Rights 人權 (HR5, HR9, HR11)
10	Organisation should provide stakeholders with channels to freely express their views, even in situations of disagreement with organisational decisions. 企業應該向持份者提供渠道，讓持份者自由表達自己的觀點，即使其觀點與企業決定有所分歧。	Governance, Commitment and Engagement 管治、承諾及參與 (4.14-4.17) Human Rights 人權 (HR5) Labour Practices and Decent Work 勞工措施及合理工作條件 (LA4-5)
11	Organisation should ensure that it does not discriminate against employees, partners, customers, stakeholders, members and anyone else with whom the organisation has any contact or influence. 企業應該確保不會歧視員工、合作夥伴、客戶、股東、會員以及任何企業有所接觸或可影響的人士。	Economic 經濟 (EC5-7) Human Rights 人權 (HR1-4) Labour Practices and Decent Work 勞工措施及合理工作條件 (LA13-14)

Recommended practices of HKQAA's social responsibility index 香港品質保證局社會責任指數建議措施	Relevant GRI Guidelines Disclosures GRI 相關 GRI 指引披露項目
12	Organisation should ensure no engagement with forced labour or child labour. 企業應該確保沒有參與強迫勞動和童工。	Human Rights 人權 (HR6-7)

Labour Practices 勞動實務

13	Organisation should encourage organisations in its supply chain to meet legal requirements with regard to labour. 企業應該鼓勵在其供應鏈內的其他機構，符合勞工法例要求。	Economic 經濟 (EC6) Human Rights 人權 (HR1-2, HR6-8)
14	Organisation should ensure that the conditions of work comply with national laws and regulations. 企業應該確保其工作環境及條件符合國家法律及法規。	Economic 經濟 (EC5) Labour Practices and Decent Work 勞工措施及合理工作條件 (LA3-5, LA13-15)
15	Organisation should establish dialogue with staff members for establishing healthy labour-management relations. 企業應該與員工建立溝通對話的渠道，以建立良好穩健的勞資關係。	Labour Practices and Decent Work 勞工措施及合理工作條件 (LA1-5, LA13-14)
16	Organisation should implement measures to protect employee members from risk to health and should adapt the occupational environment to the physiological and psychological needs of employee members. 企業應該採取相應措施，保護員工免受健康風險，並安排能滿足員工生理和心理需要的工作環境。	Labour Practices and Decent Work 勞工措施及合理工作條件 (LA6-9)
17	Organisation should promote the occupational health and safety culture to employees and subcontractors. 企業應該向員工和承包商推廣職業健康及工作安全文化。	Labour Practices and Decent Work 勞工措施及合理工作條件 (LA6-9)
18	Organisation should implement programmes to increase the capacity and employability of employees. 企業應該施行能提高員工生產力及就業能力的計劃。	Labour Practices and Decent Work 勞工措施及合理工作條件 (LA10-12)

The Environment 環境

19	Organisation should implement measures to prevent pollution and minimise waste. 企業應該採取措施，防止污染及減少浪費。	Environmental 環境 (EN19-24, EN27-28, EN30) Society 社會 (SO9-10)
20	Organisation should promote an environmental care culture to employees and subcontractors. 企業應該向員工及承包商推廣保護環境的文化。	Labour Practices and Decent Work 勞工措施及合理工作條件 (LA11-12)
21	Organisation should implement resource efficiency measures to reduce its use of water and other materials. 企業應該實施有效使用資源的措施，以減少使用能源、水及其他材料。	Environmental 環境 (EN1-10, EN25-27, EN29)
22	Organisation should implement measures to improve its energy performance and reduce Greenhouse Gas (GHG) emissions associated with its activities, products and services. 企業應該採取措施，減少與企業有關的活動、產品及服務所排放的溫室氣體。	Environmental 環境 (EN16-18) Economic 經濟 (EC2)
23	Organisation should identify potential adverse impacts on ecosystem and take measures to eliminate or minimise these impacts. 企業應該找出對生態系統的潛在負面影響，並採取相應措施以消除或減少這些影響。	Environmental 環境 (EN11-15, EN25)

Fair Operating Practices 公平營運實務

24	Organisation should develop and implement programmes to prevent corruption. 企業應該制定並實施防止貪污的方案。	Society 社會 (SO2-SO4)
25	Organisation should prevent engaging in anti-competitive behaviour. 企業應該避免參與反競爭行為。	Society 社會 (SO7)
26	Organisation should incorporate social, ethical, environmental and gender equality criteria in its purchasing, distribution and contracting policies. 企業應該將社會、道德、環境及性別平等的準則，納入企業的採購、分銷及承包政策。	Economic 經濟 (EC6, EC9) Human Rights 人權 (HR1-2, HR5-7) Product Responsibility 產品及服務責任 (PR1-2) Environmental 環境 (EN26, EN29)
27	Organisation should develop and implement programmes to protect property rights. 企業應該制定並實施保護產權的方案。	Economic 經濟 (EC8-9) Society 社會 (SO7-8)

Consumer Issues 消費者議題

28	Organisation should ensure that no unfair or misleading marketing material or information is given to consumers. 企業應該確保沒有向客戶或消費者傳遞不公平或誤導性的銷售手法和資訊。	Product Responsibility 產品及服務責任 (PR3-4, PR6-7)
29	Organisation should ensure that consumers are aware of their rights and responsibilities when products and services are delivered. 企業應該確保消費者於獲得產品或服務時了解自己的權利和責任。	Product Responsibility 產品及服務責任 (PR3-5)
30	Organisation should ensure that its products and services are not inherently harmful to consumers' health. 企業應該確保其產品和服務不會危害消費者健康。	Product Responsibility 產品及服務責任 (PR1-5)
31	Organisation shall provide socially and environmentally beneficial products and services that can reduce respective adverse impacts throughout their life cycle. 企業應該向客戶提供對社會和環境有益，並能夠在其生命週期內減少不利影響的產品和服務。	Environmental 環境 (EN25-27, EN29) Product Responsibility 產品及服務責任 (PR1-2)
32	Organisation should review complaints and take action to prevent recurrence. 企業應該審查投訴，並採取行動以防止相同情況再次發生。	Product Responsibility 產品及服務責任 (PR3-7, PR9)
33	Organisation should implement measures to resolve disputes and enhance customer satisfaction. 企業應該採取措施解決糾紛，提高客戶的滿意程度。	Product Responsibility 產品及服務責任 (PR3-7, PR9)
34	Organisation should implement measures to protect consumer data and privacy. 企業應該實施保護消費者數據和私隱的措施。	Product Responsibility 產品及服務責任 (PR8)
35	Organisation should educate consumers in order to enhance their understanding of product knowledge and awareness of sustainable consumption. 企業應該教育顧客或消費者，以提高他們對產品的認識及對可持續消費的關注。	Product Responsibility 產品及服務責任 (PR1-7)

Community Involvement and Development 社區參與和發展

36	Organisation should help conserve and protect heritage, especially where the organisation's operation has an impact on it. 企業應該協助保存和保護文物及文化遺產，尤其於企業運作有影響力的地方。	Economic 經濟 (EC1, EC8-9) Society 社會 (SO5-6)
37	Organisation should contribute to programmes that provide assistance or other essential products for vulnerable groups and low income people. 企業應該支持一些向弱勢群體和低收入社群提供協助或其他必需品的計劃。	Economic 經濟 (EC1, EC5, EC8-9)
38	Organisation should participate in skill development for organisations in the supply chain of the community in which they operate. 企業應該參與其供應鏈運作的社區的技能發展。	Labour Practices and Decent Work 勞工措施及合理工作條件 (LA8-9) Economic 經濟 (EC6-9)
39	Organisation should promote good health in the community by encouraging healthy lifestyles. 企業應該於社區中鼓勵健康的生活模式。	Labour Practices and Decent Work 勞工措施及合理工作條件 (LA8-9) Product Responsibility 產品及服務責任 (PR3-7)
40	Organisation should contribute to the development of the community in which they operate. 企業應該對其運作所在地的社區發展作出貢獻。	Economic 經濟 (EC1, EC5-9)

As indicated in the above comparison table, the link between the tools is strong. Organisations can use the GRI Guidelines in conjunction with the social responsibility index when undertaking action to promote social responsibility, and its subsequent reporting. Interested readers are referred to GRI's website www.globalreporting.org, which contains details of the Sustainability Reporting Guidelines.

從以上的比較可見，這兩項社會責任工具有不少相通之處，機構可以同時採用這兩項工具，推展社會責任的實際執行和編寫報告的工作。有興趣的機構可瀏覽GRI的網站 www.globalreporting.org，參閱《GRI可持續發展報告指引》的詳情。

Experience Sharing – How to Prepare the First Sustainability Report
製作第一份可持續發展報告的經驗分享

China Everbright International Limited
中國光大國際有限公司

VISION (V): Everbright International has recently published a sustainability report for the first time, adopting the GRI G3.1 A+ reporting protocol. Could you share your view on reporting with this international guidance?

Everbright (E): As an environmental protection company with the mission of "Creating a Beautiful Environment and Rewarding the Public", we published our first sustainability report for the year 2012. We would like to use this report as one of our key communication platforms, to disclose our economic, environmental and social performance, and share our strategies, policies, practices and performance targets regarding our corporate sustainability with our stakeholders.

We used the GRI Guidelines as a way of keeping track of our operations, economic and social performance, which have been identified by external audiences as relevant topics that we should consider as we move forward with our sustainability plans. The global framework gives us standardised definitions and guidelines that are helpful internally as we introduce and discuss concepts and issues in the organisation.

On top of that, GRI is the most widely accepted sustainability reporting framework that promotes standardisation and transparency. Everbright International views sustainability reporting as a valuable tool for customers, investors and other stakeholders to evaluate the performance and commitment of a company to truly sustainable practices, which should be a competitive advantage.

The importance of developing a data collection mechanism

V: As an enterprise operating in both Hong Kong and mainland China, what is your strategy and process when gathering data and producing the report?

E: We started a sustainability reporting project, allocated personnel to form a team and appointed a project manager to work together with our external writing team. In order to ensure the consistency of the raw data, we issued standardised data collection guidelines to all plants in accordance with the GRI's requirements.

As this was our first time issuing a sustainability report, the plant staff were not familiar with the requirements of GRI and what kinds of information should be provided. As a result, we worked closely with our staff through different channels, giving clear instructions to ensure quality and appropriateness in data collection.

V: What advice would you give to other organisations to help them get started with their first sustainability report?

E: Data collection is the most challenging task for organisations who are preparing their first sustainability report. It is very important to develop a proper mechanism for data collection as this can facilitate the whole process of report preparation. It is also important to get all the relevant departments and subsidiaries involved and make sure they understand their roles and responsibilities during the report preparation stage. Besides, we believe that third party assurance for the sustainability reporting could add credibility to the report and increase stakeholder confidence.

願景（願）：光大國際最近發表了第一份可持續發展報告，並採用了全球報告倡議組織（GRI）的 G3.1 A+ 報告指引。你對採用這套國際指引有甚麼看法？

光大（光）： 作為一家環保企業，我們始終堅持「創造美好環境，回饋社會大眾」的宗旨。我們發表了第一份獨立的 2012 年可持續發展報告，期望這份可持續發展報告，能成為一個重要的溝通平台，向公司的主要持份者披露我們的經濟、環境和社會效益表現，並分享我們的戰略、政策、實踐和對企業可持續發展的表現目標。

我們使用 GRI 的指引來推進我們日常運營、經濟和社會效益表現，這些也是在推進我們的可持續發展計劃中外部受眾所認定相關的話題。這個全球認可的框架為我們提供了標準化的定義和準則，並有助企業內部的概念介紹及問題討論。

最重要的是，GRI 是最被廣泛接受的可持續發展報告框架，促進企業社會責任標準化和提升透明度。光大國際視可持續發展報告為與客戶、投資者和其他持份者溝通的重要工具，以評估公司的表現及承諾真正符合可持續性，是一個競爭優勢。

定立資料收集機制的重要性

願：作為一家跨香港和中國內地的企業，你們在搜集資料和撰寫報告時，有甚麼程序和策略？

光： 我們開展了計劃編寫的工作項目，分配相關人員組成專責團隊，任命項目經理總體協調配合，與外部編寫團隊緊密協作互動。為了保證原始資料的一致性，我們按照 GRI 的要求給各項目公司發出了一個標準化的資料收集指引。

由於這是我們首次發布可持續發展報告，轄屬項目公司的工作人員不熟悉 GRI 準則的要求和應提供什麼樣的資訊。因此，我們通過多渠道密切合作，給予明確要求和指示，以確保資料收集的品質和適用性。

願：可否給初次編撰報告的機構一些意見？

光： 對那些正在準備他們的首份可持續發展報告的企業來說，資料的收集是最具挑戰性的任務。制定一個適當的機制來收集所需的資料是非常重要的，因為它可以簡化並順暢編寫報告的整個過程，同時讓所有相關部門及附屬公司參與，並確保他們明白自己的角色和責任也是報告編寫階段非常重要的一步。此外，我們認為，由第三方專業驗證可持續發展報告能增強報告的可信度，增加持份者的信心。

CSR Reporting — A Powerful Tool to Communicate with Stakeholders
企業社會責任報告 — 與持份者加強溝通的工具

Melco International Development Limited
新濠國際發展有限公司

VISION (V): Melco has been publishing a CSR report every year since 2008. What is the objective of that?

Melco (M): With support from Sir Roger Lobo, Chairman of Melco CSR Committee, and Mr Lawrence Ho, Group Chairman and CEO, we publish the report annually to communicate the Group's vision, strategies and performance in CSR in a transparent and accountable manner. Today, our report serves as a strong management tool for driving Melco's CSR commitment, as well as promoting communication with its stakeholders.

Assuring its accuracy and reliability with third-party verification

V: Why did you adopt the GRI G3.1 C+ Reporting Guidelines this year? Were any difficulties encountered?

M: By adopting the G3.1 C+ (the entry level for a report in accordance with GRI), our CSR report reflects the economic, environmental and social impacts the Group's activities brought. It also helps verify the integrity, clarity and quality of the report's content. The Guidelines enable Melco to further fulfill its corporate citizenship responsibilities, align our CSR strategies with business objectives and address social needs.

This year's CSR report is Melco's first to comply with the GRI Guidelines. It took us more time to understand the reporting framework, collect and consolidate the data required, and get through the report verification.

V: How did you meet your stakeholders' expectations when preparing the report?

M: Our stakeholders' feedback helps us gather the right data or information for the report in order to meet the expectations stakeholders have for us. Therefore, we carried out a Stakeholder Engagement Study project in October and November 2012 to collect key internal and external stakeholders' feedback on our CSR initiatives and their expectations about Melco's CSR commitments. We have also attached a feedback form to this year's report for stakeholders to provide comments and suggestions on its reporting coverage and quality.

V: How does Melco benefit from reporting?

M: Our reports have encouraged stakeholders to participate in realizing Melco's vision of inspiring hope and happiness in people around the world. For example, some NGOs approached us about building partnerships because they learnt about our CSR goals and achievements from our previous reports.

Our reports have also earned us awards such as the Gold Award for Corporate Responsibility Annual Report at the GALAXY Awards 2011 and the Bronze Award, Social and Public Responsibility – Green/Environmentally Sound Annual Report at International ARC Awards 2011.

Melco's CSR Report 2012 is available at:
• www.melco-group.com/doc/csr/2012/eng

管略（管）：新濠自2008年至今，每年均發表企業社會責任報告，目的是甚麼？

新濠（新）： 在新濠企業社會責任委員會主席羅保爵士和集團主席兼行政總裁何猷龍先生的支持下，我們每年也發表企業社會責任報告，作為一個透明化和正式的渠道，向公眾傳達集團在企業社會責任的願景、策略和成果。現在，企業社會責任報告已經成為我們兌現對社會責任的承諾，以及與持份者溝通的重要管理工具。

藉驗證報告提升準確度和可靠性

管：為何今年會採用全球報告倡議組織（GRI）的G3.1 C+報告指引？撰寫報告時有否遇到困難？

新： 這份報告初次採用的G3.1 C+指引（GRI報告框架的基本標準）有助我們更全面地匯報集團在經濟、環境和社會範疇的表現，並透過驗證，確保報告內容的準確、清晰度和質量；此外，亦有助我們制訂符合業務目標的有效企業社會責任計劃，回應社會訴求，同時進一步推動我們履行企業公民的責任。

今年是我們首次採用GRI指引，因此花了較多的時間去了解報告框架、收集所需資料和進行報告驗證。

管：你們在撰寫報告時，如何回應持份者的期望？

新： 持份者的意見能幫助我們在撰寫報告時，選取適合的資訊，以達到他們對我們的期望。因此，在2012年10月和11月，我們進行了一項與持份者連繫的計劃，以收集公司內外持份者對於集團的企業社會責任政策之意見及期望。我們亦在今年的報告中附上一張問卷，供持份者對報告的內容及質素提出評價和建議。

管：發表企業社會責任報告對你們有甚麼得益？

新： 這份報告讓新濠傳達我們為世界各地人士燃點希望及帶來歡樂的願景，並吸引了不少持份者與我們合作。例如：有些非政府福利機構，從報告中得知我們的社會責任目標和成就後，主動與新濠洽談合作計劃。

我們的報告亦贏得了好些獎項，如2011年度Galaxy企業社會責任年報金獎及2011年度國際年報大獎「社會及公眾責任 — 綠色環保年報」銅獎。

2012年新濠企業社會責任報告詳見於：
• www.melco-group.com/doc/csr/2012/tchi

Ensuring the Quality Standard of Public Relations Services
公關服務的質量保證

Mr Joshua Nova
施諾華先生

Accreditation Chair, Council of Public Relations Firms of Hong Kong
Senior Vice President, Ketchum Hong Kong

Creating a consistent framework for evaluating PR firms

Back in the early 00s, the public relations sector was already well-established in Hong Kong but there was no systematic and professionally-driven process which PR firms could use to benchmark their services. Clients and government agencies seeking to engage PR consultancies were looking for a consistent framework for evaluating the quality standards of PR firms. In 2003, the Council of Public Relations Firms of Hong Kong (CPRFHK) established the CPRF Accreditation programme in conjunction with HKQAA, in order to create a transparent quality management system for Hong Kong public relations consultancies.

"When we began the programme, we wanted to ensure that it was tailored to the unique nature of the PR industry in Hong Kong, while ensuring that it incorporated international best practice," says Mr Joshua Nova, Accreditation Chair of the CPRFHK.

The programme combines some of the standards set by the UK Public Relations Consultancies' Association, input from our Accreditation Commission (composed of PR firms, clients of PR firms, legal and financial advisors) and HKQAA. The result is a comprehensive accreditation framework, covering operational issues like finance, administration and management structure, as well as sector-specific areas such as campaign administration, creativity and team experience and training.

Assessing capability, not size

"Our membership is comprised of international networks, regionally-focused firms and homegrown local consultancies, with the number of staff ranging from 3 to over 50. While the areas covered in the audit are comprehensive, they are benchmarks that are meant to assess the professionalism of the firm, not its size." The Council is ultimately looking to help participating firms continuously raise their standards, so even SMEs could go through the process by dedicating the time and attention to demonstrating how their firm has appropriately integrated these standards into their operations.

"We've been very pleased with the programme and that is reflected in the consistent participation rate of our member firms. While the programme is voluntary, every year we have member firms renewing their accreditation and new members entering the programme for the first time. The return on the time invested in going through the programme is manifold. On a business level, we've created a comprehensive framework to help firms objectively evaluate their operations and service structure. Our members also see the programme as an important component of strengthening their corporate reputation with clients and prospects."

建立評估公關公司的標準框架

在千禧年初期，香港的公關行業已發展得相當成熟，但業界一直沒有專業和系統化的方法，用以量度公關顧問公司的服務質素。很多客戶和政府機構都很希望能有一套客觀的參考指標，幫助他們選擇適合的公關公司。因此，香港公關顧問公司協會於2003年與香港品質保證局合作，推出「公關顧問公司協會認可計劃」，為香港的公關業提供一套具透明度的質量管理體系。

「我們制訂這套計劃時，十分注重其標準是否符合香港公關行業的特性，以及與國際間的最佳營商模式接軌。」認可計劃的主席施諾華先生道。

認可計劃是根據英國公關顧問協會推出的標準，由計劃委員會（由多間公關公司及其客戶、一些法律及財務顧問組成）和香港品質保證局參與制訂而成，計劃內容兼顧公關公司的日常營運事項（如財務、行政、管理架構等）和行業特性（如宣傳項目管理、團隊創意、經驗及培訓等），構成一套全面的認可框架。

評核公司能力 不同規模皆適用

「現時認可計劃的會員，有些是跨國公司，有些在特定地區發展業務，也有些是本地企業，員工數目由3至50人也有。計劃的審核範圍很全面，並且是以顧問公司的專業能力為依歸，不會因公司的規模而有所偏頗。」協會期望透過計劃，幫助參與的機構持續地提升水平，因此即使是中小企，只要付出時間和努力，表現出各方面的營運均符合標準，也可取得認可資格。

「我們樂見計劃取得佳績，擁有穩定的參與率。雖然計劃是自發性參與，但每年均有機構續期，亦有新的機構加入。事實上，參與這項計劃所付出的時間不多，所得的回報卻很大。從營商角度來說，這個計劃能讓機構全面、客觀地評估其營運和服務的水平；我們的參與機構亦指出，認可資格是他們在客戶群和潛在市場中，提升公司聲譽的重要一環。」

ESG guide helps integrate social responsibility reporting with an organisation's management

The public relations sector has been a major advocate for corporate social responsibility (CSR) programming since the decades-old movement began. In many regions, CSR is certainly an embedded principle and is considered "business as usual". Regarding the ESG (Environmental, Social and Governance) Reporting Guide being rolled out by the HKEx as a recommended practice for locally listed companies, Mr Nova thinks it is a very welcome step in this market's recognition of the importance of CSR as a fundamental business value.

"Many of our member firms have a wealth of experience in working with both global and local corporations, helping to develop their reports, advising on the process, tools, platforms and content that all go into effective reporting. While the HKEx guidelines will start as 'best practice' for listed companies, they provide a terrific roadmap and platform which the PR sector can use to engage their clients in discussion about how to integrate CSR reporting into their organisation."

Mr Nova also emphasises that to help a client publish an effective and meaningful CSR report, a critical element is to first define what the most important environmental and social issues are for its industry sector, its business and its stakeholders. CSR counsellors need to be focused first and foremost on advising clients on how to make these strategic decisions.

### ESG 指引助報告融入機構營運

自數十年前，企業社會責任運動興起以來，公關業一直扮演積極推動的角色。直到現在，履行社會責任已成為很多地方的基本營商原則，香港交易所亦推出《環境、社會及管治報告指引》，為上市公司提供建議常規，施諾華先生對此十分歡迎，認為可進一步將社會責任推廣成為本地市場的核心價值。

「許多參與本會計劃的機構，都擁有跟跨國和本地企業合作發表社會責任報告的豐富經驗，包括撰寫報告、建議報告的製作程序、工具、發表平台和內容等。新指引除了是上市公司的最佳營商常規外，更為公關行業提供一幀絕佳的路線圖，讓他們與客戶討論時，更能幫助客戶將社會責任報告融入機構的營運之中。」

施諾華先生亦指出，公關公司要幫助客戶發表一份富意義和功效的的社會責任報告，最關鍵的是先確認對於該客戶的行業、業務和持份者來說，最重要的環境和社會議題是甚麼。作為顧問，應先幫助客戶定立好這些重大策略的方向。
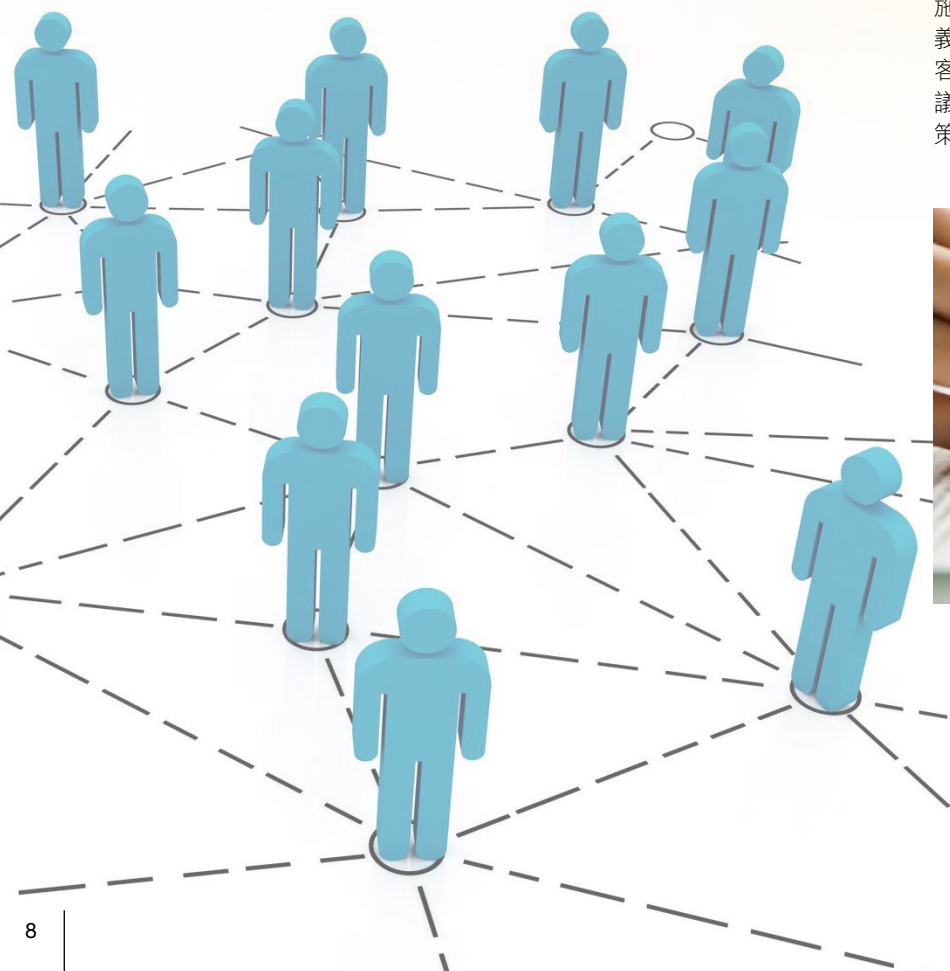
Findings of HKQAA SBI Building Sustainability Research
「樓宇可持續發展指數」調查結果

In order to promote the sustainable development of buildings in Hong Kong, the HKQAA Sustainable Building Index (HKQAA SBI) has been developed. This serves as a simple tool building owners can use to benchmark, disclose, and understand the sustainability performance of their buildings. The quantitative metrics underlying the HKQAA SBI include 20 performance indicators for tracking the performance of the social, economic and environmental aspects of buildings. The performance of buildings in each indicator is classified into one of three categories, with the highest score being three. The HKQAA SBI Mark may be issued if the average score attained by a building is two or above.

Most buildings have emergency plans for special circumstances

With the aim of finding out about the performance of building sustainability in Hong Kong, HKQAA randomly sent out 10,000 questionnaires to collect performance data.

The preliminary results show that most Hong Kong buildings have established several emergency plans for special circumstances. There are 11 items common to emergency plans and in this survey, more than 70% of the buildings had in place more than seven items, designed to cope with emergencies such as fire, water pipe rupture, power service failure, lift and escalator accidents and adverse weather. This indicated that these buildings were well prepared for emergencies. A certain building even had preparations in place for a terrorist attack.

As regards the environmental aspect of building sustainability, it was found that waste recycling had become common, as almost 98% of the buildings had such arrangements in place. In ten suggested ecological facilities, domestic and residential buildings had been installed with two types of ecological facilities on average. Gardens and landscaping with native and nursery plants were commonly found in buildings. Over 90% of industrial buildings, offices and shopping centres had installed one or two types of ecological facilities, which shows that buildings in Hong Kong still have room for improvement in this aspect.

Two-thirds of domestic and residential buildings reported zero consumption of ozone-depleting refrigerants and 83% of industrial, offices and shopping centres similarly reported zero consumption. Possible reasons may be that many buildings have not installed air conditioning, or are currently using environmental friendly refrigerant.

Industrial and office buildings emit 10 times more GHG than housing

The average emissions of residential buildings were 15.6 Metric Tons (mt), while the average emissions of industrial buildings, offices and shopping centres were 170.4mt. The report also indicated that residential buildings performed better in other environmental aspects as well, especially in the consumption of fresh water and ozone-depleting refrigerant.

A detailed report on the benchmarking survey will be announced later this year. Applications for HKQAA SBI subsidies provided by the Sustainable Development Fund close on 30 November 2013. For the latest details of the HKQAA SBI Scheme, the subscription method and an application form, please visit the official website (http://sbi.hkqaa.org) or contact us at: (852) 2202 9111.

為了推動香港樓宇的可持續發展，香港品質保證局制訂了「樓宇可持續發展指數（HKQAA SBI）」，讓樓宇的各個持份者透過簡易方法，了解、披露或比對建築物的可持續發展表現。HKQAA SBI 就樓宇在社會、經濟及環境範疇的可持續發展績效，定立了20個定量的表現指標。每一個指標都將樓宇的表現分為三個級別作計分之用。最高級別的可得三分，平均分達兩分或以上的樓宇經驗證後會獲發「HKQAA SBI 驗證標誌」。

樓宇多有制訂應變計劃

而「樓宇可持續發展指標」調查研究作為計劃的一部分，去年抽樣發出一萬份問卷，收集全港樓宇的可持續發展表現數據作分析。

初步研究顯示，香港大部份樓宇均有制訂多項特殊情況的緊急應變計劃。在業界常見的 11 項應變計劃中，近七成參與調查的樓宇都具備超過七項，如火警、爆水喉、停電、升降機故障、惡劣天氣等，反映它們有頗完備的應變方案。而個別樓宇更有應對恐怖襲擊的措施，可見管理甚為完善。

在環保方面，約98％參與調查者都有回收廢物的安排，可見這已成為香港樓宇的普遍做法。而在常見的十項生態建設中，住宅樓宇平均設置了其中兩項，較普遍的例子為花園、以本地植物作綠化及苗圃；至於工商業大廈及商場，則有超過九成設置了一至兩項，反映香港樓宇在這些建設上仍有進步空間。

此外，66％參與調查者表示，其住宅樓宇在過去一年並無耗用臭氧層物質的製冷劑；而工商業大廈及商場，則有83％，估計因為不少本地樓宇沒有設置空調，或正使用環保雪種。

工商廈溫室氣體排放量為住宅十倍

而溫室氣體排放方面，住宅樓宇現時的中位數為每平方呎15.6公噸，工商業大廈及商場則為170.4公噸，前者為後者約十分之一。研究數據顯示，前者在其他環保表現方面，亦比後者為佳，尤其是食水用量、破壞臭氧層的雪種耗用量方面。

具體的研究報告，將於今年稍後公布。由可持續發展基金提供的津貼資助將於 2013 年 11 月 30 日屆滿，有興趣了解更多詳情、參加計劃或申請津貼人士，可瀏覽官方網站：http://sbi.hkqaa.org 或致電本局查詢：(852) 2202 9111。

可持續發展委員會
Council for
Sustainable Development

The project is funded by the Sustainable Development Fund
是項計劃由可持續發展基金資助

International
國際

Significant progress in the development of ISO 9001:2015

Experts from over 50 countries took part in the third meeting of the Working Group that has been tasked with the revision of ISO 9001:2008, in Belo Horizonte, Brazil, from 4 to 8 March 2013.

Discussions were centred around the comments received from members of the Working Group WG24 of ISO/TC176/SC2 on the first working draft. After a week of intense debate, the conclusion was that the working draft is now sufficiently mature, after editing, to be circulated as a Committee Draft, for comment and ballot among ISO's member bodies. This will be the first opportunity for the wider community to see the new structure and requirements that are being proposed.

The stated objectives of the revision are to:
• Provide a stable core set of requirements for the next 10 years or more
• Maintain the current focus on effective process management to produce desired outcomes
• Take account of changes in quality management systems practices and technology since the last major revision in 2000
• Enhance compatibility and alignment with other ISO management system standards
• Use simplified language and writing styles to aid understanding and consistent interpretations of its requirements

During the meetings in Belo Horizonte, the Working Group paid special attention to this last topic, with a special emphasis on trying to make the standard more easily understandable in service organisations. Other areas of improvement include the introduction of the concept of risk, and a recognition that "preventive action" is not a stand-alone topic, but is something that has to be incorporated throughout the quality management system.

Both ISO 9001:2015 and the new revision to ISO 14001 will adopt the harmonised "high-level structure" and "common text" that were developed by ISO's Joint Technical Coordination Group, to ensure greater ease of implementation, particularly for those organisations that choose to adopt an integrated approach to their management system.

Global Food Safety Initiative meets in Barcelona

The 2013 Global Food Safety Conference was held in Barcelona, Spain, on 6 to 8 March 2013. Topics addressed covered all aspects of the theme "Food Safety in a Global Economy", reflecting the increasingly complex supply chain "from farm to fork". Although not officially on the conference agenda, much of the formal and informal discussion during the conference centered on the recent "horsemeat scandal" in Europe, where many processed beef products were found by DNA testing to contain significant amounts of (much cheaper) horsemeat. Although this is not considered to be a direct food safety issue (the horsemeat was "safe to eat"!!) it does raise significant concerns in terms of traceability and business ethics in the food processing industry.

Prior to the conference, the GFSI Technical Working Groups met to discuss, among other things, accreditation oversight of food safety certification bodies, auditor competence, supplier development in global markets, and the newly-formed working group on food packaging.

ISO 9001:2015 修訂版的重大進展

負責修訂 ISO 9001:2008 的工作小組於 2013 年 3 月 4 至 8 日，在巴西貝洛奧里藏特舉行第三次會議，共有來自超過 50 個國家的專家出席。

是次會議主要討論在第一版草案提出後，ISO/TC176/SC2 工作小組成員對於草案的意見。經過了一星期的熱烈討論，會議同意草案在經過修訂後，便可進入委員會草案階段，於 ISO 轄下各單位流傳，以收集意見及進行投票，並讓更多人士可以閱覽建議的新內容。

是次新版的主要目標包括：
• 落實將要供未來至少十年沿用的標準要求
• 維持現有的宗旨——透過有效的程序管理，達致理想的效果
• 根據自 2000 年改版以來，市場上新出現的管理體系方法和科技，對標準的內容進行更新
• 加強與其他 ISO 標準的兼容性和一致性
• 改為較顯淺易明的行文風格，以便理解及詮釋要求

工作小組在會議上特別強調最後一點，目的是要讓一些服務機構能更容易理解標準的要求。會議上還提出了一些其他改善之處，如加入風險的概念，以及將本為一獨立章節的「預防措施」，擴大至整個質量管理體系的各個程序中。

ISO 9001 的 2015 年版及 ISO 14001 的新修訂版，均會以由 ISO 聯合技術協調小組設定的「高階架構」及「相同文本」方式編寫，讓機構能更容易同時實行多套管理體系。

全球食品安全倡議巴塞隆拿會議

全球食品安全倡議（GFSI）於 2013 年 3 月 6 日至 8 日，在西班牙巴塞隆拿舉行週年會議，主題是「全球經濟下的食品安全」，討論在「從農場到餐桌」之間，近年日趨複雜的供應鏈問題。最近歐洲爆出「馬肉風波」，從 DNA 檢驗發現，許多加工牛肉產品中混入了較廉價的馬肉。事件並沒有納入會議議程，因為並非食品安全問題（因馬肉是可供安全食用的），但亦反映出食品加工業的源頭追蹤及商業道德問題，因此許多與會者在會上及會後，均有討論此事。

在是次年會舉行前，GFSI 的技術工作小組亦召開過多次會議，討論食品安全認證機構的認可資格監察、審核員的能力要求、國際供應商的市場發展、新成立的食品包裝工作小組等。

Office Relocation of HKQAA Certification (Shanghai) Ltd
標準認證服務（上海）有限公司辦公室遷址

To cope with our business development, HKQAA's subsidiary in Shanghai, HKQAA Certification (Shanghai) Ltd., has been relocated since January 2013 to:

Unit 2007-2008, 20/F, Pole Tower, 425 Yishan Road, Xuhui District, Shanghai, China (Postal Code: 200235)

The telephone and facsimile numbers remain unchanged –
Tel: (86 21) 6876 9911
Fax: (86 21) 6876 9922

Our mainland team, which possesses comprehensive knowledge and experience in working in the industry and internationally, will continue to deliver professional conformity assessment services to clients.

為配合業務發展，本局位於上海的附屬機構—標準認證服務（上海）有限公司已於2013年1月遷往以下地址：

中國上海市徐匯區宜山路425號光啟城20樓2007-2008室（郵編：200235）

電話及傳真號碼將維持不變 —
電話：(86 21) 6876 9911　傳真：(86 21) 6876 9922

本局在內地的精銳團隊，憑著豐富的國際及行業知識和經驗，將繼續為客戶提供專業的合格評定服務。

"Sustainability in Asset Management" Seminar
「資產管理的可持續發展」研討會

Effective management of physical assets can significantly impact an organisation's bottom line by reducing maintenance costs, increasing the economic life of capital equipment, reducing company liabilities, increasing the reliability of systems and components, and reducing the number of systems and components needed to support business operations.

On 8 March 2013, HKQAA held a seminar entitled "Sustainability in Asset Management", which was well attended by participants including property developers, facility managers, asset managers, property managers and green practitioners. Prof. Christopher To, Executive Director of the Construction Industry Council and member of HKQAA's Governing Council , was present as officiating guest and addressed the seminar. Guest speakers from prestigious construction, property and infrastructure organisations shared their insights and expertise in a number of areas, such as sustainability in real estate management, asset appreciation through life cycle management, and the upcoming ISO 55000 Asset Management Standard.

有效的實物資產管理，能節省保養維護費用、延長資產設備的經濟使用壽命、減輕公司的財政負擔、提高系統和元件的可靠性，以及減少支持商業運營需要的系統和元件的數量，從而深遠地影響一間機構的盈虧。

本局在2013年3月8日舉行了「資產管理的可持續發展」研討會，獲眾多來自地產發展、設備管理、資產管理、物業管理及環保等行業的人士出席參與。研討會邀請了建造業議會執行總監及本局董事局成員陶榮教授主禮研討會及致辭，並有多位從事建築、物業、基建等機構和企業的嘉賓講者，在會上就多個議題分享經驗和見解，如房地產的可持續發展、透過生命週期管理達致資產增值、即將出版的ISO 55000資產管理標準等。

New Council Member - Ir Chan Chau Fat
新董事局成員 - 陳秋發工程師

Mr C. F. Chan is a Chief Electrical and Mechanical Engineer of the Electrical and Mechanical Services Department (EMSD). EMSD is a works department of the HKSAR Government administering safety ordinances on gas, electricity, railways, lifts, escalators, tramways, and amusements rides, among others, as well as promoting energy efficiency in Hong Kong. EMSD also provides consultancy services, project planning and management, operation and maintenance services to various government departments and public institutions.

Ir Chan joined EMSD in 1986. He has served in various posts within the department carrying a wide range of duties including operation and maintenance services of electrical and mechanical engineering systems, quality management, project planning and management, and enforcement work under the Electricity Ordinance. In 2006, Ir Chan was posted to work in a Policy Bureau of the HKSAR Government. He worked in the Works Branch of the Development Bureau assisting in the formulation and implementation of various Government public works policies.

Ir Chan is now working in EMSD responsible for operation and maintenance of building services, electrical and mechanical engineering systems, electronic communication, and transport infrastructure for various government departments including the Hong Kong Police Force, Fire Services Department, Correctional Services Department, Customs and Excise Department, Transport Department and Highways Department.

陳秋發先生是機電工程署的總機電工程師。機電工程署是香港特區政府的工務部門之一，負責執行氣體、電力、鐵路、升降機、自動梯、纜車及機動遊戲機等安全條例，並致力推廣能源效益。同時，機電工程署亦為各政府部門及公營機構提供顧問、工程策劃及維修保養服務。

陳工程師於1986年加入香港政府機電工程署工作，期間曾調任到署內不同崗位服務，職務範圍包括機電裝備維修、品質管理、工程策劃及電力法例之執法工作等。他亦曾於2006年調任到香港政府決策局工作，在發展局工務科參與及協助制訂及落實政府各項工務工程政策。

陳工程師現時在機電工程署專責為警務處、消防處、懲教署、海關、運輸署、路政署等多個政府部門的機電、屋宇裝備、電子通訊系統及道路交通基建等設施，提供全面維修保養服務。

HKQAA Mourns the Loss of Honorary Chairman Dr T. L. Ng
名譽主席伍達倫博士追思會

On 6 February 2013, members of HKQAA and past and present members of its Governing Council gathered at the conference room of the Agency to mourn the loss of Dr T. L. Ng, SBS, JP, Honorary Chairman of HKQAA, who passed away on 14 January.

Dr Ng was one of the founding members of HKQAA and so played an important role in the promotion of management systems and improving the competitiveness of businesses. He was our Chairman from 1999 to 2007 and was influential in making the Agency what it is today, a leading conformity body in Hong Kong and the region.

Dr Ng's widow, Mrs Ng, and other memorial attendees reminisced about knowing and working with Dr Ng. The Honorary Chairman was greatly respected for his boundless knowledge, sincerity and honesty at work and when dealing with people, as well as his optimism and great sense of humour.

Our Agency will always cherish Dr Ng's valuable contributions and remember him with great affection and respect. We express our deepest condolences to his family.

本局名譽主席伍達倫博士，SBS，太平紳士於2013年1月14日凌晨因病辭世。為紀念伍博士長久以來對本局的貢獻，本局於2月6日假香港品質保證局會議室，為伍博士舉行了簡單而隆重的追思會。

伍博士為本局創局成員之一，致力推動工商業建立優質的管理體系，提升競爭力，並於1999至2007年擔任本局主席。他無私的奉獻及努力，帶領本局成為香港及區內認證行業的領導者之一。

當日，伍博士遺孀及本局眾多與伍博士共事多年的前任及現任董事局成員均有出席，與同事們一起懷念伍博士昔日的逸事趣聞。大家發言均稱頌伍博士學識淵博，為人誠懇踏實，樂觀風趣，深受同儕後輩的尊敬和愛戴。

本局全人非常感激伍博士為本局所作出的貢獻，對他的離世深感哀悼，並向其家人致以深切慰問。

New Certified Clients
新認證客戶

November 2012 to January 2013
2012年11月至2013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 2012 to January 2013, we have been pleased to welcome 48 organisations to our community. Among them, they have obtained 60 certificates of ISO 9001, ISO 10002, ISO 13485, ISO 14001, OHSAS 18001, ISO 22000, ISO 50001, HKQAA-WSMS-COMM, HKQAA-WSMS-FINE, HACCP, HCS, PAS 55-1, QSPSC, SA8000, SQM and TL-V 5.0/4.5. 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，有效地達至機構和營商目標。

由2012年11月至2013年1月期間，香港品質保證局共頒發60張證書，包括 ISO 9001、ISO 10002、ISO 13485、ISO 14001、OHSAS 18001、ISO 22000、ISO 50001、HKQAA-WSMS-COMM、HKQAA-WSMS-FINE、HACCP、HCS、PAS 55-1、QSPSC、SA8000、SQM及TL-SV 5.0/4.5。在此謹祝賀48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。

Stop Press 最新消息

HKQAA Starts Pilot Scheme of Barrier Free Accessibility (BFA) Management System Certification
本局推出「無障礙管理體系認證先導者計劃」

HKQAA is pleased to announce the launch of the Pilot Scheme of the Barrier Free Accessibility Management System Certification, following the publication of the scheme handbook on 18 February this year.

This scheme will be the first BFA certification scheme of its kind in Hong Kong. It offers a professional, practical and objective standard for evaluating and showcasing an organisation's BFA performance. We believe this can help promote BFA development in Hong Kong and will become the norm for all shops, buildings, public facilities and transportation operators, among others.

Interested parties are welcome to contact HKQAA to be the first mover by joining the pilot scheme, as well as obtaining copies of the scheme handbook. For enquiries, please contact Mr Johnny Leung of HKQAA at (852) 2202 9357 or johnny.leung@hkqaa.org.

本局宣布正式推出「無障礙管理體系認證先導者計劃」，為市場提供一套專業、行之有效的客觀標準，用以評審及彰顯機構的無障礙表現。

「無障礙管理體系認證計劃」是香港首個同類型的認證計劃，適用於商場、大廈、公共設施、交通等，旨在促進香港整體的無障礙發展，逐步邁向規範化。詳述認證詳情的計劃手冊已在今年2月18日出版。

有意率先參與先導者計劃，以及索取計劃手冊的人士或機構，歡迎與本局梁先生聯絡（電話：2202 9357／ 電郵：johnny.leung@hkqaa.org）。

Hong Kong 香港 May to Aug 2013　2013 年 5 月至 8 月

Course Title 課程名稱		Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	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	C	9:00am-12:00 noon Half-day	HKD 200	QMS1C/HK-05A **15**			QMS1C/HK-08A **2**
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系－理解與應用	C	1	HKD 1,480	VM1C/HK-05A **6**	VM1C/HK-06A **3**	VM1C/HK-07A **4**	VM1C/HK-08A **7**
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	C	2	HKD 3,000	VM3C/HK-05A **21-22**	VM3C/HK-06A **27-28**	VM3C/HK-07A **18-19**	VM3C/HK-08A **19-20**
ISO 9001:2008 Quality Management Systems Documentation ISO 9001:2008 質量管理體系文件	C	1	HKD 1,500		QMS4C/HK-06A **21**		
The Must-know Essentials for Quality System Management Representative 質量管理體系－管理者代表重要須知	C	1	HKD 1,500	MT23C/HK-05A **31**			
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	C	2	HKD 3,000				QMS5C/HK-08A **27-28**
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Registration No. A17071) 質量管理體系－－主任審核員證書培訓課程（IRCA 註冊號 A17071）	C	5	HKD 10,500/ HKD 10,000*			QMS/IRCA/07 **8-12**	
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	C	1	HKD 1,500/ HKD 1,400*	EMS2C/HK-05A **27**		EMS2C/HK-07A **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	C	2	HKD 3,000/ HKD 2,900*		EMS3C/HK-06A **17-18**		EMS3C/HK-08A **5-6**
ISO 14001 Environmental Management Systems Auditor / Lead Auditor Training (English) 14001 環境管理體系－主任審核員證書培訓課程	E	5	HKD 10,500/ HKD 10,000*	EM01E/HK-05A **7-11**			
NEW 最新課程 ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理體系－內部審核員培訓	C	2	HKD 3,000		EM08C/HK-06A **20-21**		
NEW 最新課程 ISO 50001:2011 Energy Management Systems Auditor / Lead Auditor Training Course (English) ISO 50001:2011 能源管理體系－主任審核員證書培訓課程	E	5	HKD 11,000/ HKD 10,000*	EM10E/HK-05A **13-16**			
NEW 最新課程 GreenHouse Gas Verifier Training 溫室氣體驗證員	C	2	HKD 3,000				EM09C/HK-08A **15-16**
Occupational Health and Safety Management 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	C	1	HKD 1,500/ HKD 1,400*	OHS8C/HK-05A **3**			OHS8C/HK-08A **22**
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	C	2	HKD 3,000/ HKD 2,900*		OHS9C/HK-06A **13-14**		
OHSAS 18001 Occupational Health and Safety Management Systems Auditor / Lead Auditor Training Course OHSAS 18001:2007 職業健康和安全管理體系－主任審核員證書培訓課程	C	5	HKD 10,500/ HKD 10,000*			OH06C/HK-07A **23-27**	
Food Safety & Wine Storage 食物安全及酒貯存							
ISO 22000 Food Safety Management Systems - Internal FSMS Auditor Training ISO 22000 食品安全管理體系－內部食品安全管理體系審核員培訓	C	2	HKD 3,500	HA7C/HK-05A **22-23**			
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	C	5	HKD 10,500/ HKD 10,000*		IRCA/FSMS/06 **6-8 & 10-11**		
Implemanting HACCP for Food Business Programme 實踐食物安全重點控制課程	C	2	HKD 3,500/ HKD 3,200*				HA10C/HK-08A **12-13**
Foundation of HKQAA Wine Storage Management Systems Specifications 建立優良存酒設備－基礎	C	2:00pm-6:00pm Half-day	HKD 900/ HKD 820*	QM04C/HK-05A **15**			QM04C/HK-08A **2**
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？	C	1	HKD 1,500	SR01C/HK-05A **24**			SR01C/HK-08A **21**
Management Tools, Skill for Improvement 管理工具和技能							
NEW 最新課程 ISO 22301 Business Continuity Management Systems Implementation Course ISO 22301 實施營運持續管理體系課程	C	2	HKD 4,000/ HKD 3,800*			MT54C/HK-07A **16-17**	
NEW 最新課程 Get Your Enterprise Ready for Lean Transformation 如何準備企業精益轉型	C	1	HKD 1,600/ HKD 1,500*			MT55C/HK-05A **15**	
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	C	1	HKD 1,500				MT14C/HK-08A **8**
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	C	2	HKD 3,200		IMS2C/HK-06A **24-25**		
Telecom and Information Service Management 電訊及訊息安全服務管理							
TL 9000 R5.0/R5.0 Quality Management System Auditing (QuEST Forum Sanctioned Training) TL 9000 R5.0/R4.5 質量管理體系審核課程（QuEST論壇認可課程）	E	3	HKD 9,300/ HKD 8,700*	TL02E/HK-05A **28-30**			
NEW 最新課程 ISO/IEC20000 IT Service Management Auditor Course ISO/IEC20000 信息技術服務管理審核員培訓	C	2	HKD 6,200/ HKD 5,800*				IS03C/HK-08A **29-30**
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 A17321）	E	5	HKD 12,000/ HKD 11,000*		ISE6E/HK-06A **3-7**		
NEW 最新課程 ISO 27001:2005 Information Security Management Systems - Advanced Auditing ISO 27001:2005 信息安全管理體系－－進階審核課程	C	3	HKD 5,400/ HKD 5,000*			IS04C/HK-07A **29-31**	
HKQAA Sustainable Building Index (HKQAA SBI) 香港品質保證局樓宇可持續發展指數							
NEW 最新課程 HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 樓宇可持續發展指數－理解與驗證	C	1	HKD 1,550	SBI1C/HK-05A **7**		SBI1C/HK-07A **3**	

Remarks 備註

* Please refer the early bird payment deadine 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
Organisations 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 : 19 April 2013*

Mainland China 中国内地

May to Aug 2013　2013 年 5 月至 8 月

Quality 质量

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) RMB 收费(每人)人民币	May 五月	Jun 六月	Jul 七月	Aug 八月
ISO 9001:2008 Quality Management Systems – Understanding & Application / ISO 9001:2008 质量管理体系－理解与应用	P / 1	RMB 600		VM1P/GZ-06A GZ 05	VM1P/SH-07A SH 14	VM1P/GZ-08A GZ 14 / VM1P/SH-08A SH 05
ISO 9001:2008 Quality Management Systems – Internal QMS Auditor Training / ISO 9001:2008 质量管理体系－内部质量管理体系审核员培训	P / 2	RMB 1,200		VM3P/GZ-06A GZ 06-07	VM3P/SH-07A SH 15-16	VM3P/GZ-08A GZ 15-16 / VM3P/SH-08A SH 06-07
The Must-know Essentials for Quality System Management Representative / 质量管理体系－管理者代表的重要须知	P / 1	RMB 980	MT23P/GZ-05A GZ 17	MT23P/SH-06A SH 07		MT23P/GZ-08A GZ 14
ISO 9001:2008I Quality Management Systems Documentation Training / ISO 9001:2008 量管理体系文件课程	P / 1	RMB 780	QMS4P/GZ-05A GZ 10		QMS4P/GZ-07A GZ 31	

Environment 环境

Course Title	Duration	Fee	May	Jun	Jul	Aug
ISO 14001:2004 Environmental Management Systems – Understanding & Application / ISO 14001:2004 环境管理体系－理解与应用	P / 1	RMB 600	EMS3P/SH-05A SH 15 / EMS2P/GZ-05A GZ 29	EMS3P/SH-06A SH 26	EMS2P/GZ-07A GZ 16	EMS3P/SH-08A SH 14
ISO 14001:2004 Environmental Management Systems – Internal EMS Auditor Training / ISO 14001:2004 环境管理体系－内部环境管理体系审核员培训	P / 2	RMB 1,200	EMS3P/SH-05A SH 16-17 / EMS2P/GZ-05A GZ 30-31	EMS3P/SH-06A SH 27-28	EMS2P/GZ-07A GZ 17-18	EMS3P/SH-08A SH 15-16

Occupational Health and Safety 职业健康和安全

Course Title	Duration	Fee	May	Jun	Jul	Aug
OHSAS 18001:2007 Occupational Health and Safely Management Systems – Understanding & Application / OHSAS 18001:2007 职业健康和安全管理体系－理解与应用	P / 1	RMB 600			OHS8P/GZ-07A GZ 10 / OHS8P/SH-07A SH 26	
OHSAS 18001:2007 Occupational Health and Safely Management Systems – Internal OHS Auditor Training / OHSAS 18001:2007 职业健康和安全管理体系－内部职业健康和安全管理体系审核员培训	P / 2	RMB 1,200			OHS9P/GZ-07A GZ 11-12 / OHS9P/SH-07A SH 27-28	

Wine Sector 酒贮存

Course Title	Duration	Fee	May	Jun	Jul	Aug
NEW 最新课程 Understanding and Application on Implementation of Excellent Wine Storage Management Systems / 如何运营优良存酒设备	P / 1	RMB 1,200			QM03P/GZ-07A GZ 23	

Social Accountability 社会责任

Course Title	Duration	Fee	May	Jun	Jul	Aug
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training / SA8000:2008 社会责任管理体系－内部审核员培训	P / 1	RMB 780	SA01P/GZ-05A GZ 13-14	SA01P/GZ-06A GZ 10-11	SA01P/SH-07A SH 28-29	SA01P/GZ-08A GZ 01-02
NEW 最新课程 An in-depth Understanding of ISO26000 – What Does Social Responsibility Mean to Your Organization? / 深入剖析 ISO26000 － 社会责任对机构的意义	P / 2	RMB 2,500			SP03P/GZ-07A GZ 02	
BSCI (Business Social Compliance Initiative) Understanding Training / BSCI 倡议商界遵守社会责任之条文解	P / 1	RMB 780	BS02P/SH-05A SH 24 / BS02P/GZ-05A GZ 22	BS02P/GZ-06A GZ 25	BS02P/SH-07A SH 12	BS02P/GZ-08A GZ 22

Management Tools and Skills 管理工具和技能

Course Title	Duration	Fee	May	Jun	Jul	Aug
Manufacturing workshop Management practices – Group Leader Management / 制造车间管理实战－班组长工作篇	P / 1	RMB 980	MT33P/GZ-05A GZ 17		MT33P/GZ-07A GZ 12	
NEW 最新课程 Crisis Management Workshop / 突发事件应急管理工作坊	P / 2	RMB 1,800	MT34P/GZ-05A GZ 23-24		MT34P/GZ-07A GZ 30-31	
Comprehensive Quality Promotion Of Management / 管理干部综合素质提升	P / 2	RMB 1,800	MT37P/GZ-05A GZ 21-22		MT37P/GZ-07A GZ 18	
6S Site Management and 8D Technique / 6S 现场管理及 8D 手法	P / 1	RMB 980		MT39P/GZ-06A GZ 14		
Lean Production / 精益生产	P / 2	RMB 1,800		MT40P/GZ-06A GZ 17-18		MT40P/GZ-08A GZ 15-16
NEW 最新课程 How to construct and manage the sales team / 如何建设和管理销售队伍	P / 1	RMB 980	MT49P/GZ-05A GZ 30		MT49P/GZ-07A GZ 24	
NEW 最新课程 Enhance customer satisfaction management workshops / 提升客户满意度管理工作坊	P / 1	RMB 1,200	MT50P/GZ-05A GZ 09	MT50P/GZ-06A GZ 28		MT50P/GZ-08A GZ 14

Telecommunications and Information Service 电讯和资讯服务

Course Title	Duration	Fee	May	Jun	Jul	Aug
Understanding the Essence of TL 9000 Requirements Handbook R5.0 / TL 9000 R5.0 质量管理体系要求手册改版精要	P / 1	RMB 1,280		TL03P/GZ-06A GZ 13		TL03P/GZ-08A GZ 16
Understanding the Essence of TL 9000 Measurements Handbook R4.5 / TL 9000 R4.5 质量管理体系测量手册改版精要	P / 1	RMB 1,280	TL05P/GZ-05A GZ 02			
TL 9000 R5.0/R4.5 Quality Managerment Systems – Internal Auditor Training / TL 9000 R5.0/R4.5 质量管理体系－内部审核员培训	P / 3	RMB 3,800	TL04P/GZ-05A GZ 08-10	TL04P/GZ-06A GZ 17-19		TL04P/GZ-08A GZ 14-16 / TL04P/GZ-08A GZ 26-27
TL 9000 R5.0/R4.5 Quality Managerment Systems – Auditing / TL 9000 R5.0/R4.5 质量管理体系审核课程 (QuEST 论坛认可课程)	3	RMB 9,600			TL02P/GZ-07A GZ 08-10	

Six Sigma 六西格玛

Course Title	Duration	Fee	May	Jun	Jul	Aug
Introduction of Six-Sigma / 6 Sigma 倡导者课程－入门级	P / 1	RMB 1,800		EW04P/GZ-06A GZ 11		EW04P/GZ-08A GZ 02

提升資產管理績效
Enhancing Asset Management with
HKQAA SBI & PAS 55

Briefing on PAS 55 Asset Management standard
「PAS 55資產管理標準」簡介

Latest updates of the HKQAA Sustainable Building Index (HKQAA SBI)
香港品質保證局「樓宇可持續發展指數」最新詳情

- **The Territory-Wide Building Sustainability Research**
  全港性樓宇可持續發展指標研究
- **Pilot Scheme and Subsidy Programme**
  「可持續發展先行者計劃」及資助計劃

Date:	31 May 2013 (Friday)
Time:	3:00 pm to 5:00 pm
Venue:	19/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong
Language:	Cantonese

日期： 2013年5月31日（星期五）
時間： 下午 3:00 - 5:00
場地： 香港北角渣華道191號
　　　 嘉華國際中心 19樓
語言： 廣東話

Enrolment & Enquiries 報名及查詢

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可持續發展委員會
Council for Sustainable Development
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Free of charge 費用全免

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