



# VISION 管略

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**ISO 10002:2018 - The New Revised Guidance Standard for Handling Customer Complaints**

**ISO 10002:2018 - 顾客投诉处理标准新修订版**

**HKQAA Sustainability Rating and Research: Annual Review 2018**

**香港品质保证局可持续发展评级及研究：2018年回顾**

**Green Bond Grant Scheme - Subsidising Eligible Green Bond Issuers to Obtain Green Finance Certification**

**绿色债券资助计划 - 资助合格绿色债券发行机构取得绿色金融认证**

**HKQAA**  
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### 03 Feature 专题特写

ISO10002:2018 - The New Revised Guidance Standard for Handling Customer Complaints  
ISO 10002:2018—顾客投诉处理标准新修订版

### 06 Technical Corner 技术研讨

HKQAA Sustainability Rating and Research: Annual Review 2018  
香港品质保证局可持续发展评级及研究：2018年回顾

### 08 Executive Intelligence 领袖智库

Moving Forward - Green Development  
继续前进—绿色发展

### 09 HKQAA Updates 本局快讯

Green Bond Grant Scheme - Subsidising Eligible Green Bond Issuers to Obtain Green Finance Certification  
绿色债券资助计划—资助合格绿色债券发行机构取得绿色金融认证

MOU Signing with Shanghai Zhixin Low-Carbon Technology Research Center  
与上海置信低碳技术研究中心签署合作备忘录

Consultation Seminar on ISO 14030 Green Bond Standard Development  
ISO 14030绿色债券标准发展咨询研讨会

Charter Scheme Pledge Ceremony cum Seminar for the Project "Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry"

「促进香港废纸回收业实施国家标准」项目约章计划誓师仪式暨业界分享会

Seminar on Social Capital Online Forum and Personnel Registration Scheme

社会资本网上讨论区及人员注册计划研讨会

Enhancing Professional Performance to Reduce Pest Risk  
提升专业表现 减低虫害风险

HKQAA Obtained the HKCAS and CNAS Accreditation for ISO 45001:2018 OH&S Management Systems Certification

本局现已提供香港认可处及中国合格评定国家认可委员会认可之ISO 45001:2018职业健康安全管理体系认证服务

The 11th My Dream Home Contest Awards Ceremony  
第十一届「理想家园」比赛颁奖典礼

### 18 News & Trends 新闻搜索

### 20 Welcome on Board 迎新天地

### 20 Training Schedule 培训课程

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## Improve Customer Satisfaction through Effective Complaint-Handling Processes

With advances in technology and improvements in people's quality of life, customers have higher expectations for goods and services, and are more likely to complain when their standards are not met. Customer complaints present a challenge for every organisation, regardless of its size, location or sector. Dealing with complaints is difficult, particularly for employees without the necessary experience and knowledge.

An effective and efficient complaint-handling process provides guidance for employees, helping minimise the possible adverse impact on an organisation, and improves its image. In response to market needs, the International Organisation for Standardization (ISO) first published ISO 10002 (Quality management-customer satisfaction-guidelines for complaints handling in organisations) in 2004 to provide guidance on the process of complaints handling related to products within an organisation. In July 2018, International Organisation for Standardization (ISO) published a new version of ISO 10002 called 10002:2018. This update aligns better with ISO 9001:2015, improving consistency with the other consumer-facing standards in the series. This issue of VISION presents the key content and advantages of the new standard.

We hope that the new edition of ISO 10002 will encourage more organisations to implement an effective complaint-handling process and assist them in dealing with customer feedback in a systematic way. This will help organisations to establish a customer-oriented corporate image and improve customer satisfaction, thereby increasing competitiveness.

## 有效投诉处理程序 提升顾客满意度

随著社会进步，生活质素改善，顾客对货品和服务的期望越来越高，无论任何规模、地区或行业的机构，都需要面对客户投诉的问题。事实上，处理客户投诉是一项极具挑战性的工作，对缺乏这方面经验和知识的员工而言，困难尤甚。

一套既有效又具效率的投诉处理机制，不但可提供指引予员工参考，有助减低客户投诉带来的负面影响，还能够改善机构的形象。国际标准化组织 (ISO) 因应市场需要，于2004年初次推出ISO 10002「质量管理—顾客满意—组织处理投诉指南」，为机构提供客户投诉处理程序的指引。此标准于今年七月推出了新修订版ISO 10002:2018，提升了与ISO 9001: 2015及其他顾客服务标准的相容性。今期《管略》将介绍ISO 10002:2018的重点内容及好处。

期望新版ISO 10002可鼓励更多机构推行有效的投诉处理程序，协助他们更有系统地处理客户反馈，建立「以客为本」的企业形象，提升顾客满意度，加强在市场上的竞争力。

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# ISO 10002:2018 - The New Revised Guidance Standard for Handling Customer Complaints

## ISO 10002:2018 — 顾客投诉处理标准新修订版

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ISO has recently published its updated suite of consumer-facing quality guidance standards, including the new version of ISO 10002 “*Quality management — Customer satisfaction — Guidelines for complaints handling in organisations*”. Developed by Sub-committee SC3 of ISO/TC176, at the request of ISO’s Consumer Policy Committee (COPOLCO), ISO 10002 was first published in 2004 and updated in 2014. The new version, ISO 10002:2018, has been further improved to align better with ISO 9001:2015 and to improve consistency with the other consumer-facing standards in the series. These include:

- ISO 10001:2018, “*Quality management — Customer satisfaction — Guidelines for codes of conduct for organisations*”
- ISO 10003:2018, “*Quality management — Customer satisfaction — Guidelines for dispute resolution external to organisations*”
- ISO 10004:2018, “*Quality management — Customer satisfaction — Guidelines for monitoring and measuring*”

None of these standards are intended for contractual purposes, but provide valuable recommendations about how to properly interface with customers, seek and process customer feedback, and deal with customer complaints. ISO 10002 specifically aims to benefit organisations and complainants alike, through a transparent complaints-handling process that can drive both improvements and savings. The information obtained through such a process can lead to improvements in products, services and other organisational processes and, where the complaints are properly handled, can improve the reputation of the organisation, regardless of its size, location or sector.

### Complaints Handling as An Important Part of the Quality Management System

The complaints handling process is likely to be most effective when it is used as one component of a functioning quality management system. Whilst ISO 10002:2018 is compatible with both ISO 9001:2015 and ISO 9004:2018, and supports the objectives of these two standards through the effective and efficient application of a complaints-handling process, it can also be used as stand-alone guidance for organisations that have not implemented either of those two quality management system standards.

ISO 9001:2015 specifies requirements for a quality management system aimed primarily at providing customers with products and services that meet their needs and expectations, including any relevant regulatory or statutory requirements, thereby enhancing overall customer satisfaction. The process for complaints handling described in ISO 10002:2018 can be used to enhance such a quality management system. In addition to providing valuable feedback to an organisation in the overall “Plan-Do-Check-Act” cycle, it can also help to recover the confidence of dissatisfied, but otherwise loyal, customers when problems occur.

ISO 9004:2018 goes beyond the requirements of ISO 9001 and provides guidance for an organisation to achieve long-term sustained success, with customer satisfaction at the core. The use of ISO 10002:2018 can help to enhance an organisation’s performance and facilitate continual improvement of the quality of products, services and processes based on feedback not only from customers,

国际标准化组织 (ISO) 最近为一系列有关顾客服务素质的标准推出了新修订版，当中包括了新版的 ISO 10002「质量管理—顾客满意—组织处理投诉指南」。此标准最初是应 ISO 消费者政策委员会 (COPOLCO) 的要求，由 ISO/TC176 的 SC3 技术委员会编撰，于 2004 年初次推出，并于 2014 年修订过一次。本次的新修订版 ISO 10002:2018，则提升了与 ISO 9001:2015 及其他顾客服务标准的相容性，包括：

- ISO 10001:2018「质量管理—顾客满意—组织行为规范指南」
- ISO 10003:2018「质量管理—顾客满意—组织外部争议解决指南」
- ISO 10004:2018「质量管理—顾客满意—监视及测量指南」

以上的标准均非作为合约内容而编写，而是就机构如何进行妥善的顾客互动、寻求及处理顾客的反馈、处理顾客投诉等方面提供指引。其中，ISO 10002 旨在通过具透明度的投诉处理程序，以提升机构表现及节省开支，让机构及投诉人双方均可以得益。此外，从此项程序中获得的资讯，能有助改善机构的产品、服务及其他程序；而无论对于任何规模、地点或行业的机构来说，投诉得到妥善处理，机构的声誉亦会相对提升。

### 投诉处理——质量管理体系的重要一环

投诉处理程序若在一个有效的质量管理体系中运行，将能得到最大的效益。ISO 10002:2018 可与 ISO 9001:2015 及 ISO 9004:2018 相容，并透过其有效且具效率的投诉处理机制，支援该两项质量管理标准的目标；然而，即使机构并未实行该两项管理体系，亦可将 ISO 10002:2018 用作独立的投诉处理指引。

ISO 9001:2015 列出对质量管理体系的要求，以提供符合顾客需要及期望的产品和服务，并遵从相关的规例及法例要求，最终达致顾客满意度的提升。而 ISO 10002:2018 中列出的投诉处理程序，则可进一步支援此质量管理体系——除了为机构本身的「策划—执行—检查—行动 (PDCA)」模式提供资讯宝贵的回馈外，亦有助于问题发生时，挽回那些对产品或服务感到不满，但仍希望继续使用的顾客信心。

相较 ISO 9001，ISO 9004:2018 则进一步聚焦于机构如何达到长远及可持续的成功，尤其是在顾客的满意度方面；而 ISO 10002:2018 可帮助机构收集顾客及任何涉及投诉机制的利益相关方之意见，如供应



but also from other relevant interested parties such as suppliers, industry and consumer organisations, relevant government agencies, personnel, owners and others who are affected by the complaints-handling process.

## Benefits of Using ISO 10002:2018

As stated in the introduction to the new standard, the implementation of the process described in ISO 10002:2018 can:

- provide a complainant with access to an open and responsive complaints-handling process;
- enhance the ability of the organisation to resolve complaints in a consistent, systematic, and responsive manner, to the satisfaction of the complainant and the organisation;
- enhance the ability of the organisation to identify trends and eliminate causes of complaints, and improve the organisation's operations;
- help the organisation create a customer-focused approach to resolving complaints, and encourage personnel to improve their skills in working with customers;
- provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints, and process improvements made.

## Structure and Content of ISO 10002:2018

ISO 10002:2018 provides guidance for organisations to plan, design, develop, operate, maintain and improve an effective and efficient complaints-handling process for all types of commercial or non-commercial activities, including those related to electronic commerce.

After the usual introductory clauses, Clause 4 of ISO 10002:2018 defines, in clear language, fourteen principles on which a good complaints handling process should be built. In summary, these are:

- **Commitment**  
Defining and implementing a complaints-handling process.
- **Capacity**  
Allocation of sufficient resources, managed effectively and efficiently.
- **Transparency**  
Communicated the process to customers, personnel and other relevant interested parties. Individual complainants should be provided with adequate information about the handling of their complaint.
- **Accessibility**  
The process should be easily accessible, easy to understand and use for all complainants. This might include alternative formats, such as large print, Braille, or audiotape, so that no complainants are disadvantaged.
- **Responsiveness**  
Address the needs and expectations of customers with respect to complaints handling.
- **Objectivity**  
Address each complaint in an equitable, objective and unbiased manner.
- **Charges**  
Access to the complaints-handling process should be free of charge to the complainant.
- **Information integrity**  
Ensure that information about the process is accurate and not misleading, and that data collected are relevant, correct, complete, meaningful and useful.
- **Confidentiality**  
Personally-identifiable information should only be for the purposes of addressing the complaint within the organisation. It should be actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure or disclosure is required by law.
- **Customer-focused approach**  
Adopt a customer-focused approach with respect to handling complaints and be open to feedback.
- **Accountability**  
Establish and maintain accountability for, and reporting on, the decisions and actions with respect to complaints handling.

商、业界及消费者组织、政府部门、员工、经营者等，以提升其营运的表现和持续改善产品、服务和程序的品质。

## 实施 ISO 10002:2018 的好处

回应文首所述，透过实施 ISO 10002:2018，机构可以达到以下的目标：

- 为投诉人提供一个公开的投诉机制；
- 让机构能更统一及系统化地处理投诉，适当地作出回应，让投诉人及相关机构感到满意；
- 更能预测投诉的趋势及解决问题的根源，以改善机构的营运；
- 建立一个以顾客为本的处理投诉方式，并鼓励员工提升与顾客沟通的技巧；
- 为机构提供一个基础原则，持续检讨和分析投诉处理程序、解决方式和后续的改善工作。

## ISO 10002:2018 的架构及内容

ISO 10002:2018 旨在帮助机构计划、设计、开发、应用、维持及改善一个有效且具效率的投诉处理机制，此机制可应用于任何商业及非商业，以至电子商贸的活动。

在一贯的简介修文之后，ISO 10002:2018 在条文 4 中清晰列出了 14 条建立良好顾客投诉程序原则，包括：

- **承诺**  
定义及实行一个投诉处理程序。
- **处理能力**  
调配足够的资源，并对其进行充分及有效的管理。
- **透明度**  
向顾客、员工及其他利益相关方传达投诉处理程序的内容，并需向个别投诉人提供充足资讯，让对方知悉其投诉个案将如何受理。
- **易用性**  
投诉程序对于投诉人来说，必须易达、易懂和易用。程序的内容必须以不同的格式呈现，包括大字的列印本、点字刊物或录音版等，让有特殊需要的人士也可以使用。
- **適切回应**  
根据投诉人的需要及期望，作出适切的回应。
- **客观性**  
每项投诉个案均需公平、客观、不偏私地处理。
- **费用**  
投诉人使用投诉处理程序时必须免费。
- **资讯完整性**  
确保有关程序的资讯为准确及无误成分，而所收集的数据亦为相关、正确、完整、有意义及有用。
- **资讯保密**  
任何可识别个人身分的资讯，只限于机构中作投诉处理的用途，并予以保密，除非该顾客或投诉人同意公开，或法例上要求其公开。
- **以顾客为本**  
处理投诉的过程须以顾客为本，并乐意接受意见。
- **责任承担**  
委任适当的人员，负责有关投诉处理的决策、行动及汇报。



### • Improvement

Increased effectiveness and efficiency of the complaints-handling process should be a permanent objective.

### • Competence

Personnel should have the personal attributes, skills, training, education and experience necessary to handle complaints.

### • Timeliness

Complaints should be handled as expeditiously as feasible given the nature of the complaint and of the process used.

**Clause 5** of ISO 10002:2018 provides guidance on the complaints-handling framework, including the following aspects:

- Context of the organisation
- Leadership and commitment
- Policy definition
- Responsibility and authority

**Clause 6** covers the planning, design and development of the complaints-handling process, including definition of the objective, activities and resources.

**Clause 7** addresses operational aspects, including topics such as:

- Communication
  - where and how complaints can be made;
  - information to be provided by the complainant;
  - the process and time periods involved;
  - associated with various stages in the process;
  - how the complainant can obtain feedback on the status of the complaint.
- Receipt, acknowledgement, initial assessment and tracking of complaints
- Investigation of complaints
- Response to complaints
- Communicating the decision
- Closing out complaints

**Clause 8** relates to maintenance and improvement of the complaints-handling process, including

- Collection of information
- Analysis and evaluation of complaints
- Evaluation of satisfaction with the complaints-handling process
- Monitoring the process
- Auditing the process
- Management review of the process
- Continual improvement

## Practical Guidance

In addition to the guidance in the body of the standard, the developers of ISO 10002 have taken care to provide added value in the form of numerous practical annexes addressing the following points:

- Annex A shows the interrelationships between an organisation's processes related to code of conduct, complaint handling, external dispute resolution, and customer satisfaction monitoring and measuring.
- Annex B gives guidance for small businesses, including suggestions for actions in each identified key area.
- Annex C provides a sample form for the complainant.
- Annex D handles the question of objectivity. The principles of objectivity described are: openness, impartiality, confidentiality, accessibility, completeness, equitability and sensitivity.
- Annex E shows a typical complaints-handling flowchart
- Annex F provides a very comprehensive sample complaint follow-up form for internal use.
- Annex G addresses possible responses to a complaint.
- Annex H portrays an escalation flowchart, if the complaint is not resolved satisfactorily.
- Annex I gives generic guidance on monitoring the complaints-handling process, depending on the type and size of the organisation.
- Annex J deals with the audit, of which the main objective should be to facilitate improvement of the complaints-handling process by providing information about the performances of the process against stated criteria.

### • 持续改进

持续提升投诉处理程序的效益及效率，应是长期的目标。

### • 员工能力

处理投诉的人员，须拥有足够的个人能力、技术、培训、学历和经验。

### • 迅速处理

投诉个案须按个别性质和处理程序，迅速地处理。

**条文 5** 提供投诉处理架构的指引，包括：

- 机构的内涵
- 管理层及承诺
- 制订政策
- 责任及权力

**条文 6** 投诉处理程序的计划、设计及开发，包括目标、工作及资源的制订。

**条文 7** 营运上的细则，包括：

- 沟通
  - 在哪里及如何作出投诉；
  - 投诉人须提供的资料；
  - 程序及时限；
  - 如何与程序中的其他步骤接轨；
  - 投诉人如何了解投诉个案的进展。
- 投诉的接受、认收、初步评估和追踪
- 投诉个案的调查
- 投诉个案的回应
- 决策的传递
- 完成投诉个案

**条文 8** 投诉处理程序的维持及改进，包括：

- 收集资讯
- 投诉个案的分析及评估
- 评估使用者对投诉处理程序的满意度
- 投诉处理程序的监察
- 投诉处理程序的审核
- 管理层对投诉处理程序的检讨
- 持续改进

## 实务指引

除了标准本文中的条文外，ISO 10002的编写人员更在附件中加入了多项实务指引，为使用者提供参考：

- 附件A说明机构中有关行为守则、投诉处理、解决外部纠纷、顾客满意度监察及量度等程序的关联。
- 附件B是给予小企业的指引，在每个主要范畴上，为机构提供建议。
- 附件C是投诉表格的范本。
- 附件D提出主观性的原则：公开、中立、保密、易读、完整、公平及具敏感度。
- 附件E展示一个标准的投诉处理流程。
- 附件F是一份非常完善的投诉后续处理表格范本，供内部使用。
- 附件G是一些可用于回应投诉人的例子。
- 若投诉未获得令人满意的跟进，附件H提供进一步跟进的流程。
- 附件I是有关如何监察投诉处理程序的一般指引，须配合个别机构的类型及规模使用。
- 附件J是有关投诉处理程序的审核，目的是透过检讨程序在既定项目上的表现，以作出相应的改善。



# HKQAA Sustainability Rating and Research: Annual Review 2018

## 香港品质保证局可持续发展评级及研究：2018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 fifth annual HKQAA Sustainability Rating and Research exercise once again assessed the quality of companies' sustainability management using a scoring methodology based on ISO 26000 and GRI Standards. The key findings of the research are provided below.

### The Research Project and Company Engagement

In 2018, HKQAA reviewed the sustainability performance of 692 listed companies which were eligible for inclusion in the Hang Seng Corporate Sustainability Index Series (the Index Series). There were 467 Hong Kong listed (HK) companies (including dual-listed companies, classified as Hong Kong stocks) and 225 China A-Share listed (CN) companies. HKQAA's Assessment Team examined sustainability / CSR reports (including stand-alone and integrated reports) and made reference to company websites, as well as local and international media reports, to assess their sustainability performance. We also reviewed the annual reports of all assessed companies to understand their regulatory compliance and financial data. To supplement the publicly-available information, companies were given an opportunity to offer feedback and submit supporting documents to HKQAA in the form of a questionnaire. This year, the total number of companies which responded increased by over 28% compared to 2017.

### 前言一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。第五年的「香港品质保证局可持续发展评级及研究」继续参考ISO 26000及GRI Standards以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：

### 研究计划及参与公司

2018年，本局审阅了692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467间香港上市公司(包括在香港及内地上市的公司，被列为港股的公司)及225间内地A股上市公司。为了全面评估公司的可持续发展表现，本局今年查考了具有候选资格的上市公司可持续发展/社会责任报告(包括独立和综合报告)、公司网站和本地及国际媒体的相关报导；并审阅年报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。今年回复的公司总数与去年相比增加超过28%。

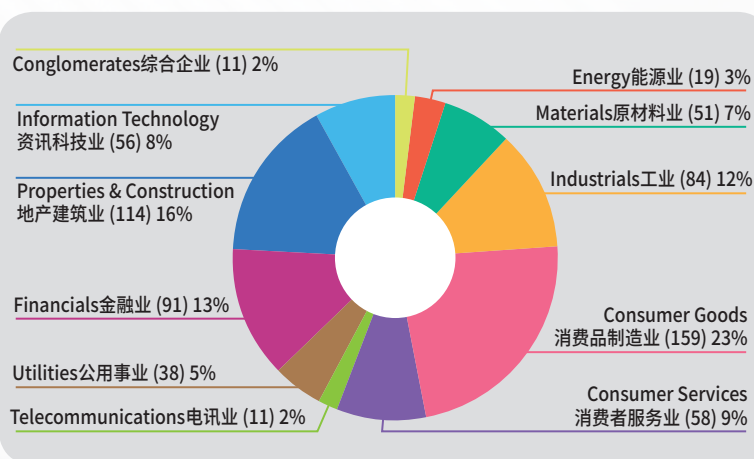


Chart 1 - Universe by Industry 2018  
图表1 - 2018年研究之上市公司行业分布

### 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 AAA (2 companies) on a scale of AAA (highest) to D (lowest), while the highest score among CN companies was A (14 companies). 465 HK companies (100%) and 187 CN companies (83%) achieved a moderate/satisfactory rating of BBB- or above. This compares favourably to 2017, when 93% of HK companies and 83% of CN companies achieved these ratings. The performance of HK companies further improved while the CN companies remained steady.

This year, the average overall score of the 692 assessed listed companies increased by 7.8%, suggesting that there has been an improvement in the 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AAA(共有2间公司)，而内地公司最高分数为A(有14间公司)。整体而言，共有465间香港公司(100%)和187间内地公司(83%)达到中等/良好的BBB-或以上评级，而2017年，则只有93%的香港公司和83%的内地公司达到相同水平。与去年相比，香港公司的表现进一步提升，而内地公司的表现则没有太大变动。

今年692间被评审的上市公司，平均分比去年上升了7.8%，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。

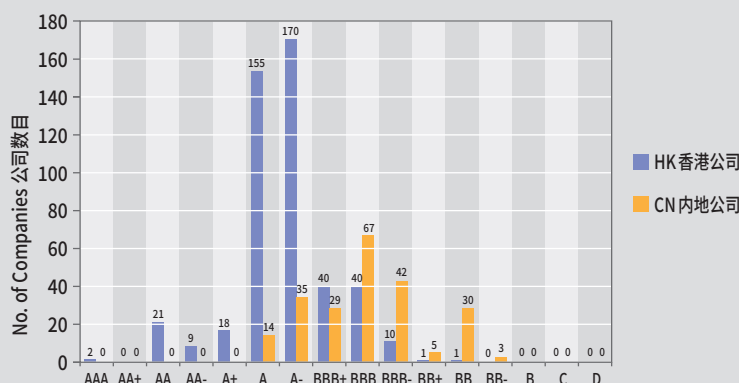


Chart 2 – Overall Performance by Market  
图表2 - 整体市场表现



## Industry-level Performance

The average scores of all industries increased, with Conglomerates, Telecommunications and Properties & Construction displaying the strongest sustainability performance. Materials lags behind other industries.

## Subject Performance

In the current assessment model, all companies are rated in the seven core subjects of 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 the Environment 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.

## Conclusion – Expectation on big step forward on green finance

In 2017, the Stock Exchange of Hong Kong Limited amended its Listing Rules and its Environmental, Social and Governance Reporting Guide, and upgraded the Key Performance Indicators in the "Environmental" Subject Area to "comply or explain". As can be seen from the findings of this year's research, companies' disclosure in this regard is more detailed, and many companies have made disclosures on corruption, personal data privacy and customer satisfaction. This shows that listed companies are increasingly focusing on improving their sustainability performance and responding to the expectations of stakeholders.

More and more companies are actively fulfilling their sustainable development commitments. They are beginning to apply the concept of social capital to enhance social cohesion and foster the development of companies and community.

In the past year, many companies have actively initiated the development of green finance in order to respond to the expectations of green investors and cope with climate change. The project utilises green finance concepts such as waste management, renewable energy and energy efficiency to encourage environmentally-friendly investment in Hong Kong, mainland China and around the world.

In the future, we expect more listed companies to perform better in sustainable development and that there will be progress towards building a sustainable society.

## 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。总体来说，各行业的平均分数也普遍比去年上升。

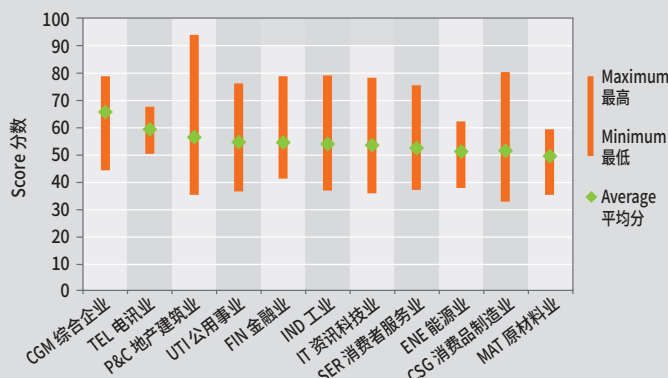


Chart 3 – Average Score by Industries 2018

图表3 - 2018 年行业平均分

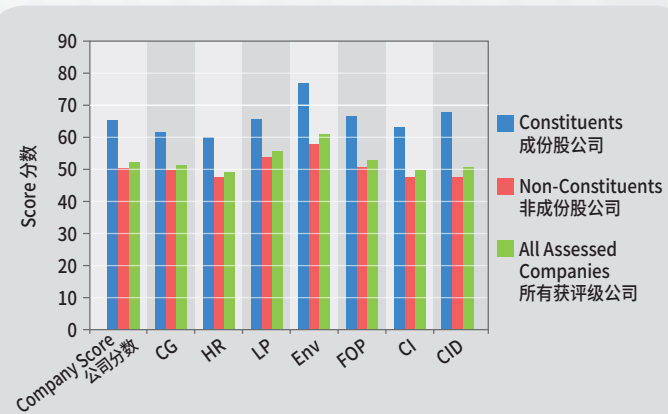


Chart 4 – Subject Performance of Assessed Companies

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，环境的表现最佳，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。

## 总结 — 期望绿色金融的发展可更进一步

香港交易所修订了《上市规则》以及《环境、社会及管治报告指引》内有关「不遵守就解释」的条文，并已在2017年，正式将主要范畴「环境」的关键绩效指标由建议披露提升至「不遵守就解释」。从本年度的调研所见，公司对这方面的披露较详细。除此之外，大部份公司也会就贪污、个人资料私隐、客户满意度有所披露，可见上市公司日渐著重可持续发展表现的提升，并回应社会上各持份者的期望。近年来，越来越多公司积极履行可持续发展，并开始应用社会资本的概念，为公司及社区提升社会凝聚力并促进社会和公司发展。

另外，在过去一年，不少公司也积极地发展绿色金融以回应绿色投资者的诉求和应对气候改变，项目包括废物管理、可再生能源、改善能源效率等，并运用绿色金融的理念，鼓励在香港、内地及全球推动环境友善投资。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。



## Moving Forward – Green Development 继续前进——绿色发展

**Mr K T Ting**  
**Assistant Director, Learning and Development of HKQAA**  
**丁国滔先生**  
**香港品质保证局学习及发展助理总监**



Martin Luther King Jr. once said, “If you can’t fly then run, if you can’t run then walk, if you can’t walk then crawl, but whatever you do you have to keep moving forward.” This is true not only for the fight for civil rights, it is also true for leading organisational improvement. We need to do whatever we can to pursue goals that help our organisations to achieve sustainable success. This is easy to say, of course, but extremely hard to do in the real world. Nevertheless, we still need to move forward in order to survive in the ever-changing business environment.

Moving forward means different things to different organisations since no two organisations share the same context. Moving forward may be small steps or a major leap; it depends on the overall capability of an organisation and the resources available to it. Senior executives need to take the first step to evaluate the context of their organisations and to communicate with staff about how to build capability, and why. They also need to commit necessary resources to support a positive change.

Looking at the process of green development, it is difficult to make impactful progress without the backing of finance. This is why green finance has become the most important strategy in most countries in recent years, providing a window of opportunity for organisations to move forward to develop green initiatives. A business does not have to be green in nature to raise funds through green finance. There are probably various green projects in your existing businesses that can be funded, such as activities related to energy conservation and efficiency, pollution prevention and control, resource conservation and recycling, renewable energy and so on. In view of climate change, it is inevitable for senior executives to put efforts in the development of new businesses or processes, even in small steps.

US Navy Admiral William H McRaven once shared his experience of SEAL training. He said, “Life is not fair and you will fail often.” We will encounter issues on the way to achieving our goals, some of which may seem too big to solve, such as how to develop a green business when it is completely new to us, how to build teamwork while staff have diverse goals, and how to be innovative when we are fighting fire every day. If we take an analytical approach to dealing with big issues by asking “why” repeatedly, we may be able to identify small tasks which address causes of the issues. The Admiral also advised, “If you can’t do the little things right, you will never do the big things right.” We need to look at the fine details of the causes and accomplish small tasks. Nothing really matters but one’s will to succeed and bravery to change.

As senior executives, it is our responsibility to help our colleagues to understand the importance of moving forward and solve issues on the path to success. It is also our responsibility to set an example to others that we respect others’ contributions. Diverse interests and methods can converge, becoming a powerful force which drives our organisations forward. Enthusiasm and hope can influence others, it is time for us to try to make a difference by taking up the challenge of sustainable development, for our colleagues, our organisation and society at large.

小马丁·路德·金曾说：「如果你不能飞，那就跑步、如果你不能跑步，那就走路、如果你不能走路那就爬行，不管如何，你必须继续前进。」这句话不仅适用于几十年前争取公民权利的运动，对现时推动组织改进亦是如此。我们需尽己所能，追求能帮助组织实现可持续成功的目标。这看似简单的想法，实践时却十分困难。然而，为了在瞬息万变的商业环境中生存，我们仍需要向前迈进。

没有两间组织的营运环境是相同的，故此，「继续前进」对不同组织的意义都会存在差异。继续前进既可以是前进一小步，亦可以是大飞跃，它取决于组织的整体能力和可用的资源。高级管理人员需踏出第一步，评估组织的营运环境，并与员工沟通如何和为何要构建能力，以及提供必要的资源以支持组织作出正面改变。

纵观环保发展进程，在没有金融支持下，是难以取得显著进展的。这解释了为何绿色金融成为近年不少国家最重要的策略，而目前也确是组织向前发展绿色倡议的良好时机。要透过绿色金融筹集资金，其实并不意味着你的业务性质必须是绿色环保，只要现行的业务中包含绿色项目，也可以通过融资来推行。绿色项目可以是与节能和能源效率、预防和控制污染、资源保护和回收，以及可再生能源等相关的活动。面对气候变化的问题，任何组织的高级管理人员都无可避免地要努力开发新业务或流程，尽管只是一小步骤，也不容忽视。

美国海军上将威廉·H·麦克雷文曾经分享过他的海豹突击队训练经历，他说：「人生是不公平的，你经常会失败。」我们会在实现目标的过程中遇到问题，有些问题或会难以解决，例如：如何发展对我们来说是全新的绿色业务？怎样在员工具有不同目标的环境下建立团队合作？如何在我们每天救火时去创新？若我们能不断反覆思考和分析发生重大问题的原因，或许能够发掘出解决问题成因的小行动。该海军上将还提到：「如果你不能正确地把小事做好，你就永远不会正确地完成大事。」我们需要了解成因的细节和完成每个小任务，没有什么比一个人追求成功的意志和愿意作出改变的勇气更为重要。

作为高级管理人员，我们有责任帮助同事了解继续前进和解决问题的重要性。我们亦应该为其他人树立榜样，尊重别人的贡献，并将其融合为推动组织继续前进的强大动力。个人的热忱和希望的力量均能影响他人，所以现时我们应为同事、组织和社会在应对可持续发展的挑战上作出贡献。



# Green Bond Grant Scheme — Subsidising Eligible Green Bond Issuers to Obtain Green Finance Certification 绿色债券资助计划 — 资助合格绿色债券发行机构取得绿色金融认证

The HKSAR Government announced the launch of the **Green Bond Grant Scheme (GBGS)** on 15 June 2018 to subsidise eligible green bond issuers in obtaining certification under the Green Finance Certification Scheme (GFCs) established by HKQAA.

The full cost of obtaining certification under the GFCs for eligible green bond issuances will be granted, up to a maximum of HK\$800,000 per bond issuance. First-time and repeated issuers with their green bonds of any tenor issued and listed in Hong Kong, and denominated in any currency at a minimum size of HK\$500 million (or the equivalent in foreign currency), are welcome to apply. The GBGS will be valid for a period of three years. Further details on the grant eligibility criteria are available in the Annex of the Government's announcement ([http://gia.info.gov.hk/general/201806/15/P2018061500373\\_286122\\_1\\_1529034245441.pdf](http://gia.info.gov.hk/general/201806/15/P2018061500373_286122_1_1529034245441.pdf)).

## GBGS Application Process

HKQAA will provide the GBGS application form for grant applicant at GFCs certificate issuance. For Pre-issuance stage certificate, grant applicant should submit the duly completed application form with relevant supporting documents to HKQAA within 10 weeks upon green bond issuance or certificate issuance whichever is later. For Post-issuance stage certificate, the application documents should be submitted to HKQAA within 10 weeks upon certificate issuance or upon completion of annual surveillance assessment as applicable.

Upon receipt and administrative checking of the application form and supporting documents, HKQAA will submit the application documents to the Government for grant disbursement approval.

## GBGS Grant Disbursement Arrangement

The Government will disburse the approved grant to the grant applicant via HKQAA in the form of a crossed cheque payable to the grant applicant. HKQAA will deposit the cheque on behalf of the grant applicant in its bank account as indicated in the application form within 14 calendar days of such receipt. Grant applicant will be provided with deposit record for acknowledgement.

## Release of Green Finance Certification Scheme Handbook 2018

In addition, to cover the newly published guidelines and principles in green finance field, HKQAA released the **Green Finance Certification Scheme Handbook 2018** on 24 August to stay aligned with the fast-moving development of green finance market.

香港特区政府于2018年6月15日宣布推出**绿色债券资助计划**，资助合格的绿色债券发行机构透过本局推出的绿色金融认证计划取得认证。

合格的绿色债券透过绿色金融认证计划取得认证的费用可获全数资助，每笔债券发行的资助金额上限为80万港元。绿色债券的发行人不论是首次或再度在香港发行及上市其任何年期和面额货币的绿色债券，只要发行金额超过五亿港元（或等值外币），均可提交申请资助。绿色债券资助计划为期三年，有关资格获资助条件的详情载列于政府公告的附件([http://gia.info.gov.hk/general/201806/15/P2018061500355\\_286120\\_1\\_1529034211515.pdf](http://gia.info.gov.hk/general/201806/15/P2018061500355_286120_1_1529034211515.pdf))。

## 绿色债券资助计划之申请流程

本局将于颁发绿色金融认证计划的证书时，向资助申请者提供绿色债券资助计划申请表。发行前阶段证书的资助申请者，须在绿色债券发行或证书颁发后（两者以日期较后者为准）10星期内，向本局提交填妥的申请表及相关证明文件；而发行后阶段证书的资助申请者，须根据适用情况，在证书颁发后或完成该年度的监督评审后，10星期内向本局提交填妥的申请表文件。

本局在收到申请表及证明文件，并经过行政检查后，会将申请文件提交政府审批资助。

## 绿色债券资助计划发放资助款项之安排

政府将以划线支票的形式（支票抬头为资助申请者）发放所获批准资助款项予资助申请者。香港品质保证局在收到该支票后14个日历日内，为资助申请者将支票存入其于申请表内指定的银行账户，并将提供存款记录予资助申请者以作确认。

## 发布《绿色金融认证计划2018手册》

此外，为配合绿色金融领域新发布的指引及原则，本局于8月24日发布《绿色金融认证计划2018手册》，以紧贴绿色金融市场的急速发展。



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## Participating in the 2018 Green Finance Forum & Launch of the Hong Kong Green Finance Association 参与2018香港绿色金融论坛暨香港绿色金融协会成立大会

The 2018 Green Finance Forum & Launch of the Hong Kong Green Finance Association was held on 21 September 2018 at the Hong Kong Stock Exchange.

HKQAA is Co-Chair of the Green Bonds Working Group of Hong Kong Green Finance Association (HKGFA). Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP and Mr P C Chan, Chairman and Chief Operating Officer of HKQAA attended the event. Additionally, Ir C S Ho, Deputy Chairman participated in the panel discussion on Green Banking, Bonds, and Insurance.

The officiating guests at the HKGFA launch ceremony were: Hon. Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, HKSAR Chief Executive; Ms Chou Hong, Deputy Director of the Liaison Office of the Central Government; Hon. Mrs Laura M Cha, GBM, GBS, JP, Chairman of Hong Kong Exchanges and Clearing Limited and Honorary Advisor to HKGFA; and Dr Ma Jun, HKGFA Chairman and President, member of the HK Financial Services Development Council, and Co-Chair of the G20 Green Finance Study Group.

The event attracted over 300 HKGFA members and representatives from the government sector, businesses, non-profit organisations, academia and the media to witness the launch of HKGFA and to discuss the role of Hong Kong in promoting and tapping into opportunities offered by the development of green finance globally and regionally.

Ir C S Ho, Deputy Chairman of HKQAA (Right 1), ▲ participated in the panel discussion session. 本局副主席何志诚工程师(右一)参与了讨论环节。

2018 香港绿色金融论坛暨香港绿色金融协会成立大会于 9 月 21 日假香港交易所举行，香港品质保证局作为香港绿色金融协会绿色债券工作小组共同主席，除了本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士及运营总监陈沛昌先生与会外，副主席何志诚工程师亦担任了「绿色银行、债券及保险」讨论环节的嘉宾讲者。

此协会成立的启动仪式由香港特别行政区行政长官林郑月娥女士，大紫荆勋贤，GBS、中央人民政府驻香港特别行政区联络办公室副主任仇鸿女士、香港交易所主席、绿色金融协会荣誉顾问史美伦女士，大紫荆勋贤，GBS，太平绅士和香港绿色金融协会主席及会长、香港金融发展局成员、G20 可持续金融研究小组共同主席马骏博士共同主礼。

是次活动汇聚了 300 多位来自协会成员、政府、商界、非牟利组织、学术界和媒体的代表出席，共同见证了香港绿色金融协会的成立，并探讨香港在推动全球和区域绿色金融发展的角色以及如何把握当中的巨大潜力。



▲ Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP (Middle), Mr P C Chan (left), Chairman and Chief Operating Officer of HKQAA, and Mr Joseph Chan (right), Under Secretary for Financial Services and the Treasury. 本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士(中)以及运营总监陈沛昌先生(左)与财经事务及库务局副局长陈浩濂先生，太平绅士(右)于会上合照。



▲ Ir Ho was interviewed by CNBC. 何工程师接受美国 CNBC 采访。

## Promoting Green Finance Certification in Beijing 于北京推广绿色金融认证

The "China Loan Market Conference" was held in Beijing on 6 September 2018. The Conference was jointly organised by the Asia Pacific Loan Market Association (APLMA) and the CBA Loan Syndication and Trading Association.

Executives from different organisations from the Asia Pacific region, including banks, financial institutions and law firms, participated in the Conference and shared their experiences and views towards the trends in financial market. Ms Teresa Leung, General Manager of HKQAA, promoted the Green Finance Certification Scheme and spoke about the latest developments in green finance in Hong Kong.



Ms Teresa Leung, General Manager of ▲ HKQAA, presented at the Conference. 本局总经理梁露怡女士于研讨会上演讲。

由亚太区贷款市场公会及中国银行业协会银团贷款与交易专业委员会合办的「中国银团贷款市场研讨会」于 2018 年 9 月 6 日在北京举行。

多位来自亚太区的银行、金融机构和律师事务所等的高级行政人员出席是次研讨会，对金融发展的新动向进行经验和意见交流。本局总经理梁露怡女士亦于研讨会上推广绿色金融认证，以及分享香港绿色金融的最新发展。



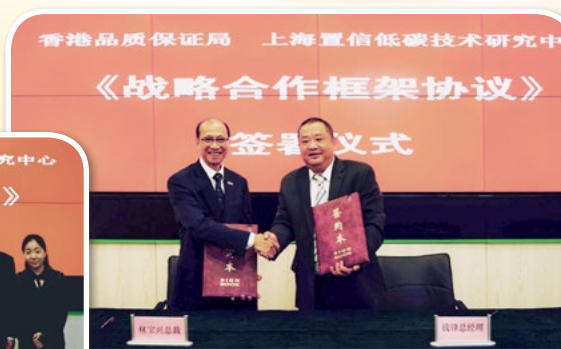


## MOU Signing with Shanghai Zhixin Low-Carbon Technology Research Center

### 与上海置信低碳技术研究中心签署合作备忘录

HKQAA signed a memorandum of understanding with Shanghai Zhixin Low-Carbon Technology Research Center on 25 July 2018. The aim of the MOU is to promote green finance certification and the development of green industries, and help organisations to take advantage of opportunities deriving from the development of the nation and the market.

We believe that strategic cooperation between HKQAA and Shanghai Zhixin Low-Carbon Technology Research Center will help green industries to develop, enhance management knowledge and technology, and further promote green finance certification and related assessment services in Hong Kong and on the mainland. We hope that this cooperation can create synergy and maximise both organisations' role in facilitating the development of green industry and sustainability, thereby contributing to the economy and society of the region.



本局于 2018 年 7 月 25 日，与上海置信低碳技术研究中心签署合作备忘录，以「优势互补，全面合作，共同发展」为原则，合作推动绿色金融认证及绿色产业发展，支持企业把握国家及市场发展机遇。

相信这次策略性合作，双方将共同协助促进内地及香港的绿色产业发展，提升区内企业的管理知识及技术，进一步推广绿色金融认证和绿色相关审核服务。期望这次合作可以产生协同效应，充份发挥双方在推动绿色产业和可持续发展的重要角色，为内地及香港的社会和经济作出更大贡献。

The MOU was signed by Mr Qian Feng, General Manager of Shanghai Zhixin Low-Carbon Technology Research Center (Right), and Dr Michael Lam, Chief Executive Officer of HKQAA (Left). 此次仪式由上海置信低碳技术研究中心总经理钱锋先生(右)与本局总裁林宝兴博士(左)代表双方签署合作备忘录。

## Consultation Seminar on ISO 14030 Green Bond Standard Development

### ISO 14030 绿色债券标准发展咨询研讨会

The Green Bonds market has been growing progressively over the past ten years. According to the Climate Bonds Initiative, financial institutions issued about USD 155.5 billion in green bonds in 2017. To keep up with this trend, ISO has begun developing ISO 14030 Green bonds – Environmental performance of nominated projects and assets. The expert from HKQAA has been nominated by the Innovation and Technology Commission of the HKSAR Government and the China National Institute of Standardization respectively to directly take part in the technical committee of ISO/TC 207/SC 4 and the working group of ISO/TC 207/SC 4/WG 7 to develop the ISO 14030 standard.

Currently, the ISO 14030 standard is at the Committee draft stage and is expected to be published in 2020. HKQAA would like to involve more stakeholders and channel the views of the region to the working group. We will therefore host a consultation seminar in Hong Kong to promote greater understanding of the ISO 14030 and stimulate discussion on some key themes of the green bond standard. Details of the seminar are as follows:

Date: 30 November 2018 (Friday)  
Time: 10:00-11:30am (Registration starts at 9:45am)  
Venue: HKQAA, 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong  
Language: English

Interested parties may access an online registration form by scanning this QR Code.

近十年，绿色债券市场发展日趋蓬勃，根据气候债券倡议组织(Climate Bonds Initiative)的资料，2017年金融机构便发行了共1,555亿美元绿色债券。为配合此发展趋势，国际标准化组织(ISO)开展了《ISO 14030 绿色债券 – 指定项目及资产的环境表现》的制定工作，香港品质保证局专家亦分别获香港特区政府创新科技署及中国标准研究院提名加入 ISO/TC 207/SC 4 技术委员会及其工作小组(ISO/TC 207/SC 4/WG 7)，直接参与制定 ISO 14030 标准。

目前，ISO 14030 标准已进入委员会草案阶段，预计于2020年出版。为收集更多区内持分者的意见予ISO 14030 工作小组参考，本局将在香港举行咨询研讨会，让各界加深认识 ISO 14030 及讨论绿色债券标准的关键议题。详情如下：

日期：2018年11月30日(星期五)  
时间：上午10:00-11:30(上午9:45登记)  
地点：香港北角渣华道191号嘉华国际中心19楼  
香港品质保证局  
语言：英语

有兴趣参加研讨会人士，请扫描此QR码进入网上报名表。





# Charter Scheme Pledge Ceremony cum Seminar for the Project "Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry"

## 「促进香港废纸回收业实施国家标准」项目约章计划誓师仪式暨业界分享会

The Charter Scheme Pledge Ceremony cum Seminar for the Project "Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry" was successfully held on 12 October 2018 at Harbour Grand Kowloon. Mr Tse Chin Wan, BBS, JP, Under Secretary for the Environment, the Government of the HKSAR, was the officiating guest at the ceremony.

### Promoting Implementation of National Standard in the Scrap Paper Recycling Industry

In response to industry needs and national policy on scrap paper recycling, HKQAA is subsidised by the Government's Recycling Fund to develop the "Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry" Project. It aims to promote the understanding and implementation of the national standard "Environmental Protection Control Standard for Imported Solid Wastes as Raw Materials—Waste and Scrap of Paper or Paperboard" in the scrap paper recycling industry, thereby enhancing its professional level, boosting the development of the industry and contributing to the circular economy.

The Project has developed a charter scheme according to the requirements of national standards and the practical environment of the recycling industry. It provides recommended practices which the industry can use to monitor and review in-and-out scrap paper, in order to meet the national standard. It also recognises local scrap paper exporters which participate in this charter scheme and provides a coaching programme to train and assist scrap paper exporters to meet the quality level. Participants are encouraged to share good practices within their organisations, so as to contribute to the industry in the long run.

### Enhancing Operational Performance of the Industry

The project has received positive responses from industry. A total of 19 organisations have participated in this charter scheme and attended the pledge ceremony to demonstrate their commitment to improving the quality of collected scrap paper. Several industry representatives shared their good practices in meeting the national standards, and industry trends.

Ir C S Ho, Deputy Chairman of HKQAA said, "In today's pledge ceremony, the participating organisations not only demonstrated their efforts to improve the quality of scrap paper to meet the national standard, but also served as a role model to encourage more industry practitioners to enhance their performance. Certainly, this will raise the public image of the industry as a whole. I hope that in future more organisations will join hands to make a greater contribution to Hong Kong's circular economy."

Mr Tse Chin Wan, BBS, JP, Under Secretary for the Environment, the Government of the HKSAR (front row, left 2), Ir C S Ho (front row, left 1) and Dr Michael Lam (front row, right 2), Deputy Chairman and Chief Executive Officer of HKQAA, representatives of charter scheme participating organisations and "Big Waster" at the pledge ceremony.

环境局副局长谢展寰先生, BBS, 太平绅士 (前排, 左二)、香港品质保证局副局长何志诚工程师 (前排, 左一)、总裁林宝兴博士 (前排, 右二) 与「大嘍鬼」联同参与约章计划的机构进行誓师仪式。

香港品质保证局于2018年10月12日假九龙海逸君绰酒店举行「促进香港废纸回收业实施国家标准」项目约章计划誓师仪式暨业界分享会。典礼邀得香港特区政府环境局副局长谢展寰先生, BBS, 太平绅士担任主礼嘉宾。

### 制订约章计划 助废纸回收业达到国家标准

为配合业界需要及国家对废纸回收的政策, 香港品质保证局在「回收基金」的资助下, 推行「促进香港废纸回收业实施国家标准」项目, 旨在加强本港废纸回收业对国家标准《进口可用作原料的固体废物环境保护控制标准—废纸或纸板》的了解及实施, 协助业界提升专业水平, 促进业务发展, 为循环经济作出贡献。

此项目根据国家标准的要求和回收业现况, 制订了《促进废纸回收质量约章》计划, 为废纸回收业提供一套参考指标, 协助其为出口废纸作出评估, 以达到国家相关标准, 并嘉许参与约章计划的本地废纸出口商。此外, 计划亦举办培训课程, 指导及协助废纸出口商符合国家标准要求, 同时鼓励他们在机构内分享废纸回收的良好做法, 将之付诸实践并传承下去, 推动业界的长远发展。

### 提升废纸回收业的运作水平

「促进香港废纸回收业实施国家标准」项目得到业界的积极响应, 目前已有十九间机构参与约章计划, 并出席当天举行的誓师仪式, 展示对提升废纸回收质量的承诺。此外, 多位业界领袖亦在会上分享有关废纸回收的良好做法及如何配合国家标准, 展望未来的发展方向。

香港品质保证局副局长何志诚工程师欣然表示:「今天的誓师仪式一展业界对优化回收废纸水平的决心, 并藉此鼓励更多同业借镜仿效, 自我增值, 携手提升行业形象, 促进业务的长远发展。我期望未来能看到更多从事废纸回收的机构积极参与, 为促进香港的循环经济作出贡献。」





由回收基金撥款資助  
Funded by the Recycling Fund



Ir C S Ho, Deputy Chairman of HKQAA delivered a speech during the ceremony.  
香港品质保证局副局长何志诚工程师致辞。



Mr Tse Chin Wan, BBS, JP, Under Secretary for the Environment, the Government of the HKSAR, was the officiating guest of the ceremony.  
环境局副局长谢展寰先生, BBS, 太平绅士担任主礼嘉宾。



Ir Ho (front row, left 4) and Dr Lam (front row, left 2) took a photo with the officiating guest, Mr Tse Chin Wan (front row, left 3); guest speakers, Dr Jacky Lau, Chairman of Hong Kong Environmental Protection and Recycle Industry Sustainable Development Association (front row, right 3), Mr Richard How, General Manager of China Inspection Company Limited (front row, right 1), Mr Chan Sik Kwn, Member of Managing Council of Hong Kong Recycle Materials & Reproduction Business General Association (front row, left 1); and representatives of the supporting organisations and special guest.

何工程师(前排, 左四)和林博士(前排, 左二), 与主礼嘉宾谢副局长(前排, 左三)、演讲嘉宾香港环保再造业可持续发展协会会长刘耀成博士(前排, 右三)、中国检验有限公司总经理郝怡磊先生(前排, 右一)、香港环保废料再造业总会董陈锡琨先生(前排, 左一)、支持机构代表和贵宾合照, 答谢他们的支持。

## 《促进废纸回收质量约章》计划 参与机构名单

### Charter Scheme for Strengthening Quality of Scrap Paper Recycling List of participating organisations (in Chinese only)

- |                |              |
|----------------|--------------|
| • 文华进出口公司      | • 景桦环保回收有限公司 |
| • 文领有限公司       | • 顺和废纸公司     |
| • 全兴进出口公司      | • 新毅国际企业有限公司 |
| • 再生环保贸易有限公司   | • 综合环保管理有限公司 |
| • 再生环保资源回收有限公司 | • 刘财记纸业业有限公司 |
| • 合成环保回收有限公司   | • 广益公司       |
| • 成发公司         | • 德利五金纸业公司   |
| • 建均有限公司       | • 瀚文环保贸易有限公司 |
| • 建迅环保回收有限公司   | • 瀚瑶贸易公司     |
| • 伟生废纸五金有限公司   |              |

(Updated on 11 October 2018, organisations are listed in no particular order)  
(截至2018年10月11日, 排名不分先后)

Any opinions, findings, conclusions or recommendations expressed in this material / event (or by members of the Project Team) do not reflect the views of the Government of the Hong Kong Special Administrative Region or the Advisory Committee on Recycling Fund.

本资料/ 活动 (或项目团队成员) 所表达的任何意见、研究、结论或建议, 并不代表香港特别行政区政府或回收基金咨询委员会「企业资助/ 行业支援计划」的意见



## Seminar on Social Capital Online Forum and Personnel Registration Scheme 社会资本网上讨论区及人员注册计划研讨会



社區投資共享基金  
資助計劃  
充滿人情味的基金

This project is funded by Community Investment and Inclusion Fund.

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

In 2017, HKQAA initiated a three-year project on **"Bridging and Bonding - To Create Measurable Social Benefits"**, funded by the Community Investment and Inclusion Fund (CIIF). The Project aims to encourage the business sector to develop social capital and includes a social capital personnel registration scheme and the establishment of an online forum, **"SOCIALCAPITAL.SHARE"**.

The "Launching Seminar of Social Capital Personnel Registration Scheme and SOCIALCAPITAL.SHARE Online Forum" was held at the Hong Kong City Hall on 21 September 2018. In this seminar, HKQAA presented the newly-launched online forum, which aims to connect individuals engaged in social capital development work. Together with the personnel registration scheme, the forum is an action learning programme that encourages continuous learning and facilitates professional development.

HKQAA invited people experienced and knowledgeable in social capital development as guest speakers for a panel discussion on the importance of social capital talent development for corporations and NGOs. Speakers included Prof Joe Leung, BBS, MH, JP, Honorary Professor, Department of Social Work and Social Administration, The University of Hong Kong; Dr Kee Chi Hing, JP, Chair of Fullness Social Enterprises Society Limited; Ms Lilian Law, JP, Former Executive Director, The Boys' & Girls' Clubs Association of Hong Kong; Ms Maria Cheung, General Manager – Stakeholder Management & Central Administration, New World Development Co. Ltd.; and Ms May Lam-Kobayashi, General Manager, Public Affairs, Swire Properties Limited.

去年，本局在社区投资共享基金的资助下，开始推行为期三年的「共·商·善举」社会资本计划，以推动商界建立社会资本。该计划的项目包括社会资本人员注册计划，以及建立「社会资本齐分享」网上讨论区。

为推动发展社会资本，本局于2018年9月21日假香港大会堂举行「社会资本人员注册计划及社会资本齐分享网上讨论区启动研讨会」，介绍新登场的网上讨论区。此讨论区是一个行动学习计划，旨在联系致力于发展社会资本的人员，配合社会资本人员注册计划，希望藉此鼓励持续学习，并推动专业化发展。

此外，本局亦邀得在社会资本发展有丰富经验和知识的嘉宾，担任小组专题讨论的讲者，分享发展社会资本人才对企业及非牟利组织的重要性。嘉宾讲者包括香港大学社会工作及社会行政学系荣誉教授梁祖彬教授，BBS, MH, 太平绅士、丰盛社企业学会有限公司会长纪治兴博士，太平绅士、香港小童群益会前总干事罗淑君女士，太平绅士、

新世界发展有限公司总经理一持份者管理及中央行政张一心女士，以及太古地产有限公司总经理一公共事务林珩女士。



## Seminars on International Standards 推广国际标准研讨会

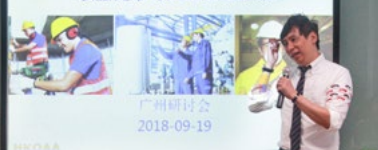
"Sharing knowledge" is one of the primary functions of HKQAA. In order to provide the latest management knowledge and information to organisations, HKQAA regularly holds seminars to introduce the latest developments in International Standards in the region. In August and September this year, technical seminars on ISO 22000 Food Safety Management System, ISO 45001 Occupational Health and Safety Management Systems and ISO 22716 Cosmetics Good Manufacturing Practices Certification Scheme were held in Hong Kong, Macau and Guangzhou respectively. The events were enthusiastically received.

「分享知识」乃本局其中一个基本功能。为向机构提供最新管理知识与资讯，让他们紧随市场及社会发展脉搏，提升竞争力，本局致力在区内举办不同类型的研讨会，介绍国际标准的最新发展。今年八、九月，本局分别在香港、澳门及广州，举行了有关ISO 22000食品安全管理体系、ISO 45001职业健康安全管理体系及ISO 22716化妆品良好生产规范认证计划的技术研讨会，获业界踊跃参与。

Seminar on ISO 22000 Food Safety Management System (Hong Kong)  
ISO 22000:2018新标准及食物安全卫生的重要性简介研讨会（香港）



ISO 45001  
职业健康与安全管理体系



Seminars on ISO 22716 Cosmetics Good Manufacturing Practices Certification Scheme and ISO 45001 Occupational Health and Safety Management Systems (Guangzhou)  
ISO 22716化妆品良好生产规范及ISO 45001职业健康安全管理体系研讨会（广州）



Seminar on ISO 45001 Occupational Health and Safety Management System (Macau)  
企业职业健康巡查计划简介会（澳门）



## Enhancing Professional Performance to Reduce Pest Risk

### 提升专业表现 减低虫害风险

主办机构：  
Organiser:



资助机构：  
「中小企业发展支援基金」拨款资助  
Funded by SME Development Fund



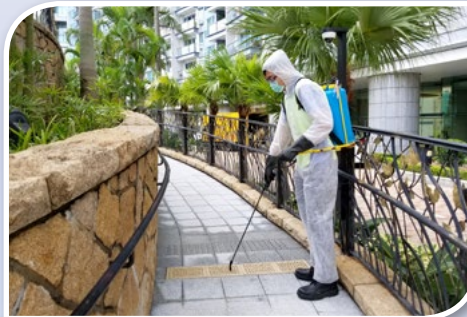
工业贸易署  
Trade and Industry Department

An increasing awareness of the environment and toxic pesticide residues has led customers to select pest control services more carefully. They expect the industry to provide better professional services to help them reduce potential pest risks.

To meet market needs, the Hong Kong Pest Management Association (HKPMA) has appointed HKQAA as an implementation agent to carry out a project on "Upgrading the Pest Control Services of Hong Kong Pest Control SMEs". The Project, which is funded by the SME Development Fund of the Trade and Industry Department, aims to raise the professional competence of relevant practitioners and SMEs in providing pest control services, and strengthen their competitiveness in the market.

The Project will develop a guidebook with reference to the good practice, safety procedures and practitioner requirements for local SMEs and other advanced regions' pest control industry. The guidebook will help local practitioners set up basic operations requirements and so improve their performance and move them towards professionalism.

HKQAA will organise seminars to raise the awareness of pest control among the industry and public. The target audience includes managers from property management companies, hotels, restaurants, elderly homes and schools. Additionally, workshops will be organised for SMEs which are engaged in pest control, practitioners and users to introduce the benefits of the Project, the guidebook, and Integrated Pest Management (IPM) services. For more details about this project, please contact us at (852) 2202 9111 or pcs@hkqaa.org.



随著社会大众的环保意识日益提高，亦增加了对带毒性除害剂的认知，消费者选择防治虫害服务时，也有更高要求，期望得到更专业和优质的服务，从而减低虫害的潜在风险。

为配合市场需要，香港杀虫业协会在工业贸易署中小企业发展支援基金的资助下，委任本局作为执行机构，推行「香港防治虫害中小企业专业服务提升」项目，旨在巩固及提升相关从业员和中小企于提供防治虫害服务方面的专业能力，加强市场竞争力。

此项目透过参考本地中小企和先进地区的防治虫害服务业的良好实务、安全程序及从业员的能力要求制定指南，供业界参考以制定营运公司的基本要求，从而优化运作表现，迈向专业化发展。

本局将举办研讨会，提高业界及公众的防治虫害意识，对象包括物业管理公司、酒店、食肆、安老院舍及学校的管理人员；亦会举办工作坊，向防治虫害中小企业、从业员和用家介绍此项目、指南，以及综合虫害管理服务的应用和好处。详情请致电 (852) 2202 9111 或电邮至 pcs@hkqaa.org 联络本局。

*Any opinions, findings, conclusions or recommendations expressed in this material/event (or by members of the Project team) do not reflect the views of the Government of the Hong Kong Special Administrative Region, Trade and Industry Department or the Vetting Committee of the SME Development Fund and the Dedicated Fund on Branding, Upgrading and Domestic Sales (Organisation Support Programme). 在此刊物上/活动内(或项目小组成员)表达的任何意见、研究成果、结论或建议，并不代表香港特别行政区政府、工业贸易署或中小企业发展支援基金及发展品牌、升级转型及拓展内销市场的专项基金(机构支援计划)评审委员会的观点。*

## HKQAA Obtained the HKCAS and CNAS Accreditation for ISO 45001:2018 OH&S Management Systems Certification

### 本局现已提供香港认可处及中国合格评定国家认可委员会认可之 ISO 45001:2018 职业健康安全管理体系认证服务

HKQAA is pleased to announce the provision of Hong Kong Certification Accreditation Scheme (HKCAS) and China National Accreditation Service for Conformity Assessment (CNAS) accredited certification service for ISO 45001:2018 Occupational Health and Safety (OH&S) Management Systems.

HKQAA obtained the accreditation on 15 and 20 August 2018 from HKCAS and CNAS respectively. ISO 45001 encourages organisations to provide a healthy and safe workplace for workers and other interested parties; prevent ill-health, work-related injury and deaths as well as continually improve OH&S performance.

香港品质保证局现已提供香港认可处香港认证机构认可计划(HKCAS)及中国合格评定国家认可委员会(CNAS)认可之ISO 45001:2018职业健康安全管理体系认证服务。

本局分别于2018年8月15日及20日从HKCAS及CNAS取得此认可资格。ISO 45001鼓励组织为工人及其他相关方提供一个健康和安全的工作场所；预防健康损害、因工作引起之人身伤害及死亡，并持续改进职业健康安全表现。

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# The 11th My Dream Home Contest Awards Ceremony 第十一届「理想家园」比赛颁奖典礼

The 11th HKQAA "My Dream Home" Writing, Photo, Micro Film, Drawing and Poster Design Contest Awards Ceremony was held successfully on 25 August 2018 at the Grand Hall, Convention Centre 3, 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. Around 3,000 pieces of work were received. The awardee list is now available at [www.hkqaa.org](http://www.hkqaa.org).

To further promote the idea of "My Dream Home", HKQAA organised seminars and career experience workshops to introduce the concept of corporate social responsibility and related work to secondary students. We also held a charity movie show with the aim of extending "My Dream Home" from students to our neighbours. The Contest awardees, as well as around 200 disadvantaged people, judges and special guests enjoyed a movie about a father's unconditional love for his daughter.

香港品质保证局第十一届「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 2018 年 8 月 25 日下午，假香港沙田科学园会展中心 3 大展览厅圆满举行。

今届「理想家园」比赛继续在香港教育局及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，粤港两地共收到约 3,000 份作品，得奖名单已于本局网站 [www.hkqaa.org](http://www.hkqaa.org) 公布。

为了进一步宣扬「理想家园」的理念，除了举办企业社会责任讲座及体验工作坊，向中学生介绍社会责任的概念及工作外，今届活动亦新增了慈善电影欣赏会，邀请了约 200 位来自社区中心、特殊学校、伤健组织，不同背景、年龄和种族的人士，与第十一届「理想家园」比赛的得奖学生、评判及嘉宾，一起欣赏温情电影「爸爸的便当」，将活动的接触面由学生校园扩阔至社区邻舍。



Awardees of the 11th "My Dream Home" Contest with guests.  
第十一届「理想家园」比赛得奖者与众嘉宾、评判、校长及老师合照。



Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA presented a souvenir flag to Ms Leung Ka Yin, School Development Officer, Career Guidance, Education Bureau (left photo), and Ms Xie Yan, Exchange Officer of Guangzhou Youth Cultural Exchange Center (right photo), co-organisers of the event.

香港品质保证局主席卢伟国议员博士工程师致送纪念锦旗予协办机构—香港教育局升学及就业辅导学校发展主任梁嘉贤女士（图左），以及广州市青年对外文化交流中心交流干事谢艳老师（图右）。



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







Students of San Jiang Zhen Primary School and Shunde Xi Wang Primary School, Liannan made a special trip to perform and receive awards.

连南瑶族自治县三江镇中心小学及顺德希望小学的学生，专程来港表演及领奖。



Dr Michael Lam, Chief Executive Officer of HKQAA, presented certificates to secondary 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」的中学生。



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



Around 400 secondary school students participated in seminars and workshops on corporate social responsibility.

今届活动新增有多场企业社会责任讲座及体验工作坊，向约400名中学生介绍企业社会责任的概念及工作。



"My Dream Home" Charity Movie Show.  
「理想家園」慈善电影欣赏会的来宾与观众嘉宾合照。



## International 国际

### World Quality Day

World Quality Day is celebrated annually on the second Thursday in November, which in 2018 will be November 8th. The day was originally designed to increase worldwide awareness of the important contribution that quality makes towards both organisational and national growth, and prosperity. This year the theme is "Quality: A question of trust". More details can be found at <https://www.quality.org/world-quality-day-2018>.

With a number of high-profile scandals over recent years (including the exhaust emissions fraud of a car company, misuse and leaking of data from major social media organisations, falsification of inspection and test data at a steel company in Japan, and several others) this is a particularly relevant topic. It is also the focus of a special IAF Ad-hoc Task Group looking at whether or not Accredited Certification to ISO 9001 can realistically be expected to prevent such scandals, which basically involve intentional fraudulent activity. The group will present its recommendations at the annual Plenary Meetings of the IAF to be held in Singapore at the end of October.

### ISO 19011:2018

ISO has recently published its latest update to the guidance standard on Management System auditing. The new version, published in July 2018, brings the standard in line with the latest developments in management systems standards (such as ISO 9001, ISO 14001 and ISO 45001 among others) that facilitate an integrated approach to management based on the "Annex SL" structure and content. Significant improvements have been made to the specific guidance given in the Annex to the standard, with a particular emphasis on how remote auditing techniques using Information and Communication Technologies can be used to enhance traditional methodologies.

### IAF/ISO Seminar to focus on Accredited certification

The International Accreditation Forum (IAF) and ISO's Conformity Assessment Committee (ISO/CASCO) will jointly host a Business Improvement Forum on Oct 25th 2018, entitled "Delivering confidence and enhancing quality" in conjunction with the IAF Plenary Meetings to be held in Singapore. The aim is to engage with users of accredited certification (including certified organisations, major purchasers and regulators) to obtain their feedback and suggestions for improvement.

### New ISO standard on Educational Management Systems

ISO recently published its brand-new standard ISO 21001:2018 entitled "Management systems for educational organisations — Requirements with guidance for use". It provides a common management tool for organisations providing educational products and services to ensure they are capable of meeting learners' and other beneficiaries' requirements. Based on the common "High-level structure" of Annex SL, the new standard will dovetail easily with other management system elements (such as quality, environmental and health and safety) that are already implemented in educational organisations.

### 世界质量日

每年11月的第二个星期四为「世界质量日」。定立这个日子的初衷，是让全球更多人认识质量为机构和国家发展所作出的重要贡献。2018年「世界质量日」将于11月8日庆祝，主题为「质量：信任的重要性」。欲知更多详情，可浏览以下网址：<https://www.quality.org/world-quality-day-2018>。

这主题不但与近来一些令人关注的负面新闻相关（如某汽车集团汽车废气排放舞弊事件、主要社交媒体组织滥用数据和外泄资料、日本制钢公司伪造检测数据等），亦是国际认可论坛（IAF）一个特别专案小组的重点。该小组正考虑ISO 9001认证是否可以在现实情况下防止这类涉及国际欺诈活动的丑闻，并于10月底在新加坡举行的IAF年度全体会议上提出建议。

### ISO 19011:2018

国际标准化组织（ISO）最近发布了管理体系审核最新的标准指引。新版本于2018年7月出版，配合了管理体系标准的最新发展（如ISO 9001、ISO 14001，以及ISO 45001等），促进了建基于《附件SL》架构和内容的综合管理方法。标准附件中给予的具体指引，明显地有所改善，尤其是有关如何透过采用信息和通信科技的遥距审计技术去优化传统方法。

### IAF/ISO 有关认可认证研讨会

IAF与ISO的合格评定委员会（ISO/CASCO）将于2018年10月25日在新加坡联合举办「提高信心及提升质量」的业务改进论坛，而IAF年度全体会议亦会同时一并举行。此次论坛目的在于促进认可认证的用家交流（包括获认证机构、主要买家及监管机构），获得他们的反馈和意见以作改善之用。

### 教育管理体系新标准

ISO最近发布了ISO 21001:2018教育机构管理体系一要求及使用指引。标准为供应教育产品和服务的机构，提供了一个通用的管理工具，以确保他们能满足学习和其他受益者的要求。基于《附件SL》内的「高阶架构」，新标准可与教育机构已实施的其他管理体系元素（如质量、环境和健康与安全）轻易地衔接。





## WHISKY & BRANDY BAR

Tasting Winning Whiskies Awarded by the HKWSC  
Hong Kong International Wine and Spirit Competition (HKWSC)  
18-19/10/17

Gin — Tradition vs Modern  
檢閱傳統與現代琴酒

WINE  
Gallery

# A World of Fine Wine & Spirits Hong Kong International Wine & Spirits Fair

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

The fair will be held from 8-10 November at the Hong Kong Convention and Exhibition Centre, welcoming over 1,000 exhibitors from all the major wine-producing areas. The final day of the fair is the Public Day. This year, Vinality pavilion will extend its exhibit category to olive oil to bring in vibrant taste to your palate.

## Spirits and Beer

The offerings of the wine fair blossom. The widely acclaimed **"Ice Bar"**, **"Whisky and Spirits Zone"**, **"the Whisky and Brandy Bar"**, **"the Champagne Avenue"** 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 Asia Wine Academy, 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.



## Hong Kong International Wine & Spirits Fair

Date: 8-10 November 2018 (Thu-Sat)

Venue: Hong Kong Convention and Exhibition Centre

Tel: (852) 2240 4203 • Email: [hkwinefair.visitor@hktcdc.org](mailto:hkwinefair.visitor@hktcdc.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

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Mobile Info Site –  
[www.hktcdc.com/wap/wine/T119](http://www.hktcdc.com/wap/wine/T119)





## 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 2018, we have been pleased to welcome 42 organisations to our community. Among them, they have obtained 52 certificates of BFA MS, GFCS-PRE, HCS, HACCP, ISO 9001, ISO 14001, ISO 20000, ISO 22000, ISO 27001, ISO 45001, OHSAS 18001, SA 8000 and SQM-ES.

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2018年5月至7月期间，香港品质保证局共颁发52张证书，包括BFA MS、GFCS-PRE、HCS、HACCP、ISO 9001、ISO 14001、ISO 20000、ISO 22000、ISO 27001、ISO 45001、OHSAS 18001、SA 8000及SQM-ES。在此谨祝贺42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。



## 培训课程

## Training Schedule

### Macau 澳门

Nov 2018 - Feb 2019 2018年11月至2019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
Retail, Marketing and Sales 零售、市场及销售						
Workshop on Social Media Marketing 社交媒体新营销工作坊	1	HKD 1,100	M918 29	M918 13		M918 12
From Services to Sales Workshop 由服务走向销售工作坊	1	HKD 1,100	PC43 27		PC43 03	
Professional Presentation Workshop 专业演讲技巧工作坊	1	HKD 1,100	PC44 01	PC44 11		
Business Negotiation Workshop 高效商业谈判工作坊	1	HKD 1,100			PC45 08	PC45 14
Complaints Handling Workshop 「有效处理难缠客户及投诉」工作坊	1	HKD 1,100		PC47 04	PC47 29	
Management, Public Administration, Organisational Management, Human Resources and Public Relations 管理、公共管理、机构管理、人事管理及公共关系						
Workshop on Lean Application in Office Environment 办公室精益管理实践工作坊	1	HKD 1,700	M017 06		M017 31	M017 28
Workshop on Time & Resource Management 时间及资源管理培训课程	1	HKD 1,080		M030 06	M030 10	
Risk Management Programme on Corporate Public Relations 企业公关危机管理课程系列	2	HKD 2,800			M095 22-23	M095 19-20
Secretary and Office Administration 秘书及办公室工作						
Training for Corporate and Activity Emcee 企业及活动司仪培训	1	HKD 1,600	M020 08		M020 24	
Sharing Seminar cum Workshop on Human Resources and Customer Relationship Management 人力资源及客户关系管理交流会暨工作坊	1	HKD 400/session HKD 980/3 sessions		M072 18		M072 26
Communication at Workplace 职场应对沟通术	1	HKD 1,400	M073 15		M073 15	
Workshop on Building Your Influencing Power 影响力提升工作坊	1	HKD 1,400	M079 20	M079 27		
Physical and Mental Health Programme for Corporate 企业身心健康课程	1	HKD 2,800	M080 22		M080 17	
Workshop on Building Your Influencing Power 影响力提升工作坊	1	HKD 980	M090 13			M090 21



## Mainland China 中国内地

Nov 2018 - Feb 2019 2018年11月至2019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 2,120	VM3P/GZ11A GZ 05-07	VM3P/SH01A SH 14-16	
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 2,120		EMS3P/GZ12A GZ 10-11	EMS3P/SH02A SH 25-26
ISO 45001:2018 Occupational Health and Safety Management Systems - Internal Auditor Training ISO 45001:2018 职业健康安全管理体系内部审核员培训		2	RMB 2,120		OHS9P/GZ01A GZ 17-18	
TL 9000 R6.0/R5.5 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.0/R5.5 电信业质量管理内审员培训		3	RMB 3,710	TL04P/SH11A SH 07-09		
TL 9000 R6.0/R5.5 Quality Management Systems - Auditing TL 9000 R6.0/R5.5 电信业质量管理体系审核员 (QuEST Forum 授权课程)		4	RMB 16,960			TL02P/GZ02A GZ 25-28
ISO/IEC 27001:2013 Information Security Management Systems Internal Auditor Training ISO / IEC 27001:2013 信息安全管理体系内审员培训		3	RMB 3,710		ISE7P/SH12A SH 12-14	
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 2,120		SA01P/GZ12A GZ 17-18	
ISO 50001:2018 Energy Management System - Internal Auditor Training ISO 50001:2018 能源管理体系内部审核员培训		3	RMB 3,180		EM10P/SH01A SH 21-23	
ISO 13485:2016 Medical Device Industry Quality Management System - Internal Auditor Training ISO 13485:2016 医疗器械行业质量管理体系内部审核员培训		3	RMB 3,180	GM20P/GZ11A GZ 12-14		
ISO 22000:2018 Food Safety Management Systems -Internal FSMS Auditor Training ISO 22000:2018 食品安全管理体系内部审核员课程		3	RMB 3,180	HA7P/SH11A SH 19-21		
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 3,180		MT68P/GZ12A GZ 19-21	MT68P/SH02A SH 20-22
VDA 6.3:2016 Process Audit VDA 6.3:2016 过程审核		2	RMB 2,650		EO06P/GZ01A GZ 24-25	
IECQ HSPM QC080000:2017 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000:2017 有害物质管理体系内部审核员培训		2	RMB 2,650		IE01P/SH12A SH 27-28	
ESD System Internal Auditor Training 静电管理体系内部审核员		2	RMB 2,650		ES29/SH01A SH 03-04	
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施		1	RMB 1,272	GP02P/GZ11A GZ 27		
Production/Quality/Supply Chain/Customer Service Management 生产 / 质量 / 供应链 / 客服管理						
5S 现场管理 5S Site Managements		2	RMB 2,650	GM09P/GZ11A GZ 20-21		
Lean Production 精益生产		2	RMB 4,240		GM15P/SH12A SH 06-07	
Six Sigma Green Belt Training 6Sigma 绿带		6	RMB 15,900			GM16P/GZ02A-1 GZ 20-22
Project Management 项目管理		2	RMB 4,240		MS17P/GZ01A GZ 03-04	
Five Core Tools (APQP/FMEA/SPC/MSA/PPAP) 五大核心工具 (APQP/FMEA/SPC/MSA/PPAP)		3	RMB 3,180	MS01P/SH11A SH 13-15		
Geometric Dimensioning and Tolerancing GD&T 几何尺寸和公差		2	RMB 4,240			GM14P/SH02A SH 27-28
Product Reliability Design 产品可靠性设计		2	RMB 4,240		GM15P/GZ12A GZ 13-14	
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班		2	RMB 4,240		MS19P/SH01A SH 10-11	
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施		1	RMB 1,590		OH04P/GZ12A GZ 20	
TPM - Total Productive Maintenance TPM- 全面生产管理实战		2	RMB 4,240	GM26P/GZ11A GZ 13-14		
Key to Strong Enterprise — Quality Circle Operation 强企之本 - 品质圈 QCC 运作		2	RMB 4,240		ES28P/GZ01A GZ 17-18	
8D-Quality Problem Analysis and Solving 8D- 质量问题分析		1	RMB 1,590			ES29P/GZ02A GZ 25
Design of Experiment DoE 试验设计		2	RMB 4,240		MS16P/SH01A SH 24-25	
Business Etiquette and Occupation Image 商务礼仪与职业形象塑造		2	RMB 4,240		GM10P/SH12A SH 27-28	
Seven QC Tools (Traditional & New) QC七大手法		2	RMB 2,650	GM12P/SH11A SH 29-30		
Management Development Training 管理发展培训						
Communication Skills 沟通技巧		2	RMB 2,544		GM07P/SH01A GZ 08-09	
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 3,710		GM06P/SH12A SH 05-06	
Manufacturing Workshop Management Practices - Group Leader Managemen 制造车间管理实战 - 班组长工作篇		2	RMB 2,650	MT33P/GZ11A GZ 28-29		
Management Skills for Middle Management 中层管理人员管理技能培训		2	RMB 2,650		MS14P/SH01A SH 15-16	
Meeting Management with High Efficiency 高效会议管理		1	RMB 1,590			GM08P/GZ02A GZ 22
Employee Motivation 员工动力驱动器 — 员工激励		2	RMB 3,180		GM23P/GZ01A GZ 22-23	
Mind Map@ : 思维导图轻松提升工作效率		1	RMB 2,120	M504P/SH11A SH 21		
Zodiak@ : 商业策略、决策及财务游戏工作坊		1	RMB 1,590		M519P/GZ12A GZ 07	
Human Resource Management for Non-Human Resource Manager 非人力资源经理的人力资源管理		2	RMB 2,650	GM25P/GZ11A GZ 14-15		

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




































Course Title 课程名称		Duration (Day) 课程长度 (天)	Fee (per head) HKD 收费 (每人) 港币	Course Code & Date 课程编号及日期			
				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		1	HKD 1,580	VM1C/HK-11B 26	VM1C/HK-12A 12	VM1C/HK-01A 03	VM1C/HK-02A 13
ISO 9001:2015 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2015 质量管理体系 - 内部质量管理体系审核员培训		2	HKD 3,300	VM3C/HK-11A 19-20	VM3C/HK-12A 19-20	VM3C/HK-01A 21-22	VM3C/HK-02A 18-19
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 质量管理体系文件		1	HKD 1,680/ HKD 1,580*	QMS4C/HK-11A 21			
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		2	HKD 3,500/ HKD 3,300*		QMS5C/HK-12A 27-28		
The Must-know Essentials for Quality System Management Representative 质量管理体系 - 管理者代表的重要须知		1	HKD 1,680/ HKD 1,580*		MT23C/HK-12A 21		
Understanding and Application of an Integrated Management System 综合管理体系 - 理解与应用		2	HKD 3,500/ HKD 3,300*		IMS5C/HK-12A 10-11		
Integrated Management System Set up and Audit Approach 综合管理体系 - 建立与审核方法		2	HKD 3,500/ HKD 3,300*		IMS2C/HK-12A 10-11		
Environmental Conservation 环境保护							
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用		1	HKD 1,730/ HKD 1,630*	EMS2C/HK-11A 14	EMS2C/HK-12A 17		EMS2C/HK-02A 27
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2015 环境管理体系 - 内部环境管理体系审核员培训		2	HKD 3,400/ HKD 3,300*	EMS3C/HK-11A 20-21		EMS3C/HK-01A 28-29	
ISO 14001:2015 Environmental Management Systems - Implementation and Documentation ISO 14001:2015 环境管理体系 - 实施及文件指引		1	HKD 1,680/ HKD 1,580*		EMS8C/HK-12A 18		
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective		1	HKD 1,680	EM19C/HK-11A 14			EM19C/HK-02A 25
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理体系 - 理解与应用		1	HKD 1,200/ HKD 1,080*				EM07C/HK-02A 26
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Conversion Training ISO 50001:2011 能源管理系统 - 主任审核员转证证书培训		3	HKD 6,000/ HKD 5,500*	EM11C/HK-11A 18-20			
GreenHouse Gas Verifier Training 温室气体验证员		2	HKD 3,500/ HKD 3,300*	EM09C/HK-11A 19-20			EM09C/HK-02A 13-14
Occupational Health and Safety Management 职业健康和安							
ISO 45001:2018 Occupational Health and Safety (OH&S) Management System - Understanding & Application ISO 45001:2018 职业健康和安全管理体		1	HKD 1,730/ HKD 1,630*		OH19C/HK-12A 12	OH19C/HK-01A 07	
ISO 45001:2018 Occupational Health and Safety (OH&S) Management System - Internal Auditor Training ISO 45001:2018 职业健康和安全管理体		2	HKD 3,400/ HKD 3,300*	OH20C/HK-11A 01-02		OH20C/HK-01A 28-29	OH20C/HK-02A 27-28
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&I/SM)R for OHSAS 18001 Practitioners		1	HKD 1,500		OH15C/HK-12A 20		
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors		2	HKD 3,200			OH16C/HK-01A 08-09	
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存							
Five-days Winery Training in Bordeaux, France		5	HKD 28,000	T002E/HK-11A 10-14			
Implementing HACCP for Food Businesses Programme 实践食物安全重点控制课程		2	HKD 3,500/ HKD 3,200*	HA10C/HK-11A 08-09			
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理体系 - 理解与应用		1	HKD 1,600/ HKD 1,500*		HA5C/HK-12A 31		
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理体系 - 内部审核员培训		2	HKD 3,500/ HKD 3,300*			HA7C/HK-01A 21-22	
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施		1	HKD 1,600			GP02C/HK-01A 09	
食品卫生经理证书课程		3	HKD 1,500	M091C/HK-11A 06-08		M091C/HK-01A 02-04	
Team Building 团队建设							
Zodiak: The Game of Business Finance and Strategy		1 to 2		我们专为企业提供度身定造的培训，详情可与本课程经理洽谈。 Mr. Kerwin Ho (2202 9367 / 6050 6127) / kerwin.ho@hkqaa.org			
Team Collaboration in LEGO® SERIOUS PLAY®		1 to 2					
Team Collaboration in Meaningful Micro-Film Production		1 to 2					
Personal Enrichment & Certification 个人提升和专业资格							
TetraMap® Workshop - 无添加人际沟通与团队合作工作坊		1	HKD 2,800/ HKD 2,500*	M524C/HK-11A 09			
职场必备软技巧 - 全脑转数训练班		1	HKD 1,980/ HKD 1,500*			M098C/HK-01A 04	
职场读心术 - 身体语言训练班		1	HKD 1,980/ HKD 1,500*		M099C/HK-12A 07		
九型人格系列：职位配对及团队组合		1	HKD 1,680	M089C/HK-11A 20			
Mind Map® 思维导图激发创造力及创意解难		1	HKD 2,300/ HKD 1,980*			M504C/HK-01A 08	
"博赞® 强力记忆法提升工作效率" 工作坊		1	HKD 1,700/ HKD 1,500*				M522C/HK-02A 25
The 7 Habits of Highly Effective People Signature Program		2	HKD 10,000/ HKD 9,000*	PC01E/HK-11A 22-23	PC01C/HK-12A 06-07		
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		1	HKD 1,600			RM01C/HK-01A 09	
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 风险管理的原因及指引 - 理解与应用		1	HKD 1,600			RM04C/HK-01A 09	
Strategic Crisis Management Workshop 企业危机管理工作坊		1	HKD 4,000/ HKD 3,600*	RM06C/HK-11A 16			



## Hong Kong 香港

Nov 2018 - Feb 2019 2018年11月至2019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)							
Fundamental Contract Law for Managers and Professionals 管理者必须认识的合同法		1	HKD 1,500	M906C/HK-11A 21			
Fundamentals of Negligence for Managers and Professionals 与疏忽有关的基础法律、承担责任及赔偿风险		1	HKD 1,500			M907C/HK-01A 11	
Safety and Environmental Offences in Construction Project 「知法守法」课程系列－解构违反安全及环保法例事故		1	HKD 1,500				M908C/HK-02A 28
Legal Fundamentals of Tendering 招标法律基础		1	HKD 1,500	M909C/HK-11A 19			
Negotiation and Mediation Skills for Managers and Professionals 管理者的谈判及调解技巧		1	HKD 1,500	M911C/HK-11A 05			
Fundamental Law for Office Administrators 行政人员基础法律知识		1	HKD 1,500				M920C/HK-02A 20
Essential Laws for Premises and Facilities Management 场所与设施管理适用法律		1	HKD 1,500			M923C/HK-01A 04	
Advanced Seminar on False Trade Description and Mis-selling 《商品说明条例》实用法律课程 公司法入门 - 非法律人员必读		1	HKD 1,500				M926C/HK-02A 25
Legal Impacts and Recent Development of European Union GDPR and Hong Kong PDPO 欧盟《通用数据保障条例》与香港《个人资料(私隐)条例》的法律影响及近期发展		1	HKD 2,000			M102C/HK-01A 03	
Legal Issues of Bitcoin, Initial Coin Offerings and other Cryptocurrencies 首次代币发行 (ICO)、比特币 (Bitcoin) 及其他「加密货币」的法律问题		2:00-5:00pm half day	HKD 800	M103C/HK-11A 21			
Workshop on Equity Crowdfunding 股权众筹工作坊		2:00-5:00pm half day	HKD 800	M104C/HK-11A 05			
Workshop on Bank Culture Reform 银行业文化改革工作坊		2:00-5:00pm half day	HKD 800		M106C/HK-12A 04		
Legal Impacts on Business and Employment contracts under The new Contracts (Rights of Third Parties) Ordinance 新修订的《合约(第三者权利)条例》对商业及雇佣合约的法律影响		2:00-5:00pm half day	HKD 800		M109C/HK-12A 07		
How to apply Arbitration in Commercial Disputes 如何把仲裁运用于商业纠纷中		2:00-5:00pm half day	HKD 800		M112C/HK-12A 12		
FinTech Series: Legal Training on "Bitcoin, ICO and Cryptocurrencies", "Crowdfunding" and "Peer-to-Peer Money Lending" “比特币·ICO和加密货币”、“众筹”和“点对点贷款”的法律培训		1	HKD 2,000				M113C/HK-02A 20
Saying Sorry Without Legal Liability and the Impacts for the Enactment of New Apology Ordinance		1	HKD 1,600	M114C/HK-11A 27			
Management Tools, Skill for Improvement 管理工具和技巧							
Implementation of HKQAA 5S in the Workplace Operation 实施 HKQAA - 5S 在工作间的营运		1	HKD 1,600/ HKD 1,500*			GP03C/HK-01A 02	
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 资产管理体系 - 理解与应用		1	HKD 1,600/ HKD 1,500*	SM04C/HK-11A 09			
新世代主管秘笈		1	HKD 1,600/ HKD 1,500*				EW63C/HK-02A 20
Workshop on Performance Management through KPI Setting		1	HKD 1,080/ HKD 980*	M021C/HK-11A 05			
Workshop on Developing Supervisory Skills & Leadership Charisma		1	HKD 1,080/ HKD 980*		M022C/HK-12A 05		
Workshop on Strategic Compensation System Design		1	HKD 1,080/ HKD 980*	M023C/HK-11A 21			
Workshop on Effective Performance Appraisal		1	HKD 1,080/ HKD 980*			M026C/HK-01A 11	
Workshop on Transforming HR Role as Strategic Partners		1	HKD 1,080/ HKD 980*				M063C/HK-02A 13
Introduction to Design Thinking		1	HKD 1,800/ HKD 1,500*	M084C/HK-11A 26		M084C/HK-01A 08	
中国宣传 - 全方位新营销攻略(深进)		1	HKD 1,800	M101C/HK-11A 27			
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 ISO 10002:2014 客户满意度 - 投诉处理指引 - 理解与应用		1	HKD 1,280			MT14C/HK-01A 10	
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		1	HKD 1,600	SR01C/HK-11A 29			
Technology, Telecommunications, Information Security and Management 科技、电信、资讯保安与管理							
ISO/IEC 27001:2013 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2013 信息安全管理体系 - 理解与应用		1	HKD 1,600/ HKD 1,500*			ISE3C/HK-01A 04	
Implementation of ISO/IEC 27001:2013 Information Security Management Systems ISO/IEC 27001:2013 实践信息安全管理体系		2	HKD 3,500/ HKD 3,300*	ISE5C/HK-08A 15-16			
国内营销学 - 微营销攻略(进阶)		half day	HKD 980			M100C/HK-01A 11	
国内营销学 - 全方位新营销攻略(深进)		1	HKD 1,800	M101C/HK-10A 27			
* 砌App达人”课程(进阶B班)		2	HKD 3,600	M118C/HK-11A 03-04			

Remarks  
备注

\* Please refer the early bird payment deadline to our website 请于本网页参看优先报名之付款详情  
The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略为改动，最新详情请参看本网页  
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services  
聘用本局管理体系认证服务的机构并无义务参加本局所举办的培训课程

Last Updated Date : 3 Sep 2018

Conducted in Cantonese  
以广东话授课Conducted in English  
以英语授课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](mailto:training@hkqaa.org)



# Negotiation and Mediation Skills for Managers and Professionals

## 商业谈判及调解技巧 - 管理及专业人仕必用法律

### Module 1: Understanding Negotiation 谈判

- True Meaning of and Effective Approaches in Negotiation  
谈判的真正意义及有效的谈判
- Re-understanding Commercial Disputes and Differences  
重新认识商业环境中的争议及分歧
- Key Phases in Getting Win-win Consensus  
取得双赢的关键
- Negotiation Tactics and Counter Tactics  
谈判常用技巧和对抗技巧

### Module 2: Using Mediation 调解

- Theories and Trend of Mediation  
调解理论和趋势
- Mediation Skills and Practices  
调解技能与实践
- Handling Troubles and Troublemakers in Bargaining  
处理谈判中麻烦和麻烦制造者
- Preparing and Planning for Action in Mediation  
准备和策划调解

<b>Date</b>	<b>日期</b>	5 November 2018   2018年11月5日
<b>Time</b>	<b>时间</b>	9:30am - 5:00 pm   早上9时30分至下午5时
<b>Venue</b>	<b>地点</b>	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
<b>Language</b>	<b>语言</b>	Cantonese 广东话
<b>Trainer</b>	<b>讲师</b>	Practising Barrister(s) 执业大律师

**Enquiry 查询**  
**Mr Kerwin Ho 何先生**  
**Tel 电话:**  
(852) 2202 9367  
(852) 6050 6127  
**Email 电邮:**  
kerwin.ho@hkqaa.org

## Saying Sorry without Legal Liability and the Impacts for the Enactment of New Apology Ordinance 「道歉条例」实用法律课程

- Meaning and Definitions of "Apology" 「道歉」的法律意义与定义
- Legal Effects of Apology 「道歉」在法律程序中的法律效力
- Contract of Insurance or Indemnity 保险合同或赔偿合同
- Legal Responsibility for Apology 道歉的法律责任
- Application of Apology Ordinance in Complaint Handling 「道歉条例」在投诉处理中的适用
- Case Demonstration and Practical Training 案例示范与培训



<b>Date</b>	<b>日期</b>	27 November 2018   2018年11月27日
<b>Duration</b>	<b>时间</b>	9:30am - 5:00 pm   早上9时30分至下午5时
<b>Venue</b>	<b>地点</b>	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
<b>Language</b>	<b>语言</b>	Cantonese   广东话
<b>Trainer</b>	<b>讲师</b>	Mr Albert So, Practising Solicitor   苏文杰律师

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