VISION 管略

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HKQAA
HONG KONG QUALITY ASSURANCE AGENCY

香港品質保證局

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Article Contributions 歡迎投稿

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

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《管略》為香港品質保證局定期出版之通訊，所有刊登於本通訊的文章版權為本局所有。本刊所載專文，未必代表香港品質保證局之意見。如欲轉載本刊內容，請致電（852）2202 9111 與本刊總編輯聯絡。

From the Editor 編者的話

Utilise Corporate Social Capital to Enhance Sustainable Development

Every person, community and organisation in society has distinct advantages. If we connect with friends from different sectors, utilise each other's strengths and develop mutual help, we can build long-lasting, trusting relationships. These cross-sectoral networks and the spirit of teamwork are important for developing social capital, which – along with economic, cultural and human capital – is one of the motivations for social development.

According to a report released by the World Business Council for Sustainable Development in April this year, social capital includes people's skills, knowledge, societies' relationships, institutions and shared values. It helps foster solidarity and resilience. The World Bank emphasises that social capital has contributed to social cohesion and is essential for social development.

HKQAA is one of the pioneers in the promotion of social responsibility in Hong Kong. It pays close attention to social needs and is committed to developing new services to help organisations improve their sustainability performance so as to create a better business and social environment. To promote social capital development, HKQAA kicks off the Project on "Bridging and Bonding – To Create Measurable Social Benefits", funded by the Community Investment and Inclusion Fund. This project develops the Corporate Social Capital Implementation Guidance Document, as well as training and recognition programmes, to encourage more organisations to be socially responsible and to develop and make good use of their corporate social capital to generate long-term value. This will bring to bear the benefits of social capital and enhance the sustainable development of our community.

HKQAA hopes this project will stimulate exchange and collaboration across various sectors and achieve synergy through cross-sectoral cooperation. Through the joint efforts of corporations, social welfare organisations and other stakeholders, social capital can be further enriched in Hong Kong.

善用企業社會資本　促進可持續發展

每個人、每個群體、每間機構都是社會的一份子，都有自身的獨特優勢。如果大家積極結交不同界別的朋友，各自發揮所長，彼此守望相助，會有助建立持久互助互信的關係。這些跨界別的人脈網絡和團結合作精神，都是重要的社會資本。

事實上，除了經濟資本、人力資本外，社會資本也是推動社會發展的主要動力之一。世界企業可持續發展委員會在今年四月發表的報告中指出，社會資本包含了知識技能、社會網絡、制度和共同價值觀等，有助團結社會，提升社區抗逆力。世界銀行也強調，社會資本有助增加社會的凝聚力，促進社會持續發展。

香港品質保證局作為本地推動社會責任的先驅之一，一直關注社會需要，致力開發嶄新服務，協助機構提升可持續發展表現，營造更理想的商業和社會環境。為宣揚建立社會資本，本局在社區投資共享基金（CIIF）的資助下，啟動「共 • 商 • 善舉」社會資本計劃，制訂《企業社會資本實踐指導文件》，並透過培訓及嘉許計劃，鼓勵更多機構履行社會責任，建立和善用企業社會資本來締造長遠價值，從而為社會帶來裨益。

本局亦期望計劃可以促進不同界別的組織和人士交流協作，善用彼此優勢，發揮協同效應。相信在企業、社福機構及各界的同心協力下，我們能夠為香港創造更豐厚的社會資本，讓明天變得更美好。

Developed by HKQAA and Funded by CIIF
社區投資共享基金資助　香港品質保證局推行

社區投資共享基金
資助計劃
充滿人情味的基金

Kickoff of the Project on "Bridging and Bonding — To Create Measurable Social Benefits"
「共‧商‧善舉」社會資本計劃啟動

The Kick-off Seminar on "Bridging and Bonding - To Create Measurable Social Benefits" was successfully held on 26 September 2017 at Chiang Chen Studio Theatre, Hong Kong Polytechnic University. Dr Lam Ching-choi, BBS, JP, Chairman of the Community Investment and Inclusion Fund Committee and Member of the Executive Council, officiated at the kick-off seminar.

Development of Guidance Document, Pilot Run by Corporations

To promote the building of "Social Capital", Hong Kong Quality Assurance Agency (HKQAA) has developed a Project on "Bridging and Bonding - To Create Measurable Social Benefits". The Project is funded by the Community Investment and Inclusion Fund (CIIF) and aims at encouraging the business sector to develop corporate social capital, and create profound and sustainable social benefits. It also encourages cross-sectoral cooperation to help strengthen social capital and enhance sustainability in Hong Kong.

Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA, said, "In the Project on 'Bridging and Bonding - To Create Measurable Social Benefits', HKQAA develops the Corporate Social Capital Implementation Guidance Document that provides a framework for encouraging the business sector to build and utilise their corporate social capital, be socially responsible, and create value for stakeholders. Through training, recognition programmes and an online platform, practitioners from various sectors can learn more about social capital, exchange knowledge and move towards professionalisation."

HKQAA develops the Guidance Document with reference to ISO 26000 Guidance on Social Responsibility, professional management models and six core social capital dimensions of CIIF, namely Social Networks, Trust and Solidarity, Mutual Help and Reciprocity, Social Cohesion and Inclusion, Social Participation, and Information and Communication.

Meanwhile, HKQAA collaborates with various corporations to implement the Guidance Document, identify good practices, continually fine-tune the Guidance Document and promote cross-sectoral cooperation in the pilot projects. Pilot projects collaborators include **Hong Kong Airlines Limited**, **Hong Kong Broadband Network Limited**, **Hysan Development Company Limited**, **MTR Corporation Limited** and **New World Development Company Limited**.

Foster Cross-sectoral Collaboration, Strengthen Social Capital

The Project acts as a bridge between corporations, social welfare organisations and other stakeholders to foster collaboration in the community.

香港品質保證局於 2017 年 9 月 26 日假香港理工大學蔣震劇院舉行「共‧商‧善舉」社會資本計劃啟動禮暨研討會，並邀得社區投資共享基金委員會主席及行政會議成員林正財醫生, BBS, 太平紳士，擔任主禮嘉賓。

制訂指導文件　多間企業試行

為宣揚建立「社會資本」，香港品質保證局在社區投資共享基金 (CIIF) 的資助下，推行「共‧商‧善舉」社會資本計劃，以推動商界建立企業社會資本，締造更有深度、質素及可持續的社會效益；同時鼓勵跨界別協作，以助香港建立更強大的社會資本，促進可持續發展。

香港品質保證局主席盧偉國議員博士工程師表示：「在『共‧商‧善舉』社會資本計劃下，本局制訂《企業社會資本實踐指導文件》，提供一個框架，推動商界建立和善用企業社會資本，用以履行社會責任，為持份者創造更大價值；並透過培訓、嘉許計劃及網上平台，促進知識交流，協助企業、社福機構等跨界別從業員掌握社會資本的理念，邁向專業化發展。」

此指導文件參考 ISO 26000 社會責任國際指引，結合專業管理模式及社區投資共享基金的社會資本理念之六大範疇，包括社會網絡、互助和互惠、信任和團結、社會參與、社會凝聚和包容、以及資訊和溝通來制訂。

同時，本局將與多間企業合作，透過試驗計劃，試行實踐指導文件，識別良好做法，以助持續優化指導文件，並推動跨界別協作。目前參與試行計劃的協作夥伴包括 **香港航空有限公司**、**香港寬頻網絡有限公司**、**希慎興業有限公司**、**香港鐵路有限公司**、以及 **新世界發展有限公司**。

連結不同界別　加強社會資本

此計劃擔當橋樑角色，連繫商業、社福機構及其他持份者，締結協作夥伴關係，共同發揮創意及互補精神。

Dr Lam Ching-choi, BBS, JP, Chairman of the CIIF Committee and Member of Executive Council (Middle) and Mr Kwan Chuk-fai, MH, JP, Vice-chairman of the CIIF Committee (Right 4), Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman (Left 4), Ir C S Ho, Deputy Chairman (Left 3) and Dr Michael Lam, Chief Executive Officer of HKQAA (Left 2), and project collaborators kick off the Project on "Bridging and Bonding - To Create Measurable Social Benefits".

社區投資共享基金委員會主席及行政會議成員林正財醫生, BBS, 太平紳士(中)、社區投資共享基金委員會副主席關則輝先生, MH, 太平紳士(右四)、香港品質保證局主席盧偉國議員博士工程師, SBS, MH, 太平紳士(左四)、副主席何志誠工程師(左三)、總裁林寶興博士(左二)、以及多位計劃協作夥伴一同啟動「共‧商‧善舉」社會資本計劃。

Project Introduction

Vision

Motivate the business sector to develop corporate social capital and create substantial and sustainable social benefits; at the same time, encourage cross-sectoral collaboration to foster the development of robust Social Capital contributing to the sustainable development of society in the long run

Objectives and Targets

- **Encourage the business sector to develop Corporate Social Capital** on fulfilling their social responsibilities while bringing about mutual benefits to both the corporations and all other concerned stakeholders in the society, leading to a win-win result
- Act as a bridge to **connect business, social welfare organisations and stakeholders from various sectors to develop collaborator networks**, fostering creativity and the complementary spirit, accumulating useful and valuable experiences for the sake of advancing the sustainable development of society
- Encourage social responsibility practitioners from corporations and social welfare organisations to thoroughly understand and grasp the idea of Social Capital, practice continuously and **move forward to professionalisation**
- **Recognise** organisations and practitioners that are committed to developing Social Capital projects, and encourage various sectors to persistently implement Social Capital ideas and concepts in the long term

Project Highlights

1. Develop and promote "Corporate Social Capital Implementation Guidance Document" (GD), encourage enterprises to build corporate Social Capital

- Develop the GD with reference to ISO 26000 Guidance on social responsibility, organisational management models and the CIIF's six social capital dimensions (namely Social Networks, Trust and Solidarity, Mutual Help and Reciprocity, Social Cohesion and Inclusion, Social Participation, and Information and Communication)
- Establish a Stakeholder Group with members from different sectors (including corporations, NGOs, social welfare organisations, academic and government organisations), to provide advice and recommendations on the development of GD. Also, five collaborators have been invited to adopt the GD and pilot run community projects. Their feedback will help fine-tune the GD, which will be practical and applicable to different types of organisations.
- Study and establish the relationship between the performance of building social capital on the fulfillment of social responsibility and the HKQAA Sustainability Rating and Research (SRR) for the Hang Seng Corporate Sustainability Index Series, so as to encourage corporations to enhance sustainability performance

Stakeholder engagement and participation:

- Corporations will be invited to attend complimentary seminars and workshops to understand and implement the GD. This will encourage cross-sectoral collaboration and the development of corporate social capital by adopting the GD in their organisations.

2. Professional development in social capital

- Develop the personnel registration scheme to encourage the practitioners, who are interested in understanding social capital and adopting it in their organisations, to keep learning and put theory into practice. This will help continually improve the good practices of social capital development. The scheme also recognises the professional competence of these practitioners.

Stakeholder engagement and participation:

- Qualified individual who meets the scheme requirements may apply as the registered personnel.

計劃簡介

願景

推動商界建立企業社會資本，締造更有深度、質素及可持續的社會效益；同時鼓勵跨界別協作，以助香港建立更強大的社會資本，促進可持續發展

目標

- **推動商界建立和善用企業社會資本**，從而更有深度地履行社會責任，讓商界、社福機構及不同持份者均能帶來更大的社會效益，達致「多贏」局面
- 擔當橋樑角色，**連繫商界、社福機構及不同界別的持份者，締結協作夥伴關係**，共同發揮創意及互補精神，累積更多優良經驗，促進社會的可持續發展
- 推動企業、社福機構等跨界別從業員充份了解、掌握社會資本的理念，並持續實踐，**邁向專業化發展**
- **表揚**致力建立社會資本項目的機構及從業員，鼓勵及推動各界別持續實踐社會資本的理念

計劃重點

1. 制訂及推行《企業社會資本實踐指導文件》鼓勵企業建立企業社會資本

- 文件參考 ISO 26000 社會責任國際標準指引，結合專業管理模式及社區投資共享基金所推動的企業社會資本理念（包括社會網絡、互助和互惠、信任和團結、社會參與、社會凝聚和包容、資訊和溝通六大範疇）來制訂
- 成立持份者小組進行諮詢工作，整合不同跨界別（包括企業、非政府組織、社福機構、學術界及政府高級管理人員）專業人士的意見，同時邀請 5 個協作夥伴採用指導文件試行計劃及給予意見，優化指導文件，以適用於不同類型機構，為自身制訂切實可行的應用方法
- 研究及訂定建立社會資本來履行社會責任的表現，與香港品質保證局就「恒生可持續發展企業指數系列」的可持續發展評級與研究（SRR）關連性，為企業提供更大的推動力，優化可持續發展

持份者參與模式：

- 企業可參加免費研討會及工作坊，加深認識指導文件的理念及實務指引，加強與不同界別的協作交流，並嘗試於工作上應用指導文件，建立企業社會資本

2.「社會資本」專業化發展

- 訂立專業人員註冊制度，讓有志認識及應用社會資本的從業員持續學習及實踐，將理論與應用結合，能不斷提升建立社會資本良好手法的質素及獲得專業能力的認可。

持份者參與模式：

- 符合計劃專業資格的人士，可申請註冊為專業人員

3. Recognition for social capital project and practitioners
- Establish a project registration scheme to encourage organisations and practitioners from different sectors to develop more social capital projects, and recognise their contribution.

Stakeholder engagement and participation:
- Qualified project which meets the scheme requirements may be submitted to HKQAA for assessment and registered as a Social Capital Registered Project.

4. Social capital web-based stakeholder platform to enhance cross-sectoral exchange
- Promote the concept and implementation of social capital and facilitate experience sharing by developing a membership programme and a web-based forum which provides up-to-date social capital news

Stakeholder engagement and participation:
- Join as members and participate in continuous learning activities which allow thorough understanding of social capital theory
- Participate in the web-based platform; share practical experience with professional members across different sectors

5. Sharing of experience and achievement
- Organise recognition ceremony cum sharing forum to recognise the contribution of practitioners and organisations in building social capital. The event also facilitates experience exchange and further development of social capital.

Stakeholder engagement and participation:
- Attend the recognition ceremony cum sharing forum, share practical experience of building social capital to foster continuous project enhancement. Activity details will be released on the social capital web-based platform.

3. 表揚致力建立社會資本項目的機構及從業員
- 訂立社會資本項目註冊制度,推動不同界別機構及從業員發展更多「企業社會資本」項目,並予以表揚

持份者參與模式:
- 符合計劃資格之項目,可提交項目資料供本局評審,申請註冊為「企業社會資本」項目

4. 建立社會資本網站 促進跨界別交流
- 推廣社會資本理念及實踐,設立會員制度及網上討論區,提供社會資本相關資訊,供不同界別的持份者參與,深化持續學習及跨界別的專業經驗交流

持份者參與模式:
- 申請成為會員,參與持續學習的活動,以深化社會資本的理論
- 參與網上討論區,與不同界別專業人士交流將社會資本理念與實踐結合的經驗

5. 總結經驗及成果分享
- 舉辦嘉許禮暨分享論壇,表揚社會資本從業員、企業和社福機構對累積「社會資本」經驗中所作出的貢獻,同時促進經驗交流,推動社會資本進一步發展

持份者參與模式:
- 參加嘉許禮暨分享論壇,交流實踐「社會資本」經驗,持續優化社會資本項目。活動詳情將於日後在社會資本網上交流平台中發布

Upcoming Seminars 最新研討會

Introduction to "Corporate Social Capital Implementation Guidance Document" (GD)
《企業社會資本實踐指導文件》簡介

Training Contents 培訓課程內容
- What is Corporate Social Capital (CSC)? 簡介企業社會資本
- Relationship between CSC and Social Responsibility (SR) 企業社會資本與社會責任的關係
- How to identify and build CSC on performing your Social Responsibility by using the GD 如何通過使用指導文件識別及建立企業社會資本來履行社會責任
- Upcoming activities sponsored by the Community Investment and Inclusion Fund (CIIF) 有關獲社區投資共享基金資助的最新活動介紹

Details 詳情

Date & Time 日期及時間	: 6 December 2017 (3:00 - 5:00pm) : 2017 年 12 月 6 日 (下午 3 時至 5 時)
Venue 地點	: 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong : 香港北角渣華道 191 號嘉華國際中心 19 樓
Fee 費用	: Free of Charge : 免費
Language 語言	: Cantonese : 廣東話

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Social Capital: A New Perspective for Corporate Social Responsibility
社會資本：企業實踐社會責任新角度

An Interview with the Chairman of the Community Investment and Inclusion Fund Committee and Member of the Executive Council Dr Lam Ching-choi, BBS, JP
專訪社區投資共享基金委員會主席、行政會議成員 林正財醫生, BBS, 太平紳士

For more than a decade, the Community Investment and Inclusion Fund (CIIF) under the Labour and Welfare Bureau has been putting enormous efforts into encouraging different sectors to build social capital. VISION is honoured to talk to the Chairman of the CIIF Committee and Member of the Executive Council, Dr Lam Ching-choi, BBS, JP, about the concept of social capital and practical strategies for developing it.

勞工及福利局轄下的社區投資共享基金十多年來一直大力推動社會各界建立社會資本。今期《管略》很榮幸邀請到社區投資共享基金委員會主席、行政會議成員林正財醫生, BBS, 太平紳士，分享社會資本的理念及在企業中發展社會資本的實踐策略。

Developing Social Capital, Fostering Social Harmony

Established in 2002, the CIIF serves to promote reciprocity between the public and different sectors, and build a cross-sectoral collaborative platform and mutual help network. By funding different projects, the CIIF seeks to build social capital, and enhance mutual support among individuals, families, enterprises and organisations so that our community can grow from strength to strength.

"Simply put, 'social capital' means utilising one's strength to help each other, making friends with people of different backgrounds and establishing long-term relationships of reciprocity. The aim of our work is to encourage organisations and individuals with a common goal to form partnerships and cross-sectoral networks to build more social capital and spread a caring message to every corner of the community, and to achieve social harmony," Dr Lam explained.

Integrating into Corporate Strategies, Creating Win-Win Situations

The six key dimensions of social capital are Social Networks, Trust and Solidarity, Mutual Help and Reciprocity, Social Cohesion and Inclusion, Social Participation, and Information and Communication. These are regarded as the essential criteria for measuring social capital development. If used wisely, they can help to motivate the business sector to be socially responsible and achieve sustainable development.

"In recent years, many enterprises have actively fulfilled their social responsibilities and given something back to society. Many enterprises have incorporated social capital development into their strategies, leveraging the strengths of different sectors, such as innovative thinking, expertise and knowledge, to connect and achieve synergy," Dr Lam said.

Improving Corporate Reputation, Increasing Staff Morale

When enterprises participate in the development of social capital, both enterprises and society can reap rewards in several different ways. Firstly, enterprises may utilise their expertise to address social needs, while at the same time **improving their brand image**. Secondly, enterprises can gather residents, business, government, school, community, medical and other sectors to collaborate and achieve a **1+1 >2 synergy** in the community. Thirdly, enterprises can provide repeated services which establish long-

建立社會資本 促進社會和諧

社區投資共享基金於2002年由香港特別行政區政府成立，透過撥款資助不同計劃，推動市民及社會各界發揮凹凸互補精神，齊心建立跨界別協作平台及互助網絡，從而建立社會資本，讓個人、家庭、企業及組織互相支持，提升社區能力。

「簡單而言，『社會資本』就是要善用一己所長，你幫我，我幫你，結交不同背景的朋友，建立持久的互助互信關係。我們的工作目標，是鼓勵志同道合的夥伴組成群體，結成跨界別網絡，建立更多社會資本，把人情味帶到不同角落，創造和諧社會。」林醫生道。

納入企業策略 締造多贏局面

社會資本的六大範疇包括：社會網絡、信任和團結、互助和互惠、社會凝聚和包容、社會參與及資訊和溝通。這六大範疇是衡量建立社會資本發展的重要元素，若善加應用，有助推動商界履行社會責任，達至可持續發展。

「近年，不少企業積極履行社會責任，堅守回饋社會的良心企業信念。當中，不少企業已把社會資本發展納入其履行社會責任的策略中，以各自優勢，例如創新思維、專業技能和知識等，連結不同界別的夥伴，發揮協同效應。」林醫生道。

提高企業聲譽 增強員工士氣

企業參與建立社會資本，社會及企業均能獲得豐厚回報，例如：企業善用其專長解決社會需要，從中可**樹立良好的品牌形象**；其次是締結民、商、官、校、社、醫等跨界別合作，為社區帶來**1+1 >2** 的協同效應；第三

社會資本六大範疇
Six Core Social Capital Dimensions

社會網絡
Social Networks

信任和團結
Trust and Solidarity

社會參與
Social Participation

互助和互惠
Mutual-help and Reciprocity

資訊和溝通
Information and Communication

社會凝聚和包容
Social Cohesion and Inclusion

term **relationships of mutual trust** with the community. Fourthly, employees can be motivated through helping others, thereby **boosting their confidence and morale**. Finally, enterprises can adopt a set of management processes with social capital elements in their operations with a view to building trust and mutual help with their stakeholders. This will bring about a win-win outcome **leading to sustainable development of the community**.

Dr Lam explained, "The ways in which enterprises can build social capital include providing suitable tangible support, opportunities to broaden horizons, work experience and employment opportunities, as well as transferring knowledge and skills. One example is Hong Kong Disneyland Resort (Disney). Realising that families in Tung Chung area needed help with child development, Disney launched the "Family storytelling - Neighbourhoods Support Project" in collaboration with the Hong Kong Outlying Islands Women's Association, capitalising on the storytelling skills Disney staff possessed. Through participation in the project, Disney has come to be regarded by local residents as a member of the community; hence mutual trust is built."

"Another example is the MAKE UP FOR EVER Academy which participated in the project "I+O Styling Studio" launched by Tung Wah Group of Hospitals. This project used the platform of make-up and photography to provide non-engaged youths with professional knowledge and skills so that they could pursue their life goals and acquire working skills. Some trainees even made use of what they had learnt to assist community centres to launch make-up courses, or provided make-up services for community performances, which is a testimony to their transformation from recipients to helpers. This demonstrates the essence of social capital. The Academy was able to reap ample rewards from encouraging their employees to participate in the project. Their confidence, capacity and morale were boosted and they became more inclusive, in turn enhancing the corporate core values, team spirit and faith in community services."

"Bridging and Bonding - To Create Measurable Social Benefits" Promotes Social Capital Development

HKQAA is also developing a project called "Bridging and Bonding - To Create Measurable Social Benefits", funded by the CIIF. The project will encourage the business sector to build and utilise their corporate social capital, and be socially responsible. Dr Lam believes that the project will encourage the business sector to develop and participate in more activities that will help the development of social capital. Corporations can achieve synergy through cross-sectoral cooperation with partners in different sectors. They can also adopt a set of management processes with social capital elements in their operations with a view to building trust and mutual help with their stakeholders. This will bring about a win-win outcome.

Dr Lam stated that the benefits of social capital depend on the active participation of people from all walks of life, especially the business sector and social welfare organisations. He believes that there will be more people and organisations developing social capital in the future, joining hands to contribute their strengths and using each other's networks to build a sustainable and caring Hong Kong.

是企業提供非單次服務，與社區建立長遠的**互信關係**；另外，企業員工透過助人亦能受助，從而**增強信心和士氣**；最後，企業亦可嘗試在機構內部運作中，運用具有社會資本元素的管理方法，加強與持份者的互信互助，達至『多贏』，**促進社會的可持續發展**。

林醫生解釋：「企業建立社會資本的途徑可以包括實質支援，提供聚腳點、提供機會，擴闊眼界、提供實習及就業機會、承傳知識和技能等。其中一個例子是香港迪士尼樂園度假區，他們有感東涌區不少年輕家庭在關顧小孩成長方面需要支援，於是與離島婦聯共同構思及推行『故事家庭樂』鄰里支援互助計劃。這正好發揮迪士尼職員義工講故事的專長。參與計劃後，地區的居民視迪士尼為社區的一份子，彼此切實地建立了一種互信關係。」

「另外一個例子是非常作，他們參與由東華三院合作推展的『全面美型格影樓計劃』，以化妝和攝影作平台，為一班待業待學的年輕人傳授知識與技能，從而建立他們的人生目標和工作能力。部分學員更將所學知識，協助社區中心教授化妝班及參與社區表演的化妝工作，從受惠者變成助人者，體現社會資本的意義。公司表示員工參與計劃，除令他們增強信心、能力和士氣外，同事間的相處亦變得更包容，有助企業建立核心價值、團隊精神和服務社會的信念。」

「共・商・善舉」計劃 推動社會資本發展

香港品質保證局在社區投資共享基金資助下，推行『共・商・善舉』社會資本計劃，促進商界建立和善用企業社會資本，用以履行社會責任。林醫生相信此計劃可鼓勵商界構思及參與更多有助社會資本發展的「善舉」：企業不單可以連結不同界別的夥伴，發揮協同效應；亦可在機構內部運作中，善用具有社會資本元素的管理方法，並加強與持份者的互信互助，達至「多贏」。

林醫生認為要令社會資本發揮最大的效益，實有賴各界人士，特別是商界及社福機構的積極參與。他期望未來有更多有心人、有心機構加入建立社會資本的行列，攜手貢獻所長，善用彼此的網絡，同心建立一個可持續發展並滿載人情味的香港。

Bloggers' Recommended Shop Award
「網絡紅人推薦商店」獎項

Social media has grown rapidly in recent years. More and more consumers are collecting the latest service and product information from the Internet. Bloggers review new products and share their experience as customers in retail stores and restaurants. They may influence their 'followers' and the market trends.

Hong Kong Quality Assurance Agency (HKQAA) is now introducing the Bloggers' Recommended Shop Award, which aims to recognise merchants with excellent customer service. Bloggers are invited to visit the participating merchants as mystery shoppers and evaluate their service quality.

Award Presentation

If participating merchants achieve a satisfactory assessment result, they will be awarded the "Bloggers' Choice" Sticker which can be placed inside their stores. Bloggers will spread the customer experience on their blogs or other social networking websites, with the consent of participating merchants. In addition, every year HKQAA will present Bloggers' Recommended Award trophies to merchants with the highest scores.

Benefits

- The Sticker recognises outstanding customer service and builds a strong word-of-mouth foundation.
- Bloggers share good customer experience on social media to promote the awarded merchants.
- The brand new mystery shopper assessments and promotions on social media bring in more business opportunities.
- The blogger reviews provide case studies for use by awarded merchants in their internal training.

Assessment Criteria

Each store is regarded as a participating unit (i.e. with the business address of a physical store). If the merchants own multiple stores, they can decide which stores will participate. There is no limit on the number of participating stores.

Bloggers visit the participating stores as mystery shoppers and conduct assessments based on six criteria (W.I.S.D.O.M).

近年網絡社交媒體崛起，越來越多的消費者從網絡取得最新服務及產品資訊，促成了博客群（Bloggers）及其追隨者（Followers）的出現。博客活躍於社交媒體，評價新產品，分享其零售店舖、食肆的消費體驗，他們在網絡社交媒體所寫所表達的感受隨時可以帶動市場潮流。

香港品質保證局（HKQAA）特意建立「網絡紅人推薦商店」獎項，表揚在顧客服務上有出色表現的商店。評審方法是邀請博客以神秘顧客身份，先拜訪參與此計劃的商店，待離開商店後對其服務質素評分。

頒發獎項

參與計劃的商店若達到門檻分數，會獲本局頒發「網絡紅人推薦商店」（中文）及「Bloggers' Choice」（英文）標貼，用以張貼在商店內。博客亦將會把他們的消費體驗，在徵得參與計劃商店的同意下，在其部落格（Blogs）或其他社交媒體向外界分享。此外，本局每年亦會選出分數最高的商店，邀請他們參加頒獎典禮並授予「網絡紅人推薦商店」獎座。

好處

- 獎項標貼向外間展示優質顧客服務，建立品牌口碑。
- 博客在網絡社交媒體分享其良好消費體驗，成為獲獎商店的宣傳途徑。
- 神秘顧客評核重新定位，結合網絡社交媒體的分享，為銷售人員帶來業務機會。
- 博客的分享文章可以提供案例，豐富獲獎商店的內部培訓教材。

評審準則

此獎項計畫是以商店為參賽單位（即具備實體經營地址），所以若商戶擁有多家商店，他可以自行決定那間商店參加，而商戶參加的商店數目亦沒有限制。

博客以神秘顧客的身份到訪參加計劃的商店，在服務的六大範疇（W.I.S.D.O.M）進行評核。

Criteria 範疇	Guidelines 準則
Welcome your customer 歡迎	Greet customers with courtesy 歡迎顧客、向顧客問好
Initiate your customer's needs 興趣	Understand customers' needs with heart; invite them to try products and introduce with assistive tools 向顧客發問以了解其需要、用心聆聽、邀請顧客試用產品、介紹產品、以工具輔助介紹
Serve your customer 服務	Provide the service, for example, waiters serve dishes and clean tables, beauticians provide beauty services etc. 為顧客提供服務（例如餐廳服務員奉餐、清潔餐桌；美容師為顧客提供美容服務等等）
Delight your customer 喜悅	Bring joy to customers and exceed their expectations 為顧客帶來喜悅、超越顧客期望
Optimize business opportunities 機會	Add value to the sale and encourage return customers 附加銷售、邀請顧客再光臨
Meticulous appearance and environment 外觀	Maintain a professional look and organised environment 職員對儀容及店舖環境一絲不苟

The participating store will be assessed twice, at no less than three-monthly intervals. Each time, three bloggers will visit the store to assess it.

If the participating store receives a passing score in the assessment, it means the store passes the test.

If the participating store successfully completes the first assessment, it then receives the "Bloggers' Choice" Sticker. If it passes the second assessment (review), it can continue to display the Sticker. The display period of the Sticker is up to one year from the date of issuance.

Annual Award

Participating stores (whose Stickers are still within the display period) which pass two assessments with a top-20 highest average score by 31 March of the next year will be recognised at the annual award presentation ceremony.

每間參加計劃的商店將接受兩個回合的評核，每個回合的相距時間最少三個月。於每個回合，三位博客會分別到訪商店進行評審。

於每個評核回合，若參加計劃的商店達到門檻分數，即表示已通過該回合的評核。

參加計劃的商店若通過第一回合評核，已可獲頒發推薦商店標貼，張示於店內。若再通過第二回合評核（覆檢），該商店將可繼續張示標貼。張示標貼的期限為自本局向商店發出標貼起計的一年之內。

年度獎項

截至下年三月三十一日，所有已通過兩個回合評核的參加計劃商店，若其兩個回合的平均分數擠身首二十位之內，而其標貼仍然在有效展示期內，將會獲邀出席年度大會，頒授年度獎項。

For further details, please contact us at:
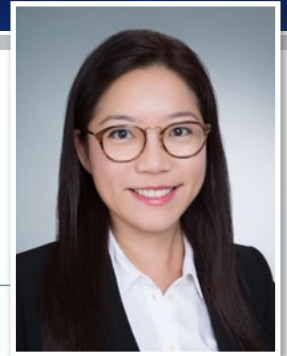欲知詳情，請聯絡我們：
Tel電話 ： (852) 2202 9111
Fax傳真 ： (852) 2202 9222
E-mail電郵 ： kol.award@hkqaa.org

Protecting Personally Identifiable Information ('PII') and Cloud Privacy with ISO/IEC 27000-series, ISO/IEC 27018:2014 and ISO/IEC 29100:2011
運用 ISO/IEC 27000 系列、ISO/IEC 27018:2014 和 ISO/IEC 29100:2011 保護個人可識別訊息 (PII) 及雲端私隱

Miss Vincci Tang
Auditor, Hong Kong Quality Assurance Agency

鄧詠詩小姐
香港品質保證局審核員

Protecting PII in the Digital Age

Cloud computing and the Internet of Things (also known as 'IoT') are gaining popularity with government and non-governmental organisations ('NGOs'), corporations and small and medium-sized enterprises ('SMEs').[1,2] Most companies are aiming to adopt a more globalised integration network, leading to an increased risk of disclosing personal data without the data user's consent.[3]

Why is Privacy a Concern in the Digital World?

Concerns about data security and Internet privacy are increasing in today's informed world. This is due to growing dependence on personal portable devices ('PPD'), the Internet for electronic transactions and social networking, as well as the fact that there have been many data breaches over the past few years. The economic value and brand image of the organisations involved in such breaches have been negatively affected.

Data Breaches News & Analysis

In Hong Kong, the collection and use of personal data is governed by the Personal Data (Privacy) Ordinance (Cap. 486) ('PDPO'). Everyone who controls the collection, holding, processing or use of personal data must comply with the six Data Protection Principles ('DPPs') under the PDPO.[4]

In 2016, the Office of the Privacy Commissioner for Personal Data, Hong Kong ('Privacy Commissioner') said that it had received reports of 98 data breaches in 2015, involving the loss of data, hacking and the inadvertent disclosure of personal data, affecting 871,000 Hong Kong individuals. The number of incidents was 17.5 times higher than the previous year.[5] A separate study found that as many as 71.4% of Hong Kong enterprises had experienced at least one security breach in 2015.[6] Data loss is a particular problem in government, NGOs, corporations and SMEs holding a large volume of PII in different legal jurisdictions. Data loss prevention ('DLP') measures are therefore needed to ensure that personal data is not lost, misused or accessed by any person without the data user's consent.

What Do Organisations Need to Know?

There are some internationally-regionalised standards that deal with the management of ICT security and privacy issues, including the implementation of controls to address these risks. The ISO/IEC 27000-series (also known as the 'ISO27k') is the set of standards relating to the management of information risks through information security controls. ISO/IEC 27001 is the best-known standard in the ISO27k family and provides requirements for an information security management system ('ISMS'). It has ten short clauses, plus Annex A, a list of 114 controls and their objectives that are also in ISO/IEC 27002:2013.

在數碼時代中保護 PII

隨著雲端運算與物聯網（IoT）在政府部門、非政府機構、大型及中小企業日益普及 [1,2]，大部份公司力求採用更全球化的整合網，而導致未經授權使用個人資料的風險亦隨之增加。[3]

為甚麼私隱在數碼世界是一個隱憂？

現今資訊爆炸的世界，大眾對資料保安及網絡私隱的關注亦與日俱增。部份原因是由於人們越來越依靠個人行動裝置（PPD），網上電子交易以及社交網絡，同時近年發生多宗資料外洩事故，不少機構的經濟價值及品牌形象因而受到不利影響。

資料外洩事故及分析

在香港，收集及使用個人資料是由香港法例第 486 章《個人資料 (私隱) 條例》規管。任何操控個人資料的收集、持有、處理或使用的人士，必須遵守香港個人資料私隱專員公署的《六項保障資料原則》。[4]

於 2016 年，個人資料私隱專員公署指出，在 2015 年共收到 98 宗個人資料外洩的事故通報，當中牽涉遺失文件、黑客入侵事故以及意外披露個人資料，逾 87 萬香港市民受到影響。意外數字比前年增加 17.5 倍。[5] 另外有研究顯示，超過七成香港企業於 2015 年出現至少一宗資料外洩。[6] 對於持有大量個人可識別訊息 (PII) 的政府部門、非政府機構、各大型及中小企業，遺失資料尤其是一個顯著的問題。因此，應採取資料外洩預防措施，確保個人資料不會遺失、被誤用或在未獲授權的情況下存取。

機構有什麼要知道？

現有一些國際認可的標準針對資訊及通訊科技（ICT）安全和私隱的問題，包括實施控制措施來解決這些風險。ISO/IEC 27000 系列是一套標準，針對在資訊保安管理系統領域中的風險及相關管控。當中 ISO/IEC 27001 標準是最廣為人知，提供《資訊保安管理系統》之要求，包括 10 項條款加附錄 A 的 114 項控制措施、其目的亦載列於 ISO/IEC 27002:2013。

ISO/IEC 27002 is a Code of Practice for ISMS information security controls rather than requirements. Organisations are free to select and implement other controls in order to meet the requirements identified by the risk assessment and risk treatment process. More and more organisations are adopting ISO/IEC 27001 and ISO/IEC 27002.

- **Introduction to ISO/IEC 27018:2014**

  International Organization for Standardization ('ISO') has also established ISO/IEC 27018, a code of practice for the protection of PII in public clouds acting as PII processors, and based on ISO/IEC 27002. It is specifically targeted at commonly-accepted control objectives, controls and guidelines for implementing measures to protect public cloud PII in ICT systems in accordance with the 11 privacy principles in ISO/IEC 29100 for the public cloud computing environment. Annex A to ISO/IEC 27018:2014 provides a set of new controls and additional implementation guidance to meet the requirements for PII protection which apply to public cloud service providers acting as PII processors. It is important to know that the organisations have to get certified against the ISO/IEC 27001 standard prior to achieving the ISO/IEC 27018 certification, and then cover the scope of the use or provision of public cloud services as part of that audit, because ISO/IEC 27018 is a code of practice only.

ISO/IEC 27002 則是一套《資訊保安管理實務守則》。機構可自由選擇及實施其控制措施,以達到風險評估及風險處理過程中所得出之要求。現時,越來越多機構採用 ISO/IEC 27001 及 ISO/IEC 27002。

- **ISO/IEC 27018:2014 簡介**

  國際標準化組織(ISO)基於 ISO/IEC 27002,亦制定了一套 ISO/IEC 27018《個人可識別訊息處理者在公共雲端保障實務守則》。它是根據 ISO/IEC 29100 公共雲端運算環境中 11 項私隱原則,特別針對被廣泛接納之控制目的、控制及指引,用於 ICT 系統保護公共雲端 PII 之措施。ISO/IEC 27018:2014 的附件 A 提供一套嶄新的控制及附加實踐指引,以達到保護 PII 之要求,公共雲端運算服務供應商亦可將其作為 PII 處理者之用。最重要的一點是,由於 ISO/IEC 27018 只是一套實務守則而已,機構必須先取得 ISO/IEC 27001 標準認證,然後包括對使用或提供公共雲端服務作為審核部分,才可考取 ISO/IEC 27018 認證。
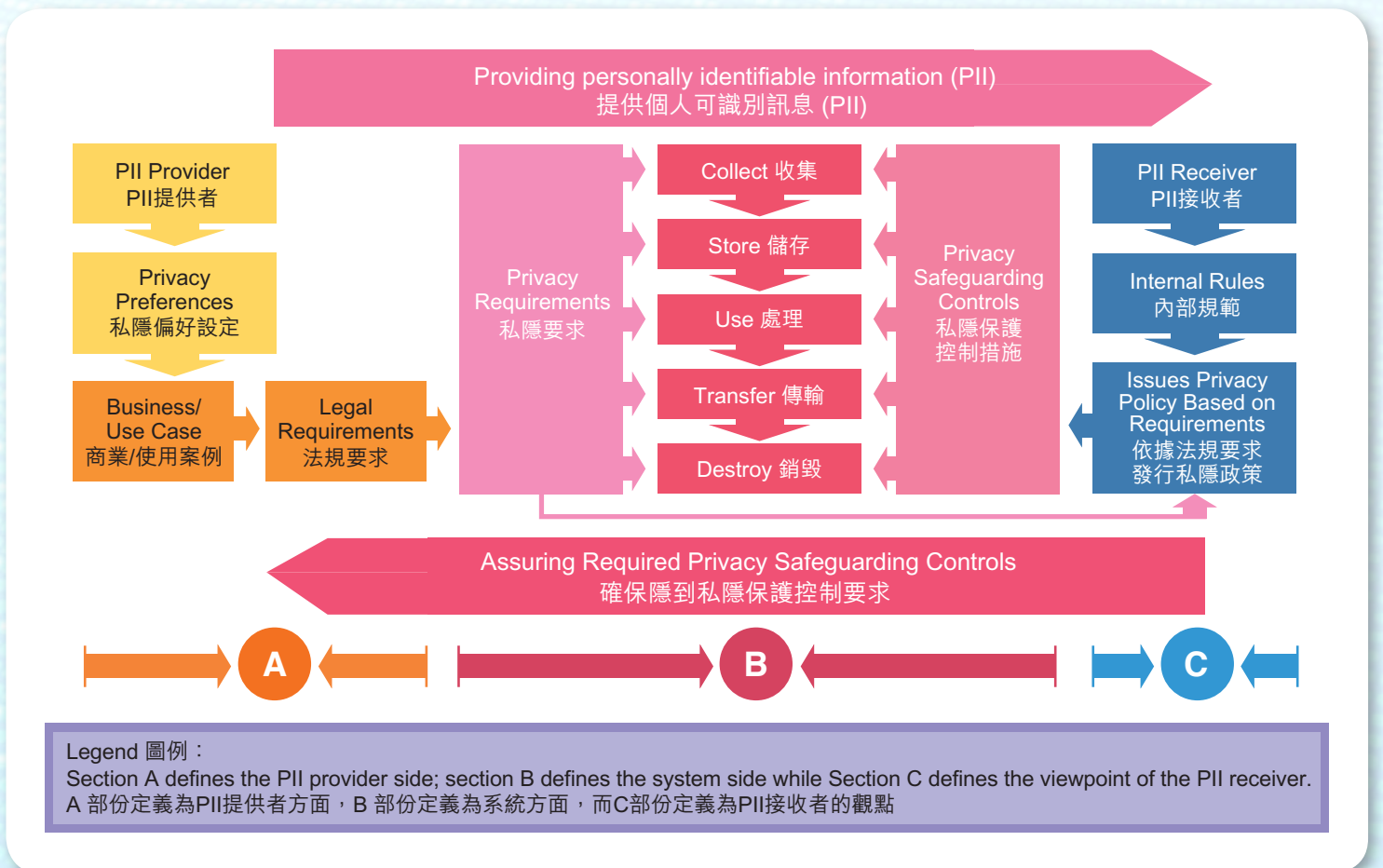

Figure 1 圖 1 **ISO/IEC 29100 Privacy Framework Draft for Graphical Representation** [7]
ISO/IEC 29100 私隱框架草案圖表 [7]

- **Introduction to ISO/IEC 29100:2011**

  ISO also has a standard that provides a high-level privacy framework for dealing with PII in ICT systems, as shown in Figure 1. ISO/IEC 29100 is applicable to natural persons and organisations involved in specifying, procuring, architecting, designing, developing, testing, maintaining, administering and operating information and communication technology systems or services where privacy controls are required for the processing of PII. The standard provides a set of 11 privacy principles including all of the OECD Guidelines' principles of national application.[8] In order to make it easier to use the ISO27K family, it also provides concepts which matching ISO/IEC 29100 with ISO/IEC 27000. It is good to know that some organisations in Asia became certified against the ISO/IEC 29100 standard some years ago.

- **ISO/IEC 29100:2011 簡介**

  ISO 亦提供一套標準，針對 ICT 系統中處理其 PII 的高階《私隱框架》。ISO/IEC 29100 適用於涉及指定、採購、架構、設計、開發、測試、維護、管理和運營的 ICT 系統或服務的自然人和機構 (見圖 1)。此標準提供 11 項私隱原則，當中亦包含經濟合作與發展組織的個人資料保護原則。[8] 為了更簡易地運用 ISO/IEC 27000 系列，此標準亦將 ISO/IEC 29100 概念及 ISO/IEC 27000 概念進行配對。早於數年前已有一些亞洲機構取得 ISO/IEC 29100 認證。

#	The 11 Privacy Principles of ISO/IEC 29100 ISO/IEC 29100 的 11 項私隱原則	The 8 Principles of The OECD Data Protection 經濟合作與發展組織的個人資料保護 8 大原則	The 6 Data Protection Principles (DPPs) under the PDPO in Hong Kong 香港《個人資料（私隱）條例》的六項保障資料原則
1	Consent and choice 同意及選擇	Collection Limitation 收集限制 Use Limitation 使用限制	DPP3 - Data Use Principle DPP3 - 使用資料原則
2	Purpose legitimacy and specification 使用目的之合法性與闡明該目的	Purpose Specification 闡明目的	DPP1 - Data Collection Principle DPP1 - 收集資料原則
3	Collection limitation 收集限制	Collection Limitation 收集限制	DPP1 - Data Collection Principle DPP1 - 收集資料原則
4	Data minimisation 資料最小化	Collection Limitation (Remark: Closely-linked) 收集限制 （備註：密切聯繫）	DPP1 - Data Collection Principle (Remark: Closely-linked) DPP1 - 收集資料原則 （備註：密切聯繫）
5	Use, retention and disclosure limitation 使用、保存及披露資料的限制	Use Limitation 使用的限制	DPP2 - Accuracy & Retention Principle DPP2 - 資料準確及保留原則 DPP3 - Data Use Principle DPP3 - 使用資料原則 Section 33 of PDPO - Prohibition against transfer of personal data to place outside Hong Kong except in specified circumstances (Remarks: Not yet in operation) [9] 《個人資料 (私隱) 條例》第 33 條－除指定情況外，禁止將個人資料移轉至香港以外地方 （備註：尚未實施）[9]
6	Accuracy and quality 準確性及質素	Data Quality 數據質素	DPP2- Accuracy & Retention Principle DPP2 - 資料準確及保留原則
7	Openness, transparency and notice 公開、透明及通告	Openness 公開	DPP5 - Openness Principle DPP5 - 公開政策原則
8	Individual participation and access 個別參與及查閱	Individual Participation 個別參與	DPP6 - Data Access & Correction Principle DPP6 - 查閱及改正原則
9	Accountability 相關責任	Accountability 相關責任	—
10	Information security 資訊保安	Security Safeguards 安全保護	DPP4 - Data Security Principle DPP4 - 資料保安原則
11	Privacy compliance 遵守私隱	—	—

Table 1 表 1 Suggested Matching ISO/IEC 29100 Principles to OECD Data Protection Principles and Data Protection Principles (DPPs) under the PDPO in Hong Kong
ISO/IEC 29100 原則與經濟合作與發展組織的個人資料保護原則及香港《個人資料（私隱）條例》保障資料原則之對照建議

ISO/IEC 29100 and ISO/IEC 27000 standards are now freely available to the public, at http://standards.iso.org/ittf/PubliclyAvailableStandards/index.html.

Potential Benefits of ISO/IEC 27018 and ISO/IEC 29100 Adoption

- **Growing a Successful Business**

  Demonstrating the capability of implementing best practice in handling and securing data can help organisations win tenders.

- **Building a Good Relationship with Global Suppliers and Customers**

  These internationally-recognised standards and code of practice are fundamental to opening the door to the global market.

- **Safeguarding the Organisations' Sensitive PII and Privacy**

  The standards provide guidance and control measures which can help organisations comply with laws and regulations relating to processing PII in ICT systems and cloud computing.

What Do Organisations Need to Do?

Privacy is about how organisations safeguard the confidentiality of personal and organisational information. International standards such as ISO/IEC 27001, ISO/IEC 27018 and ISO/IEC 29100 can help with this and should be part of every organisation's strategy for committing to the protection of PII, and so increasing trust between the organisation, customers and stakeholders.

現在ISO/IEC 29100 及 ISO/IEC 27000 標準可於以下網址免費查閱：http://standards.iso.org/ittf/PubliclyAvailableStandards/index.html。

使用 ISO/IEC 27018 及 ISO/IEC 29100 的潛在好處

- 建立成功企業

  透過採用最佳實踐的框架，展示機構有能力處理及保護資料，協助機構成功投標。

- 與國際供應商及客戶建立良好關係

  透過這些國際認可的標準及實務守則奠定了基礎，進一步開拓國際市場。

- 保障機構的敏感性 PII 及私隱

  這些標準提供指引及控制措施，協助機構遵守有關在 ICT 系統及雲端運算中處理 PII 的法律法規。

機構有什麼要做？

私隱是關於機構如何保護其機密性的個人及機構資料，每一間機構應透過全面性實施如ISO/IEC 27001、ISO/IEC 27018 以及 ISO/IEC 29100 等國際標準作為保護私隱的策略之一，以加強機構，與客戶和持份者之間的信任。

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HKQAA Sustainability Rating and Research: Annual Review 2017
香港品質保證局可持續發展評級及研究：2017年回顧

Foreword – Continuing the Qualitative Analysis of Companies' Sustainability Management

Over the past decade, HKQAA has pioneered the promotion of sustainability, corporate social responsibility (CSR), and environmental management, so as to further the sustainable development of Hong Kong's economy, environment and society. The fourth annual HKQAA Sustainability Rating and Research once again assessed the quality of companies' sustainability management using the scoring methodology based on ISO 26000 and GRI G4. The key findings of the research are provided below.

The Research Project and Company Engagement

In 2017, HKQAA reviewed the sustainability performance of 700 eligible listed companies for inclusion in the Hang Seng Corporate Sustainability Index Series (the Index Series) – 473 Hong Kong listed (HK) companies (including dual-listed companies) and 227 China A-Share listed (CN) companies. HKQAA's Assessment Team examined 620 sustainability / CSR reports (including stand-alone and integrated reports) and made reference to over 664 company websites as well as local and international media reports, to assess their sustainability performance as a whole. We also reviewed the annual reports of all assessed companies to understand their regulatory compliance and financial data. All companies were given an opportunity to offer feedback and submit supporting documents to HKQAA in the form of a questionnaire to supplement the publicly-available information. This year, the total number of responding companies increased by over 8% compared to 2016.

Overall Performance by Market

As in the past, the sustainability performance of HK companies was generally stronger than that of CN companies. The highest score among HK companies was AA (18 companies) on a scale of AAA (highest) to D (lowest), while the highest score among CN companies was A+ (1 company). 438 HK companies (93%) and 189 CN companies (83%) achieved a moderate/satisfactory rating of BBB- or above. This compares favourably to 2016, when 59% of HK companies and 62% of CN companies achieved these ratings. The proportion of companies which received a moderate rating of BB or below further decreased this year, from 29% in 2016 to 8%.

This year, the average overall score of the 700 assessed listed companies has increased by 8.6%. This result revealed the obvious improvement of sustainability performance of the overall market.

Industry-level Performance

An analysis of the average scores of all industries shows that Conglomerates, Telecommunications and Properties & Construction display the strongest sustainability performance, while Materials lags behind other industries.

Chart 1 — Universe by Industry 2017
圖表1 — 2017年研究之上市公司行業分布

- Conglomerates綜合企業 (10) 1%
- Information Technology 資訊科技業 (61) 9%
- Properties & Construction 地產建築業 (119) 17%
- Financials金融業 (90) 13%
- Utilities公用事業 (43) 6%
- Telecommunications電訊業 (12) 2%
- Energy能源業 (21) 3%
- Materials原材料業 (39) 6%
- Industrials工業 (85) 12%
- Consumer Goods 消費品製造業 (155) 22%
- Consumer Services 消費者服務業 (65) 9%
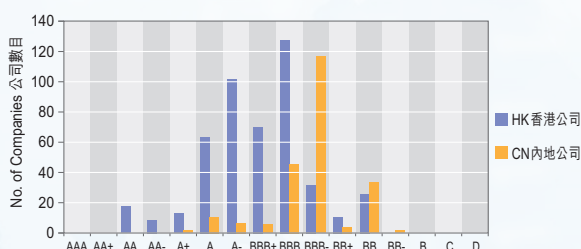
Chart 2 — Overall Performance by Market
圖表2 — 整體市場表現
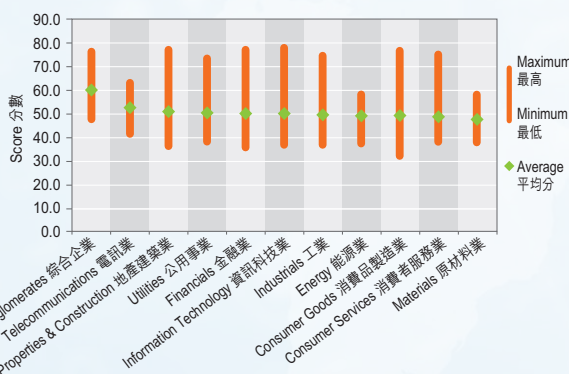
Chart 3 — Average Score by Industries 2017
圖表3 — 2017年行業平均分

前言─定性分析公司的可持續管理表現

過去十多年，本局作為推動可持續發展、社會責任以及環境管理之先驅，積極協助本港經濟、環境及社會的可持續發展。「香港品質保證局可持續發展評級及研究」踏入第四年，繼續參考 ISO 26000及GRI G4，去評估公司的可持續管理水平。本年度研究結果重點報告如下。

研究計劃及參與公司

2017年，本局審閱了700間具有被納入「恒生可持續發展企業指數系列」（「指數系列」）候選資格的上市公司之可持續發展表現，其中包括473間香港上市公司（包括同時在香港及內地上市的公司）及227間內地A股上市公司。為了全面地評估公司的可持續發展表現，本局今年查考了620份可持續發展／社會責任報告（包括獨立和綜合報告）、超過664個公司網站和本地及國際媒體的相關報導；並審閱具有候選資格的上市公司年報，以了解其遵從規管的情況，以及財務數據。此外，所有公司均會收到一份問卷，以便提供公開資訊以外的補充資料及文件。今年回覆的公司總數與去年相比增加超過8%。

整體市場表現

一如過去，香港上市公司（「香港公司」）在可持續發展表現上，普遍較內地A股上市公司（「內地公司」）的表現為佳。香港公司在AAA（最高）至D（最低）的評級中，最高分數為AA（共有18間公司），而內地公司最高分數為A+（有1間公司）。整體而言，共有438間香港公司（93%）和189間內地公司（83%）達到中等／良好的BBB-或以上評級，而2016年，則只有59%的香港公司和62%的內地公司達到相同水平。與去年相比，達到中等水平BB或以下評級的公司則由29%進一步下跌至8%。

而今年700間被評審的上市公司的平均分比較上年的分數上升了8.6%，這亦顯示出整體市場的可持續發展表現上有一個比較明顯的上升空間。

行業表現水平

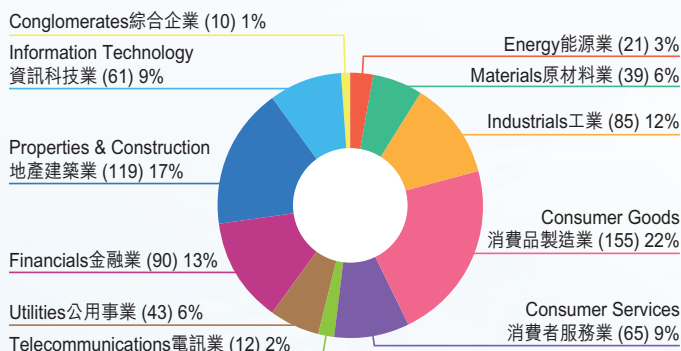透過分析各行業的整體平均分數，可見今年的綜合企業、電訊業和地產建築業的可持續發展表現為最佳；而原材料業的表現與其它行業相比則較為遜色。

Subject Performance

In the current assessment model, all companies are rated in 7 core subjects, i.e. Corporate Governance (CG), Human Rights (HR), Labour Practices (LP), The Environment (Env), Fair Operating Practices (FOP), Consumer Issues (CI), and Community Involvement and Development (CID).

The performance in Labour Practices, Human Rights and Corporate Governance was generally stronger than in other subjects. The gap between Index Series constituents and non-constituents was especially large in The Environment and Community Involvement and Development.
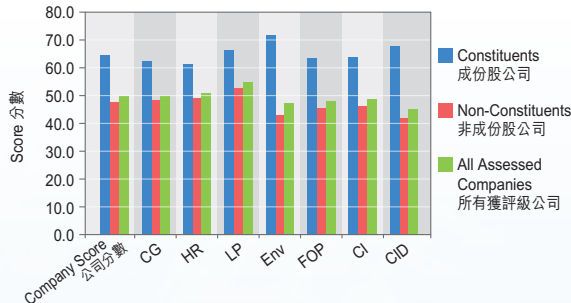
Chart 4 — Subject Performance of Assessed Companies
圖表4 — 獲評級公司的核心指標分數比較

Legend:
- Constituents 成份股公司
- Non-Constituents 非成份股公司
- All Assessed Companies 所有獲評級公司

核心指標表現

根據現行的評估模式，所有公司均是根據以下七個核心指標評分：公司管治（CG）、人權（HR）、勞動實務（LP）、環境（Env）、公平營運實務（FOP）、消費者議題（CI）以及社區參與和發展（CID）。

在七個核心指標評分當中，勞動實務、人權和公司管治的表現最佳，而指數系列成份股公司和非成份股公司在環境，以及社區參與和發展的差距最大。

Conclusion – The Future of Green Finance

The higher level of company engagement and the The higher level of company engagement and the overall sustainability performance of the HK listed companies keep enhancing in 2017. Not only the company is meeting the ESG Reporting Guide by Hong Kong Stock Exchange in its listing rules, more and more companies in HK and the Mainland are becoming proactive in addressing sustainability challenges and responding to the needs and expectations of society. We anticipate that HKQAA's annual research will continue to chart improved performance in future.

The latest policy address mentioned that since Hong Kong is a global financial centre, it should capitalise on opportunities to promote and enhance the diversified development of our financial market. In order to demonstrate support for sustainable development and combat climate change, Hong Kong should take the lead in developing green finance products, as a new engine to drive the economic growth of corporations. To align with this vision, corporations should not only invest in business operations but also develop long term strategic directions with regard to sustainable development. In the future, we expect that more listed companies can perform better in sustainable development and build a sustainable society.

總結 ─ 綠色金融的未來

本年度的研究可見，有更多公司參與以及整體市場的可持續發展表現有所提升，顯示更多本地和內地上市公司更主動、積極回應社會上各持份者的要求，另外其他地區的監管機構、交易公司的準則和投資者的投資策略上對於上市公司的可持續發展表現要有更高的要求。

在剛發表的最新一份政府施政報告中提及，香港作為世界上其中一個主要金融中心為加強和強化本身優勢，本港應發展綠色金融以回應可持續發展和應對氣候改變，以作為未來企業的新增長引擎，由此可見企業的可持續發展的思考角度須由自身的考量提升到整體戰略上的設定，本局期望在未來的報告中，可看到上市公司在可持續發展方面有更好表現和更多方面的發展。

International
國際

ISO Technical Committee TC176 Meets in Bali, Indonesia

ISO/TC176 met from 11 – 15 September 2017 in Bali, Indonesia, hosted by BSN, the Indonesian National Standards Body. During the course of the week, a workshop was held to explain the importance of the definitions provided in ISO 9000 when using ISO 9001. In addition to the formal definitions given in ISO 9000:2015, there is now available for free download a "Glossary of Terms" with selected dictionary definitions for common words used in ISO 9001. More details at https://www.iso.org/files/live/sites/isoorg/files/standards/docs/en/terminology-ISO9000-family.pdf.

Over 100 experts from almost 50 countries also participated in a workshop on "Future Concepts for Quality Management", to provide inputs into the ISO/TC176 long-term Strategic Planning process.

At the Closing Plenary meeting, Mr Wang Hai-dong, Deputy Director-General of AQSIQ, made a presentation with a proposal from China for ISO to develop a new guidance standard on "How to Develop a Quality Culture in Enterprises", based initially on the National Standard GB/T32230, including a tool for self-evaluation of the maturity of the quality culture. This will now be formally submitted as a New Work Item Proposal, and subjected to a formal ISO Ballot before proceeding.

ISO技術委員會TC176於印尼峇里島會面

由印尼國家標準組織BSN (Badan Standardisasi Nasional) 舉辦，ISO/TC176於2017年9月11至15日在印尼峇里島會面。其中一場工作坊介紹了ISO 9000所提供的定義對使用ISO 9001的重要性。除了ISO 9000:2015提供的正式定義外，ISO 9001常用詞彙的特選字典定義亦列載於一份「專業術語表」，可供免費查閱，詳情請參閱：https://www.iso.org/files/live/sites/isoorg/files/standards/docs/en/terminology-ISO9000-family.pdf

超過100位來自近50個國家的專業人士亦參加了「品質管理的未來發展概念」工作坊，為ISO/TC176長遠策略規劃進程提供意見。

在閉幕式全體會議上，國家質量監督檢驗檢疫總局（AQSIQ）質量管理司副司長王海東先生透過一份中國發布的建議書，向國際標準化組織（ISO）介紹關於「如何在企業建設質量文化」的嶄新指引標準。此標準參考了GB/T32230中國國家標準，包括企業對其質量文化的成熟度進行自我評估的工具，並已正式作為新業務項目提案提交，留待ISO進行投票。

Visiting Shaanxi Province Quality and Technology Supervision Bureau
拜訪陝西省質量技術監督局

HKQAA is committed to helping facilitate commercial, industrial and economic development in Hong Kong and mainland China. Senior management representatives from HKQAA, including Ir Dr. Hon. Lo Wai Kwok, SBS, MH, JP, Chairman, Mr Ronald Lau, Council Member and Dr Michael Lam, Chief Executive Officer, visited Shaanxi Province Quality and Technology Supervision Bureau (Shaanxi QTS) in Xi'an from 30 to 31 August 2017. The visit was intended to further strengthen collaboration over the development of quality management and brand building in the regions in order to support the Belt and Road Initiative.

During the visit, the HKQAA delegates met with Mr Qiao Jun, Secretary and Director of Shaanxi QTS, and other management representatives of the Bureau in the Shaanxi-Hong Kong Forum on Quality and Branding of Organic Agricultural Products. They shared insights into the development of organic agricultural products and hope to benefit the industry and society.

本局致力協助促進香港及內地的工商及經貿發展。於今年8月30至31日，本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士、董事局成員劉耀輝先生、以及總裁林寶興博士等一行，專程到西安拜訪陝西省質量技術監督局，謀求深化雙方合作，推動陝港兩地在質量管理與品牌建設方面的交流及發展，以配合「一帶一路」建設。

拜訪期間，本局與陝西省質量技術監督局黨組書記兼局長喬軍先生及一眾領導會面，並參與陝港有機農產品質量品牌建立座談會，交流有機農產品的業界概況與未來展望。期望結合雙方優勢，進一步協助業界發展，維護及促進質量發展和品牌建設水平。

HKTDC Food Expo 2017
香港貿發局美食博覽 2017

Hong Kong Quality Assurance Agency participated in the 28th HKTDC Food Expo, an annual signature summer event serving international and local delicacies, from 17 to 21 August 2017. The five-day event held at the Hong Kong Convention and Exhibition Centre featured over 1,500 exhibitors from 26 countries and regions.

Promote Food Waste Recycling with Good Practice

HKQAA held a seminar on food waste recycling - "Don't Be Big Wasters!" on 18 August 2017 and ran a booth to promote the "HKQAA Hong Kong Registration – Food Waste Recycling". The scheme provides good practice for the industry and community to implement food waste recycling, enhance performance and reduce food waste disposal in the long run.

香港品質保證局於2017年8月17至21日，參與了假香港會議展覽中心舉行的第28屆香港貿發局美食博覽。為期五天的活動匯聚超過1,500家來自26個國家和地區的參展商。

提倡良好做法 推動廚餘回收

展覽上，本局舉行了「廚餘回收－咪做大嘥鬼！」研討會，並於場內設置宣傳攤位，推廣「香港品質保證局香港註冊－廚餘回收」，向公眾推廣廚餘回收及為廚餘回收業界提供良好實務守則，提升回收表現，長遠地減少在堆填區的廚餘棄置。

HKQAA held a seminar on food waste recycling - "Don't Be Big Wasters!" on 18 August.
本局在8月18日舉行的「廚餘回收－咪做大嘥鬼！」研討會上向公眾推廣廚餘回收。

HKQAA ran a booth and promoted the "HKQAA Hong Kong Registration – Food Waste Recycling".
本局設置宣傳攤位，推廣「香港品質保證局香港註冊—廚餘回收」。

A World of Fine Wine & Spirits

Hong Kong Int'l Wine & Spirits Fair 2017

The HKTDC Hong Kong International Wine & Spirits Fair is a truly global event offering a wide range of high-quality wine and spirits, beer, and other alcoholic beverages, as well as wine accessories & equipment and other services including wine logistics and training.

The fair will be presenting its tenth edition from 9-11 November at the Hong Kong Convention and Exhibition Centre, expecting over 1,000 exhibitors from all the major wine-producing areas. The final day of the fair is the Public Day attracted nearly 27,000 wine lovers last year.

Spirits and Beer

The offerings of the wine fair blossom. The widely acclaimed "**Ice Bar**", "**Whisky and Spirits Zone**", "**The Whisky and Brandy Bar**" and "**Beer Zone**" will return, giving visitors a chance to enrich the knowledge about whisky, spirits, beer and many more.

Fabulous Events

A panoply of events will take place during the three-day fair, including grand tasting, master classes, wine tasting, cocktail demonstration, conference and seminar. It will be an excellent opportunity for visitors to soak up the latest market intelligence and enrich their knowledge of this vibrant industry.

Fair information

Date : 9-11 November 2017 (Thu-Sat)
Venue : Hong Kong Convention and Exhibition Centre, Hong Kong
Tel: (852) 2240 4203   Fax: (852) 2169 9169
Email: hkwinefair.visitor@hktdc.org

Remarks:
• For trade visitors aged 18 or above only
• No admission charge for pre-registered trade buyers
• Admission fee HK$100 per person for on-site registration

Reserve your FREE admission badge now

Website —
www.hktdc.com/ex/hkwinefair/09

Mobile Info Site —
www.hktdc.com/wap/wine/T119

The 10th My Dream Home Contest Awards Ceremony
第十屆「理想家園」比賽頒獎典禮

Awardees of the 10th "My Dream Home" Contest with the guests.
第十屆「理想家園」比賽得獎者與眾嘉賓、評判及老師合照。

The 10th HKQAA "My Dream Home" Writing, Photo, Micro Film, Drawing and Poster Design Contest Awards Ceremony was held successfully on 26 August 2017 at the Charles K. Kao Auditorium, Hong Kong Science and Technology Park.

As in previous years, the contest was co-organised by the Education Bureau and the Guangzhou Youth Cultural Exchange Center. More than 30,000 pieces of work were received, and about 800 schools joined the contest over the past decade. In order to encourage students to express their creativity, the "Micro Film" category was added this year. The awards list is now available at www.hkqaa.org.

To celebrate the 10th anniversary of the event, in addition to the launch of a "My Dream Home" Facebook page, HKQAA has published a 10th Anniversary Commemorative Book. The book showcases the top three winning entries in each category over the past decade, and has a presentation ceremony recap and sharing by awardees. The book also includes works by famous people from different sectors, such as Prof Kan Tai-keung, BBS, SBS, Mr Lam Chiu Ying, SBS, Mr Tommy Li Wing-chuen and Ms Cheung Shin Yee, who share their vision about their ideal home.

香港品質保證局第十屆「理想家園徵文、攝影、微電影、繪畫及海報設計比賽」頒獎典禮已於 2017 年 8 月 26 日下午，假香港沙田科學園高錕會議中心（金蛋）圓滿舉行。

今屆「理想家園」比賽繼續在香港教育局及廣州市團校廣州市青年對外文化交流中心的協辦下，得到廣大學生、老師以及學校的鼎力支持。過往十年來共收到八百多間學校，近三萬份參賽作品，成績令人鼓舞。今年比賽更新增「微電影」項目，讓學生有更多空間發揮創意。是次比賽得獎名單已於本局網站 www.hkqaa.org 公布。

為慶祝活動舉辦十周年，除了推出「理想家園」Facebook 專頁外，本局亦特別出版十周年紀念特刊《拾・載・願景》，匯錄了歷屆各個比賽項目的三甲得獎作品、頒獎典禮花絮及得獎者心聲，並邀請不同界別的知名人士惠賜作品，分享對理想家園的願景，包括靳埭強教授, BBS, SBS、林超英先生, SBS、李永銓先生、張倩儀女士等。

▶ Awardees took photos at the ceremony.
得獎學生於典禮上拍照留念。
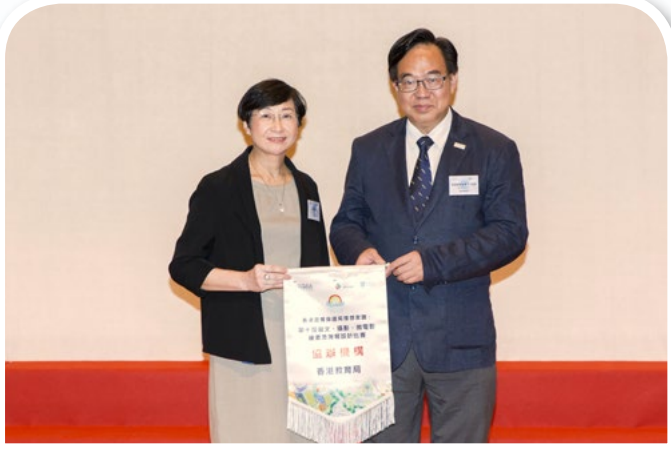
▲ Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA presented a flag souvenir to Ms Betty Lee of Education Bureau, the co-organiser of the contest.
香港品質保證局主席盧偉國議員博士工程師, SBS, MH, 太平紳士致送紀念錦旗予協辦機構香港教育局代表李碧筠女士。

▲ Ir C. S. Ho, Deputy Chairman of HKQAA, presented certificates to awardees.
香港品質保證局副主席何志誠工程師頒發證書予得獎學生。

▶ Students of the KY WuShu & Music Art Center, "Sunshine Kids" and Cheung Kwan Po from Hong Kong Red Cross Margaret Trench School brought amazing martial arts, acrobatics and singing performances to the audience.
活動邀得傑青武術暨音樂藝術中心、「陽光小孩」許正謙和梁凱琪同學，以及香港紅十字會瑪嘉烈戴麟趾學校張鈞博同學，為觀眾帶來武術、雜藝和歌唱表演。

◀ Dr Michael Lam, Chief Executive Officer of HKQAA, presented certificates to students participating in the "HKQAA Student Ambassador Programme".
香港品質保證局總裁林寶興博士頒發證書給參與「活動統籌體驗計劃」的學生。

▲▶ Winning entries and a presentation ceremony recap were displayed in the exhibition.
典禮當日展出了今屆的得獎作品及過往的頒獎典禮花絮。

Follow "My Dream Home" on Facebook to view all the winning entries works and a presentation ceremony recap, and to stay up to date with news about sustainability.
關注「理想家園」Facebook，重溫得獎作品和頒獎禮花絮，以及獲取可持續發展的資訊！

The 10th Anniversary Commemorative Book of "My Dream Home" is available for purchase in Hong Kong bookstores and from the HKQAA website. Income received by HKQAA will be donated to HKQAA BCS Fund for charity purpose. If you are interested in ordering the book, please call 2202 9303 (Ms Li, Corporate Communications Unit).
「理想家園」十周年特刊已於香港各書店及本局網頁有售，本局售書所得收益將撥捐 HKQAA 企業社區支援基金作慈善用途。如有興趣訂購特刊，歡迎致電 2202 9303 與本局企業傳訊組李小姐查詢。

New Certified Clients
新認證客戶

May to July 2017
2017年5月至7月

Memorable Moments 紀念一刻

Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems to achieve organisational and business goals since 1989.

From May to July 2017, we have been pleased to welcome 22 organisations to our community. Among them, they have obtained 28 certificates of GB/T 28001, HACCP, ISO 9001, ISO 14001, ISO 50001, OHSAS 18001 and SA 8000. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品質保證局自1989年成立以來，致力協助工商界實施管理體系，有效地達至機構和營商目標。

由2017年5月至7月期間，香港品質保證局共頒發28張證書，包括GB/T 28001、HACCP、ISO 9001、ISO 14001、ISO 50001、OHSAS 18001及SA 8000。在此謹祝賀22家機構加入獲認證的行列。本局深信，新成員的加入將可為我們的品牌和持份者帶來更大的裨益。

特訂服務　Customised Services

We Customise Services to your Needs
致力開發創新服務　切合客戶獨特需要

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.

作為亞太區內最具規模及領導地位的合格評定機構之一，香港品質保證局持續開發及推出不同類型的創新服務，以回應市場及個別機構的需求。我們樂意為您度身制訂各種服務，範圍遍及核查、評審、認證、註冊、培訓、調查、研究及其他專業服務。

請與我們的業務部聯絡，我們會摯誠為您制訂切合業務需要的服務。

Tel 電話 : (852) 2202 9111　|　E-mail 電郵 : hkqaa@hkqaa.org

Mainland China 中国内地　　　Nov 2017 - Feb 2018　2017 年 11 月至 2018 年 2 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	Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
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/GZ12A 18-20		
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 1,500	QMS4P/GZ11A GZ 09		QMS4P/GZ01A GZ 29	
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务	P 1	RMB 1,500	QM07P/GZ11A GZ 10			QM07P/SH02A SH 07
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 2,500			IE01P/GZ01A GZ 04-05	
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 3,500	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 15,000			QMS4P/GZ01A GZ 17-19,22-23	
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/SH12A SH 11-13		
VDA 6.3 Process Audit VDA 6.3 过程审核	P 2	RMB 2,500			EO06P/GZ01A GZ 15-16	
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 3,500				ISE7P/GZ02A GZ 07-09
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 2,500			GM20P/SH01A SH 10-12	
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 3,500				ISE9P/GZ02A GZ 05-06
SA 8000:2014 Social Accountability 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 1,600		SA01P/GZ12A GZ 04-05		
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 1,500	EMS3P/GZ11A GZ 21-22			EMS3P/GZ02A GZ 01-02
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/GZ01A GZ 22-27	
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 3,000	HA7P/GZ11A GZ 13-15			
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施	P 1	RMB 1,200	GP02P/GZ12A GZ 01			
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 Managements	P 1	RMB 1,200				GP09P/GZ02A GZ 09
JIT (Just In Time) of Lean Production 精益生产之 JIT（准时生产）	P 2	RMB 2,500		GM21P/GZ12A GZ 27-28		
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			
Measurement Management 计量管理与仪器校验管理实务培训	P 1	RMB 1,200		MS10P/GZ12A GZ 29		
Flexie Production Planning Management 柔性生产计划与排程管理	P 2	RMB 3,000			EC08P/SH01A SH 15-16	
TPM - Total Productive Maintenance TPM-全面生产管理实战	P 2	RMB 2,500				GM26P/GZ02A GZ 12-13
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			
Five Core Tools (APQP/FMEA/SPC/MSA/PPAP) 五大核心工具 (APQP/FMEA/SPC/MSA/PPAP)	P 3	RMB 3,000		MS01P/GZ12A GZ 06-08		
8D-Quality Problem Analysis and Solving 8D- 质量问题分析	P 1	RMB 1,200			ES29P/GZ01A GZ 24	
Total Quality Management TQM 全面质量管理	P 2	RMB 2,500		MS15P/GZ12A GZ 11-12		
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/GZ02A GZ 08
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	P 1	RMB 1,000				MS04P/SH02A SH 05
Seven QC Tools（Traditional & New） QC 七大手法	P 2	RMB 2,500			GM12P/GZ01A GZ 25-26	
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	P 2	RMB 2,500		MS19P/SH12A SH 25-26		
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	P 2	RMB 2,400			MS18P/GZ01A GZ 22-23	
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/GZ01A GZ 30-31	
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			MT33P/GZ02A GZ 07-08
Management Skills for Middle Management 中层管理人员管理技能培训	P 2	RMB 2,400		MS14P/GZ12A GZ 13-14		
Meeting Management with High Efficiency 高效会议管理	P 1	RMB 1,500		GM08P/GZ12A GZ 15		
Employee Motivation 员工动力驱动器 — 员工激励	P 2	RMB 2,800	GM23P/GZ11A GZ 07-08			GM23P/SH02A SH 12-13
Mind Map@： 思维导图轻松提升工作效率	P 2	RMB 2,000			M504P/SH01A SH 23	
Zodiak@： 商业策略、决策及财务游戏工作坊	P 1	RMB 1,500		M519P/SH12A SH 29		M519P/GZ02A GZ 09
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			

Hong Kong 香港

Nov 2017 - Feb 2018　2017 年 11 月至 2018 年 2 月

Course Title 課程名稱		Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	Course Code & Date 課程編號及日期			
				Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Quality and Integrated Management Systems 質量和綜合管理							
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 質量管理體系 - 理解與應用	C	1	HKD 1,580	VM1C/HK-11A 02	VM1C/HK-12A 01	VM1C/HK-01A 05	VM1C/HK-02A 05
ISO 9001:2015 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2015 質量管理體系 - 內部質量管理體系審核員培訓	C	2	HKD 3,300	VM3C/HK-11A 07-08	VM3C/HK-12A 18-19	VM3C/HK-01A 10-11	VM3C/HK-02A 12-13
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 質量管理體系文件	C	1	HKD 1,680/ HKD 1,580*	QMS4C/HK-11A 24			
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 品質管理體系 - 進階內部審核技巧	C	2	HKD 3,500/ HKD 3,300*			QMS5C/HK-01A 25-26	
Integrated Management Systems Set Up & Audit Approach 綜合管理體系 - 建立與審核方法	C	2	HKD 3,500/ HKD 3,300*				IMS2C/HK-02A 01-02
Understanding and Application of an Integrated Management System 綜合管理體系 - 理解與應用	C	2	HKD 3,500/ HKD 3,300*				IMS5C/HK-02A 01-02
Environmental Conservation 環境保育							
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 環境管理體系 - 理解與應用	C	1	HKD 1,730/ HKD 1,630*	EMS2C/HK-11A 28		EMS2C/HK-01A 31	
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2015 環境管理體系 - 內部環境管理體系審核員培訓	C	2	HKD 3,400/ HKD 3,300*		EMS3C/HK-12A 13-14		EMS3C/HK-02A 12-13
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective	C	1	HKD 1,680			EM19C/HK-01A 12	
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理體系 - 理解與應用	C	1	HKD 1,200/ HKD 1,080*			EM07C/HK-01A 19	
ISO 50001:2011 Energy Management Systems - Internal Auditor Training 能源管理體系 - 內部審核員培訓 ISO 50001:2011 能源管理體系 - 內部審核員培訓	C	2	HKD 3,500/ HKD 3,300*			EM08C/HK-01A 30-31	
GreenHouse Gas Verifier Training 溫室氣體驗證員	C	2	HKD 3,500/ HKD 3,300*				EM09C/HK-02A 12-13
Occupational Health and Safety Management 職業健康和安全							
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 - 理解與應用	C	1	HKD 1,730/ HKD 1,630*	OHS8C/HK-11A 16		OHS8C/HK-01A 15	
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 - 內部職業健康和安全管理體系審核員培訓	C	2	HKD 3,400/ HKD 3,300*		OHS9C/HK-12A 28-29		OHS9C/HK-02A 05-06
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&IU(SM)R) for OHSAS 18001 Practitioners	C	1	HKD 1,500		OH15C/HK-12A 27		
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors	C	2	HKD 3,200		OH16C/HK-12A 28-29		
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	C	1	HKD 1,600/ HKD 1,500*		OH04C/HK-12A 28		
Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存							
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	C	2	HKD 3,500/ HKD 3,300*	HA10C/HK-11A 20-21			
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理體系 - 理解與應用	C	1	HKD 1,600/ HKD 1,500*	HA5C/HK-11A 06		HA5C/HK-01A 08	
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training ISO 22000:2005 食品安全管理體系 - 內部審核員培訓	C	2	HKD 3,500/ HKD 3,300*				HA7C/HK-02A 08-09
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程	C	2	HKD 3,700/ HKD 3,500*			HA9C/HK-01A 22-23	
Hygiene Control System - Understanding & Implementation 衛生監控系統 - 理解與實施	C	1	HKD 1,600			GP02C/HK-01A 09	
Foundation of HKQAA Wine Storage Management Systems Specifications 建立優良存酒設備 - 基礎	C	1	HKD 1,500	QM04C/HK-11A 02			
營養軟餐課程 (NEW 最新課程)	C	2.5	HKD 3,300			M064C/HK-01A 24-26	
食品衛生經理證書課程 (NEW 最新課程)	C	3	HKD 1,500	M091C/HK-11A 23, 30 Nov & 04 Dec		M091C/HK-01A 03-05	
餐飲業食品安全評估員 (NEW 最新課程)	C	3	HKD 3,500	M092C/HK-11A 03, 07, 10			
Team Building							
Zodiak: The Game of Business Finance and Strategy	C	1 to 2		我們專為企業提供度身定造的培訓，詳情可與本局課程經理洽談。 Mr. Anson Wong (2202 9395 / 6111 3855) / anson.wong@hkqaa.org Mr. Kerwin Ho (2202 9367 / 6050 6127) / kerwin.ho@hkqaa.org			
Team Collaboration in LEGO ® SERIOUS PLAY ®	C	1 to 2					
Team Collaboration in Meaningful Micro-Film Production	C	1 to 2					
Personal Enrichment & Certification (M501) 個人提升和專業資格							
Mind Map ® 思維導圖激發創造力及創意解難	C	1	HKD 3,300/ HKD 1,980*			M504C/HK-01A 31	
The 7 Habits of Highly Effective People Signature Program	C	2	HKD 10,000/ HKD 9,000*		PC01C/HK-12A 07-08		
Hogan Assessment Certification Workshop 2016	E	2	HKD 18,500	PC06E/HK-11A 22-23			

Hong Kong 香港

Course Title 課程名稱	Duration (Day) 課程長度（天）	Fee (per head) HKD 收費(每人)港幣	Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Law and Legislation (Hong Kong, Macau & China) 法律與法規（香港，澳門及中國）(M901)						
Fundamental Contract Law for Managers and Professionals	C 1	HKD 1,500	M906C/HK-11A 23			
Safety and Environmental Offences in Construction Projects	C 1	HKD 1,500		M908C/HK-12A 13		M908C/HK-02A 23
Legal Fundamentals of Tendering	C 1	HKD 1,500		M909C/HK-12A 07	M909C/HK-01A 11	
Negotiation and Mediation Skills for Managers and Professionals	C 1	HKD 1,500	M911C/HK-11A 03			
管理者必須認識的香港競爭法	C 1	HKD 1,500			M914C/HK-01A 30	
NEW Detection And Prevention On Fraud And Bribery Workshop	C 1	HKD 2,300/ HKD 1,980*		M915C/HK-09A 05		
NEW Fundamental Law for Education Administrators	C 1	HKD 1,500		M917C/HK-12A 29		
NEW Fundamental Law for Education Administrators	C 1	HKD 1,500		M917C/HK-12A 29		
NEW 場所與設施管理必用法律	C 1	HKD 1,500		M923C/HK-12A 19		
NEW Essential of Employment Ordinance	C Half-day	HKD 750	M924C/HK-11A 20			
NEW Introduction to Company Law for Non-lawyers	C 1	HKD 1,500	M925C/HK-11A 15			
NEW Advanced Seminar on False Trade Description and Mis-selling	C 1	HKD 1,500				M926C/HK-02A 12
Management Tools, Skill for Improvement 管理工具和技巧 (M001)						
NEW ISO 37001 Anti-Bribery Management Systems - Introduction	C Half-day	HKD 980			A001C/HK-01A 12	
Implementation of HKQAA 5S in the Workplace Operation	C 1	HKD 1,600/ HKD 1,500*		GP03C/HK-12A 21		
Workshop on Transforming HR Role as Strategic Partners	C 1	HKD 1,080/ HKD 980*			M063C/HK-01A 03	
Workshop on Developing Supervisory Skills & Leadership Charisma	C 1	HKD 1,080/ HKD 980*				M022C/HK-02A 08
Workshop on Performance Management through KPI Setting	C 1	HKD 1,080/ HKD 980*			M021C/HK-01A 18	
Workshop on Strategic Compensation System Design	C 1	HKD 1,080/ HKD 980*		M023C/HK-12A 15		
Workshop on Business Process Improvement	C 1	HKD 1,080/ HKD 980*		M024C/HK-12A 18		
Workshop on Effective Project Management	C 1	HKD 1,080/ HKD 980*	M025C/HK-11A 17			M025C/HK-02A 14
Workshop on Effective Performance Appraisal	C 1	HKD 1,080/ HKD 980*		M026C/HK-12A 11		
Workshop on Effective Communication & Influencing Skills	C 1	HKD 1,080/ HKD 980*			M028C/HK-01A 26	
NEW Logical Thinking for Problem Solving Workshop	C 1	HKD 1,700/ HKD 1,500*		M069C/HK-12A 19		M069C/HK-02A 09
Business English Series 職場實用英語系列						
NEW Professional Written Replies to Complaints Workshop	E 1	HKD 1,400/ HKD 1,150*		M065E/HK-12A 04		
NEW Effective Proposal Writing Workshop	E 1	HKD 1,400/ HKD 1,150*	M068E/HK-11A 07			
NEW Effective Presentation Skills	E 1	HKD 1,400/ HKD 1,150*	M077E/HK11A 13			
Business Continuity Management, Risk and Crises Management 營運持續管理體系、風險及危機管理						
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 營運持續管理體系 - 理解與應用	C 1	HKD 1,600	RM01C/HK-11A 13			
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 - 理解與應用	C 1	HKD 1,600	RM04C/HK-11A 13			
Customer Service: From Good To Great 顧客服務：邁向優越						
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application 客戶滿意度 - 投訴處理指引 - 理解與應用	C 1	HKD 1,280		MT14C/HK-12A 20		
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2014 客戶滿意度 - 投訴處理指引 - 內部審核員培訓	C 2	HKD 3,200/ HKD 3,000*			MT56C/HK-01A 24-25	
Corporate Social Responsibility 企業社會責任						
How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告	C 1	HKD 1,600	SR01C/HK-11A 01			
Telecommunications, Information Security and Management 電信、資訊保安與管理						
ISO/IEC 27001:2013 Information Security Management Systems - Understanding & Application 信息安全管理體系 - 理解與應用	C 1	HKD 1,600/ HKD 1,500*	ISE3C/HK-11A 06			
Implementation of ISO/IEC 27001:2013 Information Security Management Systems ISO/IEC 27001:2013 實踐信息安全管理體系	C 2	HKD 3,500/ HKD 3,300*		ISE5C/HK-12A 27-28		
ISO/IEC 27001:2013 Information Security Management Systems - Internal Auditor Training ISO/IEC 27001:2013 信息安全管理體系 - 內部審核員培訓	C 2	HKD 3,500/ HKD 3,200*		ISE7C/HK-12A 27-28		
HKQAA Sustainable Building Index (HKQAA SBI) 樓宇可持續發展指數 (HKQAA SBI)						
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 樓宇可持續發展指數 - 理解與驗證	C 1	HKD 1,550	SBI1C/HK-11A 09			

Remarks 備註

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

The course schedule is subject to change. Please refer to the most updated schedule in our web-site 課程內容或會略作改動，最新詳情請參看本局網頁

Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services 聘用本局管理體系認證服務的機構並無義務參加本局所舉辦的培訓課程

Last Updated Date : 13 September 2017

C Conducted in Cantonese 以廣東話授課　　E Conducted in English 以英語授課　　P Conducted in Putonghua 以普通話授課

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

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

Introduction to Design Thinking
設計思維入門

Course Contents 課程內容：

- Basic Concept of Design Thinking 設計思維的基本概念
- Core Value of Design Thinking 設計思維的核心價值
- Experiential Learning What Is Design Thinking 體驗何謂設計思維
  - Understanding: How to enlarge what you knowing? 如何有效擴大認知的範疇？
  - Observation: How to listen the hidden message? 如何放大微弱的市場需求訊號？
  - Point of View: How to create Insight? 如何啟發創新思維？
  - Ideation: How to create under constraints? 如何在有限的條件作最優異的構想？
  - Prototype: How to use hands to think and communication? 如何用手溝通與思考？
  - Testing and Feedback: How to co-create with customers? 如何與客戶進行有效的共創？
- Establish corporate culture with Design Thinking 設計思維為企業建立新文化

Date 日期	21 December 2017 ｜ 2017年12月21日
Time 時間	9:30 am - 5:30 pm ｜ 早上9時30分至下午5時30分
Venue 地點	19/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong 香港北角渣華道191號嘉華國際中心19樓
Language 語言	Cantonese ｜ 廣東話
Speaker 講者	Mr Mac Leung, Design Thinking Certified Facilitator 「設計思維」認可導師梁銳光先生

Enquiry 查詢
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Hong Kong Competition Law Fundamentals For Managers and Professionals
香港競爭法管理人員和專業人士基礎班

Course Contents 課程內容：

- Overview of Hong Kong Competition Ordinance 綜觀香港競爭條例
- The 'Three Pillars' in Hong Kong Competition Ordinance 香港競爭條例的三大支柱
- Legal Issues and Solutions for Business Operators 與經營者有關的法律問題及解決方案
- Legal Compliance for Trade Practices 貿易操作如何遵守法例要求
- Investigative Powers and Penalties 官方調查權力與違例罰則
- Case Studies and Examples 個案分析及例子

Date 日期	30 January 2018 ｜ 2018 年 1 月 30 日
Time 時間	9:30am - 5:00pm ｜ 早上9時30分至下午5時
Venue 地點	19/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong 香港北角渣華道191號嘉華國際中心19樓
Language 語言	Cantonese with English materials ｜ 廣東話輔以英文教材
Speaker 講者	Practising Barrister(s) 執業大律師