VISION 管略

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Kickoff of the Project on "Bridging and Bonding – To Create Measurable Social Benefits"
「共 • 商 • 善举」社会资本计划启动

Social Capital: A New Perspective for Corporate Social Responsibility
社会资本：企业实践社会责任新角度

Bloggers' Recommended Shop Award
「网络红人推荐商店」奖项

Protecting PII and Cloud Privacy with ISO/IEC 27000-series, ISO/IEC 27018:2014 and ISO/IEC 29100:2011
运用ISO/IEC 27000系列、ISO/IEC 27018:2014和ISO/IEC 29100:2011 保护个人可识别讯息(PII)及云端私隐

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

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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

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.

善用企业社会资本 促进可持续发展

每个人、每个群体、每间机构都是社会的一份子，都有自身的独特优势。如果大家积极结交不同界别的朋友，各自发挥所长，彼此守望相助，会有助建立持久互助互信的关系。这些跨界别的人脉网络和团结合作精神，都是重要的社会资本。

事实上，除了经济资本、人力资本外，社会资本也是推动社会发展的主要动力之一。世界企业可持续发展委员会在今年四月发表的报告中指出，社会资本包含了知识技能、社会网络、制度和共同价值观等，有助团结社会，提升社区抗逆力。世界银行也强调，社会资本有助增加社会的凝聚力，促进社会持续发展。

香港品质保证局作为本地推动社会责任的先驱之一，一直关注社会需要，致力开发崭新服务，协助机构提升可持续发展表现，营造更理想的商业和社会环境。为宣扬建立社会资本，本局在社区投资共享基金（CIIF）的资助下，启动「共 • 商 • 善举」社会资本计划，制订《企业社会资本实践指导文件》，并透过培训及嘉许计划，鼓励更多机构履行社会责任，建立和善用企业社会资本来缔造长远价值，从而为社会带来裨益。

本局亦期望计划可以促进不同界别的组织和人士交流协作，善用彼此优势，发挥协同效应。相信在企业、社福机构及各界的同心协力下，我们能够为香港创造更丰厚的社会资本，让明天变得更美好。

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Developed by HKQAA and Funded by CIIF
社区投资共享基金资助 香港品质保证局推行

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・善举」社会资本计划启动

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.

香港品质保证局于2017年9月26日假香港理工大学蒋震剧院举行「共・商・善举」社会资本计划启动礼暨研讨会，并邀得社区投资共享基金委员会主席及行政会议成员林正财医生，BBS, 太平绅士，担任主礼嘉宾。

制订指导文件　多间企业试行

为宣扬建立「社会资本」，香港品质保证局在社区投资共享基金(CIIF)的资助下，推行「共・商・善举」社会资本计划，以推动商界建立企业社会资本，缔造更有深度、质素及可持续的社会效益；同时鼓励跨界别协作，以助香港建立更强大的社会资本，促进可持续发展。

香港品质保证局主席卢伟国议员博士工程师表示：「在『共・商・善举』社会资本计划下，本局制订《企业社会资本实践指导文件》，提供一个框架，推动商界建立和善用企业社会资本，用以履行社会责任，为持份者创造更大价值；并透过培训、嘉许计划及网上平台，促进知识交流，协助企业、社福机构等跨界别从业员掌握社会资本的理念，迈向专业化发展。」

此指导文件参考ISO 26000社会责任国际指引，结合专业管理模式及社区投资共享基金的社会资本理念之六大范畴，包括社会网络、互助和互惠、信任和团结、社会参与、社会凝聚和包容、以及资讯和沟通来制订。

同时，本局将与多间企业合作，透过试验计划，试行实践指导文件，识别良好做法，以助持续优化指导文件，并推动跨界别协作。目前参与试行计划的协作夥伴包括**香港航空有限公司**、**香港宽频网络有限公司**、**希慎兴业有限公司**、**香港铁路有限公司**、以及**新世界发展有限公司**。

连结不同界别　加强社会资本

此计划担当桥梁角色，连系商业、社福机构及其他持份者，缔结协作夥伴关系，共同发挥创意及互补精神。

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".
社区投资共享基金委员会主席及行政会议成员林正财医生，BBS, 太平绅士(中)、社区投资共享基金委员会副主席关则辉先生，MH, 太平绅士(右四)、香港品质保证局主席卢伟国议员博士工程师，SBS, MH, 太平绅士(左四)、副主席何志诚工程师(左三)、总裁林宝兴博士(左二)、以及多位计划协作夥伴一同启动「共・商・善举」社会资本计划。

赞助机构 Sponsor
恒生指數 HANG SENG INDEXES

协作机构 Collaborators
排名不分先后 Organisations are listed in no particular order
HONGKONG AIRLINES 香港航空
香港寬頻 HONG KONG BROADBAND NETWORK
Hysan希慎
MTR
新世界發展 New World Development

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.

计划简介

愿景

推动商界建立企业社会资本，缔造更有深度、质素及可持续的社会效益；同时鼓励跨界别协作，以助香港建立更强大的社会资本，促进可持续发展

目标

- **推动商界建立和善用企业社会资本**，从而更有深度地履行社会责任，让商界、社福机构及不同持份者均能带来更大的社会效益，达致「多赢」局面
- 担当桥梁角色，**连系商界、社福机构及不同界别的持份者，缔结协作夥伴关系**，共同发挥创意及互补精神，累积更多优良经验，促进社会的可持续发展
- 推动企业、社福机构等跨界别从业员充份了解、掌握社会资本的理念，并持续实践，**迈向专业化发展**
- **表扬**致力建立社会资本项目的机构及从业员，鼓励及推动各界别持续实践社会资本的理念

计划重点

1. 制订及推行《企业社会资本实践指导文件》鼓励企业建立企业社会资本

- 文件参考 ISO 26000 社会责任国际标准指引，结合专业管理模式及社区投资共享基金所推动的企业社会资本理念（包括社会网络、互助和互惠、信任和团结、社会参与、社会凝聚和包容、资讯和沟通六大范畴）来制订
- 成立持份者小组进行咨询工作，整合不同跨界别（包括企业、非政府组织、社福机构、学术界及政府高级管理人员）专业人士的意见，同时邀请 5 个协作夥伴采用指导文件试行计划及给予意见，优化指导文件，以适用于不同类型机构，为自身制订切实可行的应用方法
- 研究及订定建立社会资本来履行社会责任的表现，与香港品质保证局就「恒生可持续发展企业指数系列」的可持续发展评级与研究（SRR）关连性，为企业提供更大的推动力，优化可持续发展

持份者参与模式：

- 企业可参加免费研讨会及工作坊，加深认识指导文件的理念及实务指引，加强与不同界别的协作交流，并尝试于工作上应用指导文件，建立企业社会资本

2.「社会资本」专业化发展

- 订立专业人员注册制度，让有志认识及应用社会资本的从业员持续学习及实践，将理论与应用结合，能不断提升建立社会资本良好手法的质素及获得专业能力的认可。

持份者参与模式：

- 符合计划专业资格的人士，可申请注册为专业人员

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. 表扬致力建立社会资本项目的机构及从业员

- 订立社会资本项目注册制度，推动不同界别机构及从业员发展更多「企业社会资本」项目，并予以表扬

持份者参与模式：

- 符合计划资格之项目，可提交项目资料供本局评审，申请注册为「企业社会资本」项目

4. 建立社会资本网站 促进跨界别交流

- 推广社会资本理念及实践，设立会员制度及网上讨论区，提供社会资本相关资讯，供不同界别的持份者参与，深化持续学习及跨界别的专业经验交流

持份者参与模式：

- 申请成为会员，参与持续学习的活动，以深化社会资本的理论
- 参与网上讨论区，与不同界别专业人士交流将社会资本理念与实践结合的经验

5. 总结经验及成果分享

- 举办嘉许礼暨分享论坛，表扬社会资本从业员、企业和社福机构对累积「社会资本」经验中所作出的贡献，同时促进经验交流，推动社会资本进一步发展

持份者参与模式：

- 参加嘉许礼暨分享论坛，交流实践「社会资本」经验，持续优化社会资本项目。活动详情将于日后在社会资本网上交流平台中发布

Upcoming Seminars 最新研讨会

Introduction to "Corporate Social Capital Implementation Guidance Document" (GD)
《企业社会资本实践指导文件》简介

Enquiry 查询
Tel 电话：
(852) 2202 9385 / 2202 9111
Email 电邮：
crystal.ho@hkqaa.org

Training Contents 培训课程内容

- What is Corporate Social Capital (CSC)? 简介企业社会资本
- Relationship between CSC and Social Responsibility (SR) 企业社会资本与社会责任的关系
- How to identify and build CSC on performing your Social Responsibility by using the GD 如何通过使用指导文件识别及建立企业社会资本来履行社会责任
- Upcoming activities sponsored by the Community Investment and Inclusion Fund (CIIF) 有关获社区投资共享基金资助的最新活动介绍

Details 详情

Date & Time	:	6 December 2017 (3:00 - 5:00pm)
日期及时间	:	2017 年 12 月 6 日 (下午 3 时至 5 时)
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地点	:	香港北角渣华道 191 号嘉华国际中心 19 楼
Fee	:	Free of Charge
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Social Capital: A New Perspective for Corporate Social Responsibility
社会资本：企业实践社会责任新角度

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

专访社区投资共享基金委员会主席、行政会议成员
林正财医生，BBS，太平绅士

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.

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-

劳工及福利局辖下的社区投资共享基金十多年来一直大力推动社会各界建立社会资本。今期《管略》很荣幸邀请到社区投资共享基金委员会主席、行政会议成员林正财医生，BBS，太平绅士，分享社会资本的理念及在企业中发展社会资本的实践策略。

建立社会资本 促进社会和谐

社区投资共享基金于2002年由香港特别行政区政府成立，透过拨款资助不同计划，推动市民及社会各界发挥凹凸互补精神，齐心建立跨界别协作平台及互助网络，从而建立社会资本，让个人、家庭、企业及组织互相支持，提升社区能力。

「简单而言，『社会资本』就是要善用一己所长，你帮我，我帮你，结交不同背景的朋友，建立持久的互助互信关系。我们的工作目标，是鼓励志同道合的夥伴组成群体，结成跨界别网络，建立更多社会资本，把人情味带到不同角落，创造和谐社会。」林医生道。

纳入企业策略 缔造多赢局面

社会资本的六大范畴包括：社会网络、信任和团结、互助和互惠、社会凝聚和包容、社会参与及资讯和沟通。这六大范畴是衡量建立社会资本发展的重要元素，若善加应用，有助推动商界履行社会责任，达至可持续发展。

「近年，不少企业积极履行社会责任，坚守回馈社会的良心企业信念。当中，不少企业已把社会资本发展纳入其履行社会责任的策略中，以各自优势，例如创新思维、专业技能和知识等，连结不同界别的夥伴，发挥协同效应。」林医生道。

提高企业声誉 增强员工士气

企业参与建立社会资本，社会及企业均能获得丰厚回报，例如：企业善用其专长解决社会需要，从中可**树立良好的品牌形象**；其次是缔结民、商、官、校、社、医等跨界别合作，为社区带来**1+1 >2 的协同效应**；第三

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

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.

是企业提供非单次服务，与社区建立长远的**互信关系**；另外，企业员工透过助人亦能受助，从而**增强信心和士气**；最后，企业亦可尝试在机构内部运作中，运用具有社会资本元素的管理方法，加强与持份者的互信互助，达至『多赢』，**促进社会的可持续发展**。

林医生解释：「企业建立社会资本的途径可以包括实质支援，提供聚脚点、提供机会，扩阔眼界、提供实习及就业机会、承传知识和技能等。其中一个例子是香港迪士尼乐园度假区，他们有感东涌区不少年轻家庭在关顾小孩成长方面需要支援，于是与离岛妇联共同构思及推行『故事家庭乐』邻里支援互助计划。这正好发挥迪士尼职员义工讲故事的专长。参与计划后，地区的居民视迪士尼为社区的一份子，彼此切实地建立了一种互信关系。」

「另外一个例子是非常作，他们参与由东华三院合作推展的『全面美型格影楼计划』，以化妆和摄影作平台，为一班待业待学的年轻人传授知识与技能，从而建立他们的人生目标和工作能力。部分学员更将所学知识，协助社区中心教授化妆班及参与社区表演的化妆工作，从受惠者变成助人者，体现社会资本的意义。公司表示员工参与计划，除令他们增强信心、能力和士气外，同事间的相处亦变得更包容，有助企业建立核心价值、团队精神和服务社会的信念。」

「共・商・善举」计划 推动社会资本发展

香港品质保证局在社区投资共享基金资助下，推行『共・商・善举』社会资本计划，促进商界建立和善用企业社会资本，用以履行社会责任。林医生相信此计划可鼓励商界构思及参与更多有助社会资本发展的「善举」：企业不单可以连结不同界别的夥伴，发挥协同效应；亦可在机构内部运作中，善用具有社会资本元素的管理方法，并加强与持份者的互信互助，达至「多赢」。

林医生认为要令社会资本发挥最大的效益，实有赖各界人士，特别是商界及社福机构的积极参与。他期望未来有更多有心人、有心机构加入建立社会资本的行列，携手贡献所长，善用彼此的网络，同心建立一个可持续发展并满载人情味的香港。

Bloggers' Recommended Shop Award
「网络红人推荐商店」奖项

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).

近年网络社交媒体崛起，越来越多的消费者从网络取得最新服务及产品资讯，促成了博客群（Bloggers）及其追随者（Followers）的出现。博客活跃于社交媒体，评价新产品，分享其零售店铺、食肆的消费体验，他们在网络社交媒体所写所表达的感受随时可以带动市场潮流。

香港品质保证局（HKQAA）特意建立「网络红人推荐商店」奖项，表扬在顾客服务上有出色表现的商店。评审方法是邀请博客以神秘顾客身份，先拜访参与此计划的商店，待离开商店后对其服务质素评分。

颁发奖项

参与计划的商店若达到门槛分数，会获本局颁发「网络红人推荐商店」（中文）及「Bloggers' Choice」（英文）标贴，用以张贴在商店内。博客亦将会把他们的消费体验，在征得参与计划商店的同意下，在其部落格（Blogs）或其他社交媒体向外界分享。此外，本局每年亦会选出分数最高的商店，邀请他们参加颁奖典礼并授予「网络红人推荐商店」奖座。

好处

- 奖项标贴向外间展示优质顾客服务，建立品牌口碑。
- 博客在网络社交媒体分享其良好消费体验，成为获奖商店的宣传途径。
- 神秘顾客评核重新定位，结合网络社交媒体的分享，为销售人员带来业务机会。
- 博客的分享文章可以提供案例，丰富获奖商店的内部培训教材。

评审准则

此奖项计画是以商店为参赛单位（即具备实体经营地址），所以若商户拥有多家商店，他可以自行决定那间商店参加，而商户参加的商店数目亦没有限制。

博客以神秘顾客的身份到访参加计划的商店，在服务的六大范畴（W.I.S.D.O.M）进行评核。

Criteria 范畴	Guidelines 准则
Welcome your customer 欢迎	Greet customers with courtesy 欢迎顾客、向顾客问好
Initiate your customer's needs 兴趣	Understand customers' needs with heart; invite them to try products and introduce with assistive tools 向顾客发问以了解其需要、用心聆听、邀请顾客试用产品、介绍产品、以工具辅助介绍
Serve your customer 服务	Provide the service, for example, waiters serve dishes and clean tables, beauticians provide beauty services etc. 为顾客提供服务（例如餐厅服务员奉餐、清洁餐桌；美容师为顾客提供美容服务等等）
Delight your customer 喜悦	Bring joy to customers and exceed their expectations 为顾客带来喜悦、超越顾客期望
Optimize business opportunities 机会	Add value to the sale and encourage return customers 附加销售、邀请顾客再光临
Meticulous appearance and environment 外观	Maintain a professional look and organised environment 职员对仪容及店铺环境一丝不苟

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.

每间参加计划的商店将接受两个回合的评核，每个回合的相距时间最少三个月。于每个回合，三位博客会分别到访商店进行评审。

于每个评核回合，若参加计划的商店达到门槛分数，即表示已通过该回合的评核。

参加计划的商店若通过第一回合评核，已可获颁发推荐商店标贴，张示于店内。若再通过第二回合评核（覆检），该商店将可继续张示标贴。张示标贴的期限为自本局向商店发出标贴起计的一年之内。

年度奖项

截至下年三月三十一日，所有已通过两个回合评核的参加计划商店，若其两个回合的平均分数挤身首二十位之内，而其标贴仍然在有效展示期内，将会获邀出席年度大会，颁授年度奖项。

For further details, please contact us at:
欲知详情，请联络我们：
Tel电话 : (852) 2202 9111
Fax传真 : (852) 2202 9222
E-mail电邮 : 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
运用ISO/IEC 27000系列、ISO/IEC 27018:2014和ISO/IEC 29100:2011保护个人可识别讯息(PII)及云端私隐

Miss Vincci Tang
Auditor, Hong Kong Quality Assurance Agency

邓咏诗小姐
香港品质保证局审核员

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.

在数码时代中保护PII

随著云端运算与物联网(IoT)在政府部门、非政府机构、大型及中小企业日益普及[1,2]，大部份公司力求采用更全球化的整合网，而导致未经授权使用个人资料的风险亦随之增加。[3]

为什么私隐在数码世界是一个隐忧？

现今资讯爆炸的世界，大众对资料保安及网络私隐的关注亦与日俱增。部份原因是由于人们越来越依靠个人行动装置(PPD)，网上电子交易以及社交网络，同时近年发生多宗资料外泄事故，不少机构的经济价值及品牌形象因而受到不利影响。

资料外泄事故及分析

在香港，收集及使用个人资料是由香港法例第486 章《个人资料(私隐)条例》规管。任何操控个人资料的收集、持有、处理或使用的人士，必须遵守香港个人资料私隐专员公署的《六项保障资料原则》。[4]

于2016年，个人资料私隐专员公署指出，在2015年共收到98宗个人资料外泄的事故通报，当中牵涉遗失文件、黑客入侵事故以及意外披露个人资料，逾87万香港市民受到影响。意外数字比前年增加17.5倍。[5]另外有研究显示，超过七成香港企业于2015年出现至少一宗资料外泄。[6]对于持有大量个人可识别讯息(PII)的政府部门、非政府机构、各大型及中小企业，遗失资料尤其是一个显著的问题。因此，应采取资料外泄预防措施，确保个人资料不会遗失、被误用或在未获授权的情况下存取。

机构有什么要知道？

现有一些国际认可的标准针对资讯及通讯科技(ICT)安全和私隐的问题，包括实施控制措施来解决这些风险。ISO/IEC 27000系列是一套标准，针对在资讯保安管理系统领域中的风险及相关管控。当中ISO/IEC 27001标准是最广为人知，提供《资讯保安管理系统》之要求，包括10项条款加附录A的114项控制措施、其目的亦载列于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 则是一套《资讯保安管理实务守则》。机构可自由选择及实施其控制措施，以达到风险评估及风险处理过程中所得出之要求。现时，越来越多机构采用ISO/IEC 27001及ISO/IEC 27002。

- **ISO/IEC 27018:2014简介**

  国际标准化组织(ISO)基于ISO/IEC 27002，亦制定了一套ISO/IEC 27018《个人可识别讯息处理者在公共云端保障实务守则》。它是根据ISO/IEC 29100公共云端运算环境中11项私隐原则，特别针对被广泛接纳之控制目的、控制及指引，用于ICT系统保护公共云端PII之措施。ISO/IEC 27018:2014的附件A提供一套崭新的控制及附加实践指引，以达到保护PII之要求，公共云端运算服务供应商亦可将其作为PII处理者之用。最重要的一点是，由于ISO/IEC 27018只是一套实务守则而已，机构必须先取得ISO/IEC 27001标准认证，然后包括对使用或提供公共云端服务作为审核部分，才可考取ISO/IEC 27018认证。

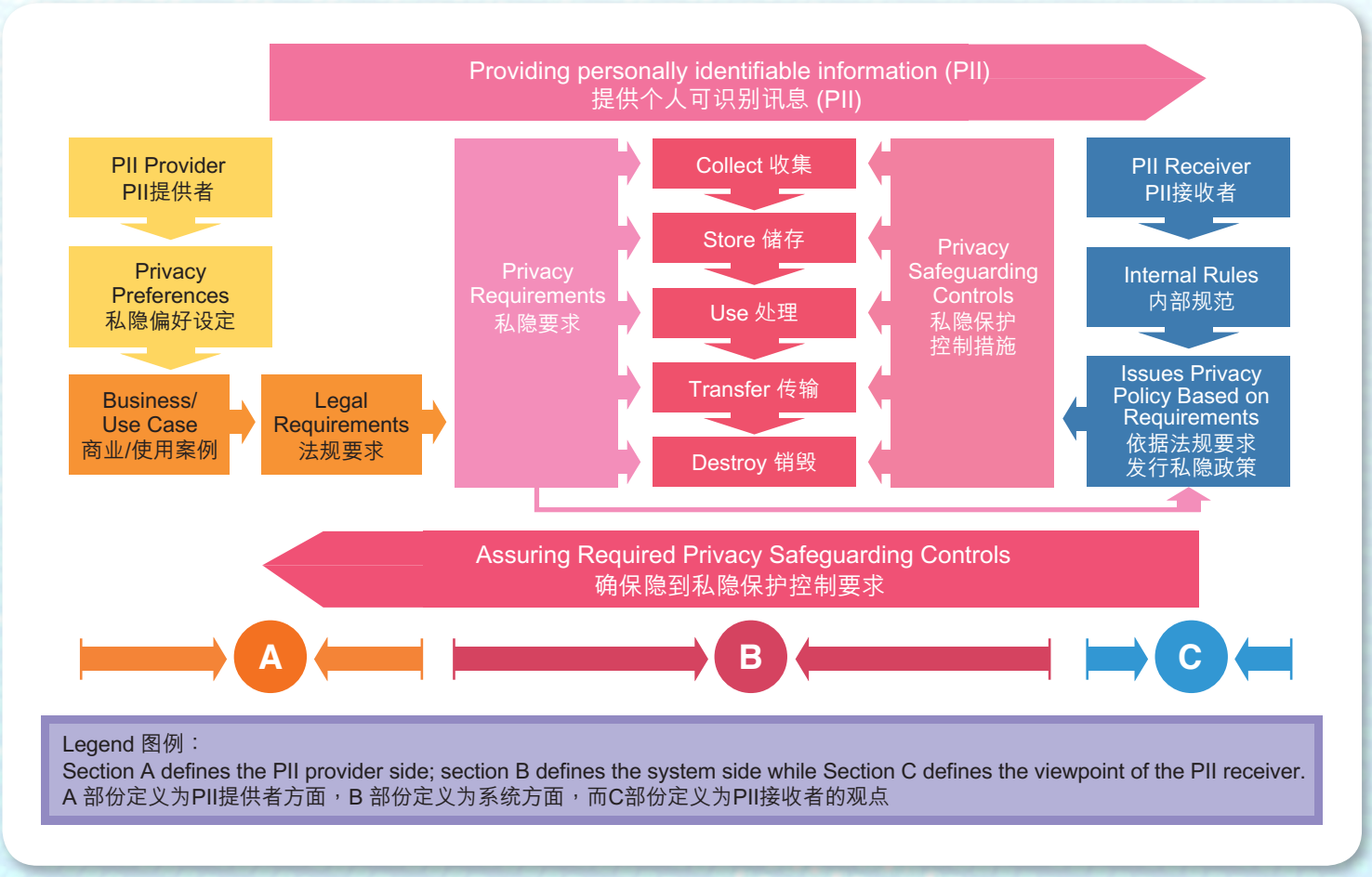

Figure 1 图 1 **ISO/IEC 29100 Privacy Framework Draft for Graphical Representation** [7] **ISO/IEC 29100 私隐框架草案图表** [7]

- **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 简介**

ISO 亦提供一套标准，针对ICT 系统中处理其 PII 的高阶《私隐框架》。ISO/IEC 29100 适用于涉及指定、采购、架构、设计、开发、测试、维护、管理和运营的 ICT 系统或服务的自然人和机构 (见图 1)。此标准提供 11 项私隐原则，当中亦包含经济合作与发展组织的个人资料保护原则。[8] 为了更简易地运用 ISO/IEC 27000 系列，此标准亦将 ISO/IEC 29100 概念及 ISO/IEC 27000 概念进行配对。早于数年前已有一些亚洲机构取得 ISO/IEC 29100 认证。

#	The 11 Privacy Principles of ISO/IEC 29100 ISO/IEC 29100 的 11 项私隐原则	The 8 Principles of The OECD Data Protection 经济合作与发展组织的个人资料保护 8 大原则	The 6 Data Protection Principles (DPPs) under the PDPO in Hong Kong 香港《个人资料（私隐）条例》的六项保障资料原则
1	Consent and choice 同意及选择	Collection Limitation 收集限制 Use Limitation 使用限制	DPP3 - Data Use Principle DPP3 - 使用资料原则
2	Purpose legitimacy and specification 使用目的之合法性与阐明该目的	Purpose Specification 阐明目的	DPP1 - Data Collection Principle DPP1 - 收集资料原则
3	Collection limitation 收集限制	Collection Limitation 收集限制	DPP1 - Data Collection Principle DPP1 - 收集资料原则
4	Data minimisation 资料最小化	Collection Limitation (Remark: Closely-linked) 收集限制 （备注：密切联系）	DPP1 - Data Collection Principle (Remark: Closely-linked) DPP1 - 收集资料原则 （备注：密切联系）
5	Use, retention and disclosure limitation 使用、保存及披露资料的限制	Use Limitation 使用的限制	DPP2 - Accuracy & Retention Principle DPP2 - 资料准确及保留原则 DPP3 - Data Use Principle DPP3 - 使用资料原则 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] 《个人资料 (私隐) 条例》第 33 条－ 除指定情况外，禁止将个人资料移转至香港以外地方 (备注：尚未实施) [9]
6	Accuracy and quality 准确性及质素	Data Quality 数据质素	DPP2- Accuracy & Retention Principle DPP2 - 资料准确及保留原则
7	Openness, transparency and notice 公开、透明及通告	Openness 公开	DPP5 - Openness Principle DPP5 - 公开政策原则
8	Individual participation and access 个别参与及查阅	Individual Participation 个别参与	DPP6 - Data Access & Correction Principle DPP6 - 查阅及改正原则
9	Accountability 相关责任	Accountability 相关责任	—
10	Information security 资讯保安	Security Safeguards 安全保护	DPP4 - Data Security Principle DPP4 - 资料保安原则
11	Privacy compliance 遵守私隐	—	—

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 原则与经济合作与发展组织的个人资料保护原则及香港《个人资料（私隐）条例》保障资料原则之对照建议

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.

现在ISO/IEC 29100及ISO/IEC 27000标准可于以下网址免费查阅：http://standards.iso.org/ittf/PubliclyAvailableStandards/index.html。

使用ISO/IEC 27018及ISO/IEC 29100的潜在好处

- **建立成功企业**

  透过采用最佳实践的框架，展示机构有能力处理及保护资料，协助机构成功投标。

- **与国际供应商及客户建立良好关系**

  透过这些国际认可的标准及实务守则奠定了基础，进一步开拓国际市场。

- **保障机构的敏感性PII及私隐**

  这些标准提供指引及控制措施，协助机构遵守有关在ICT系统及云端运算中处理PII的法律法规。

机构有什么要做？

私隐是关于机构如何保护其机密性的个人及机构资料，每一间机构应透过全面性实施如ISO/IEC 27001、ISO/IEC 27018以及ISO/IEC 29100等国际标准作为保护私隐的策略之一，以加强机构，与客户和持份者之间的信任。

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Remarks 备注：

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HKQAA Sustainability Rating and Research: Annual Review 2017
香港品质保证局可持续发展评级及研究：2017年回顾

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.

前言—定性分析公司的可持续管理表现

过去十多年，本局作为推动可持续发展、社会责任以及环境管理之先驱，积极协助本港经济、环境及社会的可持续发展。「香港品质保证局可持续发展评级及研究」踏入第四年，继续参考 ISO 26000 及GRI G4，去评估公司的可持续管理水平。本年度研究结果重点报告如下。

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.

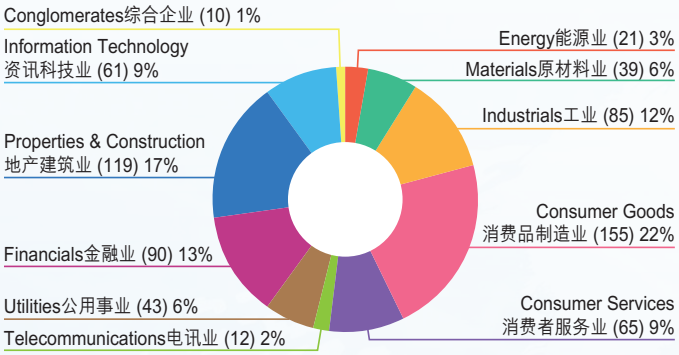


Chart 1 — Universe by Industry 2017
图表1 — 2017年研究之上市公司行业分布

研究计划及参与公司

2017年，本局审阅了700间具有被纳入「恒生可持续发展企业指数系列」(「指数系列」)候选资格的上市公司之可持续发展表现，其中包括473间香港上市公司(包括同时在香港及内地上市的公司)及227间内地A股上市公司。为了全面地评估公司的可持续发展表现，本局今年查考了620份可持续发展/社会责任报告(包括独立和综合报告)、超过664个公司网站和本地及国际媒体的相关报导；并审阅具有候选资格的上市公司年报，以了解其遵从规管的情况，以及财务数据。此外，所有公司均会收到一份问卷，以便提供公开资讯以外的补充资料及文件。今年回覆的公司总数与去年相比增加超过8%。

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.

整体市场表现

一如过去，香港上市公司(「香港公司」)在可持续发展表现上，普遍较内地A股上市公司(「内地公司」)的表现为佳。香港公司在AAA(最高)至D(最低)的评级中，最高分数为AA(共有18间公司)，而内地公司最高分数为A+(有1间公司)。整体而言，共有438间香港公司(93%)和189间内地公司(83%)达到中等/良好的BBB-或以上评级，而2016年，则只有59%的香港公司和62%的内地公司达到相同水平。与去年相比，达到中等水平BB或以下评级的公司则由29%进一步下跌至8%。

而今年700间被评审的上市公司的平均分比较上年的分数上升了8.6%，这亦显示出整体市场的可持续发展表现上有一个比较明显的上升空间。

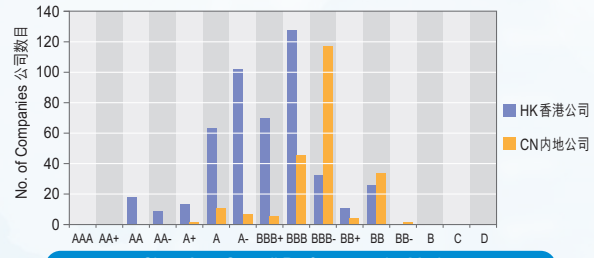


Chart 2 — Overall Performance by Market
图表2 — 整体市场表现

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.

行业表现水平

透过分析各行业的整体平均分数，可见今年的综合企业、电讯业和地产建筑业的可持续发展表现为最佳；而原材料业的表现与其它行业相比则较为逊色。

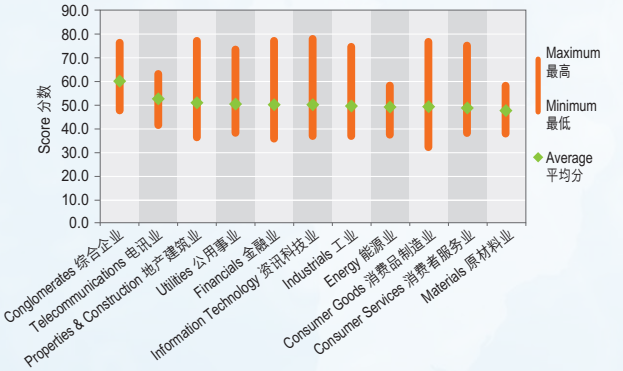


Chart 3 — Average Score by Industries 2017
图表3 — 2017 年行业平均分

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.

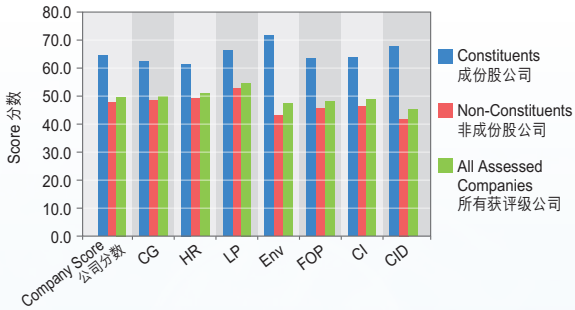


Chart 4 — Subject Performance of Assessed Companies
图表4 — 获评级公司的核心指标分数比较

核心指标表现

根据现行的评估模式，所有公司均是根据以下七个核心指标评分：公司管治(CG)、人权(HR)、劳动实务(LP)、环境(Env)、公平营运实务(FOP)、消费者议题(CI)以及社区参与和发展(CID)。

在七个核心指标评分当中，劳动实务、人权和公司管治的表现最佳，而指数系列成份股公司和非成份股公司在环境，以及社区参与和发展的差距最大。

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.

总结 —绿色金融的未来

本年度的研究可见，有更多公司参与以及整体市场的可持续发展表现有所提升，显示更多本地和内地上市公司更主动、积极回应社会上各持份者的要求，另外其他地区的监管机构、交易公司的准则和投资者的投资策略上对于上市公司的可持续发展表现要有更高的要求。

在刚发表的最新一份政府施政报告中提及，香港作为世界上其中一个主要金融中心为加强和强化本身优势，本港应发展绿色金融以回应可持续发展和应对气候改变，以作为未来企业的新增长引擎，由此可见企业的可持续发展的思考角度须由自身的考量提升到整体战略上的设定，本局期望在未来的报告中，可看到上市公司在可持续发展方面有更好表现和更多方面的发展。

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技术委员会TC176于印尼峇里岛会面

由印尼国家标准组织BSN (Badan Standardisasi Nasional)举办，ISO/TC176于2017年9月11至15日在印尼峇里岛会面。其中一场工作坊介绍了ISO 9000所提供的定义对使用ISO 9001的重要性。除了ISO 9000:2015提供的正式定义外，ISO 9001常用词汇的特选字典定义亦列载于一份「专业术语表」，可供免费查阅，详情请参阅：https://www.iso.org/files/live/sites/isoorg/files/standards/docs/en/terminology-ISO9000-family.pdf

超过100位来自近50个国家的专业人士亦参加了「品质管理的未来发展概念」工作坊，为ISO/TC176长远策略规划进程提供意见。

在闭幕式全体会议上，国家质量监督检验检疫总局(AQSIQ)质量管理司副司长王海东先生透过一份中国发布的建议书，向国际标准化组织(ISO)介绍关于「如何在企业建设质量文化」的崭新指引标准。此标准参考了GB/T32230中国国家标准，包括企业对其质量文化的成熟度进行自我评估的工具，并已正式作为新业务项目提案提交，留待ISO进行投票。

Visiting Shaanxi Province Quality and Technology Supervision Bureau
拜访陕西省质量技术监督局

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.

本局致力协助促进香港及内地的工商及经贸发展。于今年8月30至31日，本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士、董事局成员刘耀辉先生、以及总裁林宝兴博士等一行，专程到西安拜访陕西省质量技术监督局，谋求深化双方合作，推动陕港两地在质量管理与品牌建设方面的交流及发展，以配合「一带一路」建设。

拜访期间，本局与陕西省质量技术监督局党组书记兼局长乔军先生及一众领导会面，并参与陕港有机农产品质量品牌建立座谈会，交流有机农产品的业界概况与未来展望。期望结合双方优势，进一步协助业界发展，维护及促进质量发展和品牌建设水平。

HKTDC Food Expo 2017
香港贸发局美食博览 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.

HKQAA held a seminar on food waste recycling - "Don't Be Big Wasters!" on 18 August.
本局在8月18日举行的「厨馀回收－咪做大嘥鬼！」研讨会上向公众推广厨馀回收。

香港品质保证局于2017年8月17至21日，参与了假香港会议展览中心举行的第28届香港贸发局美食博览。为期五天的活动汇聚超过1,500家来自26个国家和地区的参展商。

提倡良好做法 推动厨馀回收

展览上，本局举行了「厨馀回收－咪做大嘥鬼！」研讨会，并于场内设置宣传摊位，推广「香港品质保证局香港注册—厨馀回收」，向公众推广厨馀回收及为厨馀回收业界提供良好实务守则，提升回收表现，长远地减少在堆填区的厨馀弃置。

HKQAA ran a booth and promoted the "HKQAA Hong Kong Registration – Food Waste Recycling".
本局设置宣传摊位，推广「香港品质保证局香港注册—厨馀回收」。

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
第十届「理想家园」比赛颁奖典礼

Awardees of the 10th "My Dream Home" Contest with the guests.
第十届「理想家园」比赛得奖者与众嘉宾、评判及老师合照。

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.

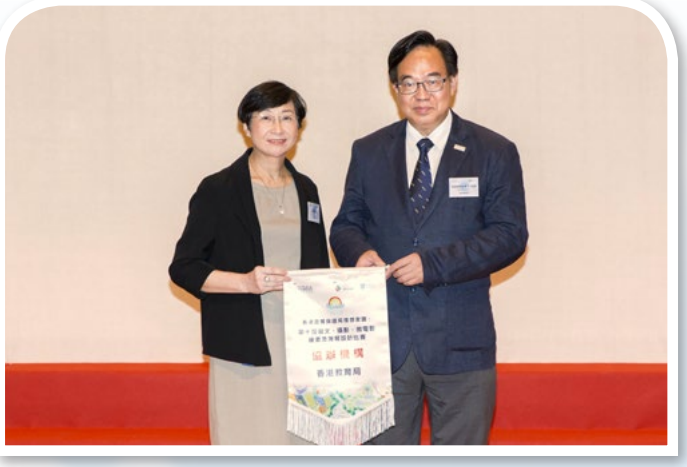
To celebrate the 10th anniversary of the event, in addition to the launch of a "My Dream Home" Facebook page, HKQAA has published a 10th Anniversary Commemorative Book. The book showcases the top three winning entries in each category over the past decade, and has a presentation ceremony recap and sharing 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.

Awardees took photos at the ceremony.
得奖学生于典礼上拍照留念。

香港品质保证局第十届「理想家园征文、摄影、微电影、绘画及海报设计比赛」颁奖典礼已于 2017 年 8 月 26 日下午，假香港沙田科学园高锟会议中心（金蛋）圆满举行。

今届「理想家园」比赛继续在香港教育局及广州市团校广州市青年对外文化交流中心的协办下，得到广大学生、老师以及学校的鼎力支持。过往十年来共收到八百多间学校，近三万份参赛作品，成绩令人鼓舞。今年比赛更新增「微电影」项目，让学生有更多空间发挥创意。是次比赛得奖名单已于本局网站 www.hkqaa.org 公布。

为庆祝活动举办十周年，除了推出「理想家园」Facebook 专页外，本局亦特别出版十周年纪念特刊《拾・载・愿景》，汇录了历届各个比赛项目的三甲得奖作品、颁奖典礼花絮及得奖者心声，并邀请不同界别的知名人士惠赐作品，分享对理想家园的愿景，包括靳埭强教授, BBS, SBS、林超英先生, SBS、李永铨先生、张倩仪女士等。



▲ 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.
香港品质保证局主席卢伟国议员博士工程师, SBS, MH, 太平绅士致送纪念锦旗予协办机构香港教育局代表李碧筠女士。

▲ Ir C. S. Ho, Deputy Chairman of HKQAA, presented certificates to awardees.
香港品质保证局副主席何志诚工程师颁发证书予得奖学生。

▶ 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.
活动邀得杰青武术暨音乐艺术中心、「阳光小孩」许正谦和梁凯琪同学，以及香港红十字会玛嘉烈戴麟趾学校张钧博同学，为观众带来武术、杂艺和歌唱表演。

▲ ▶ Winning entries and a presentation ceremony recap were displayed in the exhibition.
典礼当日展出了今届的得奖作品及过往的颁奖典礼花絮。

◀ Dr Michael Lam, Chief Executive Officer of HKQAA, presented certificates to students participating in the "HKQAA Student Ambassador Programme".
香港品质保证局总裁林宝兴博士颁发证书给参与「活动统筹体验计划」的学生。

▶ 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).
「理想家园」十周年特刊已于香港各书店及本局网页有售，本局售书所得收益将拨捐 HKQAA 企业社区支援基金作慈善用途。如有兴趣订购特刊，欢迎致电 2202 9303 与本局企业传讯组李小姐查询。

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.
关注「理想家园」Facebook，重温得奖作品和颁奖礼花絮，以及获取可持续发展的资讯！

New Certified Clients
新认证客户

May to July 2017
2017年5月至7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 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5月至7月期间，香港品质保证局共颁发28张证书，包括GB/T 28001、HACCP、ISO 9001、ISO 14001、ISO 50001、OHSAS 18001及SA 8000。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

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	Course Code & Date 课程编号及日期 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	3	RMB 1,800		VM3P/GZ12A GZ 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	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	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	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	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)	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	3	RMB 2,500		MT68P/SH12A SH 11-13		
VDA 6.3 Process Audit VDA 6.3 过程审核	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	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	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	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	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	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	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	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	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	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	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）	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	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	1	RMB 1,200		MS10P/GZ12A GZ 29		
Flexie Production Planning Management 柔性生产计划与排程管理	2	RMB 3,000			EC08P/SH01A SH 15-16	
TPM - Total Productive Maintenance TPM- 全面生产管理实战	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	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)	3	RMB 3,000		MS01P/GZ12A GZ 06-08		
8D-Quality Problem Analysis and Solving 8D- 质量问题分析	1	RMB 1,200			ES29P/GZ01A GZ 24	
Total Quality Management TQM 全面质量管理	2	RMB 2,500		MS15P/GZ12A GZ 11-12		
Project Management 项目管理	2	RMB 3,000	MS17P/SH11A SH 13-14			
Statistical Process Control SPC 统计过程控制	1	RMB 1,000				MS20P/GZ02A GZ 08
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	1	RMB 1,000				MS04P/SH02A SH 05
Seven QC Tools（Traditional & New） QC 七大手法	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	2	RMB 2,500		MS19P/SH12A SH 25-26		
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	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	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	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	2	RMB 2,400		MS14P/GZ12A GZ 13-14		
Meeting Management with High Efficiency 高效会议管理	1	RMB 1,500		GM08P/GZ12A GZ 15		
Employee Motivation 员工动力驱动器 — 员工激励	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	1	RMB 2,000			M504P/SH01A SH 23	
Zodiak@： 商业策略、决策及财务游戏工作坊	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	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

Hong Kong 香港

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) HKD 收费（每人）港币	Course Code & Date 课程编号及日期 Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Quality and Integrated Management Systems 质量和综合管理							
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用	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 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-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 质量管理体系文件	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 品质管理体系 - 进阶内部审核技巧	C	2	HKD 3,500/ HKD 3,300*			QMS5C/HK-01A **25-26**	
Integrated Management Systems Set Up & Audit Approach 综合管理体系 - 建立与审核方法	C	2	HKD 3,500/ HKD 3,300*				IMS2C/HK-02A **01-02**
Understanding and Application of an Integrated Management System 综合管理体系 - 理解与应用	C	2	HKD 3,500/ HKD 3,300*				IMS5C/HK-02A **01-02**
Environmental Conservation 环境保育							
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用	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 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-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 能源管理体系 - 理解与应用	C	1	HKD 1,200/ HKD 1,080*			EM07C/HK-01A **19**	
ISO 50001:2011 Energy Management Systems - Internal Auditor Training 能源管理体系 - 内部审核员培训 ISO 50001:2011 能源管理体系 - 内部审核员培训	C	2	HKD 3,500/ HKD 3,300*			EM08C/HK-01A **30-31**	
GreenHouse Gas Verifier Training 温室气体验证员	C	2	HKD 3,500/ HKD 3,300*				EM09C/HK-02A **12-13**
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-11A **16**		OHS8C/HK-01A **15**	
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-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 安全管理之风险评估及措施	C	1	HKD 1,600/ HKD 1,500*		OH04C/HK-12A **28**		
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存							
Implementing HACCP for Food Businesses Programme 实践食物安全重点控制课程	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 食品安全管理体系 - 理解与应用	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 食品安全管理体系 - 内部审核员培训	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 实施食品安全管理体系课程	C	2	HKD 3,700/ HKD 3,500*			HA9C/HK-01A **22-23**	
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施	C	1	HKD 1,600			GP02C/HK-01A **09**	
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 营养软餐课程	C	2.5	HKD 3,300			M064C/HK-01A **24-26**	
NEW 最新课程 食品卫生经理证书课程	C	3	HKD 1,500	M091C/HK-11A **23, 30 Nov & 04 Dec**		M091C/HK-01A **03-05**	
NEW 最新课程 餐饮业食品安全评估员	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 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) 个人提升和专业资格							
Mind Map® 思维导图激发创造力及创意解难	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

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) HKD 收费（每人）港币	Course Code & Date 课程编号及日期 Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Law and Legislation (Hong Kong, Macau & China) 法律与法规（香港，澳门及中国）(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			
管理者必须认识的香港竞争法	C	1	HKD 1,500			M914C/HK-01A 30	
NEW 最新课程 Detection And Prevention On Fraud And Bribery Workshop	C	1	HKD 2,300/ HKD 1,980*		M915C/HK-09A 05		
NEW 最新课程 Fundamental Law for Education Administrators	C	1	HKD 1,500		M917C/HK-12A 29		
NEW 最新课程 Fundamental Law for Education Administrators	C	1	HKD 1,500		M917C/HK-12A 29		
NEW 最新课程 场所与设施管理必用法律	C	1	HKD 1,500		M923C/HK-12A 19		
NEW 最新课程 Essential of Employment Ordinance	C	Half-day	HKD 750	M924C/HK-11A 20			
NEW 最新课程 Introduction to Company Law for Non-lawyers	C	1	HKD 1,500	M925C/HK-11A 15			
NEW 最新课程 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 最新课程 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 最新课程 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 职场实用英语系列							
NEW 最新课程 Professional Written Replies to Complaints Workshop	E	1	HKD 1,400/ HKD 1,150*		M065E/HK-12A 04		
NEW 最新课程 Effective Proposal Writing Workshop	E	1	HKD 1,400/ HKD 1,150*	M068E/HK-11A 07			
NEW 最新课程 Effective Presentation Skills	E	1	HKD 1,400/ HKD 1,150*	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-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-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-12A 20		
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-01A 24-25	
Corporate Social Responsibility 企业社会责任							
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 01			
Telecommunications, Information Security and Management 电信、资讯保安与管理							
ISO/IEC 27001:2013 Information Security Management Systems - Understanding & Application 信息安全管理体系 - 理解与应用	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 实践信息安全管理体系	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 信息安全管理体系 - 内部审核员培训	C	2	HKD 3,500/ HKD 3,200*		ISE7C/HK-12A 27-28		
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 09			

Remarks 备注

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

The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略为改动，最新详情请参看本局网页

Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理体系认证服务的机构并无义务参加本局所举办的培训课程

Last Updated Date : 13 September 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

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
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**	21 December 2017 ｜ 2017年12月 21日
Time	**时间**	9:30 am - 5:30 pm ｜ 早上9时30分至下午5时30分
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

Hong Kong Competition Law Fundamentals For Managers and Professionals
香港竞争法管理人员和专业人士基础班

Course Contents 课程内容：

- Overview of Hong Kong Competition Ordinance 综观香港竞争条例
- The 'Three Pillars' in Hong Kong Competition Ordinance 香港竞争条例的三大支柱
- Legal Issues and Solutions for Business Operators 与经营者有关的法律问题及解决方案
- Legal Compliance for Trade Practices 贸易操作如何遵守法例要求
- Investigative Powers and Penalties 官方调查权力与违例罚则
- Case Studies and Examples 个案分析及例子

Date	**日期**	30 January 2018 ｜ 2018 年 1 月 30 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
🖷: (852) 2202 9222
✉: hkqaa@hkqaa.org

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

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

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

Macau 澳门
☎: (853) 6238 8759
🖷: (853) 2875 1609
✉: info.mo@hkqaa.org