



VISION 管略

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Hong Kong Cooking Oil Registration Scheme Launching Ceremony
cum Pilot Programme Presentation Ceremony
「香港食油注册计划」开展仪式暨先导者计划颁授典礼

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品质保证局

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Utilise water resources, foster sustainable development

Water is a valuable resource on which man relies to survive and sustain economic growth. Unfortunately, many regions are threatened by drought and poor harvests due to climate change. According to the United Nations World Water Development Report 2014, an estimated 768 million people worldwide remain without access to an improved source of water. Global water demand is projected to increase by 55% while more than 40% of global population will be living in areas of severe water stress by 2050. This is becoming a matter of increasing concern to governments, corporations and environmental groups. Utilising water resources wisely has become one of society's sustainability goals.

The International Organization for Standardization (ISO) published "ISO 14046:2014 Environmental Management – Water footprint – Principles, requirements and guidelines" in 2014. This standard specifies principles, requirements and guidelines related to assessing the water footprint of products, processes and organisations based on life cycle assessment. The key objective is to promote the calculation of the water footprint on a standardised basis that facilitates the efficient measurement and management of water use. Water footprint results help organisations facilitate benchmarking and comparisons, thus reducing water usage, enhancing water efficiency and cutting costs. Most importantly, organisations are motivated to identify ways to lessen the environmental impact due to water consumption. They are also enabled to demonstrate their environmental performance and contribute to the sustainable development of our society.

HKQAA is committed to introducing international management systems and assisting local industry to keep pace with sustainability trends through technology transfer and knowledge sharing. We were pleased to have Dr Nigel H. Croft, the Chairman of the ISO Technical Subcommittee on Quality Systems, to introduce ISO 14046 in this issue of VISION, to bring more visionary insights to organisations in the region.

We believe that water footprint assessment will become common practice in industry, and in the long run, help enhance water management in the region and the world. With the efforts of different sectors, we hope to cultivate the sustainable development of industry and society, so as to utilise natural resources wisely and build a brighter future together.

善用水资源 促进可持续发展

水是珍贵的天然资源，是人们赖以生存及经济发展的必要元素。惟随著全球气候变化，很多地区面对干旱环境、农作物失收的威胁。根据《联合国世界水资源发展报告2014》，现时全球7.68亿人口未能使用清洁水源；预计2050年前，水资源需求将上升55%，届时全球逾40%人口会活在水源紧绌的地区。因此不少国家政府、企业及环保团体均对此议题十分关注，将有效运用水资源，纳入为社会可持续发展的重要目标之一。

国际标准化组织(ISO)也于2014年推出「ISO 14046：2014环境管理体系—水足迹—原则、要求及指引」，详述以生命周期角度来评估产品、过程和机构水足迹的原则、要求和指引。主要目标是推动水足迹的度量，协助机构有效率地度量及管理用水。机构可透过水足迹报告，定立指标及进行评比，减少耗用水资源，提高效率 and 减省成本。而更重要的是，机构可了解如何降低用水对环境造成的影响；展示环境绩效之余，亦为社会的可持续发展作出贡献。

香港品质保证局一直致力引进国际先进的管理体系，并透过技术转移及知识分享，推动本地业界紧贴可持续发展趋势。今期《管略》便邀请了ISO质量体系技术委员会主席倪国夫博士向读者率先介绍ISO 14046，为区内机构带来更多具前瞻性的新思维。

相信长远来说，水足迹评估会成为机构的普遍做法，有助提升区内以至全球的水管理表现。期望在本局与各界的同心协力下，能够促进业界和社会的可持续发展，善用地球资源，携手建设更美好的未来。

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ISO Publishes New ISO 14046 Standard on Water Footprint

ISO 14046 — 国际水足迹新标准

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The mission of the International Organization for Standardization ("ISO") focuses very clearly on sustainable development – "to develop high quality voluntary International Standards which facilitate international exchange of goods and services, support sustainable and equitable economic growth, promote innovation and protect health, safety and the environment".

Water is a scarce and valuable commodity which, in terms of trade and economics, is sometimes referred to as "blue gold". Managing it efficiently is key to achieving the common goal of sustainability. Few challenges are more global than water, with rivers and lakes crossing national boundaries and oceans that are shared resources. Droughts, floods and climate change cut across all continents.

Within this context, ISO's Technical Committee for Environmental Management (ISO/TC207) has for some time been working on the development of a standard for the assessment of Water Footprint, and this was published earlier this year as ISO 14046:2014 "Environmental management -- Water footprint -- Principles, requirements and guidelines". The key objective is to provide a standardised basis for calculating water footprints that will promote efficient measurement and management of this scarce resource, and will help to harmonise reporting.

Why measure Water Footprints?

ISO 14046:2014 defines the Water Footprint as "the metric(s) that quantifies the potential environmental impacts related to water", and a water footprint assessment as the "compilation and evaluation of the inputs, outputs and the potential environmental impacts related to water used or affected by a product, process or organisation".

A water footprint is a way of assessing not only water use but potential environmental impacts related to water. A water footprint evaluation can be conducted and reported as a stand-alone assessment (where only potential environmental impacts related to water are assessed) or as part of a more comprehensive life cycle assessment (where consideration is given to all relevant potential environmental impacts, and not only those related to water).

Water footprints are based on life-cycle thinking and define the sum of the water used in the various steps of the production chain, including direct and indirect water use (operational and supply-chain water footprints). It is important to recognize the fact that most of the water used in producing a product is not contained in the product itself but is the sum of the water used in the various steps of the production chain. In a global sense, this means that all countries import or export water in a virtual form. For instance, despite regular water shortages in some parts of the world, these countries often produce water-intensive crops for export.

国际标准化组织 (ISO) 之宗旨清晰地体现可持续发展的重要性——「订立高质素的自愿性国际标准，以促进产品及服务的国际交流，支持可持续与公平的经济发展，推广创新发展，保障健康、安全及保护环境」。

水从贸易及经济角度来看，乃一稀有及珍贵商品，有时更被称为「蓝金」。要达至可持续发展的共同目标，关键在于有效率地管理水资源。河流、湖泊与海洋横跨各国，乃共享的资源；而乾旱、水灾及气候变化亦影响著全球，所以世界各地均面对著水的挑战。

ISO 环境管理体系技术委员会 (ISO/TC207) 早已展开订立水足迹评审标准的工作，并于2014年出版ISO 14046:2014《环境管理—水足迹—原则、要求及指引》，主要目标是提供计算水足迹的统一标准，推动机构有效率地量度及管理此珍贵资源，并协助报告的统一化。

为何量度水足迹？

ISO 14046:2014 将水足迹定义为「水对环境的潜在影响之量化制度」，定义水足迹评审为「整合及评估产品、过程或机构用水或跟水有关的输入、输出及对环境的潜在影响」。

水足迹不仅纯粹量度用水，亦同时评估与水有关的潜在环境影响。水足迹评审可以独立评估方式进行及报告（只评估和水有关的潜在环境影响）或作为较全面的生命周期评估的一部份（考虑所有相关的潜在环境影响，不只限于跟水有关的因素）。

水足迹建基于生命周期概念，并定义生产链上各程序之总用水量，包括直接及间接用水（营运和供应链水足迹）。生产过程中所耗用的水，大部份都不会包含在产品之中，反而是用于生产链上的不同步骤。宏观来说，这意味著所有国家均以虚拟模式进出口水；例如某些地区虽面对缺水，却不断生产水种农作物以供出口。



Overall structure and content of ISO 14046

ISO 14046:2014 specifies principles, requirements and guidelines related to water footprint assessment of products, processes and organisations based on life cycle assessment (LCA). It can be used by any organisation, government or business looking to assess their water footprint in a credible, transparent way. Water footprint results can be calculated for products, processes or entire organisations.

Many people will already be familiar with the concept of “Carbon Footprint”, which is addressed in ISO/TS 14067:2013 “Greenhouse gases — Carbon footprint of products — Requirements and guidelines for quantification and communication”. ISO 14046:2014 uses broadly the same concepts and takes a similar life cycle approach, as mentioned in ISO 14040:2006 and 14044:2006, but in this case focusing solely on water.

The standard is divided into the following main sections:

Scope

- Clarifies that ISO 14046 provides principles, requirements and guidelines for conducting and reporting a water footprint assessment as a stand-alone assessment, or as part of a more comprehensive environmental assessment
- Only air and soil emissions that impact water quality are included in the assessment, and not all air and soil emissions are included

Normative references

- Refers to ISO 14044:2006 (“Environmental management — Life cycle assessment — Requirements and guidelines”)

Terms and definitions

- Water, including types and classifications of water
- Lifecycle and water footprint assessment
- Interpretation and reporting of water footprint results
- Products, systems, processes and organisations
- Data and data quality

Principles of Water Footprint measurement

- Includes topics such as:
- Lifecycle perspective
 - Environmental focus
 - Iterative approach
 - Transparency
 - Relevance, completeness, consistency and accuracy of measurements
 - Priority of a scientific approach
 - Geographical relevance
 - Comprehensiveness of measurements

Methodological framework

- This section provides requirements for:
- The goals, scope, and system boundaries for the study of the water footprint
 - Data and data quality requirements
 - Water footprint inventory analysis
 - Water footprint impact assessment, including interpretation of the results and any limitations

ISO 14046的章节结构与内容

ISO 14046:2014 详述以生命周期评估方式，评估产品、过程和机构水足迹的原则、要求和指引，任何机构、政府部门或企业均可应用这套标准，进行可靠、具透明度的水足迹评估。水足迹可以产品、过程或整个机构为单位计算。

现今，「碳足迹」已是一个为人熟悉的概念，在ISO/TS 14067:2013《温室气体—产品碳足迹—量化和沟通的要求与指引》亦有所描述。ISO 14046:2014 也是采取与ISO 14040:2006和14044:2006大致相同的生命周期方式，不过这套新标准则是纯粹以水为主题来编写。

以下是ISO 14046各章节的内容：

范围

- 指出ISO 14046的目的，是提供水足迹评估及报告的原则、要求和指引，让机构进行水足迹的独立评审及报告，或作为较全面的环境评审一部份
- 只会将影响到水质的气体和土壤排放纳入评估范围，而不会包括所有的气体 and 土壤排放

参考标准

- 参考ISO 14044:2006《温室气体—产品碳足迹—量化和沟通的要求与指引》

词汇和定义

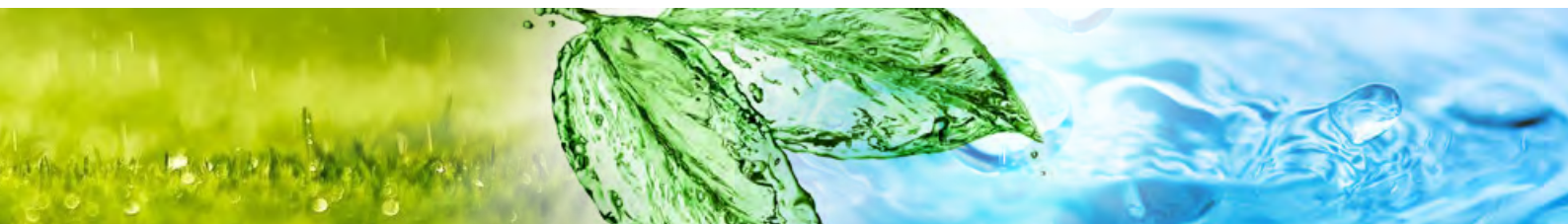
- 水及其分门别类
- 生命周期及水足迹评估
- 水足迹评估结果的解读与报告
- 产品、体系、过程与机构
- 数据及其质量

量度水足迹的原则

- 包括以下题目：
- 生命周期的角度
 - 环境议题
 - 迭代法
 - 透明度
 - 量度结果的相关性、完整性、统一性与准确性
 - 科学方法的先后次序
 - 地理关联
 - 量度的全面性

方法框架

- 提供以下各项的要求：
- 水足迹评估的目标、范畴与体系界限
 - 数据及其质量要求
 - 水足迹数据分析
 - 水足迹影响评估，包括结果的解读方法及指出评估的限制



Reporting Provides additional requirements and guidance for independent (third-party) reporting, as well as comparative assertions and comparative studies of water footprints	评估报告 提供水足迹评估独立（第三方）报告、比较性主张与比较研究的附加要求和指引
Critical review Addresses the need for critical review by internal and/or external experts, and interested parties	回顾与检讨 指出由机构内/外的专家和相关利益团体进行回顾与检讨的需要
Annex A Provides additional requirements and guidelines including the goal, scope definition and organisational boundaries, as well as specific requirements for water footprint assessments of an organisation	附录 A 提供其他要求和指引，包括水足迹评估的目标、范围定义、机构界限、其他特殊要求等。

It is important to note that Water Footprint Reporting is different from communication. Requirements and guidelines for reporting are included in ISO 14046, but requirements and guidelines for communication, such as environmental labels or declarations, are outside its scope.

需要注意的是，水足迹报告与传讯是不同的。ISO 14046 包含了报告的要求与指引，但有关环保标签、声明等的传讯项目并不在 ISO 14046 范围之内。



What are the benefits of using ISO 14046?

By promoting a consistent approach to the measurement and reporting of water footprint at the process, product and/or organisational level, ISO 14046 enables organisations worldwide to:

- Reliably report water footprint results, to facilitate comparisons and benchmarking
- Decrease water usage and cut costs
- Identify ways to reduce the environmental impacts of their water use
- Assess and prepare for potential future impacts related to water use
- Improve efficiency at product, process and organisational levels
- Share knowledge and best practice with industry and government
- Meet customer expectations of increased environmental responsibility
- Improve water management locally, regionally and globally

ISO/TC207 has also just begun work to develop a series of illustrative examples on how to apply ISO 14046 in practice, and this is forecast to be published (probably in 2016) as the ISO Technical report ISO/TR 14073.

采用 ISO 14046 的好处

ISO 14046 在过程、产品及/或机构的层面上推动统一的水足迹量度和报告方式，为不论哪个国家的机构，均可带来效益：

- 可靠的水足迹报告，有助评比、定立指标
- 减少耗用水资源、降低成本
- 了解如何减少因用水而导致的环境破坏
- 评估及预防未来因用水而导致的环境破坏
- 提升在产品、过程以至机构层面的用水效益
- 与业界及政府部门交流知识和最佳做法
- 回应客户对环保日益增加的期望
- 提升机构在本地、区域以至全球的水管理表现

此外，ISO/TC207 已开始编写一系列实际应用 ISO 14046 的说明例子，预计将于 2016 作为《ISO 技术规范 ISO/TR 14073》出版。

HKQAA 25th Anniversary Forum and Celebration Cocktail Reception Held Successfully

香港品质保证局二十五周年论坛暨庆祝酒会



To celebrate its 25th Anniversary, HKQAA held on 28 November 2014 the HKQAA 25th Anniversary Forum and Celebration Cocktail Reception in the Ballroom of the Langham Place Hotel, Mongkok. The celebration ceremony was officiated by Mr Gregory So, Secretary for Commerce and Economic Development.

The Forum invited a number of speakers to share their experience and insights in the subject of sustainable development. The HKQAA 25th Anniversary Recognition for Organisations and Presentation Ceremony of HKQAA CSR Index were also held. The event attracted over 600 participants from government, industry and commerce.

Local and Overseas Speakers Discussing the Future of Sustainability

"This year is a memorable year for HKQAA as it celebrates 25 years of service to industry. Since its establishment by the Hong Kong Government in 1989, HKQAA has been committed to providing professional conformity services. We have played a significant, supportive role over the years in promoting the growth of Hong Kong's economy, commerce and industry," said Ir Dr Hon. W. K. Lo, Chairman of HKQAA.

"Through knowledge sharing and technology transfer, we help enterprises enhance management performance and competitiveness, so as to benefit the community. After 25 years of hard work, HKQAA has become one of the leading and most creditable conformity assessment bodies in the Asia Pacific region. I am pleased to see that our efforts have been widely recognized," said Dr Lo.

The HKQAA 25th Anniversary Forum with the theme "Social Footprints: Navigating our Common Journey to Sustainability" was held in the morning session. Ms Anissa Wong, Permanent Secretary for the Environment of the Government of the HKSAR, was invited to address the Forum. The Forum featured acclaimed local and overseas speakers, who discussed topics including waste recycling, sustainability rating, carbon performance, social mobility, technology innovation and social risks.

25th Anniversary Recognition for Outstanding Organisations

In the afternoon session, a celebration cocktail reception was held to celebrate the HKQAA's silver jubilee. The Agency was honoured to have invited Mr Gregory So, Secretary for Commerce and Economic Development of the Government of the HKSAR, to officiate and address the ceremony.

In the past 25 years, many organisations strived to improve their business operations by adopting different management systems, and achieved remarkable performance. In appreciation for their efforts, HKQAA held a presentation ceremony during the cocktail reception to recognise 50 outstanding organisations. The rating mechanism was based on various rating criteria, including the starting year of the first certificate; the quantity, diversity, overall planning and advocated adoption of certifications. Representatives of these organisations received the recognition trophies at the event.

为庆祝成立二十五周年，本局于2014年11月28日在旺角朗豪酒店朗豪厅举行「香港品质保证局二十五周年论坛暨庆祝酒会」，由商务及经济发展局局长苏锦梁先生主礼庆祝仪式。

大会邀请了多位专家讲者就可可持续发展的题目分享经验和心得，并同场举行「香港品质保证局二十五周年机构嘉许仪式」与「社会责任指数颁授仪式」，全日共吸引了超过600名来自政府及工商业界的人士参加。

国际专家讲者 为可持续发展之旅导航

「香港品质保证局已为业界竭诚服务二十五载。自1989年由香港政府成立至今，我们一直致力提供专业的合格评定服务，紧隨著香港的经济和工商业发展，扮演配套及支援的角色；并透过知识传递和技术转移，推动工商界提升管理水平和竞争力，从而惠及社会。经过二十多年的发展，我欣见本局已经成为亚太区内，最具规模及领导地位的合格评定机构之一。」本局主席卢伟国议员博士工程师致辞道。

大会在上午举办「香港品质保证局二十五周年论坛」，主题是「社会足迹：为可持续发展之旅导航」，邀请了香港特别行政区政府环境局常任秘书长王倩仪女士为论坛致辞，以及多位来自本地及海外的专家讲者，探讨废物回收、可持续评级、碳表现、社会流动、科技创新、社会风险等议题。

二十五周年嘉许仪式 表扬杰出机构

至于下午环节，则举办了银禧志庆酒会，并很荣幸邀请了商务及经济发展局局长苏锦梁先生担任主礼嘉宾及致辞。

在这二十五年间，本局欣见不少机构都积极透过各种管理工具，在营运上不断求进，并取得一定表现。为了表扬这些机构所作出的努力，本局根据它们取得认证的年资、数量、多样性、整体规划性、先行性等评分准则，选出了五十间杰出的机构作嘉许，并于庆祝酒会上颁发嘉许纪念座予这些机构代表。



After that, a ceremony was held to present the CSR Advocate Mark and CSR Plus Mark to organisations that have participated in the HKQAA CSR Advocate Index and HKQAA CSR Plus Index respectively.

同场亦举行了「社会责任指数颁授仪式」，分别颁发「社会责任先导者标志」及「社会责任进阶标志」予参加「社会责任先导者指数」及「社会责任进阶指数」的机构。



Mr Gregory So and HKQAA's Governing Council members offer a toast to the Agency's Anniversary
苏锦梁局长与本局董事局成员在台上祝酒



Mr Gregory So, Secretary for Commerce and Economic Development, delivers speech at the cocktail reception
商务及经济发展局局长苏锦梁先生在庆祝酒会致辞

Guest speakers and panelists of the HKQAA 25th Anniversary Forum 二十五周年论坛的讲者与讨论环节嘉宾



Top, left to right: Mr Christoph Ganswindt, Executive Director, Information Technology and Sustainability, The Hong Kong Jockey Club; Mr Vincent Kwan, Director and General Manager, Hang Seng Indexes Company Limited; Ms Maria Cheung, General Manager – Corporate Communication, New World Development Company Limited



Bottom, left to right: Mr Kevin Edmunds, Senior Manager - Sustainable Development, Hong Kong Science & Technology Corporation; Mr Justin Albert Li Man Chiu, Senior Manager – Sustainability, Corporate Communication Department of New World Development Company Limited; Dr Nigel Croft, Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2); Mr Wong Hon Meng, Assistant Director (Waste Reduction & Recycling) of Environmental Protection Department, The HKSAR; Mr Vincent Kwan

上图、左至右：香港赛马会资讯科技及持续发展事务执行总监简志宏先生、恒生指数有限公司董事兼总经理关永盛先生、新世界发展有限公司企业传讯部总经理张一心女士

下图、左至右：香港科技园公司可持续发展高级经理顾启荣先生、新世界发展有限公司企业传讯部可持续发展高级经理李民超先生、国际标准化组织 ISO/TC176/SC2 技术委员会主席倪国夫博士、香港特别行政区政府环境保护署助理署长(减废及回收)黄汉明先生、关永盛先生



Ir Dr Hon. W. K. Lo, Chairman of HKQAA, and Ms Anissa Wong, Permanent Secretary for the Environment at the 25th Anniversary Forum
本局主席卢伟国议员与环境局常任秘书长王倩仪女士在「二十五周年论坛」合照



Dr Michael Lam, CEO of HKQAA, delivers the Vote of Thanks
本局总裁林宝兴博士在论坛上致谢辞



The event attracts over 600 attendees for the whole day
大会全日吸引逾600人出席

HKQAA 25th Anniversary Recognition Programme – Outstanding Organisations List

香港品质保证局二十五周年获嘉许之机构名单

Name of Organisation	机构名称	Commendations 嘉许类别
A.S. Watson Industries	屈臣氏实业	B
Alliance Construction Materials Limited	友盟建筑材料有限公司	B
Analogue Group of Companies	安乐工程集团	C
Artesyn Technologies Asia-Pacific Limited	腾讯科技亚太有限公司	A B
C & C Joint Printing Company (HK) Limited	中华商务联合印刷（香港）有限公司	C
China Resources Property Management Limited	华润物业管理有限公司	B
China State Construction Engineering Corporation	中国建筑工程总公司	A
CLP Power Hong Kong Limited	中华电力有限公司	B C
Drainage Services Department	渠务署	B
Electrical & Mechanical Services Department	机电工程署	B C
Fountain Food Products Limited	甘泉食品有限公司	B
Fuji Xerox (Hong Kong) Limited	富士施乐（香港）有限公司	B
Fujitsu Hong Kong Limited	富士通香港有限公司	A
Hang Yick Properties Management Limited	恒益物业管理有限公司	B
Hanison Construction Holdings Limited	兴胜创建控股有限公司	C
Hip Hing Construction Company Limited	协兴建筑有限公司	B
Hip Hing Engineering Company Limited	协兴工程有限公司	A
Hong Kong Housing Society	香港房屋协会	B
Hong Kong Science & Technology Parks Corporation	香港科技园公司	B
Hong Kong Telecommunications (HKT) Limited		A B
Hong Kong Water Bottling Company Limited	香港商用水有限公司	B
Housing Department	房屋署	B
Hsin Chong Construction Company Limited	新昌营造厂有限公司	A
Huawei Technologies Company Limited	华为技术有限公司	C
Jones Lang LaSalle Limited	仲量联行有限公司	B
K. Wah Concrete Company Limited	嘉华混凝土有限公司	A
Kai Shing Management Services Limited	启胜管理服务服务有限公司	B
Leighton Contractors (Asia) Limited	礼顿建筑（亚洲）有限公司	A
Paul Y. General Contractors Limited	保华建筑营造有限公司	A
PCCW Global Limited	电讯盈科环球业务有限公司	B
PCCW Solutions Limited	电讯盈科企业方案有限公司	B
Satay King (Holdings) Company Limited	沙嗲王（集团）有限公司	B
Shell Hong Kong Limited	香港蚬壳有限公司	B
Shui On Building Contractors Limited	瑞安承建有限公司	A B
Shun Hing Group	信兴集团	C
Sino Estates Management Limited	信和物业管理有限公司	B
Sun Fook Kong Construction Limited	新福港营造有限公司	A
The Great Eagle Properties Management Company Limited	鹰君物业管理有限公司	B
The Hongkong Electric Company Limited	香港电灯有限公司	B C
The Jardine Engineering Corporation Limited	怡和机器有限公司	C
The Kowloon Motor Bus Company (1933) Limited	九龙巴士（一九三三）有限公司	C
Uni Precision Industrial Limited	渝利精密实业有限公司	A
Urban Group	富城集团	C
VSC Steel Company Limited	万顺昌钢铁有限公司	A
Well Born Real Estate Management Limited	伟邦物业管理有限公司	B
WKK Technology Limited	东莞王氏港建电子有限公司	B
Wong Po Kee Limited	黄波记有限公司	B
Woon Lee Construction Company Limited	煥利建筑有限公司	A
Yau Lee Construction Company Limited	有利建筑有限公司	A B
Yee Fung Logistics Technology Limited	怡丰自动化科技有限公司	C

Type of Commendations 嘉许类别：

- A** Pioneering Organisation in Systems Management
资深体系管理机构
- B** Outstanding Organisation with Comprehensive Management Systems
多元体系管理机构
- C** Outstanding Organisation with Holistic Management Systems
整全体系管理机构



Ir Dr Hon. W. K. Lo, Chairman of the HKQAA, presents recognition trophies to the outstanding organisations

本局主席卢伟国议员颁发嘉许纪念座予杰出机构

HKQAA CSR Index Organisation List in 2014

2014年香港品质保证局社会责任指数之机构名单

Name of Organisation	机构名称	Index Type 指数类别
Alliance Construction Materials Limited	友盟建筑材料有限公司	P
Analogue Group Of Companies	安乐工程集团	A
Cafe De Coral Holdings Limited	大家乐集团有限公司	P
China Everbright International Limited	中国光大国际有限公司	P
China Overseas Holdings Limited	中国海外集团有限公司	P
China Overseas Land & Investment Limited	中国海外发展有限公司	P
Chun Lee Engineering Company Limited	进利工程有限公司	A
Driltech Ground Engineering Limited	钻达地质工程有限公司	A
Fuji Xerox (Hong Kong) Limited	富士施乐(香港)有限公司	P
GP Batteries International Limited	超霸电池国际有限公司	A
Hang Seng Management College	恒生管理学院	A
Hanison Construction Company Limited	兴胜建筑有限公司	A
Hong Kong Trade Development Council	香港贸易发展局	A
Housing Department (Development and Construction Division)	房屋署(发展及建筑处)	A
Housing Department (Estate Management Division)	房屋署(屋邨管理处)	A
Hsin Chong Construction Group Ltd.	新昌营造集团有限公司	A
Jumbo Orient Contracting Limited	东淦工程有限公司	A
Leo Paper Group (Hong Kong) Limited	利奥纸袋印刷集团	P
MTR Corporation Limited (Operations in Hong Kong)	香港铁路有限公司(香港业务)	P
New World Development Company Limited	新世界发展有限公司	P
NWS Holdings Limited	新创建集团有限公司	P
Sa Sa International Holdings Limited	莎莎国际控股有限公司	P
Shinryo (Hong Kong) Limited	新菱工程香港有限公司	A
Shinryo Technical Services Limited	新菱技术服务有限公司	A
Shui On Building Contractors Limited	瑞安承建有限公司	A
Shun Tak Holdings Limited	信德集团有限公司	P
Shun Yuen Construction Company Limited	顺源建筑有限公司	A
Sino Group	信和集团	P
Sino Group of Hotels	信和集团旗下酒店	A
Synergis Management Services Limited	新昌管理服务有限公司	A
The Link Management Limited	领汇管理有限公司	P
The Wharf (Holdings) Limited	九龙仓集团有限公司	P
Tong Kee Engineering Limited	棠记工程有限公司	A
Tsuen Lee Metals & Plastic Toys Company Limited	全利五金塑胶玩具有限公司	A
Yau Lee Construction Company Limited	有利建筑有限公司	A

Index Type 指数类别:



Ir C. S. Ho, Deputy Chairman of HKQAA, presents the CSR Mark to participating organisations of the HKQAA CSR Index

本局副主席何志诚工程师颁发「社会责任标志」予「社会责任指数」参与机构



We would like to acknowledge the following organisations for their generous support for the HKQAA 25th Anniversary

特此鸣谢以下赞助商及机构对香港品质保证局二十五周年志庆的鼎力支持

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Fuji Xerox (Hong Kong) Limited Sustainability Report 2014



It is a 3rd party verified report with application of "Global Reporting Initiative (GRI) Sustainability Reporting Guidelines Version 4" (G4) with "Core" option, "ISO 26000:2010 Guidance on Social Responsibility" and "ESG Reporting Guide" of the Hong Kong Exchanges and Clearing Limited.



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HKQAA - Hong Kong Wine Registration Scheme
香港品質保證局 - 香港葡萄酒註冊計劃
Registration No.: RN 16 & RN 21



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Seminar on ISO 9001 & ISO 14001 Revisions Held successfully 新版ISO 9001与ISO 14001简介研讨会

The next revision to ISO 9001 and ISO 14001 will bring about further alignment between the structure and content of these two quality and environmental management system standards, and will give rise to significant changes in the ways in which organisations implement while certification bodies audit their management systems.

To provide insights into the revision, HKQAA held seminars on "ISO 9001 & ISO 14001 Revisions – What Changes Will Be and Why?" on 29 November and 1 December 2014 at the Open University of Hong Kong and the Hong Kong Science Park respectively. The speaker was Dr Nigel H. Croft, Chairman of ISO Technical Subcommittee on Quality Systems (ISO/TC 176/SC2), who is recognised as one of the world's foremost experts in quality management and conformity assessment of management systems. The two seminars received overwhelming response and attracted over 600 attendants in total.

The presentation powerpoint is now available for download on the HKQAA website.

「ISO 9001 质量管理体系」与「ISO 14001 环境管理体系」标准即将推出新修订版，新版本的架构和内容将更加统一，对实施管理体系的机构和进行审核的认证机构都带来很大改变。

本局在2014年11月29日和12月1日，分别于香港公开大学和香港科技园举行「ISO 9001与ISO 14001——新版详情解构」研讨会，为业界介绍新修订版的内容。研讨会由国际首屈一指的质量管理和管理体系合格评定专家——国际标准化组织质量体系技术委员会(ISO/TC176/SC2)主席倪国夫博士主讲，反应热烈，共有超过600名业界人士出席。

研讨会的演讲简报现可于本局网站下载。



Booths were placed at the venue of the Hong Kong Science Park to promote HKQAA's services
本局于香港科技园演讲场地设有推广展位

Wine Storage Management Systems Certification and Hong Kong Wine Registration Scheme Presentation Ceremony 2014

2014年「葡萄酒储存管理体系认证」及「香港葡萄酒注册计划」颁授典礼

HKQAA Launches Hong Kong Wine Registration Label

On 7 November 2014, HKQAA officially launched the "Hong Kong Wine Registration Label" in the Hong Kong International Wine & Spirits Fair. The Label allows consumers to confirm a particular bottle of wine has been handled by registered organisation on the online verification platform to enhance consumer confidence. The presentation ceremony of the "Hong Kong Wine Registration Scheme (HKWR)" as well as the "Wine Storage Management Systems Certification Scheme (WSMS)" 2014 were held concurrently. Mr Wong Fuk Loi, David, Deputy Secretary for Commerce & Economic Development (Commerce & Industry), the Government of the HKSAR was the officiating guest of the ceremony.

Easy Identification and Verification Raise Consumer Confidence

With so many options now available in the market, wine lovers and traders are becoming more prudent when choosing wine, and the source of wine is a key factor when making buying decision. Responding to the market need, last year HKQAA launched the "Hong Kong Wine Registration Scheme" which aims to recognise an organisation's capability in maintaining and retrieving records of wines so as to boost consumer confidence.

Encouraging results have been attained since the launch of HKWR, 29 organisations have been qualified (see overleaf for details) and received a confirmation letter of registration in the presentation ceremony. Going further, HKQAA announced the launch of the "Hong Kong Wine Registration Label". Registered organisations can stick the Label with a unique QR code on the wine bottle, allowing consumers to easily identify and scan the QR code to confirm that particular bottle of wine has been handled by a registered organisation via the online verification platform. Consumers can also obtain information of wine suppliers and wine that enhances their interaction with registered organisations.

Fifth Anniversary of Wine Storage Management Systems Certification Scheme

HKQAA has launched the "Wine Storage Management Systems Certification Scheme", the first such scheme in the world, for five years, issuing 52 certificates to organisations (see overleaf for details). WSMS aims to encourage industry to take systematic and effective actions in protecting wine quality and value, through professional and unified wine storage standard.

"HKQAA wishes the two wine-related schemes could establish a professional standard for wine business, raise consumer confidence, benefit consumers and wine collectors, and ultimately cement Hong Kong's position as an international wine hub. With the rapid growth of local wine industry, we expect more companies will join the schemes." Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA said.

Mr David Wong, Deputy Secretary for Commerce and Economic Development (middle), Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA (left) and Dr Michael Lam, Chief Executive Officer of HKQAA (right) officiate the kick-off ceremony of the Hong Kong Wine Registration Label

商务及经济发展局副局长黄福来先生(中)、本局主席卢伟国议员(左)及总裁林宝兴博士(右)主礼「香港葡萄酒注册标签」启动仪式



「香港葡萄酒注册标签」正式启动

本局在2014年11月7日于香港国际美酒展上举行启动仪式，正式推出「香港葡萄酒注册标签」，让消费者透过网上验证平台，确认葡萄酒的供应商已参与注册计划，增加消费信心。同场亦举行2014「香港葡萄酒注册计划」暨「葡萄酒储存管理体系认证计划」颁授典礼，由商务及经济发展局副局长(工商)黄福来先生担任主礼嘉宾。

方便识别和验证 提升消费者信心

随著市场上葡萄酒的选择越来越多，葡萄酒爱好者和酒商在选择葡萄酒时更趋谨慎，而葡萄酒的来源便是一个重要的考虑因素。为回应市场需求，香港品质保证局去年推出「香港葡萄酒注册标志」，旨在确认机构妥善保存及可翻查葡萄酒来源记录，以提升顾客的信心。

计划推出后反应理想，至今已有29间公司取得注册资格(名单详见后表)，并于今日典礼上颁发注册确认信。本局今年再下一城，宣布推出「香港葡萄酒注册标签」。注册机构将印有独特快速回应码(QR码)之标签贴在葡萄酒瓶上，消费者可以智能手机扫描QR码，透过网上验证平台，确认葡萄酒供应商已参与注册计划，方便消费者识别及作明智选择。消费者同时能获取供应商及该葡萄酒的相关资讯，增加机构与消费者之互动。

「葡萄酒储存管理体系认证」踏入五周年

而全球首个「葡萄酒储存管理体系认证计划」，本局推行五年来，迄今共发出52张证书(名单详见后表)。计划透过专业及统一的储酒标准，鼓励业界提供合适的储运设施，以保护酒的品质和价值。

香港品质保证局主席卢伟国议员欣然表示：「本局期望两项葡萄酒相关计划能长远地为行业建立专业水平，增强消费者信心，令更多消费者及收藏家受惠，并巩固香港葡萄酒贸易中心的地位。随著香港葡萄酒业的迅速发展，我们预期将有更多公司参加计划。」



▲ Participating companies and supporting organisations of the HKWR and WSMS

「香港葡萄酒注册计划」注册机构及历年获「葡萄酒储存管理体系认证」的公司代表及业界的专家于台上祝酒

Wine Storage Management Systems Certification Scheme - List of Certified Companies 葡萄酒储存管理体系认证计划 – 获认证机构名单

Company	公司	Scheme Type 计划类别
ATL Logistics Centre Hong Kong Limited	亚洲货柜物流中心香港有限公司	②
China Merchants Godown, Wharf & Transportation Co Limited	招商局仓码运输有限公司	① ②
China Travel (Cargo) Logistics Centre Limited	中旅货运物流中心有限公司	②
CN Logistics Limited	嘉宏物流有限公司	① ② ④ ⑤
Collezione Wine Cellars Limited	佳酿珍藏	①
Crown Wine Cellars Limited	-	①
DCH Logistics Company Limited	大昌行物流有限公司	②
Eastward Transportation Limited	依成运输有限公司	⑤
GE (LHIL) Lessee Limited T/A Langham Place Hotel, Hong Kong	香港朗豪酒店	② ③
Grand Wine Cellar	豪酒窖	①
Hecny Wine Cellar Limited	-	①
Hip Cellar Limited	-	①
Hong Kong Wine Vault	美酒窖	①
JAS Forwarding (HK) Ltd	捷士国际联运（香港）有限公司	① ②
Jebsen Logistics Limited	捷成国际物流有限公司	① ② ④ ⑤
Joisen Logistics Limited	骏诚物流有限公司	②
Jones Lang LaSalle Management Service Limited - The Long Beach	仲量联行物业管理有限公司－浪澄湾	②
Kerry Logistics (Hong Kong) Limited	嘉里物流（香港）有限公司	① ④
Kerry Warehouse (Hong Kong) Limited	嘉里货仓（香港）有限公司	①
Madison (China) Limited	麦迪森（中国）有限公司	①
MBL Wine Group Limited	马伯乐集团酒业有限公司	①
Metropolitan Wine Cellar Limited	城市酒窖有限公司	①
OMTIS Fine Wines	安天时酒库	① ② ⑤
On Excel Fine Wines Limited	优达酒业有限公司	①
Pacific Wine Chambers (PWC)	御酒窖	①
Pillariwine Co. Limited	-	③
Sanwa Express (HK) Co. Limited	香港三和有限公司	①
Store Friendly Logistics Holdings Limited	储运易物流控股有限公司	①
Savoie Fine Wine Cellar Limited	盛富酒窖有限公司	①
Sun Hing Holdings Limited	新兴集团有限公司	① ②
T-Box Thermal Storage Limited	适恒温储存空间有限公司	①
Toll Global Forwarding (Hong Kong) Limited	拓领环球货运（香港）有限公司	②
Top Spin Wine Logistics Limited	-	① ② ④
U-freight Logistics (HK) Limited	联邦物流（香港）有限公司	②
Ungert Line Limited	雅佳航运有限公司	②
Vintage Cellars Warehouse Limited	名酿酒窖有限公司	①
Wine High Club	-	①

As of 5 Nov 2014 截至2014年11月5日

Note for Scheme Type 计划类别注释



WSMS – Fine Wine
「葡萄酒储存管理体系认证」
(高级葡萄酒)



WSMS – Commercial Wine
「葡萄酒储存管理体系认证」
(商品葡萄酒)



WSMS for Wine Retailers
零售商
「葡萄酒储存管理体系认证」



WSMS – Transportation –
Fine Wine
运输服务供应商
「葡萄酒储存管理体系认证」
(高级葡萄酒)



WSMS – Transportation –
Commercial Wine
运输服务供应商
「葡萄酒储存管理体系认证」
(商品葡萄酒)



Hong Kong Wine Registration Scheme – List of Registered Companies

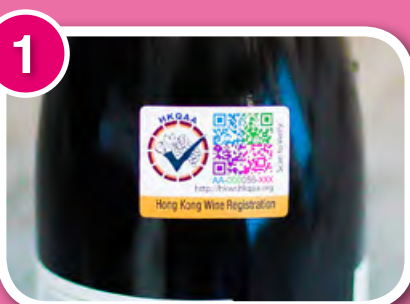
香港葡萄酒注册计划 – 注册机构名单

Company	公司
A Plus Wine Cellar Company Limited	-
Abbelio Wines	安贝利尔酒业
Anrise-IMC Limited	安升国际商务拓展有限公司
Australian Wines Wholesale Centre	澳洲酒批发中心
Banny Wines Cellar (Hong Kong) Company Limited	宾利酒世界（香港）有限公司
CBT Wines Company Limited	香贝田酒业有限公司
Corney And Barrow Limited	-
Double S Wine International Limited	名葡萄酒窖国际有限公司
Double Win Corporation Ltd.	双丽酒业有限公司
Elizabeth Wines Ltd.	-
Fabuwine Development Ltd	-
Golden Group Wine (Operated by Golden Group Holdings Ltd.)	-
Golden Vintage International Limited	金酿国际有限公司
Goya (HK) Limited	戈尔洋行有限公司
Grand Wine Cellar	豪酒窖
Joisen Logistics Limited	骏诚物流有限公司
Luxury 82 Limited	尊贵 82 有限公司
MBL Wine Group Limited	马伯乐集团酒业有限公司
Modern Wine Cellar Limited	现代酒窖有限公司
Omtis Fine Wines	安天时酒库
Schmidt Vinothek (wholly owned by Schmidt Marketing (H.K.) Ltd.)	兴华酒藏（兴华拓展有限公司全资拥有）
Sunfun (China) Ltd.	中正商航（中国）有限公司
Superb Wine Company Limited	酒至尊有限公司
The Chateau Cru Wine Shop	金殿法澳名酒快递
Watson's Wine	屈臣氏酒窖
Wickens & Co., Limited	-
Wine High Club	-
WineWorld Limited	酒世界有限公司
Winpo Asia Ltd.	维宝亚洲有限公司
Worldwide Fine Wine Centre (HK) Limited	环球优质葡萄酒中心
Xinmi International Trading Limited	鑫蜜儿国际贸易有限公司

As of 5 Nov 2014 截至2014年11月5日

Verifying the Wine with the HKWR Online Platform 透过网上平台进行葡萄酒验证

– hkwr.hkqaa.org



Find the mark label on the wine and run a QR code reader app on your mobile or tablet.

在产品上找到标签后，在手机或平板电脑运行QR码读取器应用程序。



The screen will switch to camera mode. Hold the mobile device to focus on the QR code on the label and make sure it fills the frame.

屏幕将切换到相机模式。将手机扫描的方框，对准标签上的QR码。



After scanning, access the website. The validity of the label and other information about the wine will be displayed on the website.

手机将连结至网页，显示标签状况及产品相关资讯。

HKWR Supporting Organisation
支持機構

InvestHK

HKWR Endorsing Organisation
認許機構

FDGA The Hong Kong Food Drink & Grocery Association



香港專業酒師協會
Hong Kong Sommelier Association
Greater China 大中華集團 Since 1989

Hong Kong Wine & Dine Festival Opening Party Drew to a Close 「香港美酒佳肴巡礼」开幕派对圆满结束

The four-day CCB (Asia) Hong Kong Wine & Dine Festival Opening Party, organised by the Hong Kong Tourism Board (HKTb) at the Former Kai Tak Runway, was commenced on 30 October 2014 and drew to a close on a successful note on 2 November. The event featured about 270 booths and HKQAA was one of the exhibitors to promote the Agency's wine-related schemes.

Over 1,000 food and wine items were showcased, including wine from 18 countries and regions, selected by certified sommeliers, as well as award-winning and Michelin delicacies. For the first time, the Country Pavilion has featured six themed streets/villages to highlight the offerings from various wine-producing regions.

The four-day event attracted around 180,000 participants, an increase of 29% over last year. Moreover, a great number of participating merchants saw significant growth in business compared to that of last year.

由香港旅游发展局(旅发局)主办、于前后德机场跑道举行的「建行(亚洲)香港美酒佳肴巡礼」开幕派对，在2014年10月30日展开，至11月2日圆满结束。一连四天的活动设有约270个摊位，本局亦参与设置展位，宣传葡萄酒相关计划。

开幕派对展出了来自18个国家及地区、经专业酒评师严选的佳酿，以及得奖和米芝莲星级美食，呈献的美酒美食多达逾千款。场地经过精心规划，并首次于「国家展区」内再划分六条国家美酒村/街。

这项年度盛事一连四天共吸引了约18万人次入场，较去年增加两成九；而不少参展商户均表示生意超乎预期，销量比去年录得明显增长。



Asia's Wine Hub — Not Just a Duty-Free Port: Hong Kong Participates in the APEC Wine Regulatory Forum

亚洲葡萄酒枢纽 — 香港岂只免税：香港出席亚太经合组织葡萄酒监管论坛

Mr Edward Yu
余健强先生

Principal Assistant Secretary, Commerce and Economic Development Bureau
商务及经济发展局首席助理秘书长

You may have heard of the APEC Wine Regulatory Forum¹, which aims to reduce technical barriers to wine trade. Hong Kong participated in its fourth Forum in Beijing on 11 and 12 September 2014. Hong Kong Quality Assurance Agency (HKQAA) and GS1 Hong Kong Limited as well as industry representatives also took part in the occasion. I represented the HKSAR Government at the Forum and introduced Hong Kong's competitive advantages as Asia's wine hub.



大家可能听过亚太经合组织葡萄酒监管论坛 (APEC Wine Regulatory Forum)¹，其目的为减少葡萄酒贸易的技术障碍。香港参加了2014年9月11和12日在北京举行的第四届论坛，除了我代表特区政府，香港品质保证局、香港货品编码协会以至香港业界皆有代表出席。我在会上介绍香港作为亚洲葡萄酒枢纽的优势。

Hong Kong's Advantages: Simple Procedures and Reliable Quality

Hong Kong's advantages go beyond zero wine-duty. As a matter of interest particularly to this Forum, import controls in Hong Kong for wine are kept to the minimal. In fact, Hong Kong has the simplest import requirements for wine among the Forum's members. To enhance consumers' confidence, HKQAA has launched the "Wine Storage Management Systems Certification Scheme"² and "Hong Kong Wine Registration Scheme"³, encouraging traders to attach importance to the source of wines and maintain proper records.

As expressed by participants in the Forum (including delegates from trade associations), Hong Kong has an enviable practice in wine trading. Wines re-exported from Hong Kong are not only free from any additional duty-related or inspection costs, but also enjoy an extra edge among Mainland consumers whose confidence Hong Kong has won.

香港优势：入口简单、质素可靠

香港的优势当然不只免税。对这论坛来说，更重要的是香港不会为入口葡萄酒多设检验关卡，在众多论坛成员中，香港的入口要求最为简单。为加强买家信心，香港品质保证局推出「葡萄酒储存管理体系认证计划」²以及「香港葡萄酒注册计划」³，鼓励葡萄酒商重视产品来源和保存有关纪录。

有与会者（包括商会代表）向我表示羡慕香港的做法，他们明白经香港转口内地既无税务或检查的额外成本，更可借内地对港的信心而令转口货品更加吸引。

Regulatory Trends in Asia Pacific Remain Unchanged

Hong Kong follows a free trade policy, in line with the goals of the Forum, whereas other members have different standpoints on reducing import controls. In general, some of them have taken forward to streamline the requirements on wine export certification and develop electronic systems. Regarding inspection, they have also called upon importing countries/regions to reduce the frequency of inspection with a risk-based approach, and to review the maximum residue limits of pesticide.

The Forum fostered exchanges between members, though without reaching consensus on specific progress as some of them found it difficult to streamline import certification. All members agreed that the committees under the Forum would continue to study matters on export certification, risk control and pesticide residue limits, including drafting a template for export certification. Discussion will be continued in the next Forum (to be held in Adelaide, Australia in early November 2015).

亚太区监管趋势未变

香港奉行自由贸易，支持论坛的宗旨，而其他成员对减少入口监管则有不同立场。整体来说，有成员推动简化葡萄酒出口证明书的要求，并发展电子系统；在检验方面，则呼吁入口地以风险为本减少检查，和检讨残馀农药的最高水平。

这次论坛加强各方交流，但具体进程未有共识，个别成员特别对简化入口证明书觉得困难。论坛各方同意由辖下小组继续各项有关出口证书、风险控制及残馀农药水平等研究，包括拟定出口证书范本，在下次论坛（2015年11月初在澳洲阿德莱德举行）讨论。

Positive Implications for Hong Kong

Drawing on wine trading experience in the Mainland and bilingual proficiency, wine re-exporters in Hong Kong have been serving foreign exporters to fulfill the Mainland's requirements including documentation and labeling. In the short term, it is unlikely that there would be any drastic changes in the wine scene. Hong Kong should be able to bridge foreign companies to the vast market of the Mainland as usual. The Government will timely convey relevant news to the industry, and invite the Mainland to provide any latest information.

对香港的正面意义

香港葡萄酒转口商一直利用经验、语言等优势，协助外国出口商符合内地对文件及标签等各方面要求。从论坛所见，情况在短期内不似有重大改变，香港当可继续做好桥梁角色，协助外国进入内地这个庞大市场。政府会及时向业界转告有关消息，并请内地提供最新资讯。

¹ wineregulatoryforum.blogspot.hk

² www.hkqaa.org/wsms

³ www.hkqaa.org/hkwr

HKQAA – Hong Kong Cooking Oil Registration Scheme Launching Ceremony cum Pilot Programme Presentation Ceremony

「香港食油注册计划」开展仪式暨先导者计划颁授典礼

HKQAA held on 15 December 2014 the “Hong Kong Cooking Oil Registration Scheme” Launching Ceremony cum Pilot Programme Presentation Ceremony at Chiang Chen Studio Theatre, The Hong Kong Polytechnic University. Ms Christine Loh Kung-wai, JP, Under Secretary for the Environment, and Ms Vivian Lau Lee-kwan, JP, Director of Food and Environmental Hygiene joined the ceremony as the officiating guests. 21 Confirmation of Registration Letters were presented to more than ten cooking oil suppliers, waste cooking oil collectors and processors. In addition, more than 400 restaurants and outlets under 26 catering and property management companies, committed to becoming “Scheme Companions”, and were recognised for demonstrating their support to the Scheme.

Promoting Proper Maintenance of Cooking Oil and Waste Cooking Oil Records

HKQAA has long been concerned about social development. In response to the needs of catering and recycling industries, we started preparation work on the Scheme last year and launched the pilot programme in July this year. The Scheme aims to facilitate organisations to supply and consume cooking oil from identifiable sources, as well as to collect and treat waste cooking oil in a proper way, through maintenance and verification of adequate and appropriate documents and records. Our ultimate goal is to raise consumer confidence and motivate the industry and public to support recycling of waste cooking oil.

As the first of its kind in the city, the Scheme is on a voluntary basis and open to cooking oil suppliers, waste cooking oil collectors and processors, enabling them to showcase their capabilities for properly maintaining records of cooking oil and waste cooking oil. Upon successful registration, the organisation will receive a Confirmation of Registration Letter and be entitled to use the Registration Mark. The mark can be displayed in its stores, advertisements and printed matter for promotional purposes, enhancing its business partners and consumer confidence and the registered organisation's reputation. The processed waste cooking oil can be recycled into useful materials such as biodiesel and recycled soap, contributing to a green environment.

Organisations providing catering and property management services can also show their support to the Scheme by becoming the “Scheme Companions” and committing to selecting cooking oil suppliers and waste cooking oil collectors with adequate and appropriate records. They can display the “Scheme Companion” Marks in their restaurants or outlets to manifest their commitments to supporting good industry practices about cooking oil sources and waste cooking oil recycling; encourage the public to support environmental protection, so as to boost their brand images.

Concern about Cooking Oil Sources; Motivating Recycling of Waste Cooking Oil

“We understand the public concern on sources of cooking oil and treatment of waste cooking oil,” Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA said. “HKQAA will keep in step with government policies and social development, and communicate closely with stakeholders as well as the industry, to advance the Scheme. We hope the Scheme will turn into a general practice of the industry and uplift its professional standard as a whole, so as to raise the commercial sector and public confidence. Also, we expect it will encourage recycling of waste cooking oil and incorporate the green practice into daily operations of catering industry, motivating everyone to utilise earth resources wisely to build a sustainable world.”

本局于2014年12月15日假香港理工大学蒋震剧院举行「香港食油注册计划」的开展仪式暨先导者计划颁授典礼，并邀得香港特别行政区政府环境局副局长陆恭蕙太平绅士及食物环境卫生署署长刘利群太平绅士担任主礼嘉宾。典礼上，十多间食油供应商、废食油回收商及处理商获颁合共21张注册确认信，26间餐饮集团及物业管理机构旗下逾四百间食肆及分店承诺成为「计划同行者」，以示对本计划的支持。

鼓励妥善管理食油及废食油记录

本局一向关注社会民生发展，因应本地餐饮业及回收业需求，早于一年前已著手筹备本计划，并在今年7月率先推出先导者计划，望透过业界妥善保存和核实有关识别文件和记录，促进他们供应和使用可识别来源的食油，并经正确渠道收集和处理废食油，藉此增强消费者信心，同时推动业界和市民支持废食油循环再造。

这是全港首个同类计划，属自愿性质，适用于食油供应商、废食油回收商及处理商。机构可通过本计划，展示其妥善保存食油及废食油记录的能力。符合注册资格的机构，将获本局颁发注册确认信及注册标志，并可于其商铺、宣传品及印刷品上张贴标志，增加其商业夥伴及消费者的信心，提升商誉。而废食油经处理商循环再造后，可制成生物柴油、环保再生肥皂等有用资源，有助环保。

此外，提供膳食及物业管理服务的机构，亦可以作为「计划同行者」以示支持，并承诺支持选用已具备妥善记录的食油供应商及废食油回收商。愿意成为「计划同行者」的机构，可于店铺张贴「计划同行者」标志，向公众展示其对食油来源和废食油回收所作的承诺，同时鼓励市民支持环保，令品牌形象得以提升（有注册机构及「计划同行者」适用对象简介。

关注食油来源 推动废食油循环再造

香港品质保证局主席卢伟国议员博士工程师在典礼上表示：「我们明白社会各界对食油来源和废食油去向的重视，未来将全力配合政府政策和社会发展，与持份者及业界磋商交流，积极优化计划。我们期望计划能成为业界的普遍做法，长远地提升整体的专业水平，加强商界及市民的信心；同时鼓励废食油循环再造，将环保习惯融入在餐饮业的日常营运中，推动大家更有效地运用地球资源，携手为社会的可持续发展出一分力。」



(From left) Ir C. S. Ho, Deputy Chairman of HKQAA; Ms Vivian Lau, Director of Food and Environmental Hygiene; Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA; Ms Christine Loh, Under Secretary for the Environment; and Dr Michael Lam, CEO of HKQAA, officiate the launching ceremony of the Hong Kong Cooking Oil Registration Scheme

本局副主席何志诚工程师、食物环境卫生署署长刘利群女士、本局主席卢伟国议员、环境局副局长陆恭蕙女士及本局总裁林宝兴博士（由左至右）主持「香港食油注册计划」开展仪式

HKQAA - Hong Kong Cooking Oil Registration Scheme Applicability 香港品质保证局－香港食油注册计划适用对象

Being registered organisations 参与计划的注册机构

- Cooking oil suppliers (e.g. manufacturers, wholesalers, distributors, retailers)
食油供应商 (如生产商、批发商、分销商、零售商)
- Waste cooking oil collectors
废食油回收商
- Waste cooking oil processors (e.g. biodiesel manufacturers)
废食油处理商 (如生物柴油公司)

Becoming "Scheme Companions" 成为「计划同行者」
Applicable to oil consuming organisations. e.g.
适用于使用食油的机构参加，例如

- Restaurants 食肆
- Property management companies 物业管理公司
- Organisations providing catering services
提供膳食服务的机构

List of Registered Organisations 注册机构名单



Cooking Oil Suppliers

Beidahuang (Hong Kong) Limited
FM International Resources Limited
Global Fine Foods Limited
Global Commerce Corporation Limited
Hing Wah Lung
Hop Hing Oil Factory Limited
Hop Hing Oils & Fats (Hong Kong) Limited
Lam Soon Products Supply (Hong Kong) Company Limited
Rich Strong International Limited
Shing Hing Oil Co Ltd
Sinogain Food And Oil Limited

食油供应商

北大荒 (香港) 有限公司
FM International Resources Limited
高宝食品有限公司
高宝商业集团有限公司
兴华隆
合兴油厂有限公司
合兴食油 (香港) 有限公司
南顺产品供应 (香港) 有限公司
富昌国际有限公司
诚兴油行有限公司
港基粮油食品有限公司



Waste Cooking Oil Collectors

ASB Chun Yip (Hong Kong) Limited
Asia Biodiesel Recycle Limited
Champway Technology Limited
Dynamic Progress International Limited
Eco Oil Company Limited
Perfect Green Supplies Company Limited
Pollution & Protection Services Ltd.

废食油回收商

ASB 进业 (香港) 有限公司
亚洲生物柴油回收有限公司
倡威科技有限公司
泰荣环保科技有限公司国际有限公司
陆宝有限公司
绿玲珑供应有限公司
宝联环卫服务有限公司



Waste Cooking Oil Processors

ASB Biodiesel (Hong Kong) Limited
Champway Technology Limited
Dynamic Progress International Limited

废食油处理商

ASB 生物柴油 (香港) 有限公司
倡威科技有限公司
泰荣环保科技有限公司国际有限公司

List of "Scheme Companions" 「计划同行者」名单



Beppu Menkan Management Limited
Choi Fook Enterprises (Wedding Banquet) Limited
Café Deco Limited
Cool Kitchen Limited
Eternal Sky Development Limited - Prince Ramen
Eternal Sky Development Limited - Green Box
Fantastic Mentor Limited
Golden New Power Limited - EDOMAE
Hong Kong Victoria Harbour Catering Group Limited
Inspires' Group Limited - Golden Traditional Noodles
Jointed-Heart Limited - Tam's Shop
K F Food Enterprise Limited - Satay King
Langham Place Hotel (HK) Limited
Lippo Catering Management Limited
Megabox Management Services Limited
Most Will Limited - Calf Bone King
Ngan Lung Catering (Holdings) Limited
Ocean Empire International Limited
Super Star Group
Tai Hing Worldwide Development Limited
Tao Heung Group Limited
The Dairy Farm Company Limited - IKEA
The Excelsior Hotel (Hong Kong) Ltd
Tsing Yi Fu Wah
Tsui Wah Holdings Limited
U A Cinema Circuit Limited

别府面馆管理有限公司
彩福企业 (婚宴专门店) 有限公司
Café Deco Limited
清凉厨房有限公司
永天发展有限公司 - 八王子拉面馆
永天发展有限公司 - 绿盒子便当
桃李满门有限公司
全新力有限公司 - 江户前
香港海港饮食集团有限公司
名门集团有限公司 - 金仔米线
同心饮食有限公司 - 谭仔云南米线
公仔记食品有限公司 - 沙爹王
朗豪酒店 (香港) 有限公司
利宝阁饮食管理有限公司
Megabox Management Services Limited
志多有限公司 - 小肥牛火锅活鱼专门店
银龙饮食 (集团) 有限公司
海皇国际有限公司
鸿星集团
太兴环球发展有限公司
稻香集团有限公司
牛奶有限公司 - 宜家家居
香港怡东酒店
青衣富华食堂
翠华控股有限公司
娱艺院线有限公司



Officiating guests, governing council members of HKQAA, as well as the registered organisations and Scheme Companions
主礼嘉宾、本局董事局成员、一众注册机构及「计划同行者」大合照

As of 15 December 2014 截至 2014 年 12 月 15 日

Supporting Organisations 支持机构



Highlights of Findings of the ISO 50001-based Energy Performance Indicators (EnPIs) Research

ISO 50001 体系能源绩效指标研究调查结果摘要

The Hong Kong Housing Authority (HKHA) has included ISO 50001 certification as one of the listing requirements for its Building (New Work) and Piling Lists of Contractors starting 1 January 2014, with two years grace period for compliance of this new requirement. At the same time, it commissioned Ir Prof. Peter K. W. Mok and Dr Nigel Croft, with the support of the research team of HKQAA, to find out how best to facilitate the consistent implementation of an ISO 50001-based energy management system.

Ir Prof. Mok, Dr Croft, HKHA and HKQAA jointly formed the Research Steering Group and Hong Kong Construction Association was invited to collaborate in the research.

The nine-month research project included desk-based study of the relevant literature and past HKQAA audit cases, in-depth interviews with practitioners and a questionnaire survey. The key findings are summarised below:

- The respondents in general considered it difficult to apply EnPIs at the project and process levels because of the variations and comparability of projects, the many difficulties encountered in managing data from overlapping processes, and the high level of subcontractor involvement in the construction work.
- The most commonly adopted practices for setting EnPIs and driving improvement were focused on plant and equipment with significant energy consumption, for example cranes, generators, excavators, material hoists, air compressors and oscillators, as well as energy efficiency practices adopted in site offices. These practices were generally considered to be easy to implement in terms of data collection and comparability.
- The areas rated by the survey respondents as having the greatest impact on energy use were decisions about construction methods and processes, and operational control. The project and process based EnPIs may present better opportunities for improvement, despite the difficulties involved. Some of the processes identified as having substantial energy consumption included piling, excavation, concreting, and testing and commissioning.

Energy costs in general account for only a small proportion of construction project costs, which means that any savings achieved may not outweigh the investment put in. But with the efforts of all parties along the value chain, the successful implementation of an energy management system will definitely foster sustainable construction practices and bring innumerable social benefits to the Hong Kong community as a whole.



香港房屋委员会已于2014年1月开始将ISO 50001认证加入其建筑承建商（新工程）及打桩工程承建商的列入名册条件，而现时的注册承建商需要在两年的宽限期内获得ISO 50001认证以维持注册资格。为了更有效推动工程业界建立ISO 50001能源管理体系，香港房屋委员会委托莫国和教授工程师和倪国夫博士，在香港品质保证局研究团队的支援下，研究如何简化ISO 50001能源管理体系的建立和运行。

是次研究由莫国和教授工程师、倪国夫博士、香港房屋委员会和香港品质保证局共同负责，并联合香港建造商会推行。

这项为期九个月的研究共有三个部分：资料搜集（包括相关文献和香港品质保证局的审核个案）、与业界人士进行深入访问、问卷调查。以下列出一些研究结果的重点：

- 受访者普遍觉得难以于项目规划和工序设计中引入能源绩效指标，原因包括环境变数、不同项目的可比性、因共用工序所产生的能源数据问题和分包商的参与等。
- 在能源绩效指标的应用和改善上，现时业界最普遍的做法是选取较容易收集数据和可比性较高的机械装备和工地活动，如能源消耗较多的工程设备（起重机、发电机、挖掘机、物料升降机、空气压缩机和振荡器等）及工地办公室的能源节约措施。
- 在减少能源消耗方面，受访者认为建筑方法和工序的选择，以及改良工程设备的操作，可对能源表现带来最可观的改善，尽管当中应用能源绩效指标所涉及的困难较多。大能量消耗的建筑过程包括打桩、开挖、混凝土浇筑、测试和调试等。

一般来说，能源开支在整体的建筑计划成本中只占一小部分，所节省的开支未必及得上投资额。但在价值链中各方的努力下，能源管理体系的普及将促进香港建筑业的可持续发展，为香港整个社会，带来深远的利益。

Key Findings of HKQAA CSR Index 2014

2014年「香港品质保证局社会责任指数」重点报告

As the HKQAA CSR Index entered its sixth year in 2014, an advanced version of CSR Advocate Index, HKQAA CSR Index Plus, was launched in addition to provide a more comprehensive approach to assess the management of social responsibility issues. A ceremony was held at the HKQAA 25th Anniversary Celebration Cocktail Reception to recognise the holders of HKQAA CSR Advocate Mark and HKQAA CSR Plus Mark.

As compared to last year, the total number of participants of CSR Index has shown an increase of 35%. The 35 participating organisations cover a whole range of government department, educational institution, listed and non-listed sustainability-driven corporations. Among all the participants, 11 of them (3 from CSR Advocate Index and 8 from CSR Index Plus) newly joined the schemes. 47% of the CSR Index Plus participants were former participants of CSR Advocate Index.

In summary, the average score of HKQAA CSR Advocate Index was 4.63 out of 5 in 2014 and recorded a 2.2% increase as compared to the initial year 2009. The average score of HKQAA CSR Index Plus was 71.5 out of 100. The overall CSR performance have been summarised and published in the HKQAA CSR Index 2014 Summary Report. With the aim to achieve the benchmarking purpose of the HKQAA CSR Index Plus scheme and HKQAA Sustainability Rating and Research (HKQAA SRR), the performance analysis of the two, involving a total of 641 companies, are integrated in this report. For the full report and enrolment details, please visit HKQAA's website: <http://www.hkqaa.org>.

The concept of CSR and sustainability has been strengthened by the fact that organisations can no longer operate in detachment from the broader community. While observing the current trends of development, the followings are the driving forces of the CSR initiatives:

- Government and exchange owner's regulations and control
- Competitive labour markets
- Demands for greater disclosure from stakeholders
- Growing pressure from investors and customers
- Supplier relationship management

The positive outcomes of CSR and sustainability programmes include lower operating costs, enhanced brand image and reputation, increased sales, reduced risk of regulatory oversight, ability to attract and retain employees, and product safety and reduced liability, etc. In view of the increased level of commitment in CSR resulted from the above-mentioned driving forces and benefits foreseen in long term, we expect to see the joint effort of various organisations in different sectors towards embracing CSR.



Average Scores of the 7 CSR core subjects in 2014 for HKQAA CSR Advocate Index
2014年「社会责任先导者指数」七项指标平均分

随著「香港品质保证局社会责任指数」于2014年踏入第六年，本局推出指数进阶版——「香港品质保证局社会责任进阶指数」，更全面地评审机构管理社会责任的表现。本局在「香港品质保证局二十五周年庆祝酒会」上举行了「社会责任指数颁授仪式」，分别颁发「社会责任先导者标志」及「社会责任进阶标志」予参加「社会责任先导者指数」及「社会责任进阶指数」的机构。

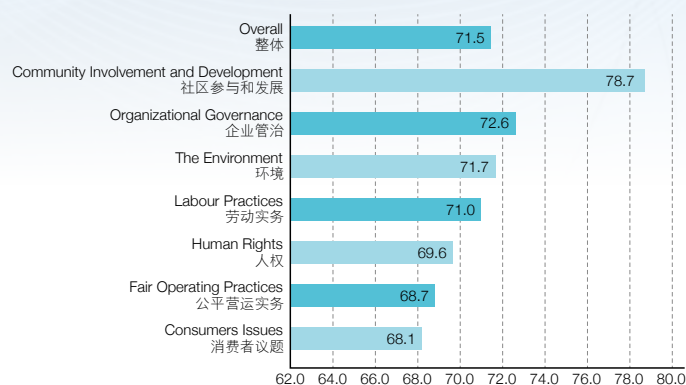
今年共有35间机构参与「社会责任指数」，数目较去年上升了35%，种类包括政府部门、学术机构、上市及非上市公司等，其中11间为首次参加（3间参与「社会责任先导者指数」；8间参与「社会责任进阶指数」）。「社会责任进阶指数」的参与机构中，有47%曾参与「社会责任先导者指数」。

「社会责任先导者指数」在2014年的整体平均分为4.63（满分为5分），相较首年的2009年，指数录得2.2%的升幅；至于「社会责任进阶指数」的整体平均则分为71.5（满分为100分）。有关详细内容可参阅《香港品质保证局社会责任指数2014年综合报告》。报告内容包括「社会责任进阶指数」与「香港品质保证局可持续发展评级及研究」中，共641间企业的评比分析。有关详细报告及报名详情，请浏览本局网站：<http://www.hkqaa.org>

今时今日，机构营运与社会大众利益的关系密不可分，社会责任与可持续发展更形重要。近年市场上推动社会责任的因素包括：

- 政府与贸易伙伴制订的管制措施
- 竞争激烈的劳工市场
- 持份者要求更高的透明度
- 投资者与顾客的压力日增
- 供应商关系管理

机构实施社会责任和可持续发展方案所得的好处包括：降低营运成本、提升品牌形象与口碑、提升销售额、预防规管监察的风险、吸引及挽留雇员、提升产品安全、避免负上法律责任等。相信在各方因素和长远利益的推动下，未来社会各界必然会继续群策群力，实践社会责任。



Average Scores of the 7 CSR core subjects in 2014 for HKQAA CSR Index Plus
2014年「社会责任进阶指数」七项指标平均分

Nurturing Construction Industry Talent: Contributing to Society

培育建造业人才 为社会发展出力

Interview with Ir Dr. Derrick Pang, Deputy Chairman of Chun Wo Development Holdings Limited
专访俊和发展集团副主席彭一邦博士工程师

Chun Wo Development Holdings Limited has been engaged in the construction business in Hong Kong for over 45 years. The Group has been dedicated to serving the community, and has been integrating social responsibility into its daily operations. In response to the challenge of a shortage of manpower, the Group launched its 'Elite Program' in 2003, to provide opportunities for career development for potential engineering graduates. Senior staff members from the Group give enormous support and guidance to the 'elite' trainees and share their professional knowledge and experience, so as to nurture management talent and contribute to the development of society. The Program has been advocated by Ir Dr. Derrick Pang, Deputy Chairman of Chun Wo Group, and won the 'HKMA Award for Excellence in Training and Development' in 2013.

VISION interviewed Ir Dr. Pang about the idea of the 'Elite Program' to find out more about its positive impact on the Group and on the industry.

Seven-Year Program Strengthens Elites' Foundation

"In the first three to four years of the Program, 'elites' are rotated through departments or project sites, so they have opportunities to become familiar with different departmental or site operations and forge a company-wide network," Ir Dr. Pang explained. "In the remaining three years, 'elites' are arranged to work in a specific department or project site, according to their capabilities and interests. They are trained to be well-rounded managerial personnel with broad horizons."

"Supervisors and I act as mentors to meet with 'elites' from time to time. Through listening to them and sharing our own experiences, we try to help them solve their problems. The outcome of the Program depends very much on their own initiative. The key to learning is managing to understand different departmental or sites operations and developing good relations with colleagues in a short period of time."

Cultivating Comprehensive Management Skills

The 'Elite Program' has successfully trained project managers and senior engineers to have foresight and perspective, and some of the participants from the first year of the Program have joined the middle management of Chun Wo. "Our 'elites' do not just have technical knowledge; they are also able to understand how each part of their work contributes to the whole project," Ir Dr. Pang said. "They can see the full picture and treat every task seriously, so they are trusted by each staff member, making the coordination work easier. As they have established a network of colleagues during training, they can develop their own teams more easily to enhance work efficiency." Ir Dr. Pang also noted that 'elites' took their professional knowledge, management skills and work attitude with them if they went to work for another company.

The Program also improves the team spirit among staff, especially mutual support among 'elites'. "They have developed a strong sense of 'kinship', and are very committed to helping each other," Ir Dr. Pang said.

Talking about future prospects, Ir Dr. Pang expressed the hope that the local tertiary education institutions would enhance training in construction-related subjects, so as to attract young people to the industry. "We will also strengthen our training in the areas of planning and implementation, which are generally youngsters' weaknesses," he said. "We hope to foster future leaders with a broad vision to support the healthy development of the industry and society in the long run."



俊和发展集团在香港从事建筑业务近半个

世纪，一直致力服务社会，在日常营运中实践社会责任。面对建造业近年出现人手短缺的重大考验，集团自2003年起推出「精英计划」，积极提供发展机会予具潜力的工程系毕业生，透过前辈提携和扶持，以及分享行业专门知识与经验，培育业界管理人才，为社会未来发展出一分力。计划得到俊和发展集团副主席彭一邦博士工程师大力推动，更获颁2013年度「香港管理专业协会最佳管理培训及发展奖」。

今期《管略》很荣幸专访彭一邦博士工程师，了解「精英计划」的理念及对集团与业界的正面影响。

计划历时七年 巩固精英基础

彭博士道：「计划首阶段历时三至四年，安排『精英』到不同部门或不同工程项目的地盘实习，熟习各部门的运作，并帮助他们建立人际网络。第二阶段历时三年，根据『精英』的专长及兴趣，安排其在个别部门或地盘继续接受训练及发展，目标成为具广阔视野的全方位管理人才。」

「我和导师们会以师兄师姐身分，不时跟『精英』会面，聆听他们工作上的困难，并分享个人经历，协助他们解决难题。整个培训过程著重『精英』的主动性，如何在短短数月熟习各部门及地盘的运作，与同事建立良好的关系，是他们学习和体验的关键。」

成功培育全面管理人才

「精英计划」成功为俊和及业界培育出拥有宏观思维的项目经理及高级工程师，而首届计划的「精英」，不少更已晋身集团的中层管理。彭博士表示：「完成培训后，『精英』不仅学到技术上的知识，更了解到不同工作性质对整项工程的影响。他们的视野得以扩展，不会看轻任何工作的细微部份，因而得到各部门员工的信服，令协调工作更顺畅。因为他们早在培训期间与同事打好关系，故在成为项目经理时，更易于建立自己的团队，做事事半功倍。」彭博士续指即使将来「精英」在其他公司发展，也能把出色的专业技能、管理手法与工作态度贡献于业界。

计划亦提升了员工的团队精神，尤其是各届「精英」间的互助精神。「他们的『同门』关系感很强，亦师亦友，互相帮助。」彭博士续道。

展望将来，彭博士希望本港院校能加强培训建造业人才，吸纳更多年轻人投身业界。计划亦会针对新一代在策划及执行能力上普遍的不足之处，重点加强培训，务求培育全方位新力军，支持业界及社会的长远健康发展。



Sharing of Good Practices of Sustainability Projects in Australia (1)

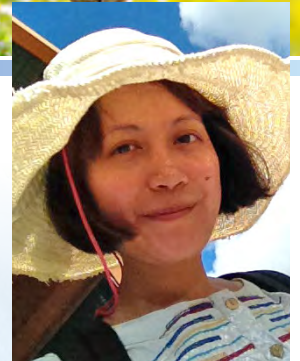
分享澳洲可持续发展项目的好做法(一)

Ms Caroline Ma

Sustainability project volunteer supported by HKQAA BCS Fund

马咏欣小姐

HKQAA企业社区支援基金资助的可持续发展项目义工



"Willing Workers On Organic Farms (WWOOF)" is a worldwide movement linking volunteers with organic farmers and growers to promote cultural and educational experiences based on trust and non-monetary exchanges, helping to build a sustainable global community. (For more information about the organisation, please see www.wwof.com.au)

One of the members under this volunteering mechanism is "Carm-OL Farm", an organic farm located in Carmel, Perth. On the 21 acre property in the Kalamundra Hills, there is a large family house, approximately 200 free range chickens and around 25 Dorper sheep. Pecan nuts and passion fruit are grown all year round all over the property. Several different kinds of orchard trees are grown on the farm, such as lemon, orange, peach, cherry, fig and mango, as well as chili and ginger crops. The fruit from the orchard trees is harvested to make different kinds of jams, flavoured butters and chutneys.

Scented flower gardens, like rose gardens and lavender gardens, have been planted all around the family house. The scented flower gardens are actually for attracting honey bees, which help pollinate the pecan trees and passion fruit vines. Honey bees play an essential role in agriculture, not only producing honey and beeswax but also pollinating a large number of food crops. A small apiary is set up on the farm every spring. Having an apiary can reduce costs and manpower, and produce honey and beeswax, which can be sold from the farm.

The work of volunteers in "Carm-OL Farm" includes helping with the maintenance of the pecan trees and passion fruit vines, harvesting, pruning the crops and flowers, packing for market, collecting eggs, boxing eggs, feeding chickens, cleaning out chicken runs, gardening and helping at the weekend farmers' markets. Volunteers get to share in the experience of running a sustainable organic farm and local product platform in Perth. To give one example of sustainability, manure from the chickens becomes the organic fertilizer for crops.

Many farmers' markets are encouraged by the Federal Government in Perth, and people can access local products easily from their homes. Farmers' markets can help promote the organic food lifestyle, easing the economic pressure on farmers, who sell the farm produce, but also developing good relationships and a sense of community.

「世界有机农场机会组织 (WWOOF)」是一个联系义工与有机农庄的机构，宗旨是透过组织义工团队到世界各地的有机农庄进行有机耕种，让他们在互相信任和非金钱交易的原则下，体验到不同的生活和文化，从而促进地球村的可持续发展。(有关机构的详情可浏览：www.wwof.com.au)

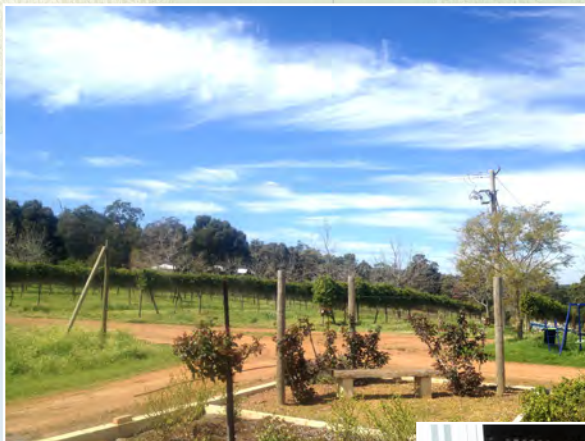
「Carm-OL Farm」是一座位于珀斯卡梅尔的有机农庄，亦是这个义工服务机制的其中一员。这是一个占地21英亩，养殖约200只走地鸡和25只杜泊羊的农庄。长山核桃和百香果全年均长满整个庄园，而柠檬树、橙树、桃树、樱桃树、无花果树、芒果树、辣椒和生姜等亦会定时收割，不同的果实会制作成果酱、奶油和酸辣酱。

除了满山的果树外，居所附近亦规划了一个又一个的花园，如玫瑰花园和薰衣草园等。这些充满香气的花园吸引了大量的蜜蜂，它们除了在每年春天设立的蜂场中生产蜂蜜和蜂蜡，更为庄园的长山核桃、百香果、及其他农作物传播花粉，在耕种中扮演重要的角色。

义工在农庄中的工作包括护理果树、收割和修剪农作物、鸡蛋收集和装箱、喂饲鸡只、清理鸡场、管理花园及到周末的农耕市场帮忙。他们亦可亲身体验到有机农庄自给自足的可持续营运模式：例如，清理鸡场后，鸡的排泄物可被用作农作物的有机肥料；建立蜂场可减少耕种所需的人力和成本，又可同时生产蜂蜜和蜂蜡。

值得一提的是，当地政府对农耕市场的发展十分支持，令珀斯的居民能够非常方便地买到本土农产品，

从而推动有机生活，减低庄园的营运压力，亦帮助不同市镇间建立联系。



New Council Member - Ms Belinda Wong 新董事局成员 - 王婉蓉女士

Ms Belinda Wong joined the Trade and Industry Department of the HKSAR Government in August 2014. Ms Wong's duties, as Assistant Director-General of Trade and Industry (Industries Support), cover support services and funding schemes for small and medium enterprises (SMEs), regional cooperation on SME matters, brand promotion and development, liaison and support services to Hong Kong industries, etc.

Before joining the Trade and Industry Department, Ms Wong had served in different bureaux and departments, including the Commerce and Economic Development Bureau, the Financial Services and the Treasury Bureau, the Transport and Housing Bureau, the former Environment, Transport and Works Bureau, and the Home Affairs Department.

王婉蓉女士于2014年8月加入香港特区政府工业贸易署，现任工业贸易署助理署长（工商业支援部），其职务范围涵盖中小型企业支援服务和资助计划、中小型企业的区域合作事宜、品牌发展及推广、联系及支援香港工商业等。

王女士在加入工业贸易署前，曾在多个决策局及部门服务，包括商务及经济发展局、财经事务及库务局、运输及房屋局、前环境运输及工务局，及民政市政总署。



迎新天地 Welcome on Board

New Certified Clients 新认证客户

August to October 2014
2014年8月至10月

Memorable Moments 纪念一刻



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 August to October 2014, we have been pleased to welcome 43 organisations to our community. Among them, they have obtained 52 certificates of ISO 9001, ISO 13485, ISO 14001, OHSAS 18001, ISO 50001, ISO 55001, 5S, HKQAA HACCP, QSPSC, SA8000, SQM-ES, WSMS-COMM and WSMS-FINE. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品质保证局自1989年成立以来，致力协助工商界实施管理体系，有效地达至机构和营商目标。

由2014年8月至10月期间，香港品质保证局共颁发52张证书，包括ISO 9001、ISO 13485、ISO 14001、OHSAS 18001、ISO 50001、ISO 55001、5S、HKQAA HACCP、QSPSC、SA8000、SQM-ES、WSMS-COMM、WSMS-FINE。在此谨祝贺43家机构加入获认证的行列。本局深信，新成员的加入将可为我们的品牌和持份者带来更大的裨益。



Mainland China 中国内地

Feb to May 2015 2015年2月至5月

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) RMB 收费 (每人) 人民币	Course Code & Date 课程编号及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
Quality 质量						
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/SH-02A SH 02	VM1P/SH-03A SH 09 VM1P/GZ-03A GZ 25	VM1P/GZ-04A GZ 08	VM1P/SH-05A SH 18
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/SH-02A SH 03-04	VM3P/SH-03A SH 10-11 VM3P/GZ-03A GZ 26-27	VM3P/GZ-04A GZ 09-10	VM3P/SH-05A SH 19-20
Total Quality Management 全面质量管理 (TQM)	P 2	RMB 1,800		GZ 30-31		EO04P/GZ-05A GZ 19-20
Environment 环境						
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	EMS2P/SH-02A SH 09	EMS2P/SH-03A SH 04 EMS2P/GZ-03A GZ 11	EMS2P/GZ-04A GZ 15	EMS2P/SH-05A SH 11
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-02A SH 10-11	EMS3P/SH-03A SH 05-06 EMS3P/GZ-03A GZ 12-13	EMS3P/GZ-04A GZ 16-17	EMS3P/SH-05A SH 12-13
Occupational Health and Safety 职业健康和安						
OHSAS 18001:2007 Occupational Health and Safely Management Systems – Understanding & Application OHSAS 18001:2007 职业健康和安全管理体	P 1	RMB 600	OHS8P/SH-02A SH 12		OHS8P/SH-04A SH 08 OHS8P/GZ-04A GZ 15	OHS8P/SH-05A SH 25 OHS8P/GZ-05A GZ 06
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—内部职业健康和安全管理体	P 2	RMB 1,200			OHS9P/SH-04A SH 09-10 OHS9P/GZ-04A GZ 16-17	OHS9P/SH-05A SH 26-27 OHS9P/GZ-05A GZ 07-08
Integrated Management Systems 综合管理系列课程						
Integrated Management Systems (ISO 9001 / ISO 14001 / OHSAS 18001) - Internal Auditor Training 综合管理体系 IMS (ISO9001/ISO14001/OHSAS18001) 内审员培训	P 4	RMB 3,500		IMS4P/GZ-03A GZ 23-26		IMS4P/GZ-05A GZ 26-29
Indentification of EHS Factors and Risk Assessment EHS 因素识别与风险评价	P 2	RMB 1,800		EH01P/SH-03A SH 23-24	EH01P/GZ-04A GZ 14-15	
Wine Sector 酒储存						
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-02A GZ 26		QM03P/GZ-04A GZ 27	
Social Accountability 社会责任						
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 2	RMB 1,800	SA01P/SH-02A SH 12-13		SA01P/SH-04A SH 13-14 SA01P/GZ-04A GZ 23-24	SA01P/SH-05A SH 28-29
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡议商界遵守社口责任之口文解读	P 1	RMB 780				BS02P/SH-05A SH 22 BS02P/GZ-05A GZ 15
Telecommunications and Information Service 电讯和资讯服务						
Understanding the Essence of TL 9000 Requirements Handbook R5.5 TL 9000 R5.5 质量管理体系要求手册改版精要	P 1	RMB 1,300				TL03P/SH-05A SH 21
Understanding the Essence of TL 9000 Measurements Handbook R5.0 TL 9000 R5.0 质量管理体系测量手册改版精要	P 1	RMB 1,300		TL03P/GZ-03A GZ 13		TL03P/GZ-05A GZ 13
TL 9000 R5.5/R5.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.5/R5.0 质量管理体系—内部审核员培训	P 3	RMB 3,800		TL05P/GZ-03A GZ 12 TL04P/GZ-03A GZ 11-13	TL04P/SH-04A SH 20-22	TL04P/GZ-05A GZ 27-29
TL 9000 R5.0/R5.0 Quality Management Systems - Auditing TL 9000 R5.0/R5.0 质量管理体系审核课程 (QuEST 论坛认可课程)	P 3	RMB 9,600		TL02P/GZ-03A GZ 18-20		TL02P/GZ-05A GZ 20-22
EHS管理系列课程						
Handling Dangerous Chemicals 危险化学品管理	P 1	RMB 1,200		EH04P/GZ-03A GZ 23	EH04P/SH-04A SH 15	EH04P/GZ-05A GZ 22
Effective Safety Inspection 高效安全检查	P 1	RMB 1,200	EH05P/GZ-02A GZ 11		EH05P/GZ-04A GZ 28	EH05P/SH-05A SH 14
Management Tools and Skills 管理工具和技能						
The 5 Core Tools-APQP/PPAP/MSA/FMEA/SPC 五大核心工具 (APQP/PPAP/MSA/FMEA/SPC)	P 5	RMB 4,800		MS01P/GZ-03A GZ 23-27		
The 8D Problem Solving Process and 7 QC Tools 解决问题的方法 8D+QC 七大手法	P 2	RMB 1,800		EO07P/GZ-03A GZ 03-04		EO07P/GZ-05A GZ 12-13
Establishing Safety Culture in Your Enterprise 企业安全文化建设	P 2	RMB 3,500		GM01P/GZ-03A GZ 30-31		
Raising Quality Awareness in Middle to Top Management Level 中高层 (非质量) 管理人员质量意识提升	P 2	RMB 3,000		ES14P/GZ-03A GZ 12-13	ES14P/GZ-04A GZ 23-24	
Effective Communication Management 高效沟通管理	P 1	RMB 980	GM03P/GZ-02A GZ 06	GM03P/SH-03A SH 17		GM03P/GZ-05A GZ 21
Achieving Excellence in Service Quality Management 卓越服务管理质量提升	P 2	RMB 2,000	ES06P/GZ-02A GZ 11-12		ES06P/GZ-04A GZ 15-16	
BenchMark Management Tool - Quantifying Your Management Level BenchMark 管理工具—教您如何量化自身的管理水平	P 2	RMB 3,000		ES13P/GZ-03A GZ 17-18		ES13P/GZ-05A GZ 19-20
Comprehensive Quality Promotion Of Management 管理干部综合素质提升	P 2	RMB 2,000		MT37P/GZ-03A GZ 18-19	MT37P/GZ-04A GZ 22-23	MT37P/SH-05A SH 19-20








































For registration and enquiry
报名及查询

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For training course details and online registration, please visit HKQAA website 详细课程资料及网上报名, 请浏览香港品质保证局网页 <http://www.hkqaa.org>

Course Title 课程名称		Duration (Day) 课程长度 (天)	Fee (per head) HKD 收费 (每人)港币	Course Code & Date 课程编号及日期			
				Feb 二月	Mar 三月	Apr 四月	May 五月
Quality and Integrated Management Systems 质量和综合管理							
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 质量管理体系 — 入门		 9:00am-12:00 noon Half-day	HKD 200		QMS1C/HK-03A 18		QMS1C/HK-05A 04
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 质量管理体系 — 理解与应用		 1	HKD 1,600		VM1C/HK-03A 02	VM1C/HK-04A 13	VM1C/HK-05A 06
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 质量管理体系 — 内部审核员培训		 2	HKD 3,300		VM3C/HK-03A 19-20	VM3C/HK-04A 21-22	VM3C/HK-05A 20-21
ISO 9001:2008 Quality Management Systems Documentation ISO 9001:2008 质量管理体系文件		 1	HKD 1,600/ HKD 1,500*		QMS4C/HK-03A 30		
ISO 9001:2008 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2008 质量管理体系 — 进阶内部审核技巧		 2	HKD 3,500/ HKD 3,300*			QMS5C/HK-04A 16-17	
ISO 9001:2015 Interpretation - A Workshop based on DIS (IRCA Registration No.C17779) 质量管理体系 — 主任审核员证书培训课程 (IRCA 注册号 #A17399)		 1	HKD 1,900	S181C/HK-02A 09	S181C/HK-03A 03	S181C/HK-04A 30	
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Registration No. A17399) 质量管理体系 — 主任审核员证书培训课程 (IRCA 注册号 #A17399)		 5	HKD 11,500/ HKD 11,000*		QMS/IRCA/03 09-13		
Integrated Management Systems Set Up & Audit Approach 综合管理体系 — 建立与审核方法		 2	HKD 3,500/ HKD 3,300*	IMS2C/HK-02A 09-10			
Environmental Conservation 环境保育							
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 环境管理体系 — 理解与应用		 1	HKD 1,650/ HKD 1,550*		EMS2C/HK-03A 23		EMS2C/HK-05A 11
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		 2	HKD 3,300/ HKD 3,200*	EMS3C/HK-02A 26-27		EMS3C/HK-04A 16-17	
ISO 14001:2015 Interpretation - A Workshop based on DIS (IRCA Registration No.C17778) ISO 50001:2011 Energy Management Systems - Internal Auditor Training		 1	HKD 1,900	S182C/HK-02A 27			S182C/HK-05A 15
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理体系 — 内部审核员培训		 2	HKD 3,500/ HKD 3,300*		EM08C/HK-03A 30-31		
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Training Course ISO 50001:2011 能源管理系统 — 主任审核员证书培训课程		 5	HKD 11,500/ HKD 11,000*	EM10E/HK-02A 02-06			
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Conversion Training ISO 50001:2011 能源管理系统 — 主任审核员转证证书培训课程		 3	HKD 7,200/ HKD 6,600*	EM11E/HK-02A 03-05			
Occupational Health and Safety Management 职业健康和安全							
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 职业健康和安全管理体系 — 理解与应用		 1	HKD 1,650/ HKD 1,550*			OHS8C/HK-04A 10	OHS8C/HK-05A 06
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 职业健康和安全管理体系 — 内部审核员培训		 2	HKD 3,300/ HKD 3,200*		OHS9C/HK-03A 26-27		
OHSAS 18001 Occupational Health and Safety Management Systems Auditor / Lead Auditor Training Course (IRCA Registration No. A17436) OHSAS 18001:2007 职业健康和安全管理体系 — 主任审核员证书培训课程 (IRCA 注册号 #A17436)		 5	HKD 11,500/ HKD 11,000*			OHS/IRCA/04 20-24	
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存							
Implementing HACCP for Food Businesses Programme 实践食物安全重点控制课程		 2	HKD 3,500/ HKD 3,200*			HA10C/HK-04A 14-15	
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理体系 — 理解与应用		 1	HKD 1,650/ HKD 1,550*				HA5C/HK-05A 26
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 实施食品安全管理体系课程		 2	HKD 3,700/ HKD 3,500*			HA9C/HK-04A 28-29	
FSSC 22000 Auditor/Lead Auditor Course (IRCA Reg.#17512) FSSC 22000 主任审核员证书培训课程 (IRCA 注册编号 A17512)		 5	HKD 11,500/ HKD 11,000*		IRCA/FSMS/03 16-20		
Foundation of HKQAA Wine Storage Management Systems Specifications 建立优良存酒设备 — 基础		 2:00pm-6:00pm Half-day	HKD 900/ HKD 820*		QM04C/HK-03A 18		QM04C/HK-05A 04
Personal Enrichment & Certification 个人提升和专业资格							
Training Workshop on Performance Management through KPI Setting 企业及部门绩效管理培训工作坊		 1	HKD 1,080/ HKD 980*	PC21C/HK-02A 06			
Workshop on Developing Supervisory Skills & Leadership Charisma 强势督导管理培训工作坊		 1	HKD 1,080/ HKD 980*	PC22C/HK-02A 03			
Workshop on Strategic Compensation System Design 策略性薪酬设计培训工作坊		 1	HKD 1,080/ HKD 980*			PC23C/HK-04A 18	
Workshop on Business Process & Operation Optimization 企业流程及营运优化培训工作坊		 1	HKD 1,080/ HKD 980*		PC24C/HK-03A 10		
Training Workshop on Effective Project Management 有效项目管理培训工作坊		 1	HKD 1,080/ HKD 980*	PC25C/HK-02A 28		PC25C/HK-04A 28	
Workshop on Effective Performance Appraisal 个人绩效管理培训工作坊		 1	HKD 1,080/ HKD 980*		PC26C/HK-03A 07		
Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change (ISNS Certified Coaching Essential) 掌管人生的法则 — 改变的法则		 2	HKD 2,180		PC14C/HK-03A 06-07		
Hogan Assessment Certification Workshop 2015 Leadership Workshop for Senior Executives – Advanced Leadership Development with Action Learning		 2	HKD 18,500		PC06C/HK-03A 18-19		
Exceeding Job Satisfaction – Creating a Positive Workplace that Energizes and Engages People Strength-based Strategic Planning – Moving Your Business Forward in Positive Momentum		 1	HKD 2,300/ HKD 1,800*			PC31C/HK-04A 30	
ServSafe® Food Safety Training Program Neuroleadership Workshop		 2	HKD 3,900/ HKD 3,500*		PC25C/HK-12A 20		PC25C/HK-02A 28
Women In Leadership - Leadership Breakthrough's For Women TRIZ Introduction Workshop – Innovative Ideas Generation Method		 1	HKD 3,900/ HKD 3,500*				PC35C/HK-05A 04
Beyond Compliance to Excellence - Creating Positive Changes with Appreciative Internal Auditing Workshop on Effective Communication & Influencing Skills		 1	HKD 2,300		PC32C/HK-03A 24-25		
Training Workshop on Writing Job Descriptions		 1	HKD 1,100/ HKD 980*		PC17E/HK-03A 21		
		 1	HKD 1,100/ HKD 980*	PC15C/HK-02A 26			
		 1	HKD 4,000/ HKD 3,600*	PC36C/HK-02A 04-05			PC36C/HK-05A 07-08
		 1	HKD 1,080/ HKD 980*			PC37C/HK-04A 10	
		 1	HKD 540/ HKD 490*			PC38C/HK-04A 15	

Hong Kong 香港

Feb to May 2015 2015年2月至5月

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) HKD 收费 (每人) 港币	Course Code & Date 课程编号及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
Management Tools, Skill for Improvement 管理工具和技巧						
NEW 新课程 给管理人的一堂通识课：纵论羊年的世情、国情与港情	C 100pm-5:30pm Half-day	HKD 880	S190C/HK-02A 23			
NEW 新课程 Workshop on "Lean Supply Chain Application"	C 1	HKD 1,900	MT65C/HK-02A 12			
Business Continuity Management, Risk and Crises Management 营运持续管理体系、风险及危机管理						
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 营运持续管理体系 — 理解与应用	C 1	HKD 1,600	RM01C/HK-02A 09			
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 风险管理的原因及指引— 理解与应用	C 1	HKD 1,600		RM04C/HK-03A 27		
NEW 新课程 Strategic Crises Management Workshop 策略管理工作坊	C 1	HKD 4,000/ HKD 3,600*	RM06C/HK-02A 24			
Customer Service: From Good To Great 顾客服务：迈向优越						
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2014 客户满意度 — 投诉处理指引 — 内部审核员培训	C 1	HKD 3,200/ HKD 3,000*		MT56C/HK-03A 09-10		
Corporate Social Responsibility 企业社会责任						
NEW 新课程 Corporate Sustainability Training Workshop: Report Writing 企业可持续发展工作坊 — 报告撰写课程	E 2	HKD 4,800/ HKD 4,500*				SR05E/HK-05A 18-19
An in-depth Understanding of ISO 26000 - What Does Social Responsibility Mean to Your Organization?	C 2	HKD 3,500/ HKD 3,200*		SR03C/HK-03A 03-04		
Telecommunications, Information Security and Management 电信、资讯保安与管理						
ISO 27001:2013 Information Security Management Systems - Understanding & Application ISO 27001:2013 信息安全管理体系 — 理解与应用	C 1	HKD 1,600/ HKD 1,500*	ISE3C/HK-02A 03			ISE3C/HK-05A 29
HKQAA Sustainable Building Index 楼宇可持续发展指数 (HKQAA SBI)						
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 楼宇可持续发展指数 — 理解与验证	C 1	HKD 1,550		SBI1C/HK-03A 13		

Remarks
备注

* Please refer the early bird payment deadline to our website 请于本网页参看优先报名之付款详情

The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略有改动，最新详情请参看本网页
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理体系认证服务的机构并无义务参加本局所举办的培训课程C Conducted in Cantonese
以广东话授课E Conducted in English
以英语授课P Conducted in Putonghua
以普通话授课GZ Guangzhou
广州SH Shanghai
上海MU Macau
澳门

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

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

Last Updated Date : 8 January 2015

Beyond Compliance to Excellence – Creating Positive Changes with Appreciative Internal Auditing



How can we make internal auditing an energizing process to engage people and create positive changes in organizations?

Appreciative Auditing aims at turning the auditing process from deficit-based to strengths-based. It facilitates people to leverage “what is right” and explore opportunities for enhancement. In this highly participatory workshop, participants will go through an engagement process of Appreciative Inquiry (AI) and experience how AI can be integrated into an internal auditing process.

Appreciative Inquiry: process of building teamwork, trust and collaboration; generating a spirit of creativity and innovation; and leading a positive change in organizations

Target Participants

Quality managers & internal auditors

Workshop Facilitator

Ms. TSUI Pui Yin Dorothy, CPLP®



- Principal Consultant & Founder, Hong Kong Center for Positive Change
- Principal & Distinguished Faculty, Corporation for Positive Change

Date: 7-8 May 2015

Time: 09:30 – 17:30

Language: Cantonese, with English learning materials

Fee: HK\$4,000

Enquiry & Registration 报名及查询

Mr Anson Wong | Email: Anson.Wong@hkqaa.org

Tel: 2202 9395 | Fax: 2202 9198

HKQAA CSR Index 香港品質保證局社會責任指數

Highlights 研討會內容

- Overview of HKQAA CSR Advocate Index and CSR Index Plus assessment methodology and process
簡介「社會責任先導者指數」及「社會責任進階指數」評審準則與程序
- Result Announcement of HKQAA CSR Index 2014
2014年「香港品質保證局社會責任指數」結果報告

Free
of charge
費用全免

Date 日期

31 / 3 / 2015 (Tue)

Time 時間

3:00 pm - 5:00 pm

Venue 地點

19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣華道191號嘉華國際中心19樓

Language 語言

Cantonese 廣東話

Enrolment & Enquiries 報名及查詢

Contact Person 聯絡人

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