



VISION 管 略

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Enhance Organisational Capability to Manage Bribery Risks

Bribery is one of the world's most destructive corruption issues. According to an anti-corruption paper recently released by the World Bank, about US\$1 trillion is paid each year in bribes around the world, and the total economic loss from corruption is estimated to be many times that number.

Overall, corruption reduces efficiency and quality of life while increasing inequality and poverty. It also erodes the profits of organisations, increases operating costs and tarnishes reputations. Fighting bribery is challenging and organisations need to proactively contribute to combating this corruption for their own sake as well as their community.

The International Organisation for Standardisation (ISO) is currently developing a new standard, ISO/DIS 37001, Anti-bribery management systems, to specify a series of measures to help organisations detect, address and work to prevent bribery. These include adopting a transparent anti-bribery policy, introducing the concept of a "Governing Body" to emphasise the anti-bribery role of top management, appointing a person to oversee anti-bribery compliance, training, risk assessments and due diligence on projects and business associates, implementing financial and commercial controls, and instituting reporting and investigation procedures.

With the aim of helping local organisations establish a culture of integrity, transparency and compliance, HKQAA held anti-bribery training courses and seminars to introduce the latest international standards and practices. In this issue of VISION, Dr Nigel Croft, Chairman of the ISO Technical Subcommittee on Quality Systems will also introduce the planned new ISO/DIS 37001 standard.

Apart from this, HKQAA will launch the **HKQAA 37001 Anti-Bribery Management Systems Certification Scheme** to meet industry and social needs. With reference to the ISO/DIS 37001, as well as other international and local anti-bribery guidelines, the scheme provides a framework which organisations can use to implement reasonable and proportionate measures to manage bribery risks. It can be used by any organisation, large or small, no matter whether it is in the public, private or voluntary sector.

We believe our certification services and promotion activities will encourage more organisations to adopt anti-bribery management systems to improve their performance. In doing so, it will help them reduce bribery risks, safeguard their integrity and reputation, enhance stakeholders' confidence, and contribute to a prosperous and bribery-free society in long run.

提升机构防治贪污的能力

贪污乃世上最具破坏性的腐败问题之一。世界银行最近发布的反贪文献估计，全球每年贿款总数高达一万亿美元，所造成的经济损失更倍于此数。

贪污不但影响社会的运作效率和生活素质，令贫穷和不平等问题恶化，更会蚕食机构利润，增加营运成本和损害声誉。面对这重大挑战，机构应主动打击行贿或受贿的行为：既保障自身商业利益，同时也惠及社会。

国际标准化组织 (ISO) 正发展全新的 ISO/DIS 37001 防贪管理体系标准，提出一系列措施予机构侦察、应对和预防行贿或受贿的行为：当中包括实践具透明度的防贪政策；引入「管治组织」的概念以强调最高层的防治贪污角色；任命人员来监督防贪方面的合规性、培训、对项目及商业夥伴的风险评估与尽职审查；实行财务和商业上的控制措施，以及制订汇报和调查程序等。

为了协助本地机构建立廉洁、透明和合规的文化，本局举办了防贪管理的培训课程及专题讲座，与商界分享国际最新的标准和做法；今期《管略》亦邀请了国际标准化组织质量体系技术委员会主席倪国夫博士 (Dr Nigel Croft)，介绍 ISO/DIS 37001 标准的最新进展。

此外，本局亦将推出 **HKQAA 37001 防贪管理体系认证计划**，以满足业界和社会需要。此计划参考 ISO/DIS 37001 标准以及其他本地和国际防贪指引来制订，提供一个框架，让机构推行合理和适度的风险管理措施去防治贪污，适用于任何规模、公营、私营或志愿性质的机构。

相信本局的认证服务和推广活动，将鼓励更多机构应用防贪管理体系来提升表现，以助减低贪污风险、保障诚信声誉和加强持份者信心，携手为廉洁繁荣的社会作出贡献。

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ISO Prepares to Publish New Standard for Anti-bribery Management Systems

ISO 筹备出版防贪管理体系新标准

Dr Nigel H Croft

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Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC 176/SC2)

倪国夫博士

香港品质保证局技术总监

国际标准化组织质量体系技术委员会 (ISO/TC 176/SC2) 主席



On 25 September 2015, Heads of State representing the 193 countries of the UN General Assembly approved the “2030 Agenda for Sustainable Development”. The associated 17 Sustainable Development Goals include ambitious targets such as “Zero hunger”; “Ending poverty” “Decent work and economic growth” among others. One of the biggest contributing factors that can impact negatively on the achievement of these goals is corruption. According to the World Economic Forum, the annual cost of corruption accounts for around 5% of the global GDP. There are many forms of corruption, including fraud, money-laundering, formation of cartels and other anti-trust/competition offences, but bribery is one of the most destructive and challenging issues. The World Bank estimates that over US\$ 1 trillion is paid in bribes each year. The consequences are catastrophic, not only by diverting much-needed investments into non value-adding activities, but also by reducing the quality of life, increasing poverty and eroding public trust.

Over the years, there have been a number of national and international initiatives to tackle bribery, most of them involving legislation. In spite of these efforts, bribery remains a significant problem. An example of such legislation was the publication in 2010 of the UK Bribery Act, which introduced the crimes of bribery, being bribed, the bribery of foreign public officials, and the failure of a commercial organisation to prevent bribery on its behalf. The penalties for committing a crime under the Act are a maximum of 10 years’ imprisonment, along with an unlimited fine, and the disqualification of directors under the Company Directors Disqualification Act 1986. The Bribery Act has a near-universal jurisdiction, allowing for the prosecution of any individual or company with links to the United Kingdom, regardless of where the crime occurred.

Despite a growing number of prosecutions of companies and individuals, bribery of public officials remains an all too common practice in many countries around the world, according to the most recent annual report by Transparency International. The organisation’s Corruption Perceptions Index 2013 highlights that many governments in Asia, Latin America and the Middle East still fail to protect their citizens from the abuse of public resources, bribery and secretive decision making.

The challenge that faces organisations, therefore, is how to systematically manage their business on a global level in order to provide confidence that no-one in the organisation (or acting on its behalf) is involved in bribery, to identify bribery when it does occur, and to take the appropriate corrective actions. That is where the new ISO 37001 standard “Anti-bribery management systems” (due to be published later in 2016) comes into play.

Development of ISO 37001

Publication of the 2010 UK Bribery Act prompted the British Standards Organisation to develop and publish (in 2011) the Anti-bribery management system standard BS 10500. In 2013, ISO established its Project Committee ISO/PC 278 to develop the future ISO 37001, with active participation from 36 countries, and 20 observer members. ISO 37001 is currently in its final stages of development, with the DIS (Draft International Standard) having been approved by a substantial margin (92% approval) in April 2016.

2015年9月25日，代表联合国大会193个国家的元首通过了《2030年可持续发展议程》，当中17项可持续发展目标包括「零饥饿」、「消除贫穷」及「体面工作和经济增长」，而贪腐则成了阻碍达至这些目标的最大挑战之一。据世界经济论坛指出，每年贪腐代价占全球GDP约5%。贪腐行为有多种，包括欺诈、洗黑钱、合谋及其他涉及垄断、反竞争的罪行等，却以贿赂最具破坏力及挑战性。据世界银行估计，全球每年贿款超过一万亿美元，带来灾难性后果。贿赂不单将有需要的投资，化成没价值的活动，亦令生活质素下降，增加贫穷及摧毁公众信任。

多年来，各国与国际间以不同方法打击贿赂，大部分均牵涉立法。虽然如此，贿赂仍是一个严重问题。例如英国在2010年颁布贿赂法，引入贿赂、受贿、贿赂外国公职人员，以及商业机构未能杜绝贿赂发生等罪行，最高刑罚为监禁10年、不定额罚款，并根据《取消公司董事资格法1986》去取消董事资格。英国贿赂法几乎在全球亦具司法权，不论罪行在任何地方发生，与英国有关连的人士及公司均可遭英国检控。

虽然公司和个人的检控数字增加，但根据国际透明组织近期之年度调查，公职人员的贪污行为在全球多个国家仍见普遍。该组织发布的2013年清廉指数显示，不少亚洲、拉丁美洲及中东政府滥用公共资源、贿赂及作不公开决策，未能保护市民。

不少机构所面临的挑战，是如何在环球层面上有系统地管理业务，以确保机构和员工个人不涉及贪污，以及在贪污行为出现时，能够辨识并采取适切纠正行动。因此，ISO发展ISO 37001防贪管理体系新标准，预计2016年下旬出版。

ISO 37001 的发展

在2010年发布的英国贿赂法驱使英国标准协会于2011年发展及出版BS 10500防贪管理体系标准。2013年，ISO成立项目委员会ISO/PC 278，得到36个国家及20个观察成员积极参与，共同发展ISO 37001。该标准之发展现进入最后阶段，其国际标准草案(DIS)已于2016年4月获得大比数通过(92%)。

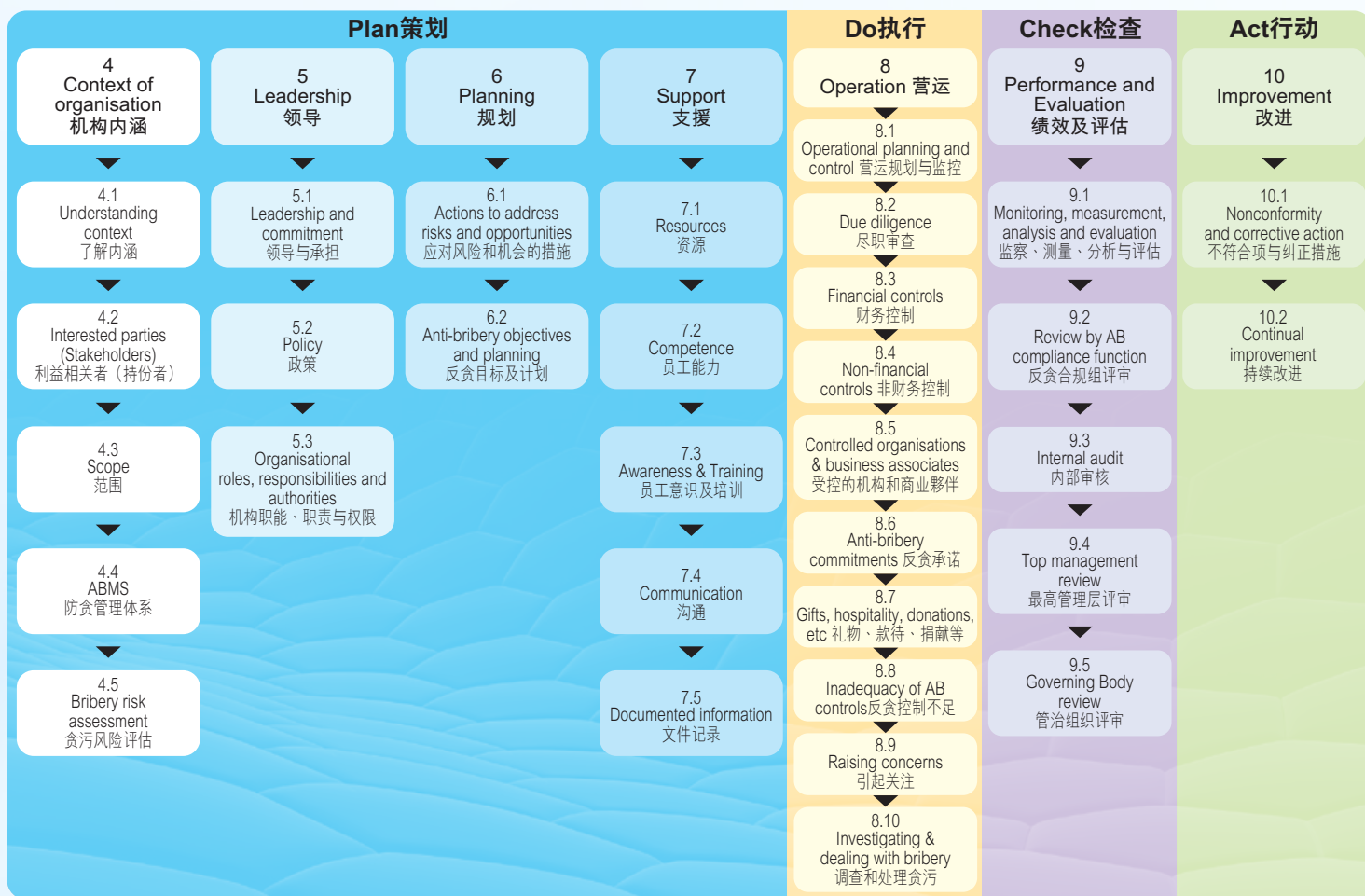
Structure and Content of ISO 37001

ISO 37001 specifies requirements and provides guidance for establishing, implementing, maintaining and improving an anti-bribery management system. It can be used by any organisation, large or small, whether it is in the public, private or voluntary sector, and in any country. The standard can be adapted according to the size and nature of the organisation and the bribery risk it faces, and specifies a series of measures to help prevent, detect and address bribery. These include adopting an anti-bribery policy, appointing a person or function to oversee anti-bribery compliance, training, risk assessments, due diligence on projects and business associates, implementing financial and commercial controls, and instituting reporting and investigation procedures.

ISO 37001 will adopt the now-familiar “High-level Structure” defined in Annex SL of the ISO Directives, and will therefore align with the 2015 versions of ISO 9001 and ISO 14001. This will facilitate the implementation of “integrated” management systems for those organisations that wish to adopt such an approach.

The clause sequence of ISO 37001 is shown in the following figure, from which it can be seen that there are many similarities with ISO 9001, ISO 14001 and other management system standards.

ISO 37001 Clause Structure
ISO 37001章节结构



ISO 37001 takes a holistic approach to bribery, and addresses the following bribery risks in relation to the organisation’s activities:

- Bribery in the public, private and not-for-profit sectors
- Bribery by the organisation and by its personnel or business associates acting on its behalf, or for its benefit
- Bribery of the organisation or of its personnel or business associates acting on its behalf or for its benefit
- Direct and indirect bribery (e.g. a bribe paid or received through or by a third party)

ISO 37001 的架构及内容

ISO 37001 列明要求及提供指引，以供机构建立、执行、维持及改善防贪管理体系，适用于任何规模、地点、公营、私营或志愿性质的机构。此标准能根据机构的规模、性质和所面对的贪污风险而作调整，并列出了一系列措施，有助预防、侦察和应对贪污行为。这些措施包括实践防贪政策；任命个人或小组以监督防贪方面的合规性、培训、风险评估、对项目及商业夥伴的尽职审查；执行财务和商业上的控制措施，以及制订汇报和调查程序等。

ISO 37001 采用 ISO 指引《附件 SL》内为人熟悉的「高阶架构」，与 2015 版的 ISO 9001 和 ISO 14001 一致，有助机构推行综合的管理体系。

ISO 37001 的章节结构如下图所示，可见与 ISO 9001、ISO 14001 及其他管理体系标准有不少相同之处。

ISO 37001 采取全面的方法防贪，应对与机构活动有关的贪污风险：

- 公营、私营和非牟利界别之贪污行为
- 机构、其员工或商业夥伴的行贿行为，以达到个人或机构利益
- 机构、其员工或商业夥伴的受贿行为
- 直接与间接的行贿或受贿行为（例如经由第三方支付或收受贿款）

A “business associate” is defined as “an external party with whom the organisation has, or plans to establish, some form of business relationship”. It can include clients, customers, joint venture partners, consortium partners, outsourcing providers, contractors, consultants, sub-contractors, suppliers, vendors, advisors, agents, distributors, representatives, intermediaries and investors.

ISO 37001 also introduces the concept of a “Governing Body”, (“the group or body that has the ultimate responsibility and authority for an organisation’s activities, governance and policies and to which top management reports and is held accountable”). This might include, for example, a Board of directors, supervisory board, trustees or overseers to whom “top management” reports. The standard recognises, however, that not all organisations (and in particular, small organisations) will necessarily have a Governing Body, in which case top management takes on these obligations itself.

The following is a summary of some of the key activities that an organisation needs to address in order to meet the requirements of ISO 37001:

- Assess bribery risks, including appropriate due diligence.
- Implement anti-bribery policy & programme.
- Communicate to all relevant personnel and business associates (joint venture partners, sub-contractors, suppliers, consultants, etc.)
- Appoint compliance manager (full time or part time) to oversee programme.
- Provide appropriate anti-bribery training
- Ensure that controlled organisations and business associates have implemented anti-bribery controls.
- Verify as far as reasonable that personnel will comply with the anti-bribery policy.
- Control gifts, hospitality, donations and similar benefits to ensure that they do not have a corrupt purpose.
- Implement financial, procurement and other commercial controls so as to help prevent the risk of bribery.
- Implement reporting (whistle-blowing) procedures.
- Investigate and deal appropriately with any actual or suspected bribery.

Benefits of ISO 37001

ISO 37001 provides the minimum requirements and supporting guidance for implementing or benchmarking an anti-bribery management system. If properly implemented, it will provide assurance to management, investors, business associates, personnel, and other stakeholders that the organisation is taking reasonable steps to prevent bribery. Because ISO 37001 is a requirements standard, it can be subject to certification, and this could be used, for example, to provide evidence in court that an organisation has taken reasonable steps to prevent bribery.

ISO 37001 has already been approved by a ballot of ISO members in April 2016, which should result in its publication during the second half of 2016. It provides a systematic way for organisations to manage their risks of bribery, and among other benefits, to provide confidence to all interested parties that they address the relevant legal requirements.

「商业夥伴」定义为与机构有商业合作关系，或计划建立关系的第三方，包括客户、顾客、合资夥伴、联盟夥伴、外判供应商、承办商、顾问、分包商、供应商、销售商、谘询人、代理、分销商、代表、中介机构 and 投资者。

ISO 37001 引入「管治组织」的概念（即就机构活动、管治及政策拥有最终责任和权力的团体或组织，最高管理层亦需向其汇报及问责），如包括董事局、监事会、信托人或监督者。不过，并非所有机构（特别是小型机构）都需拥有管治组织，最高管理层亦可担当此角色。

为符合 ISO 37001 的要求，机构需处理的重要项目，部分摘要如下：

- 评估贪污风险，包括适切的尽职审查
- 执行防贪政策和计划
- 与所有相关员工及商业夥伴沟通（如合资夥伴、分包商、供应商、顾问等）
- 任命合规经理（全职或兼职）监督防贪计划
- 提供适切的防贪培训
- 确保受控的机构及商业夥伴已执行防贪控制措施
- 尽力合理地核实员工是否遵从防贪政策
- 控制礼物、款待、捐赠及同类利益，以确保当中不含贪污目的
- 执行财务、采购及其他商业控制，以助避免贪污风险
- 实施报告（举报）程序
- 调查及适当处理任何贪污或怀疑贪污个案

ISO 37001 的效益

ISO 37001 提供最低要求及配套指引，供机构执行或评比防贪管理体系。当机构适当地执行标准时，可让管理层、投资者、商业夥伴、员工和其他持份者肯定机构已采取应有的程序防止贪污。由于 ISO 37001 是一项可供认证的要求标准，因此可用作证据，在法庭上证明该机构已采取应有的程序预防贪污。

ISO 37001 已于 2016 年 4 月获 ISO 成员投票通过，预计将于 2016 年下半年度正式出版。它提供了系统化的方法，协助机构管理贿赂及其他贪污风险，应对相关的法律要求，以提升所有利益相关者之信心。

HKQAA 37001 Anti-bribery Management Systems Certification Scheme HKQAA 37001 防贪管理体系认证计划

With reference to the ISO/DIS 37001, as well as other international and local anti-bribery guidelines, HKQAA has been developing the **HKQAA 37001 Anti-bribery Management Systems Certification Scheme**. It will provide a framework which organisations can use to implement reasonable and proportionate measures to manage bribery risks. The Scheme can be used by any organisation, large or small, and whether it is in the public, private or voluntary sector. For further details, please contact us at:

本局参考 ISO/DIS 37001 及其他国际和本地防贪指引，制订 **HKQAA 37001 防贪管理体系认证计划**，将提供一个框架，让机构推行合理和适度的风险管理措施去防治贪污，适用于任何规模、公营、私营或志愿性质的机构。欲知更多详情，请联络我们：

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Research expedition to the Arctic

关注生态环境 极地科研考察



In May this year, Prof Ho Kin Chung, Governing Council Member, Ir Prof Peter K. W. Mok, Honorary Chairman, and Dr Michael Lam, Chief Executive of Hong Kong Quality Assurance Agency (HKQAA), went on an expedition to Greenland with researchers from The Open University of Hong Kong, to investigate its ecological and environmental impact. Prof Ho, Prof Mok and Dr Lam share their impressions of this expedition with Vision readers.



今年五月初，本局董事何建宗教授、名誉主席莫国和教授工程师及总裁林宝兴博士，联合公开大学研究人员，一同前往北极格陵兰进行科研考察，了解当地生态环境状况。今期《管略》特别专访何教授、莫教授及林博士，分享他们的考察见闻和观感。



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

何建宗教授, BBS, 太平绅士
 香港品质保证局董事
 香港公开大学科技学院院长
 伍振民环境科学及生态保育教授



Prof Ho is a devoted polar researcher and has led teams to the two poles many times for environmental and biological conservation research. This is his 9th time visiting the Higher Arctic.

“This expedition continues our on-going research, collecting samples of sea water and phytoplankton, and recording seasonal change and biological diversity. We would like to find out if any correlation and interaction existed between these factors,” said Prof Ho.

Relationship between the Ecology of the Poles and the Food Supply Chain

“By studying water samples from the two poles, we can look into the activity of phytoplankton and see if there are any red tides in sea water, which may destroy the aqua food chain and productivity of organisms.” Prof Ho pointed out that this is closely related to the global food supply chain as the two poles have abundant oceanic food resources which are exported globally.

“If the red tides release toxins, this might lead to the death of fishes and planktons. This will subsequently affect the quantity of the oceanic food supply and might endanger the safety of our seafood.” By studying the conditions of microalgae, lichen and water quality in the Arctic, scientists can understand the changes that are happening and the influence of climate and the ecological chain.

In recent years, we have all been concerned about the phenomenon of melting glaciers and rising sea levels. Prof Ho shared his view, “Urbanisation has improved the living standards of many people. For example, in the Arctic, urbanisation has attracted more tourists. Moreover, this increases carbon emissions which will worsen the situations of climate change.”

He continued, “We cannot judge how severe the situation of climate change is since as of this moment, with regard to the long history of the Earth and human culture, we do not have enough statistics for scientific comparison. However, climate change is an indisputable fact. We must develop new carbon reduction and energy saving methods through our economy, government policies and innovative technology so we can ease this problem.”

何建宗教授热衷于极地考察，曾多次带队到访两极进行环境及生态的研究。这趟已是他第九次前往北极。

「今次考察之旅延续了我多年以来的调查，目的是收集海水和浮游生物的样本，并记录季节性的环境变化及生物多样性，从而探讨两者间的互动关系。」何教授说。

极地生态与食物供应链的关系

「透过研究当地的海水样本，我们可了解到南北极水中浮游生物的活跃程度，亦可知道当地海水是否有红潮释出毒素，破坏了水中的生态金字塔基层。」何教授指出，这次研究与全球食物供应链息息相关，两极的海洋资源丰富，世界各国均须从当地输入海产食品。

「一旦红潮爆发，将会释出毒素并导致海里浮游生物死亡，严重影响当地生态和海产，并有机会危及食品安全。」了解极地的微藻、地衣及水质状况，有助科学家解决气候变化与生态崩溃等问题。

近年，全球都关注冰川融化、海平面上升等气象迁异现象。何教授亦分享了他的看法：「社会发展令现代人生活变得更好，就算是在极地，城镇化的发展也为当地带来急剧环境影响，而更多旅客到访，也增加了碳排放，加剧了气候变化带来的破坏。」

「我们暂不能断定气候变化在实际上有多严重，由于目前的研究数据，相对于地球和人类悠久的历史，我们尚未有充足数据去作科学化的结论。」何教授说：「不过，气候变化已是不争的事实。要缓和这问题，必须在经济、政策及创新科技等多方面的支持下，更多开发崭新的节能减排方法，才有望得到纾缓。」





Ir Prof Peter K. W. Mok
Honorary Chairman, HKQAA
莫国和教授工程师
香港品质保证局名誉主席



This was Prof Mok's first time visiting the Arctic. He said this expedition was rather different from his previous journeys to other places. Despite being the oldest member of the expedition team, he is eager to learn new things and to broaden his knowledge.

"As we prepare to retire, we should not worry about retirement life." Prof Mok said. "Instead, we should plan it out, explore new things, contribute to society and expand our horizons. This Arctic trip exemplified all of these qualities."

Prof Mok said that he learned a lot from this expedition. "Lichen can be seen everywhere in the North Pole, and it takes a few hundred years for them to grow, under the conditions of clean oxygen, suitable climate and environment. Lichen is rather sensitive to air pollution so its growth can usually reflect the air quality of the area. Therefore it is impossible to see lichen in overcrowded or industrial areas."

Combating Climate Change Together

Prof Mok paid particular attention to the environmental conditions of the Arctic. "This is my first time visiting the North Pole and it happens to be in its summer season. Therefore, we cannot judge the situation of melting glaciers, but the locals told us that the glaciers had melted and shrunk a few hundred meters compared to the past." A recent article from The Washington Post stated that Greenland has just experienced the warmest winter on record, and the temperature in early June reached a record high of 24 degrees.

The Paris Climate Change Conference that was held last December was considered to be one of the most important conventions in the twenty-first century so far. More than 190 countries agreed to drive carbon reduction efforts, and join hands to combat climate change. Prof Mok stated that the business community also plays an important role in this regard.

"As global citizens, organisations should try their best to reduce carbon emissions and their carbon footprint through various socially responsible activities, so as to help ease climate change. This has also become one of the megatrends of our society," Prof Mok said.



莫国和教授首次踏足极地，自言抱著科研心态进行考察工作，并非一般的旅行。虽然他是考察队伍中最年迈的成员，但也希望接触更多新事物，学习更多新知识。

「我认为到达退休年龄后，应该退而不『忧』。」莫教授说：「不『忧』是指不要忧虑退休后的生活，反而应规划未来，寻找有兴趣的事去做，继续贡献社会和增广见闻；例如今次极地考察之旅便很有意义。」

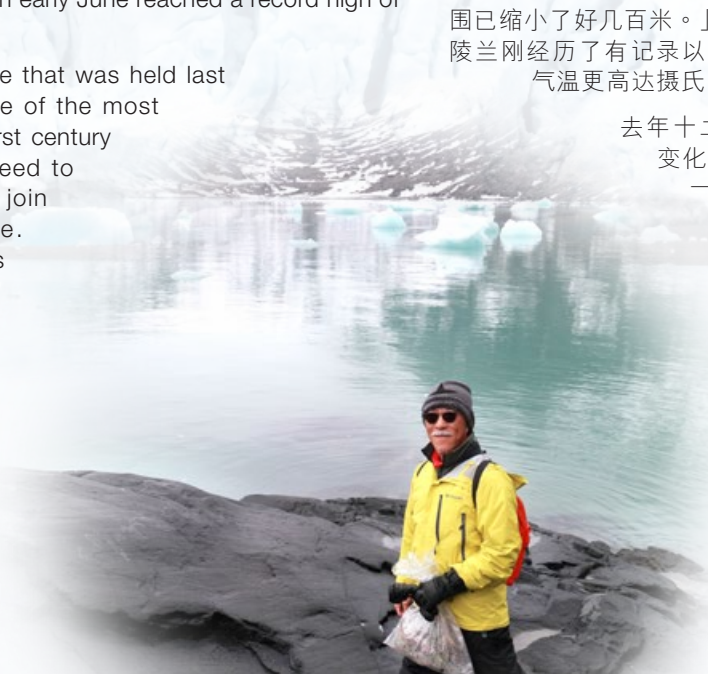
莫教授表示，考察的过程令他得益不少。「我在北极见到不少地衣，但它们原来要经历上百年，才可以生长成一小块，当中还需要洁净的空气、合适的气候环境等因素配合。」他说：「地衣对大气污染极为敏感，在人烟稠密或工业城市附近，是见不到地衣的。因此地衣的生长状况，往往反映了当地空气的质素。」

携手应对气候变化

莫教授也关注当地气候变化的状况，他说：「虽然我首次到访，又正值当地夏天，无法判断冰川融化程度如何；但据当地人说，与往日相比，现时的冰川范围已缩小了好几百米。」《华盛顿邮报》近月亦提及，格陵兰刚经历了有记录以来最暖的冬天，今年六月初的气温更高达摄氏24度。

去年十二月在巴黎举行的联合国气候变化峰会，便被视为廿一世纪中一项最重要的公约，集合了超过190个国家，就控制温室气体排放达成共识，携手应对气候变化的问题。莫教授认为，商界所扮演的角色也很重要。

「企业作为地球的一分子，应透过不同的社会责任活动，减少碳排放及碳足迹，以助纾缓气候变化的问题。这无疑已成为社会发展的大趋势。」





Dr Michael P.H. Lam
Chief Executive Officer, HKQAA
林宝兴博士
香港品质保证局总裁

It was also Dr Lam's first expedition to the Arctic. He pointed out that HKQAA has always been concerned about changes in the global climate and ecology, and supports local green research and sustainability.

"Our HKQAA BCS Fund contributed part of the funding for this expedition to support the nurturing of local talent in environmental research. We also devoted our personal efforts to supporting research tasks during the expedition," Dr Lam said.

Support Green Research to Enhance Sustainability

"HKQAA strives to integrate the concept of sustainability into our organisational culture and core services. We are committed to promoting the green economy to industry and the community. Through Carbon Reduction Labelling, Energy Management Systems Certification and Validation, and Verification Services for Clean Development Mechanism under UNFCCC, we encourage more local organisations to work towards carbon reduction and enhance their environmental performance."

In this trip, the expedition team had to stay and work on the ship for eight days, with limited resources. Despite feeling seasick during the trip, Dr Lam thinks it was worthwhile because it will benefit the development of environmental research in Hong Kong.

"We first visited the University of Copenhagen in our expedition to exchange research findings on red tides in the Arctic, which will be important to our future study," Dr Lam said. "We brought back the different seawater and organism samples collected in the Arctic. They will be preserved in the laboratory of The Open University of Hong Kong for the future study of ecology and conservation."

"Apart from this, we have observed the ecology of water birds in the Arctic and blue ice that was formed over the years. Some of the glaciers had started to melt, but perhaps this is common in the Arctic's summer season." Dr Lam added, "For the sake of the environment, it is prohibited to leave any waste in the Arctic during expeditions. We could not collect too many samples either."

At the North Pole, as well as conducting environmental research, the expedition team spent time interacting with the natives. Dr Lam said, "The citizens in the village were very simple and carefree. The natives always wore a friendly smile as they met visitors. They chatted and even did martial arts with us." However, Dr Lam is quite concerned about the younger generation after his visit to the town. "The younger generation there has more exposure to the outside world and has developed some bad habits. Many of them are addicted to cigarettes and seem to be pessimistic about their future. Urbanisation is gradually affecting the simple and carefree living style of the natives."

Looking forward, Dr Lam hopes that the development of the Arctic will balance the needs of the economy, society and environment in order to maintain a quality standard of living for both present and future generations.



林宝兴博士同样是首次参与极地考察。他表示香港品质保证局一直关注全球气候及生态环境的变化，并希望以身作则，支持本地的绿色科研项目，为可持续发展作出贡献。

「今次的考察活动，便透过本局的企业社区支援基金资助了部份经费，协助培育本地的环保科研人才；而我们亦亲身参与当中的工作，为极地研究出一分力。」林博士道。

支持绿色科研 促进可持续发展

「诚然，本局致力将可持续发展的理念，融入机构文化和核心服务中。我们积极向业界和社区宣扬绿色经济，并透过减碳标签、能源管理体系认证、联合国气候变化框架公约下清洁发展机制的温室气体排放审定及核查等服务，推动更多本地机构节能减碳，提升环保表现。」

这次极地之旅，考察队员要在船上留宿八天工作，生活一切从简，亦饱受晕船浪之苦。不过，林博士觉得旅程很有价值，对香港未来的环保科研发展裨益良多。

「我们于旅程首站，特别拜访了哥本哈根大学，交流极地赤潮藻的分析资料，相信对两地日后的研究有莫大帮助。」林博士说：「而我们收集到的海水和生物样本，亦会带回香港公开大学加以保存，支援生态研究和保育工作。」

「此外，我们观察了北极的水鸟生态，以及经过漫长岁月形成的『蓝冰』，亦留意到冰川正在融化减退中。不过，这也许是当地踏入夏季的缘故。」林博士还补充：「为了保护当地的自然环境，我们在考察的过程中，不可以留下任何弃置之，采集样本亦适可而止。」

在北极，考察队伍除了埋首自然生态的研究工作外，也和原住民接触交流。林博士说：「当地村镇的居民十分纯朴，见到陌生人均报以笑脸，更与我们一同耍功夫和闲谈。」不过，当他到访规模较大的城镇后，却表达了忧虑：「大城镇的年轻人接触外界机会较多，沾染了坏习惯。他们很多都烟不离手，似乎对未来感到悲观。城镇化的发展，正逐渐改变了原住民简朴乐天的生活。」

林博士期望，当地的发展能够平衡经济、社会及环境的需要，与我们一样尽力确保当代和后代都能享有优质的生活，携手建设可持续发展的世界。



Kickoff of HKQAA Hong Kong Registration – Start-ups 香港品质保证局香港注册 — 初创企业启动

On 13 May 2016, HKQAA kicked off the “HKQAA Hong Kong Registration – Start-ups” scheme. Mr Nicholas W. Yang, JP, Secretary for Innovation and Technology, Government of the HKSAR, officiated at the ceremony, which was part of the HKQAA Symposium 2016.

本局于2016年5月13日举行的香港品质保证局专题研讨会2016上，启动全新注册计划—「香港品质保证局香港注册 — 初创企业」，并邀得香港特区政府创新及科技局局长杨伟雄太平绅士，担任启动仪式的主礼嘉宾。

Nurture Technology Start-ups, Foster Long Term Development

The number of start-ups has increased significantly in the past few years. To keep up with this trend, and the Government’s policy of innovation development, HKQAA has developed a new initiative, “HKQAA Hong Kong Registration – Start-ups”. The aim of the registration scheme is to help new companies enhance and demonstrate their management competence. It aims to motivate them to systematically manage their operations, particularly in terms of quality, finance and information security, so as to attain long-term success.

培育初创企业 促进长远发展

过去数年间，本港初创企业的数目明显增加。为配合初创企业的涌现趋势，以及政府的创新科技政策，本局制订了全新的注册服务—「香港品质保证局香港注册 — 初创企业」。此注册计划旨在帮助初创企业提升及展示管理能力，推动它们在品质、财务及信息安全范畴，有系统地营运管理，实现长远成功。

Raise Management Performance and Clients’ Confidence

HKQAA has received a positive response to the scheme from industry. 11 start-ups participated in the pilot programme, eight of which completed the assessment process. These companies were presented with the registration mark at the Symposium in recognition of their management performance.

提升管理水平 增强客户信心

注册计划获得业界积极支持，在试行阶段，有11间初创企业参与计划，并有八间已完成注册的审核程序，于专题研讨会上获颁发注册标志，藉此表扬其管理表现。

Start-ups are often highly innovative but lack operational and management experience. Ir C. S. Ho, Deputy Chairman of HKQAA said, “HKQAA Hong Kong Registration – Start-ups provides recommended practices for improving their management level and reducing business risks. Registered start-ups can demonstrate their management competence, which will enhance the trust of business partners and investors. I believe this scheme will encourage the industry to adopt innovative solutions and create an edge for start-ups as they develop.”

初创企业创意无限，却未必有足够营运及管理经验。香港品质保证局副局长何志诚工程师表示：「『香港品质保证局香港注册 — 初创企业』为机构提供实务守则，有助它们提高管理能力，减低营运风险。成功注册的初创企业，不但能展示它们的管理表现达到一定水平，加强潜在合作夥伴或投资者的信心，亦有助鼓励商界选用创新科技方案，为初创企业日后的持续发展，带来更多优势。」



Mr Nicholas W. Yang, JP, Secretary for Innovation and Technology, the Government of the HKSAR (right 4, front row); Mr Andrew Young, Chief Commercial Officer of Hong Kong Science and Technology Parks Corporation (right 3); Ir C. S. Ho, Deputy Chairman (left 4); Mr P. C. Chan, Chief Operating Officer (left 1) and the Governing Council members of HKQAA, as well as the participating organisations of HKQAA Hong Kong Registration – Start-Ups.

创新及科技局局长杨伟雄太平绅士（前排右四）、香港科技园公司首席商务总监杨孟璋先生（右三）、香港品质保证局副局长何志诚工程师（左四）、运营总监陈沛昌先生（左一）及董事局成员，与一众参与香港品质保证局香港注册 — 初创企业的机构代表。



Support from Government and Industry 政府及业界支持



Mr Nicholas W. Yang, JP
Secretary for Innovation and Technology, the Government of the HKSAR
香港特区政府创新及科技局局长杨伟雄太平绅士

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

「近三十年来，香港品质保证局致力为商界引入新思维及良好管理做法，提供多元化的合格评定和认证服务。香港品质保证局香港注册 — 初创企业提供实务守则，有助初创企业有系统地营运管理，特别是在品质、财务及信息安全等范畴。」

Mr Andrew Young, Chief Commercial Officer
Hong Kong Science and Technology Parks Corporation
香港科技园公司首席商务总监杨孟璋先生



“The scheme provides framework and guidelines for start-ups to help nurture them. 11 companies have joined the pilot programme and eight of them have completed the assessment process. The encouraging results show start-ups’ confidence in the scheme.”

「计划为初创企业提供清晰框架和指引，协助培育初创企业臻至成熟。该计划在试行阶段已吸引11间企业报名参加，当中八间已完成注册，成绩令人鼓舞，正正反映初创企业对注册计划深具信心。」

Strategic Partner 策略夥伴



Supporting Organisations 支持机构



Registered Start-ups' Sharing 注册初创企业分享



Dr Gigi Au-yeung, Innovation Director
Vitargent (International) Biotechnology Limited
水中银（国际）生物科技有限公司创新总监欧阳姿婷博士

Company's Invention: First-in-the-world fish embryo toxicity testing technologies using "transgenic medaka" and "zebrafish"

公司发明：全球首创的「基因改造的鳉鱼」及「斑马鱼」胚胎毒理测试技术

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

「取得注册资格对公司很重要，能增加公司公信力，而客户、合作伙伴及投资者对初创企业亦更有信心，亦帮助公司改善营运制度。」

Mr Alan Lee, Director/Inventor
B-Free Technology Limited
必飞科技有限公司董事李少麟先生

Company's Invention: World's first two-part pedrail-driven, stair-climbing electronic power wheelchair

公司发明：全球首台二段式无障碍电动攀梯轮椅

"Our company has joined the HKQAA Hong Kong Registration – Start-ups scheme and managed our operations systematically according to the recommended practices. We have received the Hong Kong Registration Mark and the systematic practices will help us apply for other international certifications and enter the global market."

「公司参加了香港品质保证局的注册计划，按实务守则推行系统化管理，除了通过审核获颁「香港注册」标志外，也有助申领其他的国际认证，使产品可以走出香港，进军国际市场。」

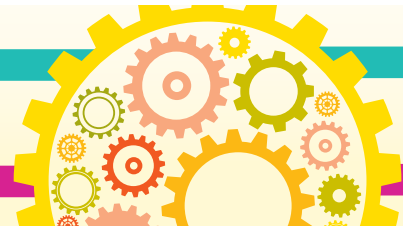


List of Registered Organisations of HKQAA Hong Kong Registration – Start-ups
香港品质保证局香港注册 — 初创企业注册机构名单

Name of Organisation	机构名称
B-Free Technology Limited	必飞科技有限公司
Businsoft Limited	商软有限公司
Cognix Limited	—
eNano Health Limited	—
Power Way Hong Kong Development Limited	力图香港有限公司
Quantum Force Engineering Limited	—
Vitargent (International) Biotechnology Limited	水中银（国际）生物科技有限公司
Xcelom Limited	雅士能基因科技有限公司

(As of 13 May 2016 截至2016年5月13日)

HKQAA Symposium 2016 Successfully Held 香港品质保证局专题研讨会2016圆满举行



HKQAA's annual flagship event, the HKQAA Symposium 2016 was held successfully at the Cordis, Hong Kong on 13 May 2016.

This year the theme of the Symposium was "Strengthen Business Resilience with Innovative Perspectives". Ir C. S. Ho, Deputy Chairman of HKQAA, said, "To stay competitive in today's uncertain environment, organisations are required to rethink management directions and strategies. Innovation has become one of the catalysts for improving their performance. Many visionary leaders recognise innovation as a mainstream process which is no longer limited to technology, research and development, but may involve changes in management approaches, corporate culture, products and services, or even business models, so as to generate new opportunities and give an edge."

The Symposium brought together industry experts and leaders from different sectors to discuss the latest management trends and innovative strategies and address emerging risks and opportunities. The topics covered strategic collaboration in business ventures, digital solutions in corporate strategies, new thinking in supply chain management, cross-border e-commerce, climate change, sustainable consumption, ESG management and competition law. The whole-day event attracted about 700 participants from government, corporations, academic institutions and industry associations. "I believe this event will stimulate decision-makers, businessmen and start-ups to think ahead, in order to become resilient in this capricious environment, and achieve long-term robustness," said Ir Ho.

We would like to thank all our speakers, sponsors and supporting organisations for making the Symposium a success. The presentations of the speakers are now available on our website at www.hkqaa.org/symposium2016.

本局年度旗舰盛事—「香港品质保证局专题研讨会2016」，已于2016年5月13日假香港康得思酒店举行。

今届专题研讨会以「创新管理视野 • 引领企业远航」为主题。本局副主席何志诚工程师表示：「今时今日，要在不明朗的环境下保持竞争力，机构必须不断在管理方向和策略上创新求进。具远见的领袖，都会视创新为营运管理中不可或缺的一环，而且不再局限于科技或研发层面，更会涉及管理策略、机构文化、产品及服务，甚至营商模式的范畴，藉此创造更多新机遇，增强竞争优势。」

研讨会邀得来自不同界别的领袖和专家，探讨最新的管理趋势及创新策略，以应对各种风险和机遇，讲题包括促进创新业务的策略性合作、善用数码科技的企业策略、供应链管理新思维、跨境电贸、气候变化、可持续消费、ESG管理及竞争法等。整天活动共吸引约700名来自政府、企业、学术机构、业界组织等人士参与。「相信活动将为管理决策者、商界人士及初创企业带来前瞻性思维，启发他们筹谋长远发展的新方向，成就长青的机构。」何工程师道。

是次研讨会的成功，全赖各演讲嘉宾、赞助商及支持机构的鼎力支持。有关更多研讨会资讯及演讲内容，请浏览本局网页：www.hkqaa.org/symposium2016。



Ir Dr Otto Poon, Co-founder and Immediate Past Chairman of Hong Kong Climate Change Forum, explored the implications of Paris Climate Change Conference for business.

香港气候变化论坛创始人、前任主席潘乐陶博士工程师探讨巴黎气候变化峰会对接界的启示。



Ir C. S. Ho, Deputy Chairman of HKQAA (right) conveyed thanks to one of the guest speakers, Ms Ada Fung, JP, Deputy Director (Development & Construction), Housing Department, the Government of the HKSAR.

香港品质保证局副局长何志诚工程师(右)向讲者嘉宾之一香港特区政府房屋署副署长(发展及建筑)冯宜萱太平绅士致谢。

▲ Mr Nicholas W. Yang, JP, Secretary for Innovation and Technology, the Government of the HKSAR delivered the Keynote Speech in the Symposium.

香港特区政府创新及科技局局长杨伟雄太平绅士在研讨会上致辞。

▼ Dr Calvin Lee Kwan, General Manager – Sustainability, Link Asset Management Limited was one of the guest speakers.

领展资产管理有限公司可持续发展总经理关凯临博士为讲者嘉宾之一。



▼ (From left) Mr Peter Mok, Head, Incubation Programmes, Hong Kong Science and Technology Parks Corporation; Ms Lai Man Man, Associate Director of Retail, Hang Fung (Hong Kong) e-Commerce Limited; Ms Ada Fung, JP, Deputy Director (Development & Construction), Housing Department; Mr Mark Lee, Senior Superintendent, Head of Office of Supply Chain Security Management, Hong Kong Customs and Excise Department; Ms Terry Fung, Vice Chairlady, Hong Kong General Chamber of Cross-border E-commerce and Channel Sales Lead, Google Hong Kong; Ir Dr Samson Tam, JP, Chairman, Hong Kong Business Angel Network, joined the panel discussion in the morning session.

(左起) 香港科技园公司科技创业培育计划主管莫伟轩先生；香港恒丰跨境电商有限公司零售副总赖雯雯女士；房屋署副署长(发展及建筑)冯宜萱太平绅士；香港海关高级监督、供应链安全管理科主管李远文先生；香港跨境电子商贸总会副会长、Google 合作夥伴业务总监冯竹雅女士，以及香港天使投资脉络主席谭伟豪博士工程师参与上午的讨论环节。



▲ Mr Andrew Young, Chief Commercial Officer of Hong Kong Science and Technology Parks Corporation (left 2) and HKQAA members.

香港科技园公司首席商务总监杨孟璋先生(左2)与香港品质保证局成员。



▼ The whole day event drew about 700 participants.

全日专题研讨会吸引约700名人士参与。



▲ (From left) Ms Janice Lao, Senior Manager – Sustainability, MTR Corporation Limited; Mr Prashant Vaze, Chief Planning and Trade Practices Officer, Consumer Council; Ms Katherine Ng, Senior Vice President, Head of Policy of Listing Department, Hong Kong Exchanges and Clearing Limited; Ir Dr Otto Poon, Co-founder and Immediate Past Chairman of Hong Kong Climate Change Forum; Prof Francis Yik, Technical Director, ATAL Engineering Group; Mr Dennis Beling, Chief Economist, Competition Commission, joined the panel discussion in the afternoon session.

(左起) 香港铁路有限公司高级经理—持续发展刘金花女士；消费者委员会策划及营商手法事务部总主任 Prashant Vaze 先生；香港交易及结算所有限公司上市部高级副总裁及政策主管伍洁璇女士；香港气候变化论坛创始人、前任主席潘乐陶博士工程师；安乐工程集团技术总监易伟雄教授；竞争事务委员会首席经济师毕奕廉先生 (Dennis Beling) 参与下午的讨论环节。

We would like to thank the following sponsors and organisations for supporting the HKQAA Symposium 2016.
 特别鸣谢以下赞助商及机构对香港品质保证局专题研讨会 2016 的鼎力支持。

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Organisations are listed in no particular order.
机构排名不分先后。

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力求創新
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16 Connaught Road West
www.hanison.com/hccl

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Presentation Ceremony for HKQAA Hong Kong Registration – Eco-friendly Series

香港品质保证局香港注册 — 生态友善系列颁授典礼

HKQAA held the Presentation Ceremony for the HKQAA Hong Kong Registration – Eco-friendly Series on 13 May 2016, at the Cordis, Hong Kong, to recognise organisations which have demonstrated eco-friendly performance.

香港品质保证局于2016年5月13日，假香港康得思酒店，举行香港品质保证局香港注册 — 生态友善系列颁授典礼，嘉许生态友善的机构。

Incorporate Eco-friendly Elements into Product Life Cycle

More buyers and retailers now impose green requirements on suppliers and service providers, to meet public expectations. There has therefore been a surge in demand for eco-friendly products and services.

将生态友善元素 融入产品生命周期

随著公众日益重视机构的环保表现，以及其产品与服务对环境构成的影响，愈来愈多买家和零售商向供应商设下环保要求，市场上亦出现各种生态友善产品及服务。

To keep up with this market trend, HKQAA has developed the "HKQAA Hong Kong Registration - Eco-friendly Series" to encourage organisations to integrate environmental aspects into the design, production, delivery, use and disposal of their products and services, so as to improve environmental performance. The initiative recognises organisations' contributions to promoting environmental protection, based on the traceable evidence that they have done so. It aims to enhance industry and public support for environmental consumption. It will assist manufacturers, suppliers and service providers to showcase their eco-friendly products and services, so as to boost their reputation and add value to their brand.

为配合业界发展趋势，本局于去年年底启动「香港品质保证局香港注册 — 生态友善系列」，推动机构在设计、生产、供应、使用及弃置的过程中，将环保元素融入产品和服务，以提升环保表现；并透过确认可追溯的凭据，表扬机构促进环境保护的贡献。计划旨在促进业界与大众支持环保的营商消费理念，彰显生态友善产品及服务的生产商、供应商和服务提供者，协助它们提升商誉，为品牌增值。

Organisations can register their products and services as "Eco-friendly Products" and "Eco-friendly Services". The registered product can display the Registration Label with a unique QR code which consumers can scan with their smartphones to get the environmental information about that product online.

机构可将旗下的产品或服务注册成为「生态友善产品」或「生态友善服务」。成功注册后会获发印有独特QR码的注册标签，供展示于注册商品或宣传品上。消费者可用手机扫描QR码，透过网上平台了解更多有关该产品的环保资讯。

51 Eco-friendly Products & Services Recognised

51 eco-friendly products and services (45 products and six services) from 12 organisations have completed the assessment process for the Pilot Programme. The organisations were recognised in the presentation ceremony.

51项生态友善产品服务获表扬

在试行阶段，已有12间机构合共51项产品及服务，完成注册的审核程序，并在颁授典礼上获嘉许。其中包括45项产品和六项服务。



Mr I. C. S. Ho, Deputy Chairman (right 3, front row); Mr P. C. Chan, Chief Operating Officer (left 3) of HKQAA, and the organisations participating in HKQAA Hong Kong Registration – Eco-friendly Series.

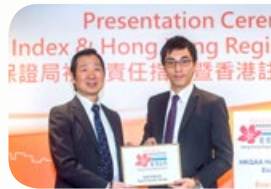
本局副主席何志诚工程师（前排右3）、运营总监陈沛昌先生（左3）与一众参与「香港品质保证局 — 生态友善系列」机构代表。

Consumers can scan the QR code with their smartphones to get the environmental information about that registered product online. 消费者可用智能手机扫描QR码，透过网上平台了解更多有关该注册产品的环保资讯。



Clients' Sharing 客户分享

Mr Joseph Tong,
Manager, Sustainability Management,
Fuji Xerox (Hong Kong) Limited
富士施乐(香港)有限公司
可持续发展管理服务经理唐晋球先生



Registered Eco-friendly Products:

Multi-functional Printers and Paper

注册生态友善产品：多功能影印/打印机及纸张

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

「公司在产品生命周期中，由最初构思设计、原材料采购、生产制造、应用过程及零件弃置都有环保元素。『生态友善系列』计划为公司提供了详尽且系统化的评审，以了解在整个产品周期有哪些层面可再作提升，亦提供平台，让企业与同样注重环保的公司互相交流，从中吸收最新环保技术及资讯。」

Mr Kim Siu,
General Manager - Marketing,
Watsons Water
屈臣氏蒸馏水
市场部总经理萧健敏先生



Registered Eco-friendly Products:

Watsons Water Distilled Water

注册生态友善产品：屈臣氏樽装蒸馏水

"We launched the Reborn Bottles last year. The transparent bottle body is made of 100% recycled PET material which reduces plastic waste. Through joining the 'Eco-friendly Series' scheme, we want consumers to know more about our Reborn Bottles, and understand the proper recycling steps. We hope they can develop good eco-friendly habits."

「由去年起，屈臣氏蒸馏水推出再生樽，透明樽身以100%再生塑胶制造，以旧胶樽再生而成，又可再次投入回收循环系统，有效减少废弃塑胶。参加『香港品质保证局香港注册—生态友善系列』计划，是希望透过注册，让消费者更了解屈臣氏蒸馏水再生樽，从而让他们认识正确的回收步骤和环保知识，并鼓励大众养成良好的环保习惯。」

HKQAA Hong Kong Registration – Eco-friendly Series
List of Participating Organisations and Registered Products
香港品质保证局香港注册—生态友善系列
参与机构及注册产品名单

Name of Organisation 机构名称	Registered Product 注册产品
A.S. Watson Group (HK) Limited - Watson's Water 屈臣氏实业—屈臣氏蒸馏水	Watsons Water Distilled Water 280ml Watsons Water Distilled Water 430ml Watsons Water Distilled Water 800ml Watsons Water Distilled Water with minerals 430ml Watsons Water Distilled Water with minerals 800ml
Cotton Leaf Limited	CL-M101 - Organic Cotton T-shirt CL-M402 - Men's Organic Boxer Briefs - Pack2 CL-W301 - Women's Organic Hipsters - Pack2 CL-K101 - Baby's Organic Kimono CL-K201 - Baby's Organic Onesie
Fuji Xerox (Hong Kong) Limited 富士施乐(香港)有限公司	ApeosPort-V C2276 ApeosPort-V C3374 ApeosPort-V C3376 ApeosPort-V C4476 ApeosPort-V C5576 ApeosPort-V C6676 ApeosPort-V C7776 Recycled Supreme+ 80 gsm A4 Size Recycled Supreme+ 80 gsm A3 Size
Leo Design & Packaging Solution Limited 利奥包装设计制作有限公司	Folding Rigid Champagne Box – Imperial Style
Leo Paper Group (Hong Kong) Limited 利奥纸业集团(香港)有限公司	Calendar 2017
Shing Hing Plastic Manufacturing Limited 成兴塑胶制品有限公司	EURASIA (WSR06001) ASIA (WAS06001) NORTH AMERICA (WNA06001) AFRICA 1 (WAF06001) AFRICA 2 (WAF06002) SOUTH AMERICA (WSA06001) AUSTRALASIA (WAU06001) ARCTIC OCEAN (WAC06001) SOUTH POLE (WSP06001) INDIAN OCEAN (WIN06001) PACIFIC OCEAN (WPN06001) ATLANTIC OCEAN (WAN06001) EUROPE - WILD ANIMALS (WEU06001) EUROPE- FARM ANIMALS 1 (WEU06003) EUROPE- FARM ANIMALS 2 (WEU06004) EUROPE- FARM ANIMALS 3 (WEU06005) ENDANGERED SPECIES – SEA (WES06001) ENDANGERED SPECIES – LAND (WES06002) MESOZOIC ERA – HERBIVORE (WHD06001) MESOZOIC ERA – CARNIVORE (WCD06001) DINOSAURS (WED06002) FARM ANIMAL (WEM06002) WILD ANIMALS (WEF06002) WILD ANIMALS (WEW06002)

(As of 13 May 2016 截至2016年5月13日)

HKQAA Hong Kong Registration – Eco-friendly Series
List of Participating Organisations and Registered Services
香港品质保证局香港注册—生态友善系列
参与机构及注册服务名单

Name of Organisation 机构名称	Registered Service 注册服务
Baguio Cleaning Services Company Limited 碧瑶清洁服务有限公司	Integrated Service : Provision of cleaning services
Baguio Landscaping Services Limited 碧瑶园艺工程有限公司	Integrated Service : Provision of Horticulture & Landscaping Services
Baguio Pest Management Limited 碧瑶虫害管理有限公司	Integrated Service : Provision of pest management services
Baguio Waste Management & Recycling Limited 碧瑶废物处理及回收有限公司	Integrated Service : Provision of waste management services
Homeniture Limited	Furniture Recycling and Refurbishment Service
Vogue Laundry Service Limited 雅洁洗衣有限公司	Provision of laundering and dry cleaning service

(As of 13 May 2016 截至2016年5月13日)

Supporting organisations 支持机构



Presentation Ceremony for HKQAA CSR Index 香港品质保证局社会责任指数颁授典礼

The Presentation Ceremony for the HKQAA CSR Index was held on 13 May 2016 during the breakout session of HKQAA Symposium 2016, to recognise organisations' achievements in social responsibility. 38 organisations were presented with CSR Index Marks, 24 receiving CSR Advocate Marks and 14 CSR Plus Marks.

HKQAA launched the HKQAA CSR Index in 2008 to provide quantitative metrics for measuring the maturity level of an organisation's social responsibility practices. The Index was developed with reference to ISO 26000 Guidance on Social Responsibility, covering seven core subjects, organisational governance, human rights, labour practices, the environment, fair operating practices, consumer issues and community involvement and development. It provides a framework which organisations can use to improve their social responsibility performance.

Ir C. S. Ho, Deputy Chairman of HKQAA said, "We are glad that the HKQAA CSR Index has received positive responses from industry and stakeholders. Many organisations have taken the lead to join the initiative and demonstrate their commitment to sustainability. I believe their good practices will motivate more industry members to follow. With the combined efforts of different parties, we will create a sustainable society."

本局于2016年5月13日举行的香港品质保证局专题研讨会分会场环节，举办社会责任指数颁授典礼，嘉许实践社会责任的机构。共38间机构取得「社会责任标志」，当中有24间取得「社会责任先导者标志」，14间取得「社会责任进阶标志」。

香港品质保证局于2008年推出社会责任指数，为企业提供定量的表现指标，衡量它们在推行社会责任体系上的成熟程度。指数参考国际标准ISO 26000社会责任指南而制订，具体包括七个范畴—企业管治、人权、劳动实务、环境、公平营运实务、消费者议题及社区参与和发展，为企业提供一个框架，以助不断改进其社会责任表现。

香港品质保证局副局长何志诚工程师表示：「很高兴本局的社会责任指数得到业界与持份者鼎力支持，不少机构都积极参与计划，展现它们在可持续发展的表现。相信它们之良好做法，可成为业界模範，鼓励更多机构实践社会责任，携手建立可持续发展的社会。」



Ir C. S. Ho, Deputy Chairman (left 6, front row); Mr P. C. Chan, Chief Operating Officer (left 7) of HKQAA, and the organisations participating in HKQAA CSR Index.
本局副主席何志诚工程师（前排左6）、运营总监陈沛昌先生（左7）与一众参与「香港品质保证局社会责任指数」的机构代表。



Ir C. S. Ho, Deputy Chairman of HKQAA delivered a speech in the ceremony.
本局副主席何志诚工程师在典礼上致辞。

Many industry practitioners joined the presentation ceremony.
颁授典礼当天吸引不少业界人士参与，场面热闹。



HKQAA CSR Index – List of Participating Organisations 香港品质保证局社会责任指数—参与机构名单

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
Café 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
Chun Lee Engineering Company Limited	进利工程有限公司	A
CLP Holdings Limited	中电控股有限公司	P
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
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
Hop Shing Environmental Recycling Limited	合成环保回收有限公司	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 Group Holdings Limited	新昌集团控股有限公司	A
Jumbo Orient Contracting Limited	东淦工程有限公司	A
Kai Shing Management Services Limited (International Commerce Centre Management Services Office)	启胜管理服务有限公司 (环球贸易广场)	P
Leo Paper Group (Hong Kong) Limited	利奥纸品集团(香港)有限公司	P
Megastrength Security Services Company Limited	宏力保安服务有限公司	A
New World Development Company Limited	新世界发展有限公司	P
Novi Footwear (Far East) Pte Limited	新加坡辉腾鞋业远东有限公司	A
NWS Holdings Limited	新创建集团有限公司	P
Paul Y. Engineering Group Limited	保华建业集团有限公司	A
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
Synergis Management Services Limited	新昌管理服务有限公司	A
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
United Recycle Materials (HK) Limited	联合再生资源(香港)有限公司	A
Well Born Real Estate Management Limited	伟邦物业管理有限公司	A
Yau Lee Construction Company Limited	有利建筑有限公司	A

(As of 13 May 2016 截至2016年5月13日)

Remarks 附注

1) Index type 指数类别:

A – CSR Advocate Index
社会责任先导者指数



P – CSR Index Plus
社会责任进阶指数



2) The above list does not cover all the participating organisations due to a particular organisation's wish for non-disclosure.

由于个别参与机构不欲披露机构名称，因此以上名单并未列出所有参与机构。



Ir C. S. Ho presented the CSR Marks to participating organisations.

何志诚工程师颁授社会责任标志予参与机构。



Key Findings of HKQAA CSR Index 2015 2015年香港品质保证局社会责任指数重点报告

The Presentation Ceremony for the HKQAA CSR Index was held at the HKQAA Symposium 2016 to recognise the holders of HKQAA CSR Advocate Mark and HKQAA CSR Plus Mark. The benchmarking results of the HKQAA CSR Index 2015 were announced with key findings provided below.

In 2015, a total of 37 organisations demonstrated their commitment to social responsibility by participating in the HKQAA CSR Index series (24 took part in HKQAA CSR Advocate Index and 13 in HKQAA CSR Index Plus). Participants included a number of government departments as well as listed and non-listed sustainability-driven corporations.

The average score on the HKQAA CSR Advocate Index was 4.61 out of 5 in 2015, a 2.3% increase as compared to the initial year 2009. The average score of HKQAA CSR Index Plus was 75.4 out of 100 in 2015 (an increase of 5.5% compared to 2014). Please refer to Chart 1 and Chart 2 for the average scores of the seven core subjects of both indices.

Good Practices Observed

The 2015 results revealed that the following CSR initiatives continued to drive the improving CSR performance:

- Top-management commitment
- Stakeholder engagement
- Embedding CSR into people management and development
- Strategic community investment

The findings showed that regular CSR performance reporting formed an effective monitoring mechanism which allowed a company to keep track of and publicly demonstrate its commitment to CSR and sustainability over time. It was conducted to obtain feedback and exchange ideas on CSR-related issues with stakeholders for future improvement and deeper integration.

In December 2015, Hong Kong Exchanges and Clearing Limited (HKEx) announced the strengthening of the Environmental, Social and Governance Reporting Guide (the 'ESG' Guide) in its Listing Rules to upgrade its disclosure obligation to 'comply or explain' provisions. We anticipate further improvements in the materiality of the reported data in future. Companies should work to analyse the list of material issues, categorise them, and select meaningful key performance indicators (KPIs) to track progress.

香港品质保证局社会责任指数颁授典礼已于本局专题研讨会2016上圆满举行，分别嘉许获得「社会责任先导者标志」及「社会责任进阶标志」的机构。2015年社会责任指数的结果重点报告如下。

2015年，共37间机构参加社会责任指数（24间参与社会责任先导者指数；13间参与社会责任进阶指数），展示其对社会责任的承诺。参与机构包括政府部门、上市公司及非上市公司。

社会责任先导者指数以5分为满分，2015年的平均分为4.61分，较首年2009年上升2.3%。社会责任进阶指数以100分为满分，2015年平均分为75.4分，较2014年上升5.5%。有关两项指数的七大指标平均分，请参阅表1及表2。

机构的良好做法

2015年的结果显示，以下举措持续推动机构改善社会责任表现：

- 高级管理层推动及参与
- 持份者参与
- 将社会责任融入人事管理及发展
- 策略性社区投资

结果亦显示，机构定期出版社会责任报告，可形成有效的监控机制，记录和公开展示其对社会责任及可持续发展的承诺。报告可成为它们收集持份者意见的渠道，互相交流，以提升社会责任表现，将其深化融入在机构日常营运中。

2015年12月，香港交易及结算所有限公司（HKEx）公布加强《上市规则》的《环境、社会及管治报告指引》（ESG指引），将披露责任提升至「不遵守就解释」，预料将促使机构进一步改善报告之实质性。机构应分析一系列关键议题，加以分类，并挑选具意义的关键绩效指标（KPIs），以追踪社会责任表现进度。

The overall CSR performance of the participants is included in the HKQAA CSR Index Series and Sustainability Rating & Research 2015 Summary Report. The Report includes an analysis of the performance of HKQAA CSR Advocate Index, and 698 companies, fulfilling the benchmarking purpose of the HKQAA CSR Index Plus scheme and HKQAA Sustainability Rating and Research (HKQAA SRR)¹. For the report and enrolment details, please visit HKQAA's website: www.hkqaa.org.

参与机构的整体社会责任表现详见于《香港品质保证局社会责任指数与可持续发展评级及研究2015年综合报告》，包括社会责任先导者指数的表现分析，以及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」¹中，共698机构的评比分析。有关报告及报名详情，请浏览本局网站：www.hkqaa.org。

¹ HKQAA CSR Index Plus is based on the same proprietary sustainability performance assessment methodology as HKQAA SRR. Participants of CSR Index Plus scheme can therefore benchmark against more than 600 listed companies in HKSAR and PRC which were assessed in HKQAA SRR on sustainability performance. 社会责任进阶指数采用与「香港品质保证局可持续发展评级及研究」同样的评定方法，因此参加机构可透过指数，与「可持续发展评级及研究」中所评审的逾600间香港及内地上市公司，进行可持续发展表现评比。

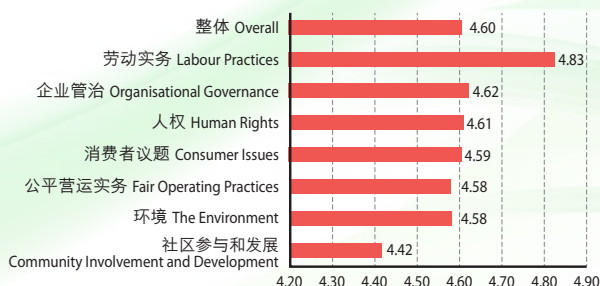


Chart 1 — Average Scores of the 7 CSR Core Subjects in 2015 for HKQAA CSR Advocate Index
表1 — 2015年社会责任先导者指数七大指标平均分



Chart 2 — Average Scores of the 7 CSR Core Subjects in 2015 for HKQAA CSR Index Plus
表2 — 2015年社会责任进阶指数七大指标平均分

Seminar on New ISO Standards on Anti-bribery Management Systems

防贪管理体系新标准研讨会

As ISO has entered the final stage of development of the new, long-awaited standard ISO 37001 Anti-bribery Management Systems, HKQAA held the seminar on 3 June 2016, to provide the background, development, structure and content of the new standard, based on the DIS version. In the seminar, Dr Nigel Croft, Chairman of the ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2), gave an overview and explained how to address bribery by building on existing management systems such as ISO 9001. He also introduced the development status of another new standard, ISO 45001 Occupational Health & Safety Management Systems.



Dr Nigel Croft, Chairman of the ISO Technical Subcommittee on Quality Systems, was the speaker of the seminar.
ISO 质量体系技术委员会主席倪国夫博士为研讨会的嘉宾讲者。

国际标准化组织 (ISO) 发展的 ISO 37001 防贪管理体系新标准已经进入最后阶段，因此，本局于 2016 年 6 月 3 日举办相关研讨会，参照国际标准草案内容，综述新标准的背景、发展、架构和内容。活动邀得 ISO 质量体系技术委员会 (ISO/TC176/SC2) 主席倪国夫博士 (Dr Nigel Croft) 主讲，介绍新标准及解释如何让现行管理体系，如 ISO 9001，与新标准相互结合。此外，倪博士亦阐述另一新标准—ISO 45001 职业健康及安全管理系统的的发展。

The seminar drew many participants.
研讨会吸引不少人士参与。



Attain Accreditations for ISO 9001:2015, ISO 14001:2015, ISO 55001:2014 Certification Services

ISO 9001 : 2015、ISO 14001 : 2015及ISO 55001 : 2014认证服务取得认可

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce the attainment of the China National Accreditation Service for Conformity Assessment (CNAS) accreditation for ISO 9001:2015 Quality Management Systems (QMS) and ISO 14001:2015 Environmental Management Systems (EMS) certification. HKQAA received the above accreditations in June 2016 from CNAS. Together with the accreditation from Hong Kong Accreditation Service (HKAS) and United Kingdom Accreditation Service (UKAS), HKQAA now offers CNAS, HKAS and UKAS accredited certification services for ISO 9001:2015 and ISO 14001:2015.

HKQAA also obtained the UKAS accreditation for ISO 55001:2014 Asset Management Systems certification in May 2016. All types and sizes of organisations, from small and medium enterprises to multinationals, may apply ISO 55001 to optimise asset management performance in a sustainable manner.

HKQAA provides a series of certification support services, including training, seminars and gap assessments. For further details, please contact us at:

香港品质保证局现提供中国合格评定国家认可委员会 (CNAS) 认可的 ISO 9001 : 2015 质量管理体系及 ISO 14001 : 2015 环境管理体系认证服务。本局于 2016 年 6 月，正式从 CNAS 取得以上两项认可资格。连同早前获得香港认可处 (HKAS) 及英国认可局 (UKAS) 的认可，本局现可提供 CNAS、HKAS 及 UKAS 认可的 ISO 9001 : 2015 与 ISO 14001 : 2015 认证服务。

此外，本局的 ISO 55001 : 2014 资产管理体系认证服务，亦于 2016 年 5 月获得 UKAS 之认可资格。任何类型和规模的机构，不论中小企业或跨国公司，都可以应用 ISO 55001 来持续优化资产管理表现。

本局亦提供相关的培训课程、研讨会和差距评审等一系列支援服务。欲知更多详情，请联络我们：

Hong Kong Quality Assurance Agency 香港品质保证局

Email 电邮 : hkqaa.mkt@hkqaa.org
Website 网址 : www.hkqaa.org
Tel 电话 : Hong Kong 香港 - (852) 2202 9111
Macau 澳门 - (853) 6238 8759

Shanghai 上海 - (86 21) 6876 9911
Guangzhou 广州 - (86 20) 8383 3777

New Certified Clients 新认证客户

February to April 2016
2016年2月至4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 February to April 2016, we have been pleased to welcome 35 organisations to our community. Among them, they have obtained 43 certificates of ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, ISO 27001, SA 8000, TL-V 5.5/5.0, HKQAA-HCS, HKQAA-HACCP, QSPSC 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2016年2月至4月期间，香港品质保证局共颁发43张证书，包括ISO 9001、ISO 14001、OHSAS 18001、ISO 22000、ISO 27001、SA 8000、TL-V 5.5/5.0、HKQAA-HCS、HKQAA-HACCP、QSPSC、及WSMS-FINE。在此谨祝贺35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。



特订服务 Customised Services

We Customise Services to your Needs 致力开发创新服务 切合客户独特需要

As one of the leading and most trusted conformity assessment bodies in the region, HKQAA keeps developing and introducing innovative services to meet the needs of the market and individual organisations. We are pleased to tailor a wide range of services to satisfy specific client requirements, including verification, assessment, certification, registration, survey, research, training and other professional services.

Contact our Business Team for customised services that focus on your specific business goals.

作为亚太区内最具规模及领导地位的合格评定机构之一，香港品质保证局持续开发及推出不同类型的创新服务，以回应市场及个别机构的需求。我们乐意为您度身制订各种服务，范围遍及验证、评审、认证、注册、培训、调查、研究及其他专业服务。

请与我们的业务部联络，我们会竭诚为您制订切合业务需要的服务。

Tel 电话: (852) 2202 9111 | E-mail 电邮: hkqaa@hkqaa.org

Mainland China 中国内地

Aug - Nov 2016 2016年8月至11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			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Standard & Systems Training 标准体系培训						
ISO 9001:2015 Quality Management Systems - Internal Auditor Training ISO 9001:2015 质量管理体系内部审核员培训	P 3	RMB 1,800	VM3P/GZ08A GZ 22-24	VM3P/SH09A SH 26-28	VM3P/GZ10A GZ 26-28	VM3P/SH11A SH 28-30
ISO 9001:2015 Documented Information - Document Structures and Document System Establishing Training ISO 9001:2015 质量管理体系文件化信息之文件结构与编制培训	P 1	RMB 1,200	QMS4P/GZ08A GZ 26			QMS4P/SH11A SH 25
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务	P 1	RMB 1,200		QM07P/GZ09A GZ 29	QM07P/GZ10A GZ 25	
TL 9000 R5.5/R5.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.5/R5.0 电信业质量管理内审员培训	P 3	RMB 3,800	TL04P/GZ08A GZ 08-10		TL04P/SH10A SH 26-28	TL04P/GZ11A GZ 28-30
TL 9000 R5.5/R5.0 Quality Management Systems - Auditing TL 9000 R5.5/R5.0 电信业质量管理体系审核员 (QuEST Forum 授权课程)	P 3	RMB 9,600	TL02P/SH08A SH 01-03		TL02P/GZ10A GZ 19-21	
ISO/TS 16949:2009 Automobile Industry Quality Management Systems - Internal Auditor Training ISO/TS 16949:2009 汽车行业质量管理体系内审员培训	P 3	RMB 2,500		MT68P/GZ09A GZ 26-28		MT68P/GZ11A GZ 21-23
ISO 13485:2016 Medical Device Industry Quality Management System - Internal Auditor Training ISO 13485:2016 医疗器械行业质量管理体系内部审核员培训	P 2	RMB 2,400			GM20P/GZ10A GZ 17-18	
ISO 17025 Laboratory Quality Management Systems - Internal Auditor Training ISO 17025 实验室质量管理体系	P 2	RMB 2,500		GM19P/GZ09A GZ 19-20		
ISO 14001:2015 Environmental Management Systems - Internal Auditor Training ISO 14001:2015 环境管理体系内部审核员培训	P 2	RMB 1,200	EMS3P/GZ08A GZ 29-30	EMS3P/SH09A SH 21-22		EMS3P/GZ11A GZ 24-25
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理体系 - 内部审核员	P 2	RMB 1,500	EM08P/GZ08A GZ 15-16			
SA 8000:2014 Social Accountability Management Systems - Internal Auditor Training SA 8000:2014 社会责任管理体系内部审核员培训	P 2	RMB 1,500	SA01P/GZ08A GZ 17-18	SA01P/GZ09A GZ 08-09	SA01P/SH10A SH 20-21	SA01P/SH11A SH 17-18
ISO/IEC 27001:2013 Information Security Management Systems Internal Auditor Training ISO/IEC 27001:2013 信息安全管理体系内审员培训	P 2	RMB 2,500		ISE7P/GZ09A GZ 12-13		
IECQ HSPM QC080000 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000 有害物质管理体系内部审核员培训	P 2	RMB 2,400		IE01P/GZ09A GZ 06-07		IE01P/GZ11A GZ 15-16
ESD System Internal Auditor Training 静电管理体系内部审核员	P 2	RMB 2,400	ES29P/GZ08A GZ 09-10			ES29P/GZ11A GZ 10-11
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training ISO 22000:2005 食品安全管理体系内部审核员课程	P 3	RMB 1,800		HA7P/GZ09A GZ 20-22		
Production/Quality/Supply Chain/ Customer Service Management 生产/质量/供应链/客服管理						
5S Site Management 5S现场管理	P 1	RMB 1,200	GP09P/SH08A SH 09			GP09P/GZ11A GZ 14
Lean Production-Lean Culture Setup 精益生产之精益文化建立	P 1	RMB 1,500	GM16P/GZ08A GZ 09			
Waste Elimination in Lean Production 精益生产之浪费消除	P 1	RMB 1,500		GM17P/GZ09A GZ 07		GM17P/GZ11A GZ 11
Application of (POKA-YOKE) Technique 运用防错防呆 (POKA-YOKE) 技术	P 1	RMB 1,500			GM18P/GZ10A GZ 26	
Flexie Production Planning Management 柔性生产计划与排程管理	P 2	RMB 2,500	EC08P/GZ08A GZ 22-23			
Field Efficiency Improvement and Cost Control 现场效率改善与成本控制	P 2	RMB 2,500		GM15P/GZ09A GZ 13-14		
Supply Chain Quality and Risk Management 供应链源流质量与风险管理	P 2	RMB 2,500				GM13P/GZ11A GZ 09-10
Geometric Dimensioning and Tolerancing GD&T几何尺寸和公差	P 2	RMB 2,400		GM14P/GZ09A GZ 20-21		
Measurement Management 计量管理与仪器校验管理实务培训	P 1	RMB 1,000			MS10P/GZ10A GZ 19	
Quality Problem Analysis and Solving 质量问题分析	P 1	RMB 1,500		EO10P/SH09A SH 28		EO10P/GZ11A GZ 08
Measurement System Analysis MSA 测量系统分析	P 1	RMB 1,000	MS06P/GZ08A GZ 24			
Failure Mode and Effects Analysis FMEA潜在失效模式分析	P 1	RMB 1,000		MS04P/GZ09A GZ 27		
Total Quality Management TQM全面质量管理	P 2	RMB 2,400				MS15P/GZ11A GZ 03-04
Seven QC Tools (Traditional & New) QC七大手法	P 2	RMB 2,400		GM12P/SH09A SH 06-07	GM12P/GZ10A GZ 13-14	
Management Practice of Quality Cost 质量成本管理	P 2	RMB 2,400	EO05P/GZ08A GZ 30-31			
Effective Pest Management 高效虫害管理	P 1	RMB 1,500	GM11P/GZ08A GZ 17			
Business Etiquette and Occupation Image 商务礼仪与职业形象塑造	P 2	RMB 2,500	GM10P/SH08A SH 22-23		GM10P/GZ10A GZ 20-21	
360° Complaint Management Workshop 360° 投诉管理工作坊	P 2	RMB 2,500		GM09P/GZ09A GZ 12-13		GM09P/SH11A SH 14-15
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	P 2	RMB 2,400	GM07P/GZ08A GZ 08-09			GM07P/GZ11A GZ 10-11
Mind Map@ : 思维导图轻松提升工作效率	P 1	RMB 2,000		MS05P/GZ09A GZ 14		
TTT Training on Internal Lecturer - Professional Presentation Skill TTT内部培训师培训之专业演示技巧	P 2	RMB 2,800	GM06P/GZ08A GZ 16-17		GM06P/GZ10A GZ 20-21	
Manufacturing workshop Management practices - Group Leader Management 制造车间管理实战 - 班组长工作篇	P 2	RMB 2,400	MT33P/GZ08A GZ 23-24		MT33P/SH10A SH 27-28	MT33P/GZ11A GZ 15-16
Management Skills for Middle Management 中层管理人员管理技能培训	P 2	RMB 2,400		MS14P/GZ09A GZ 22-23		
Performance Evaluation 绩效考核	P 2	RMB 2,800			GM08P/GZ10A GZ 25-26	
Zodiak@ : 商业策略、决策及财务游戏工作坊	P 1	RMB 1,500		M519P/GZ09A GZ 28		
Countdown@ : 为项目工作团队而设的战略游戏工作坊	P 1	RMB 1,500				M520P/GZ11A GZ 18

For registration and enquiry
报名及查询

Hong Kong Office 香港办事处 • Tel 电话: (852) 2202 9111 • Email 电邮: training@hkqaa.org

HKQAA Certification (Shanghai) Ltd. 标准认证服务(上海)有限公司 • Tel 电话: (86 21) 6876 9911

HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 标准认证服务(上海)有限公司广州分公司 • Tel 电话: (86 20) 8383 3777

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			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Quality and Integrated Management Systems 质量和综合管理						
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用	1	HKD 1,580	VM1C/HK-08C 08	VM1C/HK-09A 01	VM1C/HK-10A 03	VM1C/HK-11A 01
ISO 9001:2015 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2015 质量管理体系 - 内部质量管理体系审核员培训	2	HKD 3,300	VM3C/HK-08A 22-23	VM3C/HK-09A 12-13	VM3C/HK-10A 11-12	VM3C/HK-11A 14-15
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	1	HKD 1,680/ HKD 1,580*	MT23C/HK-08A 03			MT23C/HK-11A 09
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	5	HKD 11,500/ HKD 11,000*			QMS/IRCA/10 17-21	
ISO 9001:2015 Series - QMS Auditor/Lead Auditor Transition Training Course (IRCA Approved)	2	HKD 4,300/ HKD 3,800*			QM06E/HK-10A 11-12	
Environmental Conservation 环境保育						
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用	1	HKD 1,730/ HKD 1,630*		EMS2C/HK-09A 29		EMS2C/HK-11A 07
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2015 环境管理体系 - 内部环境管理体系审核员培训	2	HKD 3,400/ HKD 3,300*	EMS3C/HK-08A 15-16		EMS3C/HK-10A 03-04	
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective	1	HKD 1,600		EM19C/HK-09A 30		
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理体系 - 理解与应用	1	HKD 1,200/ HKD 1,080*			EM07C/HK-10A 30	
ISO 50001:2011 Energy Management Systems - Internal Auditor Training 能源管理体系 - 内部审核员培训	2	HKD 3,500/ HKD 3,300*				EM08C/HK-11A 17-18
GreenHouse Gas Verifier Training 温室气体验证员	2	HKD 3,500/ HKD 3,300*		EM09C/HK-09A 22-23		
Occupational Health and Safety Management 职业健康和安全管理						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 职业健康和安全管理 - 理解与应用	1	HKD 1,730/ HKD 1,630*	OHS8C/HK-08A 25		OHS8C/HK-10A 28	
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 - 内部职业健康和安全管理审核员培训	2	HKD 3,400/ HKD 3,300*	OHS9C/HK-08A 15-16		OHS9C/HK-10A 24-25	
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors	2	HKD 3,200	OH16C/HK-08A 10-11			
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施	1	HKD 1,600/ HKD 1,500*			OH04C/HK-10A 03	
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存						
Implementing HACCP for Food Businesses Programme 实践食品安全重点控制课程	2	HKD 3,500/ HKD 3,300*	HA10C/HK-08A 11-12			
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 1,600/ HKD 1,500*		HA5C/HK-09A 15		
ISO 22000 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理体系 - 内部审核员培训	2	HKD 3,500/ HKD 3,300*		HA7C/HK-09A 29-30		
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-11A 17-18
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施	1	HKD 1,600		GP02C/HK-09A 09		
Foundation of HKQAA Wine Storage Management Systems Specifications 建立优良存酒设备 - 基础	2pm-6pm Half-day	HKD 900/ HKD 820*		QM04C/HK-09A 02		
Personal Enrichment & Certification 个人提升和专业资格						
Zodiak®: 商业策略、决策及财务游戏工作坊	1	HKD 1,800				M519C/HK-11A 04
Countdown®: 为项目工作团队而设的战略游戏工作坊	1	HKD 1,800				M520C/HK-11A 18
Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change	2	HKD 1,100/ HKD 980*			M506C/HK-10A 22-23	
"Fostering Organizational Changes" Workshop - Amid New ISO 9001 Version with Appreciative Inquiry	2	HKD 4,000/ HKD 3,600*	M511C/HK-08A 25-26			
Hogan Assessment Certification Workshop 2016	2	HKD 18,500		PC06C/HK-09A 08-09		PC06C/HK-11A 23-24

NEW
最新课程

NEW
最新课程

NEW
最新课程

Hong Kong 香港

Aug - Nov 2016 2016年8月至11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			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Law and Legislation (Hong Kong, Macau & China) 法律与法规 (香港、澳门及中国)						
NEW 最新课程 Negotiation and Mediation Skills for Managers and Professionals	1	HKD 1,500	M911C/HK-08A 16			M911C/HK-11A 10
NEW 最新课程 Detection And Prevention On Fraud And Bribery Workshop	1	HKD 2,300/ HKD 1,980*		M915C/HK-09A 05		
NEW 最新课程 Legal Aspects of Patents and Copyrights - Isses and Protection	1	HKD 1,500	M918C/HK-08A 15			M918C/HK-11A 03
NEW 最新课程 Fundamental Law for Office Administrators	1	HKD 1,500		M920C/HK-09A 12		
NEW 最新课程 Essential Laws for Business Start-up in Mainland China	1	HKD 1,500			M912C/HK-10A 17	
NEW 最新课程 Product Liability Essentials for Managers and Professionals	1	HKD 1,500				M913C/HK-07A 24
NEW 最新课程 Legal Aspects of Tendering for Education Sectors	1	HKD 1,500	M916C/HK-08A 09			
NEW 最新课程 管理者必须认识的香港竞争法	1	HKD 1,500	M914C/HK-08A 29		M914C/HK-10A 25	
NEW 最新课程 Legal Fundamentals of Tendering	1	HKD 1,500			M909C/HK-10A 13	
NEW 最新课程 Fundamental Contract Law for Managers and Professionals	1	HKD 1,500		M906C/HK-09A 14		
NEW 最新课程 Fundamentals of Negligence for Managers and Professionals	1	HKD 2,300/ HKD 1,980*		M907C/HK-09A 26		
NEW 最新课程 Safety and Environmental Offences in Construction Projects	1	HKD 1,500	M908C/HK-08A 05			M908C/HK-11A 17
Management Tools, Skill for Improvement 管理工具和技巧						
NEW 最新课程 Retail Management Fundamental	1	HKD 1,680/ HKD 1,580*	EW61C/HK-08A 31			
NEW 最新课程 Data & Knowledge Management (DKM) in Marketing	1	HKD 2,000/ HKD 1,800*	M057C/HK-08A 30			
NEW 最新课程 IT Governance & Management – COBITS & Process Assessment – ISO 15504	1	HKD 2,000/ HKD 1,800*		M058C/HK-09A 15		
NEW 最新课程 Essentials of Evaluating Mobile Apps Applicability for non-IT Managers	1	HKD 2,000/ HKD 1,800*		M059C/HK-09A 27		
NEW 最新课程 Mobile Cloud Computing Application Strategy	1	HKD 2,000/ HKD 1,800*			M060C/HK-10A 31	
NEW 最新课程 Project Portfolio Management Enabling Business Value	1	HKD 2,000/ HKD 1,800*			M061C/HK-10A 05	
NEW 最新课程 Data Management in Education / Learning (Knowledge Management with big data)	1	HKD 2,000/ HKD 1,800*				M062C/HK-11A 28
NEW 最新课程 Workshop on Transforming HR Role as Strategic Partners	1	HKD 1,080/ HKD 980*		M055C/HK-09A 06		
NEW 最新课程 Workshop on Developing Supervisory Skills & Leadership Charisma	1	HKD 1,080/ HKD 980*	M022C/HK-08A 05		M022C/HK-10A 20	
NEW 最新课程 Workshop on Performance Management through KPI Setting	1	HKD 1,080/ HKD 980*			M021C/HK-10A 28	
NEW 最新课程 Workshop on Business Process Improvement	1	HKD 1,080/ HKD 980*	M024C/HK-08A 11			M024C/HK-11A 21
NEW 最新课程 Workshop on Effective Project Management	1	HKD 1,080/ HKD 980*	M025C/HK-08A 26			M025C/HK-11A 11
NEW 最新课程 Workshop on Effective Performance Appraisal	1	HKD 1,080/ HKD 980*		M026C/HK-09A 22		
NEW 最新课程 Workshop on Effective Communication & Influencing Skills	1	HKD 1,080/ HKD 980*		M028C/HK-09A 09		
Customer Service: From Good To Great 顾客服务：迈向优越						
NEW 最新课程 ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application 客户满意度 - 投诉处理指引 - 理解与应用	1	HKD 1,280				MT14C/HK-10A 21
Telecommunications, Information Security and Management 电信、资讯保安与管理						
NEW 最新课程 ISO/IEC 20000:2011 Information Technology Service Management Systems - Understanding & Application 信息技术服务体系 - 理解与应用	1	HKD 1,600/ HKD 1,500*				ISE9C/HK-10A 12
NEW 最新课程 ISO/IEC 27001:2013 Information Security Management Systems - Understanding & Application 信息安全管理服务体系 - 理解与应用	1	HKD 1,600/ HKD 1,500*				ISE3C/HK-10A 11
HKQAA Sustainable Building Index (HKQAA SBI) 楼宇可持续发展指数						
NEW 最新课程 HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 楼宇可持续发展指数 - 理解与验证	1	HKD 1,550				SB1C/HK-10A 19

Remarks 备注

* Please refer the early bird payment deadline to our website 请于本局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 课程内容或会略为改动，最新详情请参看本局网页
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

Last Updated Date : 06 Jul 2016

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

For enquires, please contact our Training Service Unit at Tel : 2202 9111 Our web-site : http://training.hkqaa.org Email : training@hkqaa.org

Fundamental Law for Office Administrators 行政人員基礎法律知識研討會

Course Contents 課程內容：

- Overview of laws for safeguarding companies 保障企业的法律综览
- Law of torts - negligence and occupiers' liabilities 侵权法 - 疏忽及占用人法律责任
- Law of torts - discrimination and personal data privacy 侵权法 - 歧视及个人私隐
- Law of torts - peer defamation and cyber-bullying 侵权法 - 同侪诽谤及网上欺凌
- Due process for administrative decision making and executing 涉及行政决定的正当法律程序
- Negligent misstatement 因疏忽而引起的错误陈述
- Employers' liability and various liability 雇主责任及其他相关责任
- Situation discussion / case study exercises 处境讨论及个案分析

Date 日期： 12 September 2016

Time 时间： 9:30am - 5:00pm

Venue 地点： 19/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣华道191号嘉华国际中心19楼

Language 语言： Cantonese with English materials 广东话辅以英文教材

Trainer 讲师： Ms Claris Kwong, barrister-at-law 邝慧渝大律师

Enquiry 查询

Mr Anson Wong 王先生

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Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必须认识的香港竞争法

Course Contents 課程內容：

- Overview of Hong Kong Competition Ordinance 综观香港竞争条例
- The "three pillars" in Hong Kong Competition Ordinance 香港竞争条例的三大支柱
- Legal issues and solutions for business operators 与经营者有关的法律问题及解决方案
- Legal compliance for trade practices 贸易操作如何遵守法例要求
- Investigative powers and penalties 官方调查权力与违例罚则
- Case studies and examples 个案分析及例子

Date 日期： 29 August 2016

Time 时间： 9:30am - 5:00pm

Venue 地点： 19/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣华道191号嘉华国际中心19楼

Language 语言： Cantonese with English materials 广东话辅以英文教材

Trainer 讲师： Ms Kinsey Kang, barrister-at-law 康亚男大律师

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