VISION 管略

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The ISO/IEC 27001 "Toolbox" for Cybersecurity
ISO/IEC 27001 网络安全工具箱

Kickoff Ceremony of "HKQAA Hong Kong Registration – Food Waste Recycling"
香港品质保证局香港注册 — 厨馀回收启动典礼

HKQAA Macau Branch Grand Opening Cocktail Reception
香港品质保证局澳门分公司开幕酒会

HKQAA Symposium 2017 Successfully Held
香港品质保证局专题研讨会2017圆满举行

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

Contents 内容

03 **Feature 专题特写**
HThe ISO/IEC 27001 "Toolbox" for Cybersecurity
ISO/IEC 27001 网络安全工具箱

06 **HKQAA Updates 本局快讯**
HKQAA Symposium 2017 Successfully Held
香港品质保证局专题研讨会2017圆满举行
Kickoff Ceremony of "HKQAA Hong Kong Registration — Food Waste Recycling"
香港品质保证局香港注册 — 厨馀回收启动典礼
HKQAA CSR Index Presentation Ceremony
香港品质保证局社会责任指数颁授典礼
Key Findings of HKQAA CSR Index 2016
2016年香港品质保证局社会责任指数重点报告
HKQAA Certification (Shanghai) Ltd Extended Its Scope of Certification Service to ISO 50001 Energy Management Systems
标准认证服务(上海)有限公司扩展认证服务范围至ISO 50001能源管理体系
HKQAA Enhancement Programme for Recycling Industry Recognition Ceremony
HKQAA－提升机构回收运作表现项目培训计划嘉许礼
HKQAA Macau Branch Grand Opening Cocktail Reception
香港品质保证局澳门分公司开幕酒会

19 **News & Trends 新闻搜索**

20 **Welcome on Board 迎新天地**

21 **Training Schedule 培训课程**

Article Contributions 欢迎投稿

VISION encourages article submissions. Submitted articles should include both printed and soft copy in Word or Rich Text format. Contributions should reach the Chief Editor by fax: (852) 2202 9222 and e-mail: vision@hkqaa.org.

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From the Editor 编者的话

Enhancing Cybersecurity

With the rapid development of information technology, government operations, organisational activities and people's daily lives are heavily reliant on the Internet. According to figures released in late 2016 by the United Nations International Telecommunication Union, there were about 3.9 billion Internet users worldwide and mobile networks covered 84% of the global population. Recent cyber attacks have brought high risks to corporations. Over 1 billion user accounts with a well-known search engine were stolen a few years ago, and more than 150 countries were attacked by the "WannaCry" virus in recent months. Cyber security is now at the forefront of global concerns. Many organisations want to establish effective cybersecurity management systems to handle incidents including network intrusions and cyber attacks, to avoid or reduce the risks and impacts.

The International Organisation for Standardisation (ISO) has developed a series of standards based on ISO 27001 Information security management systems requirements, including ISO27017 Code of Practice for Information Security Controls for Cloud Services, ISO27018 Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds Acting as PII Processors, and ISO27032 Guidelines for Cybersecurity. These standards aim at providing a framework for assisting organisations to enhance their ability to manage cybersecurity. They also improve stakeholders' confidence in information that is generated, stored or transmitted electronically.

For example, ISO 27017 provides guidelines supporting the implementation of Cloud information security controls during data storage, management, encryption and transmission for Cloud service customers and providers. ISO 27018 is the first international standard to focus on the protection of personal data in the Cloud. It helps Cloud service providers assess the risks and implement necessary controls. Finally, ISO 27032 covers the baseline security practices stakeholders can implement to cope with cybersecurity gaps.

HKQAA is dedicated to introducing advanced international standards to assist local organisations to improve management performance and handle different risks. In this issue of VISION, Dr Nigel H. Croft, Chairman of the ISO Technical Subcommittee on Quality Systems, introduces this series of cybersecurity standards. In the future, we will organise seminars and invite experts to share technical knowledge and trends so as to encourage organisations to systematically manage information security risks in the Internet world.

We hope more organisations will establish standardised management systems in future, effectively reducing the losses and damage arising from information security risks, and thus bring greater protection for individuals, organisations and society in the long run.

提升网络安全管理的能力

信息科技日新月异，不论是政府运作、商业活动，或是我们的日常生活，都已离不开互联网。根据联合国国际电信联盟发布的数字，截止至2016年底，全球约有39亿互联网用户，流动网络覆盖世界84%的人口。不过，近年全球的网络攻击对企业带来极高风险，继知名搜索引擎超过十亿用户帐号资料遭盗取之后，勒索病毒「WannaCry」攻击150多个国家，令网络安全引起了社会各界的广泛关注。为了避免或减低风险及其影响，不少机构都希望建立有效的网络安全管理体系，以面对病毒、网络入侵等紧急事件。

随著网络世界变得日益复杂，国际标准化组织（ISO）在《ISO 27001信息安全管理体系 — 要求》的基础上，制订了《ISO 27017云端服务信息安全管制实务守则》、《ISO 27018作为PII处理器在公共云端保护个人识别资料的实务守则》，以及《ISO 27032网络安全指引》等一系列标准，旨在提供一个框架，让机构优化管理网络安全的能力，加强持分者对以电子方式产生、储存或传输信息的信心。

例如ISO 27017就云端信息的处理，包括储存、管理、消除、加密和传输等，提供了安全管制的实践指引，适用于云端服务的客户及供应商。ISO 27018是首个聚焦于保护云端个人资料的国际标准，有助云端服务供应商评估相关风险，实施适切的管制措施。而ISO 27032则为持分者提供了基本的网络保安做法和指引，以应对网络安全漏洞。

本局一直致力引进先进的国际标准，协助本地机构提升管理水平，应对不同的风险。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（Dr Nigel Croft），介绍这一系列有关网络安全的国际标准。我们未来亦会透过研讨会，邀请专家分享技术知识和最新趋势，鼓励机构在不同层面上，系统化地管理互联网带来的信息安全风险。

期望未来有更多机构建立标准化的管理体系，有效降低信息安全风险引致的损失和破坏，长远地为个人、机构及社会带来更大的保障。

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The ISO/IEC 27001 "Toolbox" for Cybersecurity
ISO/IEC 27001 网络安全工具箱

Dr Nigel H Croft
Associate Technical Director, HKQAA
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

Information security management is not a new topic, but recent events including the "WannaCry" virus and the alleged cyber-interference by Russia in the US election campaign have brought cyber security to the forefront of global concerns.

The WannaCry incident was a worldwide cyberattack, which targeted computers by encrypting data and demanding ransom payments using the untraceable Bitcoin cryptocurrency in order to restore the victims' files to their original state. The attack was reported to have infected more than 230,000 computers in over 150 countries. The frequency and sophistication of this type of malware – as well as questions about the possible motivations of the perpetrators – have alarmed governments and operators of critical infrastructure.

Evolution of Information Security Management Standards

Some of the first initiatives on Information Security management came from the British Department of Trade and Industry (DTI) which published a 'Code of Practice for Information Security Management' in 1992. This was subsequently transformed into a British Standard (BS 7799) in 1995, which in turn formed the foundations for the development and publication in 2005 of ISO/IEC 27001 "Information security management systems – Requirements". The current version of ISO/IEC 27001 was published in 2013, and is supplemented by ISO/IEC 27002, which gives guidelines for organisational information security standards and information security management practices including the selection, implementation and management of controls taking into consideration the organisation's information security risk environment.

Although ISO/IEC 27001 is the best-known information security standard, it is by no means the only one. It is now supported by a whole suite of standards developed by ISO/IEC JTC 1, a joint technical group of ISO and the IEC (International Electrotechnical Commission) to address the ever-evolving risks and opportunities provided by modern Information and Communications Technologies (ICT).

ISO and IEC Standards for Cybersecurity

Cyberspace is a complex environment consisting of interactions between people, software and services, supported by worldwide distribution of ICT devices and networks. Collaboration is essential to ensure a safe online

虽然信息安全管理已非新鲜事物，但是近日发生勒索病毒"WannaCry"事件和俄罗斯怀疑涉嫌网络袭击干扰美国总统大选，令网络安全再次成为全球关注的焦点。

勒索病毒"WannaCry"事件是一次全球性的网络攻击，它利用加密电脑数据，向目标用户勒索无法追踪的比特币作赎金后，才将文件修复。据报道，这次袭击波及150多个国家，超过23万部电脑受到感染。这类高频率、精密度高的恶意软件，以及对其肇事者动机的疑虑，已经引起政府和重要基础设施运营商的警惕。

信息安全管理标准的演变

部分信息安全管理的首次倡议，源于英国贸易和工业部在1992年出版的《信息安全管理实务守则》。其后，于1995年逐渐演变成一套英国标准(BS 7799)，并成为了建立和出版《ISO/IEC 27001信息安全管理体系 – 要求》的基础。现有的ISO/IEC 27001已于2013年发布，并以ISO/IEC 27002补充，提供了关于机构信息安全标准及信息安全管理做法的指引，包括控制机构信息安全风险环境之选择、实施和管理。

ISO/IEC 27001是最知名，但并不是唯一的信息安全标准。目前，这标准受国际标准化组织及国际电工委员会组成的ISO/IEC JTC 1所研发之一整套标准支持，以应对现代信息及通讯科技(ICT)所带来的风险和机遇。

ISO和IEC的网络安全标准

网络世界是一个由人类、电子软件及服务、以及覆盖全球的ICT设备和网络服务之间的互动所形成的复杂环境。共同合作对于确保网上安全至为重要，而多项ISO/IEC JTC 1小组所研发的标准，则成为ISO/IEC 27001「网络风险工具箱」的一部分。 例如：

environment, and the various standards developed by ISO/IEC JTC 1 form part of the so-called ISO/IEC 27001 "cyber-risk toolbox". The following are a few examples:

ISO/IEC 27032 "Guidelines for Cybersecurity"

This standard, published in 2012, was the first to address security gaps arising from the lack of communication between the different users and providers of cyberspace. It aims to improve cybersecurity by addressing its unique aspects and its dependencies on other security domains such as:

- information security,
- network security,
- internet security, and
- critical information infrastructure protection (CIIP).

ISO/IEC 27032 covers the baseline security practices for stakeholders in the Cyberspace and includes:

- an overview of Cybersecurity,
- an explanation of the relationship between Cybersecurity and other types of security,
- a definition of stakeholders and a description of their roles in Cybersecurity,
- guidance for addressing common Cybersecurity issues, and
- a framework to enable stakeholders to collaborate on resolving Cybersecurity issues.

ISO/IEC 27017 - Code of Practice for Information Security Controls for Cloud Services

The Cloud is one of the most widely used innovations in today's fast-paced world of commerce and business. As use of the Cloud increases, users are demanding assurances that data stored and processed in the Cloud is safe. Because of its very nature, the marketplace for Cloud services is global, with providers dispersed across wide geographical areas, and data is routinely transferred across national boundaries. International guidance is therefore key. This Code of Practice, published by ISO and IEC in 2015, provides guidelines supporting the implementation of information security controls for Cloud service customers and Cloud service providers. The standard emphasises that the selection of appropriate information security controls, and the application of the guidance provided, will depend on a risk assessment and any legal, contractual, regulatory or other Cloud-sector specific information security requirements.

ISO/IEC 27018 - Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds Acting as PII Processors

Information security and data protection can certainly be addressed with management tools, but in broader terms, privacy is a social issue with impacts well beyond the data stored and managed by Cloud services. This requires that governments, enterprises, academia and consumers reflect on the wider issues of harms and risks and, in particular, the consequences of decisions taken in their deployments of Cloud services. Published in 2014, ISO/IEC 27018 is the first International Standard that focuses on protection of personal data in the Cloud.

Building on the foundations of ISO/IEC 27001, ISO/IEC 27018 offers specific guidance to help Cloud Service Providers (CSPs) assess the risks and implement state-of-the-art controls for the protection of PII stored in the Cloud, and has the following key objectives:

ISO/IEC 27032 "网络安全指引"

此标准于2012年发布，是首个提出在网络世界中，由不同用户及供应商缺乏沟通而引起安全漏洞之标准。它旨在通过其独特性及与其他安全网域的相关性，改善网络安全，例如：

- 信息安全、
- 网络安全、
- 互联网安全、以及
- 重要信息基础设施保护（CIIP）

ISO/IEC 27032涵盖给予网络空间持分者的基本网络保安做法，包括：

- 概述网络安全、
- 解释网络安全与其他保安类型的关系、
- 定义持分者及描述其在网络安全中扮演的角色、
- 提供解决常见网络安全问题的指引、以及
- 整理出透过持分者之间的合作，解决网络安全问题之框架。

ISO/IEC 27017－云端服务信息安全控制实务守则

在现今瞬息万变的商业世界中，云端服务已成为最广泛应用的创新技术之一。随著云端服务的使用率日渐上升，用户更需要确保在云端储存及处理的数据安全。基于云端服务的特质，它能够支援全球市场，其供应商广泛地分布在不同地区，而跨国数据传输亦十分常见。因此，国际指引的角色十分关键。2015年，国际标准化组织及国际电工委员会出版的实务守则，为云端服务的客户及供应商提供信息安全控制的实践指引。该标准强调，如何选择适当的信息安全管理措施与应用相关指引，将取决于风险评估，及任何合法合规或其他云端部门的特定信息安全要求。

ISO/IEC 27018－作为PII处理器在公共云端保护个人识别资料的实务守则

我们可以利用管理工具来实践信息安全和保护数据，但以宏观的角度来看，保障私隐是一个社会问题，其带来的影响并不局限于云端服务所储存和管理的数据。因此，政府、企业、学术机构及消费者均需要在较广阔的层面，考虑危害和风险，尤其是部署云端服务的决策后果。于2014年出版的ISO/IEC 27018，是首个集中保护云端个人数据的国际标准。

在ISO/IEC 27001的基础上，ISO/IEC 27018提供具体指引，以协助云端服务供应商评估风险，并实施最先进的管制，保护储存在云端中的个人识别资料。主要目的如下：

- 协助处理个人识别资料的云端服务供应商，履行法律义务及满足客户期望
- 增加透明度，以便客户选择管理完善的云端服务
- 促进云端服务合约的建立
- 为云端服务的客户，提供确保供应商履行法律及其他义务的机制

- Help Cloud service providers that process personally identifiable information to address applicable legal obligations as well as customer expectations
- Enable transparency so customers can choose well-governed Cloud services
- Facilitate the creation of contracts for Cloud services
- Provide Cloud customers with a mechanism to ensure Cloud providers' compliance with legal and other obligation

ISO/IEC 27013 - Integrated Solutions for Services

More organisations are choosing to combine an information security management system (ISO/IEC 27001) with a service management system (ISO/IEC 20000-1). An integrated system means an organisation can efficiently manage the quality of its services, handle customer feedback and solve problems, while keeping information safe.

ISO/IEC 27013 offers a systematic approach to facilitate the integration of an information security management system with a service management system, which results in lower implementation costs and avoids duplication efforts as only one audit, instead of two, is needed when seeking certification.

ISO/IEC 27010 - Information Security Management for Inter-sector and Inter-organisational Communications

When an organisation shares information with another organisation, how can they be sure that their data will be kept safe? ISO/IEC 27010 is a sector-specific addition to the ISO/IEC 27000 toolbox, which guides the initiation, implementation, maintenance and improvement of information security in inter-organisational and inter-sector communications. It includes general principles on how to meet these requirements using established messaging and other technical methods.

ISO/IEC 27039 - Selection, Deployment and Operations of Intrusion Detection and Prevention Systems (IDPS)

How can organisations detect and prevent cyber intrusions to their networks, systems and applications? Best practice shows that they have to be able to know when, if and how an intrusion into their network, system or application occurs. They should also be ready to identify what vulnerability was exploited and what controls should be implemented to prevent similar intrusions from taking place in the future. One way to do this is through an Intrusion Detection and Prevention Systems (IDPS), as described in ISO/IEC 27039.

ISO/IEC 27031 - Guidelines for Information and Communication Technology (ICT) Readiness for Business Continuity

ISO/IEC 27031 deals with ICT readiness for business continuity, which enables organisations to be prepared when an incident, such as a cyber-attack, occurs and to have ICT systems back up and running in the shortest possible time. It is associated with a number of other International Standards aimed at dealing with incident preparedness, disaster recovery planning, and emergency response and management.

In a world that is ever-more dependent on Information and Communication Technology, the question of cybersecurity becomes critical at the governmental, organisational and individual levels. ISO and IEC have developed a whole suite of standards to provide requirements, guidance and codes of conduct aimed at improving confidence in information that is generated, stored or transmitted electronically.

ISO/IEC 27013－服务综合解决方案

越来越多机构倾向将信息安全管理体系(ISO/IEC 27001)及服务管理体系(ISO/IEC 20000-1)合并。一个综合体系意味著机构可以有效地管理服务质素，处理客户反馈及解决问题，同时保障信息安全。

ISO/IEC 27013提供了一个系统化方式，促成信息安全管理体系与服务管理体系的合并，因此在申请认证时，只需进行一次审核，从而减低执行成本，避免重复工序。

ISO / IEC 27010－跨部门及跨组织通讯的信息安全管理

当一个机构与其他机构共享信息时，如何确保数据安全？ ISO/IEC 27010是ISO/IEC 27000工具箱中对特定部门的补充，为跨组织及跨部门通讯的信息安全之启始、实施、维护及改善措施提供指引。当中包括如何利用现有的通信及其他方式，实践这些要求的基本准则。

ISO/IEC 27039－侦测及预防入侵体系(IDPS)之选择、部署和运作

机构可如何侦测及防止他们的网络、系统和应用程序遭到网络入侵？最佳实践表示，他们必须知道会在何时、会否、以及如何遭到网络、系统或应用程式的入侵。他们应作好准备，识别曾被利用的漏洞，实施相对的管制，以预防未来发生同类的入侵。如ISO/IEC 27039所述，侦测及预防入侵体系(IDPS)就是其中一种做法。

ISO / IEC 27031－营运持续配备信息及通讯技术(ICT)之指引

ISO/IEC 27031处理营运持续配备信息及通讯技术，务求令机构为诸如网络攻击的事故作好充分准备，确保信息及通讯技术系统在最短时间内备份及运作。它与有关事故应变措施、灾后复原计划、应急反应及管理的其他国际标准互相呼应。

在日渐依赖信息及通讯技术的时代，网络安全问题对政府、机构和个人十分重要。国际标准化组织及国际电工委员会制定了一系列标准，提供要求、指引及行为守则，旨在提升对以电子方式产生、储存或传输的信息之信心。

HKQAA Symposium 2017 Successfully Held
香港品质保证局专题研讨会2017圆满举行

HKQAA's annual flagship event, the HKQAA Symposium 2017 was held concurrently in Hong Kong and Guangzhou this year. The Hong Kong session was successfully held at the Cordis, Hong Kong on 18 May 2017, and the Guangzhou session was held at Jianguo Hotel Guangzhou on 26 May 2017.

This year the theme of the Symposium was "Governance, Risk and Compliance Management in the Era of Sustainability". In his welcoming remarks, Ir C. S. Ho, Deputy Chairman of HKQAA, said, "Sustainability has become one of the key forces driving organisations towards prolonged success. Stakeholders and investors increasingly view organisations' sustainability performance as a significant indicator of sound governance. Visionary leaders have to take a balanced and comprehensive approach to seizing opportunities, managing risks and improving competitiveness."

The Symposium brought together industry experts and leaders from different sectors to discuss the latest management trends and innovative strategies, and address today's sustainability challenges and opportunities. The topics included corporate governance, green finance, asset management, sustainability reporting, privacy management trends, urban development, green buildings, food waste recycling, managing an ageing workforce, digital innovation and reindustrialisation, and the latest developments in ISO standards. The whole-day event attracted over 700 participants from government, corporations, academic institutions and industry associations. "I believe this event will bring illuminating insights to local organisations to improve their risk and compliance management performance, stimulating them to explore more far-sighted governing strategies and achieve continuous development," 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 http://www.hkqaa.org/symposium2017.

本局年度旗舰盛事—「香港品质保证局专题研讨会2017」于香港、广州两地同期举行。香港专场于2017年5月18日假香港康得思酒店举行；广州专场亦于2017年5月26日假广州建国酒店举行。

今届专题研讨会以「可持续发展的策略视野：管治、风险与合规管理」为主题。本局副主席何志诚工程师致辞时表示：「可持续发展是企业取得长远成功不可或缺的一环。持份者及投资者越来越重视机构的可持续表现，以衡量企业管治的成效。具远见的领袖，都会采用一个全面而平衡的策略，藉此创造更多机遇，管理风险，并增强竞争优势。」

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，讲题包括企业管治、绿色金融、资产管理、可持续发展报告、私隐管理趋势、城市发展、绿色建筑、厨馀回收、熟龄化社会、数码创新与再工业化、ISO标准最新发展等。整天活动共吸引超过700名来自政府、企业、学术机构、业界组织等人士参与。「相信活动将为本地机构带来前瞻性思维，以提升危机及合规管理的表现，启发他们筹谋长远的管理策略，成就持续发展。」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/symposium2017。

Ir C. S. Ho, Deputy Chairman of HKQAA, delivered a welcoming speech.
香港品质保证局副主席何志诚工程师致欢迎辞。

Mr Wong Kam-sing, GBS, JP, Secretary for the Environment, the Government of the HKSAR delivered the keynote remarks in the Symposium.
香港特区政府环境局局长黄锦星先生，GBS，太平绅士在研讨会上致辞。

Dr Michael Lam, Chief Executive Officer of HKQAA (right) conveyed thanks to one of the guest speakers, Prof Alfred Chan Cheung-ming, SBS, JP, Chairperson of Equal Opportunities Commission.
香港品质保证局总裁林宝兴博士（右）向演讲嘉宾之一平等机会委员会主席陈章明教授，SBS，太平绅士致谢。

(From left) Mrs Vicki Kwok, Deputy Director of Environmental Protection, Environmental Protection Department, the Government of the HKSAR; Ms Yuan Yuan, Head of GRI Regional Hub China, Global Reporting Initiative; Ms Brenda Kwok, Chief Legal Counsel, Privacy Commissioner for Personal Data, Hong Kong; Dr Calvin Lee Kwan, General Manager, Sustainability, Link Asset Management Limited; Mr Joseph Law, Senior Director - Planning & Development, CLP Power Hong Kong Limited; Dr Nigel H Croft, Chairman, ISO Technical Subcommittee on Quality Systems, joined the panel discussion in the morning session.
（左起）香港特区政府环境保护署副署长郭黄颖琦女士；全球报告倡议组织大中华区主管袁圆女士；香港个人资料私隐专员公署首席律师郭美玲女士；领展资产管理有限公司可持续发展总经理关凯临博士；中华电力有限公司策划及发展高级总监罗嘉进先生；以及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 H Croft) 参与上午的讨论环节。

(From left) Sr Wong Bay, Chairman, Hong Kong Green Building Council; Professor Alfred Chan Cheung-ming, SBS, JP, Chairperson, Equal Opportunities Commission; Dr MeiKei Ieong, Chief Technology Officer, Hong Kong Applied Science and Technology Research Institute Company Limited; Mr Yu Kam Hung, Executive Committee Member, China Real Estate Chamber of Commerce Hong Kong and International Chapter Limited; Dr Nigel H Croft, Chairman, ISO Technical Subcommittee on Quality Systems, joined the panel discussion in the afternoon session.
（左起）香港绿色建筑议会主席黄比测量师；平等机会委员会主席陈章明教授，SBS，太平绅士；香港应用科技研究院有限公司首席科技总监杨美基博士；全国工商联房地产商会香港及国际分会执行委员余锦雄先生；以及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 H Croft) 参与下午的讨论环节。

The Guangzhou session was successfully held at Jianguo Hotel Guangzhou.
广州专场假广州建国酒店举行。

Ms Phyllis Li, JP, Deputy Director of Planning (Territorial), Planning Department, the Government of the HKSAR was one of the guest speakers in the Hong Kong session.
香港特区政府规划署副署长（全港）李志苗太平绅士为香港分场演讲嘉宾之一。

The Hong Kong session drew over 700 participants during the day.
香港专场全日吸引超过700名人士参与。

Mr P. C. Chan, Chief Operating Officer of HKQAA (right 3); and the guest speakers including Prof Wang Xiao-hui, Professor of Lingnan (University) College in Management, Sun Yat-sen University, and Founder of Lingnan-ISC Environment, Health, and Safety Academy for Chinese Enterprises (left 3); Mr He Li, Dean of Shenzhen Star Social Work College (left 2); Mr Yu Kai-lun, Senior Engineer of Guangdong Provincial Academy of Building Research Group (left 1); Mr Peng Zhi-ping, Associate Dean of China Commerce Management Institute (Guangzhou) (right 2); Dr Hong Meng-na, Chief Operating Officer of Poi-Tech Guangzhou (right 1).

香港品质保证局运营总监陈沛昌先生(右3)与广州专场的演讲嘉宾，包括中大岭院管理学教授及ISC EHS研究与发展中心创始负责人王晓晖教授(左3)、深圳经济特区社会工作学院教务长何理先生(左2)、广东省建筑科学研究院高级工程师余凯伦先生(左1)、中商国际管理研究院(广州)分院副院长彭智平先生(右2)、广州博依特科技运营总监洪蒙纳博士(右1)。

Prof Wang Xiao-hui gave a speech in the Guangzhou session.
王晓晖教授为广州分场演讲。

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advocate HKQAA CSR INDEX 企業社會責任先導者自 2010
ISO 9001: 2008 證書編號: CC 3999
ISO 14001: 2004 證書編號: CC 5187
OHSAS 18001: 2007 證書編號: CC 5188
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Supporting Organisations 支持机构

香港中華廠商聯合會 The Chinese Manufacturers' Association of Hong Kong
香港中華總商會 The Chinese General Chamber of Commerce
香港工業總會 FHKI Federation of Hong Kong Industries
InvestHK
friends of the earth
BEAM 建築環保評估協會
CMA Testing and Certification Laboratories 廠商會檢定中心
香港品質學會 Hong Kong Society for Quality
THE HONG KONG INSTITUTE OF SURVEYORS 香港測量師學會
香港中小型企業總商會 The Hong Kong General Chamber of Small and Medium Business
GREEN COUNCIL 環保促進會
香港物流協會
澳門餐飲業聯合商會
製衣業訓練局 CLOTHING INDUSTRY TRAINING AUTHORITY
香港能源工程師學會 Hong Kong Association of Energy Engineers
CONSTRUCTION INDUSTRY COUNCIL 建造業議會
香港建造商會 Hong Kong Construction Association
香港餐務管理協會 THE ASSOCIATION FOR HONG KONG CATERING SERVICES MANAGEMENT LTD.
中山大學嶺南(大學)學院 LINGNAN (UNIVERSITY) COLLEGE EHS 中心
HKFEMC 香港機電工程商聯會
香港建築師學會 The Hong Kong Institute of Architects
HKICM Hong Kong Institute of Construction Managers 香港營造師學會
HKIE THE HONG KONG INSTITUTION OF ENGINEERS
The Hong Kong Institute of Facility Management
HKFA HONG KONG FURNITURE ASSOCIATION 香港家私協會
香港董事學會 The Hong Kong Institute of Directors FOUNDED 1997
稻苗學會 Institution of Dining Art
澳門生產力暨科技轉移中心
REDA
香港傷健協會 Hong Kong PHAB Association

HONG KONG HOUSING SOCIETY 香港房屋協會

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Organisations in the above list are arranged in no particular order 机构排名不分先后

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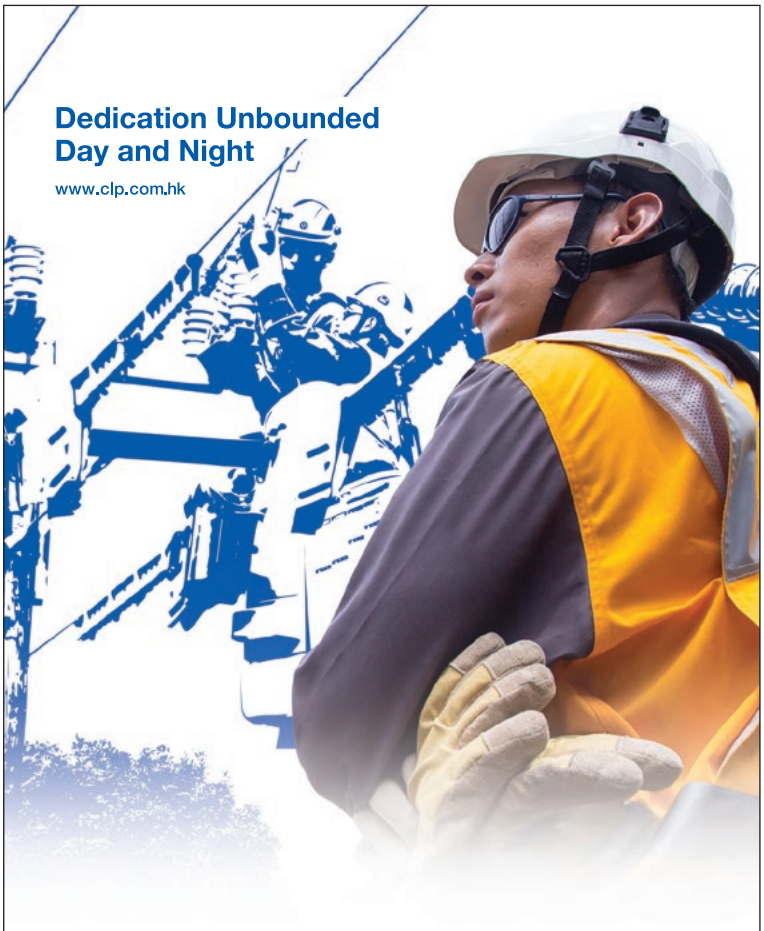

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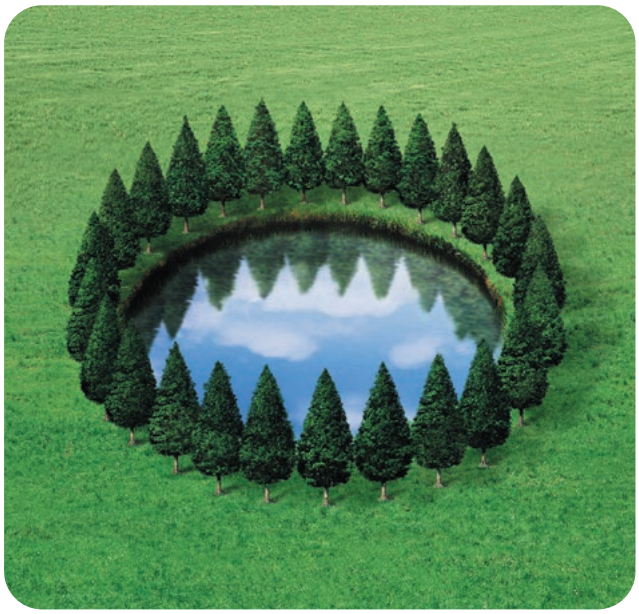

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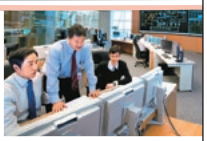

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Kickoff Ceremony of "HKQAA Hong Kong Registration – Food Waste Recycling"
香港品质保证局香港注册 — 厨馀回收启动典礼

由回收基金拨款资助
Funded by the Recycling Fund
回收基金 Recycling Fund

On 18 May 2017, HKQAA kicked off the "HKQAA Hong Kong Registration – Food Waste Recycling" scheme. Mr Wong Kam-sing, GBS, JP, Secretary for Environment, the Government of the HKSAR, officiated at the ceremony, which was part of the HKQAA Symposium 2017.

Food Waste Recycling Reduces Waste of Resources

The amount of food waste is increasing rapidly but disposing of this kind of organic waste to landfills is not sustainable as it may impose a burden on our environment. Food waste recycling is one of the approaches to minimising food waste disposal.

In response to industrial and social needs, HKQAA has been subsidised by the Recycling Fund of the Government to develop the "HKQAA Hong Kong Registration – Food Waste Recycling". The scheme promotes good practice in food waste recycling in order to help enhance industry operations and increase the amount of food waste which is recycled. It also enables our city to move towards a circular economy so that resources are used efficiently throughout their life cycle.

Recycling Fund Subsidises Pilot Programme

Applications for the pilot programme of the scheme, and assessment processes, will begin in July this year. A presentation ceremony will be held to recognise the efforts of participating organisations in facilitating food waste recycling.

In the pilot programme, **the first-year registration fee will be subsidised by the Recycling Fund**. This programme is open to "Companions" who are involved in food waste disposal, such as restaurants and food retailers; Food Waste Collectors involved in food waste collection, separation, transportation and storage; and Recyclers which recycle food waste into semi-finished or finished products.

Ir C. S. Ho, Deputy Chairman of HKQAA, said, "The joint effort of the industry and the community is essential to waste recycling. Hopefully this scheme will motivate the public and industry to support source separation and food waste recycling, thus help reduce food waste disposal in the longrun."

本局于2017年5月18日举行的香港品质保证局专题研讨会2017上，正式启动全新注册计划－「香港品质保证局香港注册 － 厨馀回收」，并邀得香港特区政府环境局局长黄锦星太平绅士，担任启动仪式的主礼嘉宾。

促进厨馀回收　减少资源浪费

厨馀弃置量日益增加，现时把这些有机废物弃置于堆填区的做法，并不符合可持续发展的原则，亦对环境构成影响。厨馀回收成为减少厨馀的出路之一。

为配合业界及社会需要，本局获政府回收基金资助，制订了「香港品质保证局香港注册 — 厨馀回收」，向业界提倡厨馀回收的良好做法，改善运作水平，以助提高厨馀回收量，促进循环经济，让资源在生命周期中得以善用。

回收基金资助　鼓励企业试行

本局于今年7月至11月将接收业界申请参加「香港品质保证局香港注册－厨馀回收」试行计划及进行审核，随后还会举行证书颁发仪式，嘉许参与机构对促进废馀回收的贡献。

参加试行计划的机构，**首年注册费由回收基金资助**。计划适用对象包括处理厨馀弃置的「同行者」，如食肆及食品零售商；负责收集、分类、运输及储存的厨馀收集商；转化成半制成品或产品的厨馀再造商。

香港品质保证局副主席何志诚工程师表示：「环保回收和再造需要社会各界携手合作才可取得良好效果。希望计划能引起商界及社区对厨馀回收的关注，在厨馀分类及回收上自发出力，长远地减少厨馀弃置。」

Mr Wong Kam-sing, GBS, JP, Secretary for Environment, the Government of the HKSAR (centre), Ir C. S. Ho, Deputy Chairman (left 4), Dr Michael Lam, Chief Executive Officer (left 6) and the Governing Council members of HKQAA witnessed the kickoff ceremony of HKQAA Hong Kong Registration – Food Waste Recycling.
香港特区政府环境局局长黄锦星太平绅士（中）、香港品质保证局副主席何志诚工程师（左4）、总裁林宝兴博士（左6）及一众董事局成员，一同见证「香港品质保证局香港注册 — 厨馀回收」的启动。

本资料/活动（或项目团队成员）所表达的任何意见、研究、结论或建议，并不代表香港特别行政区政府或回收基金咨询委员会的意见。
Any opinions, findings, conclusions or recommendations expressed in this material / event (or by members of the Project Team) do not reflect the views of the Government of the Hong Kong Special Administrative Region or the Advisory Committee on Recycling Fund.

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

The HKQAA CSR Index Presentation Ceremony was held on 18 May 2017 during the breakout session of HKQAA Symposium 2017. This year 34 organisations were presented with CSR Index Marks to recognise their achievements in social responsibility, 19 receiving CSR Advocate Marks and 15 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 a number of organisations have made significant achievements in promoting social responsibility. Their work not only enhances the reputation and competiveness of the organisations, but also creates value for society and protects the environment. We hope more organisations will join the initiative in future and let's work together to make betterment to our society"

本局于2017年5月18日举行的香港品质保证局专题研讨会分场环节，举行社会责任指数颁授典礼，嘉许实践社会责任的机构。今年共34间机构取得「社会责任标志」，当中有19间取得「社会责任先导者标志」，15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。

香港品质保证局副主席何志诚工程师表示：「很高兴不少机构均致力推广社会企业责任。履行社会责任不单有助提升机构形象，加强竞争力，更可缔造环保和社会价值，促进可持续发展。我们期望未来会有更多机构参与社会责任指数，携手建立更美好的将来。」

Ir C. S. Ho, Deputy Chairman (left 5, front row); Dr Michael Lam, Chief Executive Officer (left 6, front row) of HKQAA, and the organisations participating in HKQAA CSR Index.
本局副主席何志诚工程师（前排左5）、总裁林宝兴博士（前排左6）与一众「香港品质保证局社会责任指数」的参与机构代表。

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。

Participating organisations' sharing 参与机构分享

CSR Index Plus Mark 社会责任进阶标志

Mr Frankie Chan, Deputy General Manager of Well Born Real Estate Management Limited (a member of Henderson Land Group)
伟邦物业管理有限公司（恒基兆业地产集团成员）副总经理陈伟光先生

"The CSR Index Mark not only enhances the corporate image, but also encourages our colleagues to promote social responsibility, for instance, inviting tenants and business partners to join more CSR activities."

「得到『社会责任指数标志』不但有助提升公司形象，更鼓励同事将社会责任工作向外推广，例如旗下管理的屋苑，鼓励业主、商业伙伴参与其中，让社责可以更广传开去。」

CSR Advocate Mark 社会责任先导者标志

Ms Natalie Yuen, Senior Manager, Public Affairs and Communications of Frieslandcampina (Hong Kong) Limited
菲仕兰（香港）有限公司公共事务及传讯高级经理袁恺心小姐

"We are grateful to receive the CSR Advocate Mark. This programme helps review the existing CSR work and allows our colleagues to learn more about the idea of social responsibility."

「取得『社会责任指数先导者标志』令我们十分鼓舞，参与计划不但可检视公司现行的社会责任工作，亦加深同事对社会责任理念的认识。」

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

(As of 18 May 2017 截至2017年5月18日)

Name of Organisation	机构名称	Index type 指数类别
A.S.Watson Industries	屈臣氏实业	A
Alliance Construction Materials Limited	友盟建筑材料有限公司	P
ATAL Engineering Group	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
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
Crystal Group	晶苑集团	P
Driltech Ground Engineering Limited	钻达地质工程有限公司	A
Frieslandcampina (Hong Kong) Limited	菲仕兰（香港）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
Hip Hing Engineering Company Limited	协兴工程有限公司	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 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, a member of Henderson Land Group	恒基兆业地产集团成员公司－宏力保安服务有限公司	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
Paul Y. Engineering Group Limited	保华建筑有限公司	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
The Wharf (Holdings) Limited	九龙仓集团	P
Tong Kee Engineering Limited	棠记工程有限公司	A
Well Born Real Estate Management Limited	伟邦物业管理有限公司	P

Remarks 附注

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

Key Findings of HKQAA CSR Index 2016
2016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 2017 to recognise the holders of HKQAA CSR Advocate Mark and HKQAA CSR Plus Mark. The benchmarking results of the HKQAA CSR Index 2016 were announced with key findings provided below.

In 2016, a total of 34 organisations demonstrated their commitment to social responsibility by participating in the HKQAA CSR Index series (19 took part in the HKQAA CSR Advocate Index and 15 in the HKQAA CSR Index Plus). Participants included a number of Government departments as well as listed and non-listed sustainability-driven corporations. 7 participants (3 from HKQAA CSR Advocate Index and 4 from HKQAA CSR Index Plus) were new to the schemes.

The average score on the HKQAA CSR Advocate Index was 4.73 out of 5 in 2016, a 2.6% increase as compared to 2015 and a 5.1% increase compared to 2009, the initial year. The average score on the HKQAA CSR Index Plus was 75.8 out of 100 in 2016, an increase of 0.5% compared to 2015.

Please refer to Chart 1 and Chart 2 for the average scores of the 7 core subjects of both indices.

In the HKQAA CSR Advocate Index, the overall performance was stronger in Labour Practices, Consumer Issues and Organisational Governance due to the increasing number of regulations on labour protection and the sets of compliance controls adopted. Government Departments was the best performer, followed by Consumer Goods sector and the Properties and Construction sector.

In the HKQAA CSR Index Plus, Community Involvement and Development achieved the highest score among the core subjects. The Industrial sector was the best performer followed by Utilities sector.

Good Practices Observed

The 2016 verification process 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
- Accelerating the transition to the circular economy

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

Hong Kong Exchanges and Clearing Limited (HKEx) has decided to enforce the Environmental, Social and Governance Reporting in its Listing Rules. By doing this, companies can have better risk management, improved access to capital, greater capacity to meet supply chain demands and lower operational costs. The first phase was carried out in 2016, and we look forward to the second phase, i.e. the upgrading of the KPIs in the 'Environmental' subject area of the guide from recommended to 'comply or explain'. With the higher level of company engagement and expectations from stakeholders, we anticipate better overall performance in the area of sustainability, as well as a proactive approach to addressing sustainability challenges and responding to the needs of stakeholders.

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2017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。2016年社会责任指数的结果重点报告如下。

2016年，共34间机构参加社会责任指数（19间参与社会责任先导者指数；15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，当中七间为首次参加计划（三间参与社会责任先导者指数；四间参与社会责任进阶指数）。

社会责任先导者指数以5分为满分，2016年的平均分为4.73分，较2015年上升2.6%，而与计划推行首年2009年比较，则上升5.1%。社会责任进阶指数以100分为满分，2015年平均分为75.8分，较2015年上升0.5%。

有关两项指数的七大指标平均分，请参阅表1及表2。

在社会责任先导者指数之中，由于现时劳工保障条例与采用的合规管控措施日渐增多，参与机构在劳动实务、消费者议题与企业管治方面有较优异的成绩。当中以政府部门的表现最优秀，其次是消费品行业与物业及建筑业。

在社会责任进阶指数之中，社会参与和发展方面的成绩最佳。在众多行业之中，产业及公共事业表现较良好。

机构的良好做法

2016年的审核程序显示，以下举措持续推动机构改善社会责任表现：

- 最高管理层的承诺
- 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
- 加速的循环经济转型

结果亦显示，机构定期出版社会责任报告，可形成有效的沟通机制，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。

香港交易及结算所有限公司已决定在《上市规则》中执行《环境、社会及管治报告指引》（ESG指引），不但有助公司优化风险管理，提高获得资本的机会，亦改善满足供应链需求的能力，降低运营成本。第一阶段已在2016年进行，现在正等待第二阶段，即将「指南」中「环境」主题的披露责任提升至「不遵守就解释」，预料将促使机构进一步改善报告之实质性。 随著公司参与度和持分者的期望水平的提高，我们预计机构在可持续发展方面的整体绩效将会更好，并会主动应对可持续发展挑战及回应持份者的需求。

The overall CSR performance is included in the HKQAA CSR Index Series 2016 Summary Report. The Report includes an analysis of the performance of 714 companies, fulfilling the benchmarking purpose of the HKQAA CSR Index Plus scheme and HKQAA Sustainability Rating and Research (HKQAA SRR) . For the full report and enrollment details, please visit HKQAA's website: http://www.hkqaa.org.

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2016年综合报告》，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」[1]中，共714机构的评比分析。有关详细报告及报名详情，请浏览本局网站：http://www.hkqaa.org。

1 *HKQAA CSR Index Plus is based on the same proprietary sustainability performance assessment methodology as HKQAA SRR. Participants in the CSR Index Plus scheme can therefore benchmark against more than 600 listed companies in HKSAR and PRC which were assessed in the HKQAA SRR on sustainability performance.*

1 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。

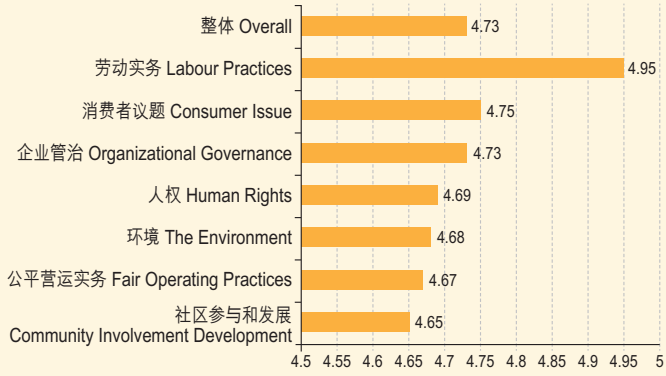


Chart 1 表 1

Average Scores of the 7 CSR Core Subjects in 2016 for HKQAA CSR Advocate Index
2016年社会责任先导者指数七大指标平均分

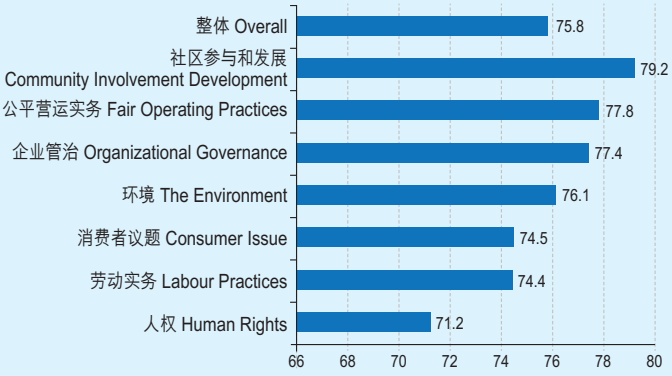


Chart 2 表 2

Average Scores of the 7 CSR core subjects in 2016 for HKQAA CSR Index Plus
2016年社会责任进阶指数七大指标平均分

HKQAA Certification (Shanghai) Ltd Extended Its Scope of Certification Service to ISO 50001 Energy Management Systems
标准认证服务(上海)有限公司扩展认证服务范围至ISO 50001能源管理体系

HKQAA Certification (Shanghai) Ltd, a subsidiary of HKQAA in the mainland China, was approved by the Certification and Accreditation Administration of the People's Republic of China (CNCA) to extend the scope of certification service to ISO 50001 Energy Management Systems (EnMS) on 19 May 2017.

ISO 50001 can help organisations improve their energy efficiency, review energy performance, save energy cost and contribute to the reduction of carbon emission. This certification is applicable to all types and sizes of organisations, ranging from commercial to industrial or institutions. For further details on HKQAA's certification and supporting services, please contact us at:

香港品质保证局在内地设立的附属机构—标准认证服务(上海)有限公司，获中国国家认证认可监督管理委员会批准，于2017年5月19日扩展认证服务范围至ISO 50001能源管理体系。

ISO 50001有助机构改善其能源效益、审查能源绩效、节省能源成本及减少碳排放。此认证适用于各类型及规模的商业、工业或公共机构。欲知更多有关本局所提供的认证和支援服务，请联络我们：

Hong Kong Quality Assurance Agency 香港品质保证局
Email 电邮： hkqaa@hkqaa.org
Tel 电话：
Hong Kong 香港 – (852) 2202 9111
Macau 澳门 – (853) 2875 1199
Xian 西安 – (86 29) 86360030
Shanghai 上海 – (86 21) 6876 9911
Guangzhou 广州 – (86 20) 8383 3777

HKQAA Enhancement Programme for Recycling Industry Recognition Ceremony
「HKQAA－提升机构回收运作表现」项目培训计划嘉许礼

由回收基金拨款资助
Funded by the Recycling Fund
回收基金 Recycling Fund

The HKQAA Enhancement Programme for Recycling Industry by Development of Practice Note and Training Recognition Ceremony was successfully held at Harbour Grand Kowloon on 23 June 2017. During the event, HKQAA announced the official publication of the Guidelines for Hong Kong Recycling Industry Operations, which is subsidised by the Recycling Fund. Mrs Vicki Kwok Wong Wing-ki, Deputy Director of Environmental Protection, Environmental Protection Department, the Government of the HKSAR, is the officiating guest of the ceremony.

Develop Practice Note to Enhance Industry Development

To coordinate with the Government on environment protection development, and to suit the needs of the community and industry, Hong Kong Quality Assurance Agency (HKQAA) recently launched the HKQAA Enhancement Programme for Recycling Industry by Development of Practice Note and Training, which is subsidised by the Government's Recycling Fund. It aims at strengthening the knowledge of recycling industry practitioners, and enhancing their performance and public image, thus boosting the long term development of the industry.

This Programme has developed a Practice Note on the recycling of food waste, waste cooking oil, textiles, rubber, tyres and wood. The Practice Note references international standards as well as the experience and practices of the overseas recycling industry. It also records industry good practices and collects different views from stakeholders through on-site visits and interviews, in order to give a balanced picture of various issues.

Strengthen Knowledge to Promote Good Recycling Practices

Training has been provided to the local recycling industry, with a subsidy from the Recycling Fund, to encourage practitioners to implement good practices. The training courses cover a number of modules, including the background of the Hong Kong recycling industry, the sorting and maintenance of operational records, environmental management, and occupational health and safety management. It enables industry practitioners to have a better understanding of the Practice Note, encouraging them to improve their performance in environmental, occupational health and safety management, as well as promoting the

香港品质保证局于2017年6月23日假九龙海逸君绰酒店举行「HKQAA－提升机构回收运作表现」项目培训计划嘉许礼暨业界分享会，并宣布在回收基金资助下的《香港回收业运作指南》率先出版。典礼邀得香港特区政府环境保护署副署长郭黄颖琦女士担任主礼嘉宾。

制订操作守则　促进业界长远发展

为配合政府的环保发展规划，并因应社会发展和业界需要，香港品质保证局推出「HKQAA－提升机构回收运作表现」项目，在「回收基金」的资助下，加强回收从业员的行业知识，协助业界提升专业水平和形象，促进其长远发展。

此项目制订有关回收厨馀、废置食用油、纺织物废料、废轮胎及废木料的操作守则。本局在制订守则时，参考研究了国际标准、海外回收业界的经验和做法，同时又进行实地视察及访问，辑录本地回收业界的良好做法，并收集相关持份者的意见，以平衡不同方面的考虑。

加强从业员知识　传承良好回收做法

另一方面，本局举办了一系列培训课程，并透过基金提供培训津贴予本地回收从业员，推动他们实践良好的环保回收做法。课程涵盖香港回收业概览、分类及运作记录管理、环境管理，以及职业安全和健康管理等内容，旨在加强从业员的行业知识，让业界更能明白运作守则，推动他们改善在环境、职安健方面的表现，以及促进管理可回收废物流向记录的能力。

The Guidelines for Hong Kong Recycling Industry Operations is officially published.
《香港回收业运作指南》正式出版。

Mrs Vicki Kwok, Deputy Director of Environmental Protection, Environmental Protection Department, delivered the keynote remarks in the ceremony.
环保署副署长郭黄颖琦女士在典礼上致辞。

Mrs Vicki Kwok Wong Wing-ki, Deputy Director of Environmental Protection, Environmental Protection Department (left 5, front row), Mr Jimmy Kwok, BBS, MH, JP, Chairperson of the Recycling Fund Advisory Committee (right 4, front row), Mr Wong Hon Ming, Assistant Director of Environmental Protection Department (right 2, front row), Dr Michael Lam, Chief Executive Officer of HKQAA (left 4, front row), Mr Ronald Lau, Chairman of the HKQAA Enhancement Programme for Recycling Industry Steering Committee (right 3, front row) and Steering Committee members, Recycling Fund Advisory Committee members and guest speakers.
环保署副署长郭黄颖琦女士（前排，左五）、回收基金谘询委员会主席郭振华先生, BBS, MH, 太平绅士（前排，右四）、环保署助理署长黄汉明先生（前排，右二）、香港品质保证局总裁林宝兴博士（前排，左四）、「HKQAA－提升回收业运作表现」项目指导委员会主席刘耀辉先生（前排，右三）、一众项目指导委员会成员、回收基金谘询委员会委员及演讲嘉宾合照。

appropriate maintenance of downstream records of recyclable materials.

Mr Ronald Lau, Chairman of the HKQAA Enhancement Programme for Recycling Industry Steering Committee, said "HKQAA intends the training courses to be 'Train-the-Trainer' courses. Apart from self-improvement, trainees will pass on their knowledge and contribute to the industry in the long run. I hope this Programme can sow the seeds of good recycling practices."

There has been an overwhelming response from industry since the launch of the training. A total of 1,200 trainees have joined the training courses and around 200 trainees have successfully completed all modules. In addition to recognising the trainees in today's ceremony, several industry representatives also shared their experience in environmental protection and anticipated industry trends.

Free Distribution to Encourage Implementation

Today HKQAA announced that, with the subsidy of the Recycling Fund, the Guidelines for Hong Kong Recycling Industry Operations is officially published and distributed to the local recycling industry at no charge. An electronic copy will also be uploaded to the website for industry members, other stakeholders and the public to encourage implementation.

Dr Michael Lam, Chief Executive Officer of HKQAA, said "I hope that the Programme and the Guidelines for Hong Kong Recycling Industry Operations can promote good practices, enhance the industry's operational performance and facilitate long-term development. In this way, every organisation and every practitioner can maximise their social function, and create greater value for the environment and the society."

Mr Ronald Lau, Chairman of the HKQAA Enhancement Programme for Recycling Industry Steering Committee (middle, front row), and Steering Committee members, Miss Joanne Lee (left 3, front row) and Mr Ken K Y So (right 3, front row), recognised the trainees.
「HKQAA－提升回收业运作表现」项目指导委员会主席刘耀辉先生（前排，中）、项目指导委员会成员李琬婷小姐（前排，左三）、苏国贤先生（前排，右三）一同嘉许培训学员。

Guests, trainees, participants and "Big Waster" witnessed the official publication of the Guidelines for Hong Kong Recycling Industry Operations.
现场嘉宾、培训学员、出席者与「大嘥鬼」一同见证《香港回收业运作指南》正式出版。

「HKQAA－提升机构回收运作表现」项目指导委员会主席刘耀辉先生表示：「香港品质保证局锐意将课程设计成「培训导师」(Train-the-Trainer) 课程，学员除了自我增值外，更背负著传授者的重任，将良好的做法薪火相传，促进行业的长远发展。」他期望项目能够播下美好的种籽，推动业界人士传承良好的做法。

自培训计划推行以来，得到业界踊跃支持，合共1,200人次参加，并有近200位学员修毕所有单元的课程。本局除了在今天的典礼上，嘉许修毕培训之学员外，亦邀请了多位业界代表，在活动中分享实践环保的经验和心得，以及展望业界的未来发展。

指南供免费下载　鼓励业界付诸实践

此外，本局亦在典礼上宣布，在回收基金资助下，《香港回收业运作指南》正式出版，免费分发予本地回收业界，并上载电子档到网站，方便业界、持分者及社会公众参考和使用守则，鼓励他们付诸实践。

香港品质保证局总裁林宝兴博士欣然表示：「期望『HKQAA－提升机构回收运作表现』项目及《香港回收业运作指南》，有助推动回收从业员实践良好做法，提升机构整体表现，促进业界长远地优化水平，让每一间从事回收业的机构、每一位回收从业员，发挥更大的社会功能，为环保和社会缔造更大的价值。」

(左起) 香港品质保证局助理总经理蒋齐仲女士、香港资源再生总会会长陈锡琨先生、香港环保废料再造业总商会主席刘耀成博士、中港澳环卫总商会环保总干事李琬婷小姐、以及香港再生资源总商会副会长刘榕标先生参与业界分享会。
(From left) Ms Meico Cheong, Assistant General Manager of HKQAA, Mr Chan Sik Kwan, President of Hong Kong Recycle and Development Association, Dr Lau Yiu Shing, Chairman of Hong Kong Recycle Materials & Re-production Business General Association Limited, Ms Joanne Lee, Director General of Environmental Protection, The Federation of Environmental and Hygienic Services, and Mr Lau Yung Pui, Deputy Chairman of Hong Kong Recycling Chamber of Commerce participated in the Industry Forum.

Any opinions, findings, conclusions or recommendations expressed in this material / event (or by members of the Project Team) do not reflect the views of the Government of the Hong Kong Special Administrative Region or the Advisory Committee on Recycling Fund.
本资料/ 活动(或项目团队成员)所表达的任何意见、研究、结论或建议，并不代表香港特别行政区政府或回收基金谘询委员会的意见。

HKQAA Macau Branch Grand Opening Cocktail Reception
香港品质保证局澳门分公司开幕酒会

The HKQAA Macau Branch Grand Opening Cocktail Reception was successfully held at Four Seasons Hotel Macao, Cotai Strip on 18 July 2017. Dr Shuen Ka Hung, on behalf of the Secretariat for Economy and Finance, the Macau Government, officiated at the ceremony. Ms Leong On Kei, Macau Legislative Assembly member, Mr Mak Soi Kun, Macau Legislative Assembly member and HKQAA Governing Council member, and Ms Maria Helena de Senna Fernandes, Director of the Macao Government Tourist Office, also participated in the ribbon cutting ceremony.

Nurture Talents and Optimise Macau's Advantages

In line with the 13th National Five-Year Plan, the Belt and Road Initiative, and the Five-Year Development Plan of the Macau Special Administrative Region, HKQAA has announced the opening of its Macau Branch to collaborate with local industry to optimise the business advantages of Macau, nurture talents and strengthen regional cooperation.

Dr Michael Lam, Chief Executive Officer of HKQAA, said, "HKQAA strives to train more professionals for Macau's industries, as well as facilitate regional exchange of knowledge and experience. We are also dedicated to maximising the role of conformity assessment services in enhancing industry development and achieving management excellence. By introducing advanced international management systems and providing certification and verification services, we help local industry improve management performance and utilise its competitive edge. These services also encourage systematic energy and carbon management, which align with the Government's policy on environmental protection."

Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA, expressed, "We believe that opening the Macau branch will further facilitate cooperation between the HKQAA, the Macau Government, industry and the community. I hope, in the near future, we can develop a closer relationship with different sectors, and jointly support the development of local enterprises, society and economy."

香港品质保证局于2017 年7月18日，假澳门四季酒店举行「香港品质保证局澳门分公司开幕酒会」，邀得澳门特别行政区经济财政司司长代表孙家雄博士担任主礼嘉宾；澳门立法会议员梁安琪女士、澳门立法会议员及香港品质保证局董事局成员麦瑞权先生，以及旅游局局长文绮华女士，亦有参与开幕礼的剪彩仪式。

积极培育人才　优化澳门优势

为配合国家「十三五」规划、「一带一路」发展策略，以及澳门特区政府的「五年发展规划」等施政方向，本局在典礼上宣布于澳门设立分公司，与本地工商、旅游等界别携手优化澳门的产业优势，加强培育人才，深化区域合作。

本局总裁林宝兴博士表示：「本局将协助澳门工商界培训更多专业人才，促进区域知识和经验交流；亦锐意发挥合格评定服务对促进行业发展和优质管理的角色，通过引入国际先进的管理标准，提供认证和核查等服务，协助本地工商界提升管理绩效，发挥澳门产业及服务业的优势；并配合特区政府的环保政策，推动节能减碳的系统化管理，为绿色经济出一分力。」

本局主席卢伟国议员博士工程师道：「深信今日澳门分公司的开幕，将进一步促进我们与澳门特区政府、业界和社区之间的交流合作。希望在不久的将来，我们能够与各界缔结更紧密的关系，携手推动本地机构蓬勃发展、不断进步，为澳门的社会和经济作出更大的贡献！」

HKQAA Governing Council members and guests made a toast during the ceremony.
香港品质保证局董事成员及多位嘉宾一同进行祝酒仪式。

Dr Shuen Ka Hung, on behalf of the Secretariat for Economy and Finance, the Macau Government (Left 4), Ms Leong On Kei, Macau Legislative Assembly member (Left 2), Mr Mak Soi Kun, Macau Legislative Assembly member and HKQAA Governing Council member (Right 2), Ms Maria Helena de Senna Fernandes, Director of the Macao Government Tourist Office (Right 3), Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA (Right 4), Ir C. S. Ho, Deputy Chairman of HKQAA (Left 3), Ir Prof Peter Mok, Honorary Chairman of HKQAA (Left 1), and Dr Michael Lam, Chief Executive Officer of HKQAA (Right 1), participated in the ribbon cutting ceremony.
澳门特别行政区经济财政司司长代表孙家雄博士（左四）、澳门立法会议员梁安琪女士（左二）、澳门立法会议员及香港品质保证局董事局成员麦瑞权先生（右二）、澳门特区政府旅游局局长文绮华女士（右三）、香港品质保证局主席卢伟国议员博士工程师（右四）、副主席何志诚工程师（左三）、名誉主席莫国和教授工程师（左一）、以及总裁林宝兴博士（右一）为开幕礼剪彩。

International
国际

Nigel Croft awarded Medal by American Society for Quality

Dr Nigel H Croft, HKQAA's Associate Technical Director, has been awarded the American Society for Quality Freund-Marquardt Medal for 2017. This is presented annually to nominees who have applied quality principles to the development, implementation, and literature of management standards. The citation on Dr Croft's award reads as follows: "For his passion, dedication and leadership in the application of quality management principles to the development, promotion and implementation of quality management system standards on a global scale, for over twenty years"

Revision to ISO Quality Standard for Local Government

The new revision of ISO 18091 (Guidelines for the application of ISO 9001 in local government) has reached the Committee Draft ("CD") stage. The revision will align this standard with the 2015 version of ISO 9001. In addition to providing guidance on the implementation of a quality management system in the local government context, ISO 18091 also contains the following useful annexes:

- Annex A provides information about some typical local government processes
- Annex B gives a description of a diagnostic model that can be used as a starting point for the implementation of an integral quality management system aiming for a reliable local government.
- Annex C shows how to support the achievement of the United Nations Sustainable Development Goals through the implementation of ISO 18091.
- Annex D describes the functioning and conditions for the creation of an "Integral Citizens' Observatory" as a tool for citizen participation and the accountability of a local government.

New ISO Handbook for ISO 14001 in Small Businesses

For SMEs, implementing an environmental management system can be a real challenge as technical and financial resources, in addition to staff time, is often limited. ISO has recently published a revision to its handbook "ISO 14001:2015 Environmental management systems – A practical guide for SMEs" updated to take into account the latest edition of the standard, published in 2015.

New version of ISO 22000 on schedule for publication in 2018

The new revision of ISO's food safety management system standard has just reached the Draft International Standard (DIS) phase. The new version will adopt ISO's High-Level Structure (HLS), which is the common framework for all management systems standards, making it easier for businesses to integrate with other components of their management system such as quality, environment, and health and safety. Risk is a vital concept for food businesses and the standard will distinguish between risk at the operational level (through the Hazard Analysis Critical Control Point approach, or HACCP) and risk at the strategic level of the management system (business risk) with its ability to embrace opportunities in order to reach a business's specific goals.

The revised version of ISO 22000 is expected to be published by June 2018.

倪国夫博士被授予美国质量协会奖章

香港品质保证局技术总监倪国夫博士(Dr Nigel H Croft)被授予美国质量协会2017年马卡德奖章。每年，该协会授予奖章给应用质量准则，促进管理标准发展、实践及起草的被提名者。在倪国夫博士的获奖介绍中提到：「二十多年来，他在质量准则应用方面的热忱、奉献及领导才能，协助促进全球的质量管理体系标准发展、宣传及实践。」

本地政府ISO质量标准修订

ISO 18091的新版本(ISO 9001本地政府应用指引)已经进入委员会草案(CD)阶段。修订版本会将此标准与ISO 9001的2015年版本保持一致。除了为本地政府提供实践质量管理体系的指引外，ISO 18091还包含以下有用的附件：

- 附件A提供代表性地方政府流程的资讯
- 附件B提供诊断范例的描述说明，以作为实践一个完整的质量管理体系的起点，从而建立一个值得信赖的地方政府
- 附件C展示如何透过实践ISO 18091，实现联合国永续发展目标
- 附件D描述建立一个一体化公民观察站("Integral Citizens' Observatory")所需的功能和条件，以配合公民参与和地方政府问责。

新版ISO 14001小型企业手册

对于中小企业来说，实践环境管理体系是个挑战，因为员工工作时间有限，技术和财政资源亦同样有限。近日，ISO出版了《ISO 14001：2015环境管理体系－中小型企业实用指南》手册的修订版，以涵盖于2015年出版的最新标准。

ISO 22000新版本将如期于2018年出版

ISO食品安全管理体系标准的最新修订案已进入国际标准草案(DIS)阶段。新版本将采用所有管理体系标准的通用框架－ISO高阶架构，以便企业结合其他管理体系元素，如质量、环境、以及健康与安全。风险是食品行业中一个重要的概念。通过危害分析和关键控制点(HACCP)，此标准将区分在营运层面上的风险，以及在管理体系策略层面上的风险(商业风险)，能把握机遇以达至企业的特定目标的能力。

ISO 22000修订版本预计于2018年6月出版。

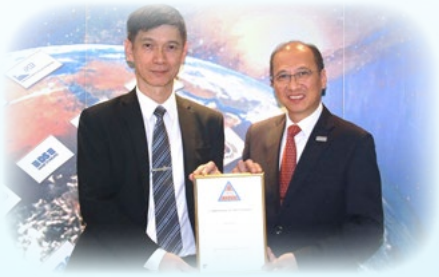
New Certified Clients
新认证客户

February to April 2017
2017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 2017, we have been pleased to welcome 22 organisations to our community. Among them, they have obtained 27 certificates of HCS, HACCP, ISO 9001, ISO 14001, ISO 22000, OHSAS 18001, QSPSC, SA 8000, SQM and TL-H 5.5/5.0. 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2017年2月至4月期间，香港品质保证局共颁发27张证书，包括HCS、HACCP、ISO 9001、ISO 14001、ISO 22000、OHSAS 18001、QSPSC、SA 8000、SQM及TL-H 5.5/5.0。在此谨祝贺22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。

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，范围遍及核查、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，我们会挚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 2017 2017 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 System - 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 01-03		VM3P/GZ10A GZ 23-25	
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 10			QMS4P/GZ11A GZ 09
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务	P	1	RMB 1,200		QM07P/SH09A SH 04		QM07P/GZ11A GZ 10
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/SH08A SH 07-08			
TL 9000 R6.0/R5.0 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.0/R5.0 电信业质量管理内审员培训	P	3	RMB 3,800				TL04P/GZ11A GZ 01-03
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	5	RMB 16,000	TL02P/GZ08A GZ 14-18			
IATF 16949:2016 Automobile Industry Quality Management System - Internal Auditor Training IATF 16949:2016 汽车行业质量管理体系内审员培训	P	3	RMB 2,500		MT68P/GZ09A GZ 04-06		
IATF 16949:2016 Automobile Industry Quality Management System Conversion Training IATF 16949:2016 汽车行业质量管理体系转版培训	P	2	RMB 1,600	MT71P/SH08A SH 22-23		MT71P/GZ10A GZ 19-20	
VDA 6.3 Process Audit VDA 6.3 过程审核	P	1	RMB 1,200			EO06P/SH10A SH 20	
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	3	RMB 2,800		ISE7P/GZ09A GZ 19-21		
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	3	RMB 2,400		GM20P/GZ09A GZ 27-29		
ISO 14971 Risk Management System for Medical Device ISO 14971 医疗器械行业风险管理体系内部审核员培训	P	2	RMB 2,400	RM16P/GZ08A GZ 30-31			
ISO/IEC 20000:2011 Information Technology Service Management System - Internal Auditor Training ISO/IEC 20000:2011 IT 信息技术服务体系内部审核员培训	P	3	RMB 3,000			ISE9P/GZ10A GZ 09-11	
SA 8000:2014 Social Accountablility Management Systems - Intenal 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/SH09A SH 07-08		
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/GZ11A GZ 21-22
OHSAS 18001:2007 Occupational Health and Safely Management Systems - Internal Auditor Training OHSAS 18001:2007 职业健康安全管理体系内部审核员培训	P	3	RMB 1,800	OHS9P/GZ08A GZ 09-11			
ISO 31000:2009 Risk Management System - Internal Auditor Training ISO 31000:2009 风险管理体系内部审核员培训	P	2	RMB 2,500				RM15P/GZ11A GZ 29-30
ISO 55001:2014 Asset Management System - Implementation ISO 55001:2014 资产管理体系实施工作坊	P	6	RMB 9,000		SM03P/GZ09A GZ 8; 11-15		
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/GZ11A GZ 13-15
ESD System Internal Auditor Training 静电管理体系内部审核员	P	2	RMB 2,400			ES29P/GZ10A GZ 26-27	
Production/Quality/Supply Chain/Customer Service Management 生产/质量/供应链/客服管理							
5S 现场管理 5S Site Management	P	1	RMB 1,200	GP09P/GZ08A GZ 04			
JIT (Just In Time) of Lean Production 精益生产之 JIT（准时生产）	P	2	RMB 2,500		GM21P/SH09A SH 14-15		
GD&T Gage Design and Detection in Practice GD&T 检具设计及检测	P	2	RMB 3,000				GM14P/GZ11A GZ 16-17
Flexie Production Planning Management 柔性生产计划与排程管理	P	2	RMB 2,500			EC08P/SH10A SH 06-07	
TPM - Total Productive Maintenance TPM- 全面生产管理实战	P	2	RMB 2,500			GM26P/GZ10A GZ 12-13	
Measurement System Analysis MSA 测量系统分析	P	1	RMB 1,000		MS06P/GZ09A GZ 22		
Supply Chain Quality and Risk Management 供应链源流质量与风险管理	P	2	RMB 2,500	GM13P/GZ08A GZ 23-24			
Key to Strong Enterprise — Quality Circle Operation 强企之本——品质圈 QCC 运作	P	2	RMB 1,800				ES28P/SH11A SH 29-30
8D-Quality Problem Analysis and Solving 8D- 质量问题分析	P	1	RMB 1,200			ES29P/GZ10A GZ 16	
Project Management 项目管理	P	2	RMB 3,000				MS17P/SH11A SH 13-14
Statistical Process Control SPC 统计过程控制	P	1	RMB 1,000		MS20P/GZ09A GZ 18		
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	P	1	RMB 1,000	MS04P/GZ08A GZ 22			
Seven QC Tools（Traditional & New） QC 七大手法	P	2	RMB 2,400			GM12P/SH10A SH 14-15	
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	P	2	RMB 2,500	MS19P/SH08A SH 10-11			
Management Development Training 管理发展培训							
Communication Skills 沟通技巧	P	2	RMB 2,400	GM07P/GZ08A GZ 07-08			
Time Management 时间管理	P	1	RMB 1,000		MS18P/SH09A SH 28		
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 28-29		GM06P/GZ10A GZ 17-18	
Manufacturing workshop Management practices - Group Leader Managemen 制造车间管理实战 - 班组长工作篇	P	2	RMB 2,400				MT33P/SH11A SH 20-21
Management Skills for Middle Management 中层管理人员管理技能培训	P	2	RMB 2,400	MS14P/SH08A SH 02-03			
Employee Motivation 员工动力驱动器——员工激励	P	2	RMB 2,800				GM23P/GZ11A GZ 07-08
Mind Map@： 思维导图轻松提升工作效率	P	1	RMB 2,000		M504P/GZ09A GZ 01		
Zodiak@： 商业策略、决策及财务游戏工作坊	P	1	RMB 1,500			M519P/SH10A SH 25-26	
Human Resource Management for Non-Human Resource Manager 非人力资源经理的人力资源管理	P	2	RMB 2,500				GM25P/GZ11A GZ 27-28

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 (Macau) Ltd. 标准认证服务（澳门）有限公司 • Tel 电话：(853) 2875 1199
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

培训课程 Training Schedule

Hong Kong 香港

Aug - Nov 2017 2017 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
Quality and Integrated Management Systems 质量和综合管理							
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 质量管理体系 - 理解与应用	C	1	HKD 1,580				VM1C/HK-11B **01**
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	C	2	HKD 3,300	VM3C/HK-08B **03-04**			VM3C/HK-11B **09-10**
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用	C	1	HKD 1,580	VM1C/HK-08B **03**	VM1C/HK-09A **06**	VM1C/HK-10A **03**	VM1C/HK-11A **02**
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	C	2	HKD 3,300	VM3C/HK-08A **14-15**	VM3C/HK-09A **26-27**	VM3C/HK-10A **30-31**	VM3C/HK-11A **07-08**
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	C	1	HKD 1,680/ HKD 1,580*	MT23C/HK-08A **24**		MT23C/HK-10A **24**	
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 质量管理体系文件	C	1	HKD 1,680/ HKD 1,580*				QMS4C/HK-11A **24**
CQI & IRCA Certified ISO 9001:2015 Lead Auditor (Quality Management Systems) Training Course (18030) ISO 9001:2015 质量管理体系 - 主任审核员证书培训课程	E	5	HKD 12,000/ HKD 11,500*			QMS/IRCA/10 **16-20**	
Environmental Conservation 环境保育							
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	C	2	HKD 3,400/ HKD 3,300*	EMS3C/HK-08B **01-02**			
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用	C	1	HKD 1,730/ HKD 1,630*			EMS2C/HK-10A **04**	EMS2C/HK-11A **14**
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	C	2	HKD 3,400/ HKD 3,300*	EMS3C/HK-08A **03-04**		EMS3C/HK-10A **26-27**	
ISO 14001: 2015 Environmental Management Systems - Implementation and Documentation ISO 14001:2015 环境管理体系 - 实施及文件指引	C	1	HKD 1,680/ HKD 1,580*				EMS8C/HK-11A **15**
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective	C	1	HKD 1,680	EM19C/HK-08A **07**			
NEW 最新课程 CQI & IRCA Certified ISO 14001:2015 Lead Auditor (Environmental Management Systems) Training Course (18040) ISO 14001:2015 环境管理体系 - 主任审核员证书培训课程	E	5	HKD 12,000/ HKD 11,500*				EMS/IRCA/11 **06-10**
NEW 最新课程 CQI & IRCA Certified ISO 14001:2015 Auditor Transition (Environmental Management Systems) (17967)	E	2	HKD 4,800/ HKD 4,300*				EM20E/HK-11A **30 Oct - 1 Nov**
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理体系 - 理解与应用	C	1	HKD 1,200/ HKD 1,080*			EM07C/HK-10A **06**	
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	C	5	HKD 9,000/ HKD 8,000*	EM10C/HK-08A **14-18**			
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	C	3	HKD 6,000/ HKD 5,500*	EM11C/HK-08A **14-16**			
GreenHouse Gas Verifier Training 温室气体验证员	C	2	HKD 3,500/ HKD 3,300*		EM09C/HK-09A **21-22**		
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	C	1	HKD 1,730/ HKD 1,630*		OHS8C/HK-09A **22**		OHS8C/HK-11A **17**
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 - 内部职业健康和安全管理体系审核员培训	C	2	HKD 3,400/ HKD 3,300*	OHS9C/HK-08A **16-17**		OHS9C/HK-10A **30-31**	
NEW 最新课程 Preparatory Course for ISO 45001 (Occupational Health & Safety Management Systems)	C	1	HKD 1,680/ HKD 1,580*		OH18C/HK-09A **22**		
NEW 最新课程 Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&IU(SM)R) for OHSAS 18001 Practitioners	C	1	HKD 1,500	OH15C/HK-08A **16**			
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存							
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	C	1	HKD 1,600/ HKD 1,500*				HA5C/HK-11A **10**
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理体系 - 内部审核员培训	C	2	HKD 3,500/ HKD 3,300*	HA7C/HK-08A **28-29**			
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 实施食品安全管理体系课程	C	2	HKD 3,700/ HKD 3,500*		HA9C/HK-09A **12-13**		
Foundation of HKQAA Wine Storage Management Systems Specifications 建立优良存酒设备 - 基础	C	1	HKD 1,500				QM04C/HK-11A **02**
NEW 最新课程 食品事故应变及风险管理课程	C	2	HKD 2,000	M085C/HK-08A **7 & 16**			
Team Building							
NEW 最新课程 Zodiak: The Game of Business Finance and Strategy	C	1 to 2	我们专为企业提供度身定造的培训，详情可与本局课程经理洽谈。 Mr. Anson Wong (2202 9395 / 6111 3855) / anson.wong@hkqaa.org				
NEW 最新课程 Team Collaboration in LEGO® SERIOUS PLAY®	C	1 to 2					
NEW 最新课程 Team Collaboration in Meaningful Micro-Film Production	C	1 to 2					
Personal Enrichment & Certification (M501) 个人提升和专业资格							
The 7 Habits of Highly Effective People Signature Program	C	2	HKD 10,000/ HKD 9,000*		PC01C/HK-09A **14-15**	PC01C/HK-10A **26-27**	
Hogan Assessment Certification Workshop 2016	E	2	HKD 18,500		PC06E/HK-09A **13-14**		PC06E/HK-11A **22-23**

Hong Kong 香港

Aug - Nov 2017 2017 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）							
Negotiation and Mediation Skills for Managers and Professionals	C	1	HKD 1,500	M911C/HK-08A **10**			M911C/HK-11A **03**
Fundamental Law for Office Administrators 行政人员基础法律知识	C	1	HKD 1,500			M920C/HK-10A **18**	
Fundamental Law for Education Administrators 教育行政人员基础法律知识	C	1	HKD 1,500		M917C/HK-09A **29**		
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必须认识的香港竞争法	C	1	HKD 1,500			M914C/HK-10A **04**	
Legal Fundamentals of Tendering	C	1	HKD 1,500		M909C/HK-09A **06**		
Fundamental Contract Law for Managers and Professionals 管理者必须认识的合同法	C	1	HKD 1,500	M906C/HK-08A **29**			M906C/HK-11A **23**
Fundamentals of Negligence for Managers and Professionals 与疏忽有关的基础法律、承担责任及赔偿风险	C	1	HKD 1,500			M907C/HK-10A **30**	
Safety and Environmental Offences in Construction Projects 「知法守法」课程系列－解构违反安全及环保法例事故	C	1	HKD 1,500		M908C/HK-09A **14**		
NEW 香港食物安全管理法律实务	C	1	HKD 1,500			M922C/HK-10A **06**	
NEW 场所与设施管理必用法律	C	1	HKD 1,500		M923C/HK-09A **22**		
NEW Essential of Employment Ordinance	C	Half-day	HKD 750	M924C/HK-08A **02**			M924C/HK-11A **20**
NEW Introduction to Company Law for Non-lawyers	C	1	HKD 1,500		M925C/HK-09A **21**		M925C/HK-11A **15**
NEW 《商品说明条例》法律进阶班	C	1	HKD 1,500			M926C/HK-10A **09**	
Management Tools, Skill for Improvement 管理工具和技巧							
NEW ISO 37001 Anti-Bribery Management Systems - Introduction	C	Half-day	HKD 980			A001C/HK-10A **23**	
NEW ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 资产管理体系 - 理解与应用	C	1	HKD 1,600/ HKD 1,500*	SM04C/HK-08A **04**			
Implementation of HKQAA 5S in the Workplace Operation 实施 HKQAA 5S 在工作间的营运	C	1	HKD 1,600/ HKD 1,500*	GP03C/HK-08A **24**			
Workshop on Transforming HR Role as Strategic Partners 提升 HR 策略性伙伴地位培训工作坊	C	1	HKD 1,080/ HKD 980*			M063C/HK-10A **12**	
Workshop on Developing Supervisory Skills & Leadership Charisma 强势督导管理培训工作坊	C	1	HKD 1,080/ HKD 980*		M022C/HK-09A **19**		M022C/HK-11A **17**
Workshop on Performance Management through KPI Setting 企业及部门绩效管理培训工作坊	C	1	HKD 1,080/ HKD 980*			M021C/HK-10A **23**	
Workshop on Business Process Improvement 业务流程改善培训工作坊	C	1	HKD 1,080/ HKD 980*		M024C/HK-09A **18**		
Workshop on Effective Project Management 有效项目管理培训工作坊	C	1	HKD 1,080/ HKD 980*	M025C/HK-08A **22**			M025C/HK-11A **23**
Workshop on Effective Performance Appraisal 个人绩效管理工作坊	C	1	HKD 1,080/ HKD 980*		M026C/HK-09A **12**		
Workshop on Effective Communication & Influencing Skills 有效沟通及影响技巧培训工作坊	C	1	HKD 1,080/ HKD 980*	M028C/HK-08A **18**		M028C/HK-10A **20**	
Business English Series 职场实用英语系列							
NEW Professional Written Replies to Complaints Workshop	E	1	HKD 1,400/ HKD 1,150*		M065E/HK-09A **01**		
NEW Report Writing Workshop	E	1	HKD 1,400/ HKD 1,150*			M066E/HK-10A **31**	
NEW Effective Proposal Writing Workshop	E	1	HKD 1,400/ HKD 1,150*	M068E/HK-08A **04**			M068E/HK-11A **07**
NEW Effective Communication in Meetings	E	1	HKD 1,400/ HKD 1,150*			M076E/HK-10A **09**	
NEW Effective Presentation Skills	E	1	HKD 1,400/ HKD 1,150*	M077E/HK08A **09**			M077E/HK11A **13**
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-08A **02**			RM01C/HK-11A **13**
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-08A **02**			RM04C/HK-11A **13**
Customer Service: From Good To Great 顾客服务：迈向优越							
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	C	1	HKD 1,280	MT14C/HK-08A **16**		MT14C/HK-10A **06**	
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	2	HKD 3,200/ HKD 3,000*			MT56C/HK-10A **16-17**	
Corporate Social Responsibility 企业社会责任	C						
How to Prepare Corporate Sustainability Report? 如何撰写企业持续发展报告	C	1	HKD 1,600				SR01C/HK-11A **09**
Telecommunications, Information Security and Management 电信、资讯保安与管理							
ISO/IEC 27001:2013 Information Security Management Systems - Understanding & Application ISO/IEC 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-08A **22**			ISE3C/HK-11A **06**
TL 9000 R5.5/R5.0 Quality Management System Auditing (QuEST Forum Sanctioned Training) (English)	E	3	HKD 10,500/ HKD 10,200**			TL02E/HK-10A **23-25**	
HKQAA Sustainable Building Index (HKQAA SBI) 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-11A **10**

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

** For QuEST Forum members QuEST Forum 会员价

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 : 13 June 2017

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

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香 港 品 質 保 證 局

Introduction to Design Thinking
设计思维入门

Course Contents 课程内容：

- Basic Concept of Design Thinking设计思维的基本概念
- Core Value of Design Thinking 设计思维的核心价值
- Experiential Learning What Is Design Thinking体验何谓设计思维
  - Understanding: How to enlarge what you knowing? 如何有效扩大认知的范畴？
  - Observation: How to listen the hidden message? 如何放大微弱的市场需求讯号？
  - Point of View: How to create Insight? 如何启发创新思维？
  - Ideation: How to create under constraints? 如何在有限的条件作最优异的构想？
  - Prototype: How to use hands to think and communication? 如何用手沟通与思考？
  - Testing and Feedback: How to co-create with customers? 如何与客户进行有效的共创？
- Establish corporate culture with Design Thinking设计思维为企业建立新文化

Date	**日期**	29 August 2017 2017年8月 28日
Time	**时间**	9:30am - 5:00pm 早上9时30分至下午5时
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 广东话
Speaker	**讲者**	Mr Mac Leung, Design Thinking Certified Facilitator 「设计思维」认可导师梁锐光先生

Enquiry 查询
Mr Anson Wong 王先生
Tel电话：
(852) 2202 9395
(852) 6111 3855
Email电邮：
anson.wong@hkqaa.org

Advanced Seminar on False Trade Description and Mis-selling
《商品说明条例》法律进阶班

Course Contents 课程内容：

- Overview of Trade Description Ordinance (Cap. 362)《商品说明条例》（第362章）介绍
- Application of trade description into services 商品说明的恰当应用
- Offences in respects of trade description 商品说明的相关罪行
- False, misleading or incomplete information 虚假、误导或不完整的资讯
- Unfair trade practices 不良营商手法
- Trade descriptions dos and don'ts 商品说明中的可做及不可做
- Vicarious liabilities 他人刑责转嫁责任

Date	**日期**	9 October 2017 2017 年 10 月 9 日
Time	**时间**	9:30am - 5:00pm 早上9时30分至下午5时
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
Speaker	**讲者**	Practising Barrister(s) 执业大律师

Hong Kong 香港
☎: (852) 2202 9111
昌: (852) 2202 9222
✉: hkqaa@hkqaa.org

Shanghai 上海
☎: (86 21) 6876 9911
昌: (86 21) 6876 9922
✉: info.sh@hkqaa.org

Guangzhou 广州
☎: (86 20) 8383 3777
昌: (86 20) 8382 3066
✉: info.gz@hkqaa.org

Xian 西安
☎: (86 29) 8636 0030
昌: (86 29) 8636 0031
✉: info.xn@hkqaa.org

Macau 澳门
☎: (853) 6238 8759
✉: info.mo@hkqaa.org