

倡議解決式思維 推動可持續發展

Seize Opportunity with Innovative Solutions Drive Sustainability with Vision





Hong Kong Quality Assurance Agency 30th Anniversary Commemorative Book

香港品質保證局三十周年紀念特刊

1989 - 2019



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HONG KONG QUALITY ASSURANCE AGENCY 香港品質保證局



To Provide

Professional Services with Credibility

To Shape a

Better Livelihood

提供具公信力的專業服務 改善我們的生活及社會 and

Non-profit organisation 非牟利機構



Integrity 誠懇信實





Uniqueness of services 獨特的服務

Society

- Staying ahead of technology 走在科技前端
- Participation in international standards development

參與國際標準制定





保證局澳門分公司開幕酒會

Chairman's Message 主席的話



Chairman of HKQAA 香港品質保證局主席

Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP **盧偉國議員博士工程師** SBS, MH, 太平紳士

30 years of helping organisations develop

Since its establishment by the Hong Kong Government in 1989, the Hong Kong Quality Assurance Agency has been committed to providing professional conformity assessment services for private and public organisations. Through knowledge sharing and technology transfer, we help enterprises enhance their management performance and competitiveness so as to benefit the community as a whole.

Over the past 30 years, HKQAA has taken the lead in offering comprehensive and innovative services to meet different customers' needs. In our first decade, we pioneered the introduction of world-class management systems, which encouraged the business sector to make improvements in quality, environmental, occupational health and safety management. HKQAA has consistently striven to raise awareness of the quality management culture and ISO certification in Hong Kong.

In the next decade, HKQAA developed a wide range of services to cope with increasingly diversified market demands. To encourage professional knowledge sharing and intensify the application of management systems, a lot of effort was put into organising large-scale symposia and publishing newsletters.

Over the last decade, we have aimed to excel by increasing the depth and breadth of our services, entering a new era of enhanced core competencies. In addition to the development of projects to enhance the sustainability performance of the industry, we took the lead in launching the Wine Storage Management Systems Certificate Scheme. We were also honored with the opportunity to provide validation and verification services for the Clean Development Mechanism projects under the United Nations Framework Convention on Climate Change, as well as assessment and rating services for the Hang Seng Corporate Sustainability Index Series. Last year's launch of the Green Finance Certification Scheme marked another important milestone in our development.

Over three decades, building on a solid foundation in Hong Kong, we have steadily expanded our services to the Greater Bay Area and Yangtze River Delta by establishing subsidies and branches in Guangzhou, Macau and Shanghai. In July this year, our new office in Xian began to operate, marking a new chapter in our development.

I would like to express my sincere gratitude to our trading partners, Governing Council Members, Technical Committee Members and colleagues for their continuous contribution and support. HKQAA consistently upholds the spirit of professionalism and impartiality, and continues to create value for enterprises. We are well prepared to meet challenges and grasp opportunities. Let's join hands to embark on a journey towards a sustainable future full of new achievements.

卓越發展三十載 為業界創優增值

香港品質保證局作為區內最具領導地位的合格評定機構之一,自 1989年由香港政府成立至今,一直致力提供專業的合格評定服務,並透過知識分享和技術轉移,推動業界持續提升表現,為社會帶來更大的福祉。

三十年來,本局不斷推陳出新,領導同儕。回顧成立的首個十年,本局率先引進國際先進的管理體系,帶領工商界提高質量、環境及職安健管理水平,推廣優質管理文化,令ISO認證深入民心。

踏入第二個十年,本局為配合業界需要和社會發展,開發更多元化的服務,並舉辦大型專題研討會及出版期刊,促進業界知識專業交流,深化管理體系的應用發展。

進入第三個十年,本局全面加強服務的廣度和深度,迎來核心能力提升的時代。我們積極拓展與促進業界可持續發展的相關項目,率先開發葡萄酒儲存管理體系認證計劃,為聯合國「清潔發展機制」項目提供審定和核查服務,以及為「恒生可持續發展企業指數系列」提供評級服務。去年,本局更推出「綠色金融認證計劃」,成為發展的重要程里碑。

跨越三十年,我們打穩了香港的基礎,業務領域亦逐步拓展至大灣區及長三角地區,在廣州、澳門及上海等城市設立子公司及分公司。今年七月,我們位於西安的新辦公室也正式開幕,為本局發展掀開新一頁。

我謹此向業界夥伴、董事局和技術委員會成員,以及所有同事致以衷心的謝意。全賴他們多年來的鼎力支持和貢獻,本局才可以達至今天的成就。本局將繼續秉承專業公正的精神,協助企業創優增值,應對挑戰,把握機遇,一起促進社會可持續發展,攜手邁向 光輝新里程。



Deputy Chairman of HKQAA 香港品質保證局副主席

lr C. S. Ho 何志誠工程師

Partnering to promote industry development

In today's highly competitive business environment, corporations have to actively enhance their performance and competitiveness in the market. Through independent and impartial third-party conformity assessment, they can enhance and demonstrate their management level, as well as create more business opportunities by meeting their customers' needs.

During the past 30 years, HKQAA has been a leading provider of such assessment. We have partnered with enterprises to help them solve problems and improve their operational performance. We have introduced advanced international management systems and developed innovative services to cope with the emerging needs of industry partners. Our services cover a wide range of areas, including food safety, wine storage and transportation, information technology, energy-saving and carbon-reduction, elderly services, barrier-free accessibility and asset management. Last year, we launched the Green Finance Certification Scheme with the support of the Hong Kong SAR Government to the national green finance policy. We also cooperate with issuers, banks and related industry players to support the development of Hong Kong into a green finance centre in the region.

Additionally, we work closely with government departments, public bodies, business associations and professional organisations in the region to assist in the implementation of industry sustainability projects. These projects develop sustainable building index for the central business district, establish assessment guidelines for manufacturing brands in the Greater Bay Area, and provide technical support to the quality tourism services accreditation scheme. We also help managers and practitioners to advance their professional expertise by publishing practice notes, training courses and promotional activities for various industries, such as recycling, food and beverage, wine and pest control.

In recent years, we have established strategic partnerships with regional and international organisations, including International Finance Corporation, a member of the World Bank Group, the government departments of major cities in mainland China, financial organisations and industry associations. We are determined to make use of our strengths and professional skill to support corporations as they tackle different challenges, as well as promote cross-regional exchanges and cooperation and create more business opportunities.

Looking ahead, HKQAA will work closely with partners with strategic vision, and will develop more innovative and professional services to meet the needs of industry. By working hard-in-hand to promote continuous improvement, we will create a sustainable business environment.

摯誠合作夥伴 促進業界發展

現今商業社會競爭激烈,不少企業都積極優化表現,提升在市場上的競爭力,並透過獨立公正的第三方合格評定,提升及展示管理水平,滿足其客戶要求,締造更多商機。

過去三十載,香港品質保證局一直擔此重任,成為企業摯誠的合作夥伴,協助他們解決問題,提高營運績效,從而取得長遠成功。本局除了引入國際先進的管理辦法外,亦與時並進,配合業界夥伴的發展,開發創新的服務,涵蓋食品安全、葡萄酒儲運、資訊科技、節能減排、安老服務、無障礙及資產管理等範疇。去年,我們更在香港特區政府支持國家的綠色經濟發展下,推出「綠色金融認證計劃」,與發行機構、銀行及相關業界一起促進香港成為區域綠色金融中心。

此外,我們與區內的政府部門、公營機構、業界組織及專業團體通力合作,協助業界推行促進持續發展的項目,包括制定中央商務區樓宇可持續發展指數,為大灣區製造品牌開發評定準則,為旅遊服務認可計劃提供技術支援;以及通過出版實務守則、舉辦培訓課程及推廣活動等方式,協助環保回收、飲食、葡萄酒及蟲害防治等不同行業的管理者和從業員,提升整體專業水平,增強競爭力。

我們近年更積極與國際及區內機構締結策略性夥伴關係,當中包括世界銀行集團成員國際金融公司、內地重點城市的政府部門、金融機構及業界組織等,鋭意結合各自優勢和專業能力,支援企業應對不同挑戰,促進跨地域的交流合作,開拓更多發展機遇。

未來,香港品質保證局會積極與各界夥伴保持緊密合作,倡議解決式思維,開發更多具前瞻性、切合業界需要的專業服務,致力推動企業持續進步,共同締造可持續發展的營商環境。

Deputy Chairman's Message 副主席的話



Deputy Chairman of HKQAA 香港品質保證局副主席

Mr Simon Wong Ka Wo, BBS, JP **黄家和先生** BBS, 太平紳士

Continually improving professional competency and recognition

For the past 30 years, HKQAA has been dedicated to delivering conformity assessment services by enhancing core competencies. Having established our credibility in the community, we are now striving for continuous improvement and to raise our level of professionalism and recognition so as to make a greater contribution to the long-term development of society.

To meet this goal, HKQAA has enhanced our team's technological ability and professionalism through various training programmes. Thanks to the efforts of our team, HKQAA has gained international recognition by obtaining accreditation from Hong Kong, mainland Chinese and international accreditation bodies. HKQAA is the only Hong Kong organisation accredited as a Designated Operational Entity by the Executive Board of the Clean Development Mechanism (CDM) under the United Nations Framework Convention on Climate Change. The accreditation, which was granted in 2011, allows us to deliver CDM validation and verification services, and affirms our professionalism in these areas.

With the improvements in our technology, HKQAA can actively participate in international standards development, exploring important issues with other regional experts and fostering technology and knowledge exchange. HKQAA is a member of the Association of Professional Social Compliance Auditors and Observer of the Green Bond Principles. Our expert was nominated by the China National Institute of Standardization and the Innovation and Technology Commission of the HKSAR Government respectively to directly take part in the related ISO technical committees to develop ISO standards for green debt instruments and sustainable finance. We contribute our technical knowledge and experience to the development of international standards so as to facilitate the sustainable development of global capital markets.

In addition to technological improvement, HKQAA is devoted to promoting communication and cooperation through hosting various symposia and forums, publishing professional research reports, newsletters and books, and participating in the organisation of the Quality Building Award. Our aim is to encourage knowledge exchange and pursue continuous improvement.

Looking ahead, HKQAA will continue to join hands with different sectors to make progress, utilising our professionalism to improve economic and social development and shaping a better future for Hong Kong, our country and the world.

增進專業技術 持續提升認可

香港品質保證局在業界屹立三十載,一直重視核心技術的持續提升,務求為企業提供更多元化的合格評定服務。我們以專業誠信在社會上建立了公信形象,並且努力不懈地追求進步,持續提升專業性及認受性,致力為業界的長遠發展作出更大貢獻。

為配合嶄新業務發展,本局通過不同培訓課程,提升團隊的技術能力和專業優勢,成為推動本局持續進步的動力。在團隊的努力下,本局先後獲得香港、國家及國際多個認可機構承認資格,並於2011年獲得《聯合國氣候變化框架公約》下的「清潔發展機制(CDM)」執行理事會發出之認可,成為香港唯一提供CDM項目審定及核查服務的指定經營實體,充分肯定了團隊的專業能力。

此外,在技術的不斷發展和提升中,本局不但引進國際先進標準,亦積極參與國際標準的發展工作,與各地專家探討前瞻性議題,交流並增進技術知識。除了擔任專業社會責任審核員協會會員及《綠色債券原則》觀察員之外,本局專家亦分別獲中國標準研究院及香港特區政府創新科技署提名,加入相關的ISO技術委員會,直接參與制定綠色債務工具及可持續發展金融的ISO標準,將研發所得的知識及經驗,貢獻於國際通用的標準,為推動全球資本市場的可持續發展盡一分力。

除了重視自身的技術發展,本局亦鋭意通過在區內建立溝通合作平台,促進業界的技術交流與合作。本局定期舉辦大型專題研討會和論壇、發表專業研究報告、出版期刊和專題書籍,並參與籌辦優質建築大獎等活動,鼓勵業界砥礪切磋,增進知識技術交流,不斷自我完善。

放眼未來,本局期望與業界一起進步,運用不斷優化的專業技術和服務,同心協力推動工商發展,進而造福社會,為香港、國家及全世界構建更美好的將來!

Chief Executive Officer's Message 總裁的話



Chief Executive Officer of HKQAA 香港品質保證局總裁

Dr Michael P. H. Lam 林寶興博士

Contributing to sustainability by providing solutions for industry and society

Over past 30 years, HKQAA has been a leader in conformity services that are internationally recognised and help a variety of industries and commercial enterprises to enhance their management performance. We help improve individual lives and society as a whole, and nurture our unique organisational culture. We uphold our shared values of "GIFTS" – "Growth", "Integrity", "Fairness", "Team with Joy" and "Social Responsibility". These values enhance

our cohesion and have become the engine for our advancement. HKQAA has consistently received high praise and recognition from different sectors for our professional services.

In the past 30 years, HKQAA has pursued the growth of its organisation, employees and clients, and has regularly upgraded the scope and nature of its business by developing brand-new services. We help our clients to tackle their challenges and enhance their competitiveness.

We are always honest with our stakeholders. We ensure that fairness and justice are uppermost in our dealings with them. Because of these values, HKQAA has built a good reputation in the industry. Our team members are motivated to perform at their best, and accomplish meaningful and valuable missions with joy. To foster good relations among staff members, teambuilding activities are organised to encourage a sense of belonging. Our staff members are provided with timely training to boost their work skills.

We are dedicated to performing and promoting social responsibility. We have integrated social responsibility into our core business and services by developing a social responsibility index, and by offering certification services for energy management and barrier free accessibility. We have also established the "Business and Community Supporting Fund" (BCS Fund) and run the "My Dream Home" educational campaign. Additionally, a "Corporate Giving Ambassador" scheme has been introduced to motivate staff members to voluntarily engage in various sustainable activities which contribute to society.

In the next ten years, we will strive to provide solutions for the industry and society by assisting enterprises to enhance core competencies, and embrace new opportunities and challenges through product development, marketing promotion and creating business opportunities. We will cope with regional policies to support enterprises, partners, associations and institutions to incubate talent and explore opportunities. We promise to contribute to the sustainable development of the business sector, our community and society. Our ultimate goal is to build a sustainable future and an ideal home for everyone.

提供解決方案 貢獻商界及社會

成立三十年以來,本局致力成為國際認可合格評定服務的模範,協助工商業提升管理水平,改善社會民生,同時孕育出獨特的機構文化。我們都抱持著共同價值觀一「成長 (Growth)」、「誠信 (Integrity)」、「公平 (Fairness)」、「喜樂團隊 (Team with Joy)」及「社會責任 (Social Responsibility)」,凝聚團隊,以專業誠懇的精神,服務業界和社會,表現和貢獻備受各界肯定。

過去三十年,我們一直追求機構自身、客戶和員工的共同成長,在業務和機構規模上不斷求進,致力開發嶄新的服務,協助客戶解決問題,提升競爭力。同時,我們的團隊亦不斷壯大,通過培訓提升專業能力。

我們堅守誠懇信實的原則,並竭力在公平公正的情況下,提供我們的服務,在社會上建立了公信力和良好聲譽。我們的員工常以喜樂的心情,完成有意義、有價值的任務,在愉快的工作環境中獲得工作滿足感;並通過團隊發展活動,提升歸屬感。

我們致力推廣社會責任文化,並將之融入核心業務當中,如開發社會責任指數、提供能源及無障礙管理的認證服務等,亦撥款設立「企業社區支援基金」,創辦「理想家園」教育活動,並從團隊投票中選出「企業公益大使」,鼓勵員工自發參與義務工作,回饋社會。

未來十年,我們會致力提供解決方案予企業及社會,協助業界拓展業務商機、產品研發及市場推廣等,以提升核心技術,迎接新機遇及挑戰;我們會同時配合地區政策,支援企業、合作夥伴、商會及協會培育人才,發掘各方合作機會。我們會繼續為商界和社區發光發熱,為社會的可持續發展作出貢獻,共創更理想的家園。

Congratulatory Messages



行政長官 林鄭月娥女士 大紫荊勳賢,GBS

創優透知翻

香港品質保證局三十周年誌慶

行政長官林鄭月城 器

香港品質保證局三十周年誌慶

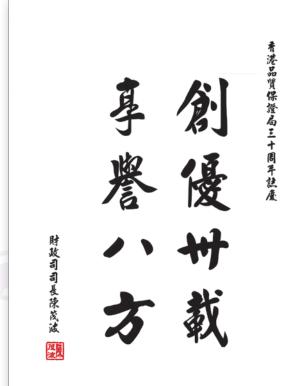


政務司司長 **張建宗先生** 大紫荊勳賢, GBS, JP

器 優 續 摩



財政司司長 陳茂波先生 大紫荊勳賢, GBS, MH, JP





環境局局長 黄錦星先生 GBS, JP

香港品質保證局三十周年誌慶

香港品質保證局三十周年誌慶

昌重業質 利減 羣廢

環境局局長黃

錦



創新及科技局局長 楊偉雄先生

GBS, JP

創新及科技局局長楊偉雄

障惧 雄伽



財經事務及庫務局局長

劉怡翔先生 JP

駿周 業濟 腾鼓 飛叩

財經事務及庫務局局長對始期 (空間)



運輸及房屋局局長

陳帆先生 JP

促樹 商標 利立 民範

運輸及房屋局局長陳帆

香港品質保證局三十周年誌慶



食物及衛生局局長 **陳肇始教授** JP

利商惠民功宏績懋

香港品質保證局三十周年誌慶

香港品質保證局三十周年誌慶



商務及經濟發展局局長 **邱騰華先生** GBS, JP

食物及衞生局局長陳肇始



廉政公署廉政專員

白韞六先生 SBS, IDSM

香港品質保證局三十周年誌慶

以誠為本品質認證

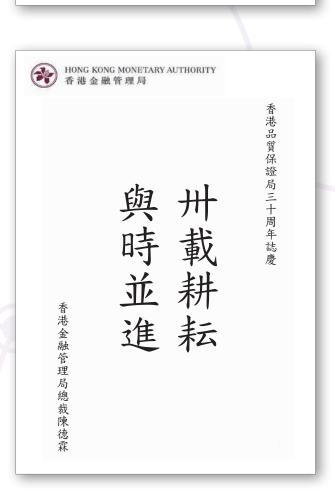
廉政專員白韞六 韞六

敬題



香港金融管理局總裁

陳德霖先生 GBS, JP





創新及科技局常任秘書長 **蔡淑嫻女士** JP

睿智圖新鄉獨水進



工業貿易署署長 **甄美薇女士** JP

孙興工商精研求進

香港品質保證局三十周年註麼

美配

工業貿易署署長號美檢



機電工程署署長 薜永恒先生 JP

香港品質保證局三十周年誌慶

創意科技建未來品質保證三十載

機電工程署 EMSD



香港品質保證局三十周年誌慶



渠務署署長 盧國華先生

JP

马業益群

渠務署署長 盧國華

機電工程署署長

薛永恒



香港檢測和認證局主席

于常海教授 JP

香港品質保證局三十周年誌慶

香港品質保證局三十週年誌慶

昭信立譽



香港金融發展局主席

李律仁先生 JP

香港金融發展局主席 李律仁敬賀

香港檢測和認證局主席子常海



香港交易及結算所有限公司主席

史美倫女士 大紫荊勳賢, GBS, JP 八猶人群



證券及期貨事務監察委員會主席

雷添良先生 SBS, JP

裕港弘商 證券及期貨事務監察委員會主席雷

添

香港品質保證局成立三十周年紀念



可持續發展委員會主席 李國章教授 大紫荊勳賢, GBS, JP

續展宏圖

可持續

發展委員

會主席

李國

香港品質保證局三十周年誌慶

社區投資共享基金委員會主席 **關則輝先生**

MH, JP

傳承資本社會匯智



回收基金諮詢委員會主席

郭振華先生 SBS, MH, JP





職業安全健康局主席

陳海壽博士 JP

三十週年誌慶香港品質保證品

卓有成就三十而立

敬賀

職業安全健康局主席陳海壽



團結香港基金總幹事 鄭李錦芬女士

香港品質保證局三十周年誌慶 優質信

昭

團結香港基金總幹事鄭李錦芬

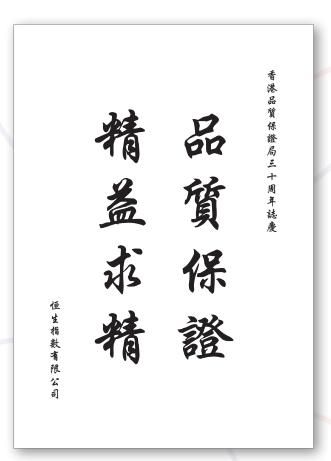
香港綠色金融協會主席及 會長

馬駿博士

香港品質保證



恒生指數有限公司





中國認証認可協會常務副會長

生飛先生

永終保证



澳門特別行政區政府 經濟財政司司長

梁維特先生

持續發展

香港品質保證局成立三十週年誌慶



澳門特別行政區政府 旅遊局局長

文綺華女士

香港品質保證局 30 週年紀念刊物 賀辭

促進各界提質發展 昂揚奮進再創新猷

澳門特別行政區政府旅遊局局長 文綺華 二零一九年六月



澳門特別行政區政府 房屋局局長

山禮度先生



碩策益群惠萬家贊襄楊聲三十載

二〇一九年 六月山禮度局長 敬賀

香港品質保證局三十週年誌慶



廣州市地方金融監督管理局局長 **邱億通先生**

事业日新宏人大人

广州市地方金融监督管理局局长

邱亿通

祝贺香港品质保证局创立三十周年

B

广州市天河中央商务区

GUANGZHOU TIANHE CENTRAL BUSINESS DISTRICT

廣州市天河中央商務區 管理委員會





澳門生產力暨科技轉移 中心理事長

孫家雄博士

香港品質保證局三十週年誌慶

再創新猷

澳門生產力暨科技轉移中心理事長孫家雄



澳門環境保護產業協會會長

麥瑞權議員

造福社群

Congratulatory Messages 賀辭



澳門物業管理業商會會長 謝思訓先生

HKQAA

港 品 質 益 局 成 立 +

> 年 誠

港品質保證局成立三十週

效 惠

績 興

斐工

然商



澳門建造商會理事長

鄧漢昌先生

創與 新時 突俱 破進

澳門建造商會

二鄧理 零漢事 一昌長

年 ハ致 月意

Hong Kong Quality Assurance Agency 30^{th} Anniversary Commemorative Book 香港品質保證局三十周年紀念特刊



澳門不動產管理專業技術 人員協會會長

楊永泰先生

HKÇAA

香港品質保證局成立三十週年

與推時動俱專

進 業

AREMPT

澳門不動



廣東省民營企業金融服務 協會執行會長

黄妙英女士

便民利国! 望成就百年基业长青,得人心者得天下, 风雨30周年, 盛誉满载!

Congratulatory Messages

賀辭

Congratulations to the HKQAA for 30 years of guidance and adding value through advisory services to the public and private sector. IFC values its close relationship with the HKQAA. Together we have helped to develop and standardize business credentials and expertise. In particular, I want to call out the HKQAA's commitment to promoting green finance in the region. HKQAA is helping to lead the way towards greener and more sustainable economies throughout all of Asia.



Ms Julia Brickell

Regional Head of Operations, East Asia and the Pacific, International Finance Corporation, a member of the World Bank Group

Since becoming the first Asia-based organization to be accredited for delivery of SA8000 certification services in 2007, HKQAA has exemplified the quality and integrity needed to become one of the leading SA8000 providers in China. We at Social Accountability Accreditation Services (SAAS) wish to heartily congratulate the management and staff at HKQAA on the occasion of the company's 30th anniversary, and wish the company every success over the coming 30 years.

Mr John Brookes

Executive Director, SAAS

We at ICMA commend HKQAA's leading role in promoting integrity and transparency in the Hong Kong Green Bond market, which plays an important role in funding projects that contribute to environmental sustainability. We look forward to continued cooperation with HKQAA in developing the market in Hong Kong and across the region.

Mr Mushtaq Kapasi

Managing Director, Chief Representative, Asia Pacific, ICMA Asia Pacific



Established in 1989 as a non-profit-distributing organisation by the Hong Kong Government, Hong Kong Quality Assurance Agency (HKQAA) helps industry and commerce in the development of quality, environmental, safety, hygiene, social and other management systems. The professionals in HKQAA possess a wide range of international and industrial knowledge and experience to provide the market with a full spectrum of conformity assessment services. As a sincere partner, HKQAA strives to help enterprises and communities solve their problems. Subsidiaries and representative office were also set up in Guangzhou, Shanghai, Xian and Macau to provide comprehensive services for businesses in the region.

香港品質保證局是由香港政府於一九八九年成立的非牟利機構,致力協助工商業發展質量、環境、安全、衛生、社會及其他管理體系。精鋭而專業的香港品質保證局團隊備有豐富的國際及行業知識和經驗,提供全方位的合格評定服務,鋭意成為企業和社區摯誠的合作夥伴,協助他們解決問題。香港品質保證局在廣州、上海、西安及澳門均設有子公司及辦事處,為區內企業提供多元化的服務。

Primary Functions 基本功能



HKQAA Governing Council 香港品質保證局董事局



Chairman 主席 Ir Dr Hon. Lo Wai Kwok SBS, MH, JP 盧偉國議員博士工程師 SBS, MH, 太平紳士



Founding Chairman 創辦主席

Dr. John S. K. Lo

OBE, JP

羅肇強博士

OBE, 太平紳士



Deputy Chairman 副主席 Ir C. S. Ho 何志誠工程師



Honorary Chairman 名譽主席

Dr T. L. Ng
SBS, JP
伍達倫博士

SBS, 太平紳士



Deputy Chairman 副主席 Mr Simon Wong Ka Wo BBS, JP **黃家和先生** BBS, 太平紳士



Honorary Chairman 名譽主席 Ir Peter K. W. Mok **莫國和工程師**



Chief Executive Officer 總裁 **Dr Michael P. H. Lam** 林寶興博士

Governing Council Members 董事局成員

Our governing council members regularly meet to steer the agency's direction and monitor policy implementation. Besides, the Council authorises the certification review board to ratify issuance of certificates.

董事局負責制定本局發展的方向以及監察政策的執行。此外,亦授權認證委員會決定簽發證書的有關事宜。



Ir Paul K. M. Chung 鍾冠文工程師



Mr Daniel Fung 馮文傑先生



Prof K. C. Ho, BBS, JP 何建宗教授, BBS, 太平紳士



Prof C. Y. Jim, BH, JP 詹志勇教授, BH, 太平紳士



Ir Dr Jacob Kam Chak Pui 金澤培博士工程師



Dr Bengie Kwong P. Eng (U.K.), JP (Aust) 鄭敏恆博士,專業工程師 (英國), 太平紳士 (澳洲)



Ir Daniel Lai, BBS, JP 賴錫璋工程師, BBS, 太平紳士



Mr Lam Kin Wing Eddie 林健榮先生



Mr Ronald Y. F. Lau 劉耀輝先生



Ir Edmund K. H. Leung, SBS, OBE, JP 梁廣灝工程師 SBS, OBE, 太平紳士



Mr Patrick Luk Kwong Wai 陸光偉先生



lr Paul Poon 潘偉賢工程師



Ms Candy L. C. Tam, MH 譚麗轉女士、MH



Mr Paul Tse See Fan 謝思訓先生



Ms Christine Wai 衛懿欣女士



甄瑞嫻小姐



Miss Catherine S. H. Yan Mr Johnny C. H. Yeung, MH 楊志雄先生, MH



Mr Emil C. O. Yu 于健安先生

Development History 發展歷史

1989

HKQAA was established 香港品質保證局成立



1992

Issued the first QSPSC[™] certificate 簽發首張 QSPSC™ 證書



1997

Issued the first HKQAA ISO 14001 certificate 簽發首張 HKQAA ISO 14001 證書



Obtained CNACR & UKAS Accreditation for ISO 9000 series certification

ISO 9000 系列認證獲得中國國家認證機構 認可委員會和英國認可局認可



1994

HKQAA was gazetted as a public body 在憲報中定性為公營機構

Established Guangzhou office 成立廣州辦事處



1991

Issued the first HKQAA ISO 9000 series certificate 簽發首張HKQAA ISO 9000系列證書



工商司周德熙爲品質保證局颁發第一份 ISO 9000 證書予

益電半導體有限公司總裁郡炎忠

2000

HKQAA Headquarters Grand Opening officiated by Mr Chau Tak Hay, former Secretary for Trade and Industry 時任工商局局長周德熙先生主持香港總部啟用典禮



Issued the first HKQAA OHSAS 18001 certificate 簽發首張 HKQAA OHSAS 18001 證書



2003

- Obtained HKAS accreditation for ISO 14001 certification ISO 14001 認證獲得 香港認可處認可
- Issued the first HKQAA TL 9000 certificate 簽發首張 HKQAA TL 9000 證書

1999

HKQAA 10th Anniversary 香港品質保證局十周年誌慶



- Obtained HKAS accreditation for ISO 9000 series certification ISO 9000 系列認證獲得香港認可處認可
- Established HKQAA Certification (Shanghai) Ltd. 成立標準認證服務 (上海) 有限公司



2001



The first HKQAA Symposium 首屆香港品質保證局專題研討會



► Published VISION inaugural issue 推出《管略》創刊號



Development History 發展歷史

2005

Offered TL 9000 sanctioned auditor training 提供TL 9000特許審核員培訓課程

Signed MOU with Graphic Arts Association of Hong Kong to enhance the quality in the printing industry

與香港印藝學會簽訂合作備忘錄,推動印刷 業提高品質

Issued the first HKQAA HCS certificate 簽發首張 HKQAA 衛生監控體系證書



Issued the first HKQAA ISO 10002 certificate 簽發首張 HKQAA ISO 10002 證書

2004

Issued the first HKQAA-5S certificate 簽發首張 HKQAA-5S 證書



HKQAA 15th Anniversary 香港品質保證局十五周年誌慶



2006

- ◆ Issued the first HKQAA ISO 20000 certificate 簽發首張 HKQAA ISO 20000證書
- Issued the first HKQAA ISO 22000 certificate 簽發首張 HKQAA ISO 22000 證書



- Issued the first HKQAA ISO 13485 certificate 簽發首張 HKQAA ISO 13485 證書
- ◆ Signed MOU with CMA Testing & Certification Laboratories to provide more comprehensive testing and certification services 與廠商會檢定中心簽訂合作備忘錄,提供更全面的測試及認證服務



Development History 發展歷史

Signed MOU with Open University of Hong Kong (OUHK) to offer training programs
 與香港公開大學簽訂合作備忘錄,提供培訓課程



• Signed MOU with The Charted Institute of Environment Health (CIEH) to offer education and training programs 與英國環境衛生特許協會簽訂合作備忘錄,提供專業培訓課程



2007

- Started to provide mystery shopping assessment service 開始提供神秘顧客服務評核
- Started to provide verification service for sustainability report 開始提供可持續發展報告驗證服務
- Started to provide ISO 14064-3 GHG verification service 開始提供ISO 14064-3溫室氣體排放驗證服務

Issued the first HKQAA SA 8000 certificate and obtained SAAS accreditation for SA 8000 certification

簽發首張 HKQAA SA 8000 證書及 SA 8000 認證獲得 SAAS 認可



- Issued the first HKQAA GB/T 28001 certificate 簽發首張 HKQAA GB/T 28001 證書
- Issued the first HKQAA ISO 27001 certificate 簽發首張 HKQAA ISO 27001 證書



The Consumer Goods Forum (CIES at the time) visited HKQAA
 消費品論壇(當時為CIES)到訪香港品質保證局



 Offered Executive Certificate in Corporate Social Responsibility jointly with HKU SPACE 與香港大學專業進修學院聯辦企業社會 責任行政人員證書

Development History 發展歷史

2008

China Certification and Accreditation Association visited HKQAA 中國認證認可協會到訪香港品質保證局



 The first HKQAA My Dream Home Writing and **Drawing Contest Ceremony**

第一屆香港品質保證局理想家園徵文及繪畫比賽頒獎典禮



Launched Good Property Management Services (GPMS) Certification Scheme for Macau 於澳門推出優質物業管理服務認證計劃

Issued the first HKQAA Service Quality Management (SQM) certificate 簽發首張 HKQAA 服務管理認證證書



- Obtained CNAS accreditation for GB/T 28001 certificate GB/T 28001 認證獲得中國合格評定 國家認可委員會認可
- Established HKQAA Business Community Supporting (BCS) Fund 成立香港品質保證局企業社區支援基金

Launched HKQAA CSR Index with the initial support of HSBC 在香港上海匯豐銀行有限公司的起動支持下推出香港品質保 證局社會責任指數



2009

Guangzhou new office opening 廣州分部新址開幕



Signed MOU with GS1 to participate in product quality information portal 與香港貨品編碼協會簽訂合作備忘錄,參與產品品質資訊網站



2010

Meeting with Jiangmen Government Delegation 與江門市政府代表團會晤

The first certificate presentation ceremony for the Wine Storage Management Systems Certification Scheme 首屆葡萄酒儲存管理體系認證證書頒授典禮



HKQAA 20th Anniversary 香港品質保證局二十周年誌慶



Launched the first Wine Storage Management Systems Certification Scheme in the world 推出國際首個葡萄酒儲存管理體系認證計劃





Launched the Carbon Reduction Labelling scheme 推出減碳標籤計劃



Certification and Accreditation Administration of the PRC visited HKQAA

中國國家認證認可監督管理委員會到訪香港品質保證局



Development History 發展歷史

2011

Obtained Hong Kong's first accreditation for Clean Development Mechanism (CDM) under the United Nations Framework Convention on Climate Change (UNFCCC)

獲《聯合國氣候變化框架公約》下認可成為香港 首間清潔發展機制指定經營實體



Launched the HKQAA Sustainable Building Index (SBI) 推出香港品質保證局樓宇可持續 發展指數



- Issued the first HKQAA QSPS-TA certificate 簽發首張 HKQAA QSPS-TA 證書
- Issued the first HKQAA ISO 50001 certificate 簽發首張 HKQAA ISO 50001 證書
- First volunteer visit to poverty-stricken area in China本局義工首次探訪中國貧困地區



Published Corporate Social Responsibility in Hong Kong to introduce the core principles of social responsibility and provide guidance on its implementation 出版《企業社會責任在香港》,簡介社會責任的概念及指引企業如何著手履行社會責任



2012

Launched the HKQAA Service Quality Management Certification Scheme – Elderly Services 推出安老服務管理認證計劃



Announcement of the kick-off of HKQAA-HKJC Carbon Disclosure e-Platform 宣布啟動 HKQAA-HKJC 碳披露電子平台



2013

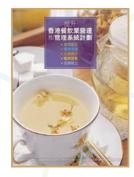
- Shanghai New Office Opening 上海新辦公室開幕
- Launch of the HKQAA Hong Kong Wine Registration Scheme 推出香港品質保證局 香港葡萄酒註冊計劃



Issued the first HKQAA ISO 22301 certificate 簽發首張 HKQAA ISO 22301 證書



- Issued the first HKQAA Barrier Free Accessibility (BFA) Management Systems certificate 簽發首張 HKQAA 無障礙管理體系證書
- Joined hands with Hong Kong Federation of Restaurants & Related Trades (HKFORT) to launch the Hong Kong Food & Beverage Industry Operation and Management System Improvement Project 與香港餐飲聯業協會推出「提升香港餐飲業營運和管理系統計劃」



2014

Started to provide assessment and rating services on listed companies' sustainability performance for the Hang Seng Corporate Sustainability Index Series 為「恒生可持續發展企業指數系列」就上市公司的可持續發展表現提供評級服務



- Kick-off of the HKQAA Hong Kong Cooking Oil Registration Scheme 香港品質保證局 香港食油註冊計劃啟動
- Issued the first HKQAA ISO 55001 certificate 簽發首張 HKQAA ISO 55001 證書
- Established HKQAA Certification (Macau) Ltd. 成立標準認證服務 (澳門) 有限公司
- HKQAA 25th Anniversary 香港品質保證局二十五周年誌慶



Development History 發展歷史

2015

Signed MOU with Hong Kong Science & Technology Parks Corporation (HKSTP) to strengthen the support and network for technology start-ups

與香港科技園公司簽訂合作備忘錄,攜手擴闊科技 公司的創業支援網絡



Signed MOU with Macao Association of Environmental Protection Industry to promote management systems and sustainability concepts in Macau

與澳門環境保護產業協會簽訂合作備忘錄,向澳門 業界推廣管理體系及可持續發展的概念

Kick-off of the HKQAA Hong Kong Registration – Recycling Services

香港品質保證局香港註冊 — 環保回收服務啟動

Kick-off of the HKQAA Hong Kong Registration – Eco-friendly Series

香港品質保證局香港註冊 — 生態友善系列啟動



Kick-off of the HKQAA Hong Kong Registration – Personnel Series

香港品質保證局香港註冊 — 人員系列啟動

2016

Appointed by Guangzhou Tianhe Central Business District (CBD) Administrative Committee to provide assessment services for the Sustainable Building Index (SBI) in the District 獲席州市天河中央商務區(CBD)管委會委任,

獲廣州市天河中央商務區 (CBD) 管委會委任, 提供樓宇可持續發展指數評定服務

Kick-off of the HKQAA Hong Kong Registration – Start-ups

香港品質保證局香港註冊 — 初創企業啟動



Signed MOU with Shaanxi Province Quality and Technology Supervision Bureau to facilitate the industrial and economic development in both Hong Kong and Shaanxi

與陝西省質量技術監督局簽訂合作備忘錄, 促進陝港社會經濟發展



Launch of HKQAA Hong Kong Registration – Identifiable Source Products

推出香港品質保證局香港註冊 — 確源產品

2017

Kick-off of the HKQAA Hong Kong Registration – Food Waste Recycling, funded by the Recycling Fund of the HKSAR Government

在香港特區政府回收基金資助下,啟動香港品質保證局 香港計冊-廚餘回收



Launch of HKQAA Hong Kong Registration – Environmental Friendly Construction Site 推出香港品質保證局香港註冊 — 環境友善建築地盤

- Published My Dream Home 10th Anniversary Commemorative Book 出版理想家園十周年紀念特刊 《拾·載·願景》
- O O D
- Set up a representative office in Xian 在西安設立辦事處
- Kick-off of the Bridging and Bonding To Create
 Measurable Social Benefits Project, funded by the
 Community Investment and Inclusion Fund (CIIF)
 獲社區投資共享基金資助,啟動
 「共 商 善舉」社會資本計劃



Macau New Office Opening 澳門新辦公室開幕



The Recognition Ceremony for the "HKQAA Enhancement Program for Recycling Industry", funded by the Recycling Fund 回收基金資助的「HKQAA —提升機構回收運作表現」



- Launch of Bloggers' Recommended Shop Award 推出「網絡紅人推薦商店」獎項
- Issued the first HKQAA ISO 22716 certificate 簽發首張 HKQAA ISO 22716 證書
- Issued the first HKQAA ISO 37001 certificate 簽發首張 HKQAA ISO 37001 證書
- Obtained membership from Association of Professional Social Compliance Auditors (APSCA) 取得專業社會責任審核員協會 (APSCA) 會員資格
- Our expert was 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 its working group to develop ISO 14030 Environmental performance evaluation – green debt instruments

本局專家分別獲香港特區政府創新科技署及中國標準研究院提名加入ISO/TC 207/SC 4技術委員會及其工作小組,直接參與制定《ISO 14030環境表現評估 — 綠色債務工具》

Development History 發展歷史

2018

Kick-off of the "KOL Favored Brand Award" 「網絡紅人喜愛品牌獎」 啟動



Admitted as an Observer of the Green Bond Principles (GBP) under the International Capital Market Association (ICMA)

成為國際資本市場協會《綠色債券原則》的觀察員

Became an approved verifier under the Climate Bonds Standard

成為氣候債券標準委員會授權的核查機構

 Green Finance Certification Scheme Launching Ceremony cum Seminar
 「綠色金融認證計劃」開展儀式暨研討會



 Participated in the panel discussion of 2018 Green and Social Bond Principles Annual General Meeting and Conference
 參與 2018 綠色及社會責 任債券原則年度會員大會

及會議的討論環節



HKQAA expert was nominated by the Innovation and Technology Commission of the HKSAR Government to directly take part in the technical committee for ISO/TC 322, which is developing the ISO standard for sustainable finance 本局專家獲香港創新科技署提名,加入 ISO/TC 322技術委員會,直接參與制定有關可持續發展金融的 ISO 標準

Issued the first HKQAA ISO 45001 certificate 簽發首張 HKQAA ISO 45001 證書

Issued the first HKQAA Green Finance Certification Scheme certificate

簽發首張HKQAA綠色金融認證計劃證書

► Elected as the Alternate Chair of QBA 2020 獲選為 2020 年度優質建築大獎輪任主席



 Dr Ma Jun, Director General of the Green Finance Committee of the China Society for Finance and Banking, visited HKQAA

中國金融學會綠色金融專業委員會主任馬駿博士到訪香港品質保證局



 Published a research report on Sustainable Financing in China's Greater Bay Area – Opportunities for Growth, with the support of the HSBC

在滙豐的支持下,發表《中國大灣 區可持續發展融資 — 發展機遇》 研究報告



 Signed MOU with the Authority of Qianhai on Green Finance to promote green finance and green projects 與前海管理局簽署《深港綠色金融合作備忘錄》, 推動深港綠色金融和產業發展



 Signed MOU with Shaanxi Provincial Local Financial Supervision and Administration (Shaanxi Provincial Office of Finance at the time) to promote financial investment services in both Hong Kong and Shaanxi 與陝西省地方金融監督管理局(當時為陝西省金融工 作辦公室)簽署合作備忘錄,推動陝港金融投資服務



- Signed MOU with CECEP (Hong Kong) Investment Co., Ltd. to help encourage upgrading green industry 與中國節能環保(香港)投資有限公司簽署合作備忘 錄,支持推動綠色產業轉型升級
- Signed MOU with Macau Building Materials Enterprise Chamber of Commerce to promote management systems and sustainability 與澳門建材企業商會簽署合作協議,推廣管理體系 及可持續發展的理念



- Signed MOU with Bureau of Financial Affairs, Huadu, Guangzhou to expand and strengthen the cooperation in green finance development 與廣州花都區金融工作局簽署合作備忘錄,拓展及 加強在綠色金融發展方面的合作
- Signed MOU with Shanghai Zhixin Low-Carbon Technology Research Center to support corporates capitalising on opportunities in the national and market development of green finance 與上海置信低碳技術研究中心簽署合作備忘錄, 支持企業把握綠色金融發展機遇



 Signed MOU with International Finance Corporation, a member of the World Bank Group, to facilitate the development of green finance and green projects in the region

與世界銀行集團成員國際金融公司簽署合作備忘錄, 促進綠色金融及綠色項目在區內的發展

- Launched the Project "Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry", funded by the Recycling Fund of the HKSAR Government
 - 在香港特區政府回收基金資助下,推出「促進香港 廢紙回收業實施國家標準 | 項目



Held a charity movie show with the aim of extending "My Dream Home" from students to our neighbours 舉辦理想家園慈善電影欣賞會,將活動的接觸面由學生校園塘開至社區鄉全



Development History 發展歷史

2019

HKQAA 30th Anniversary Annual Dinner 香港品質保證局三十周年晚宴









Green Finance Certification Scheme Presentation Ceremony cum Forum 2019 綠色金融認證計劃頒授典禮暨論壇 2019









Development History 發展歷史

 Signed MOU with Guangzhou Municipal Local Financial Supervision and Administration (Bureau of Finance Affairs of Guangzhou Municipality at the time) to explore green finance opportunities in the Greater Bay Area and in the "Belt and Road Initiative" 與廣州市地方金融監督管理局(當時為廣州市金融工 作局)簽署合作備忘錄,發掘大灣區和一帶一路帶來 的綠色金融機遇



 Signed MOU with GuangDong Financial Association to provide assessment services for financial service providers in the Greater Bay Area 與廣東省民營企業金融服務協會簽署合作備忘 錄,為大灣區金融服務企業進行評定工作

- Cooperated with the Guangzhou Brand and Quality Innovation Association for the "2019 Guangdong-Hong Kong-Macau Greater Bay Area 'Made in the Bay Area' Assessment Guidelines Development Project" 與廣州市質量創新品牌促進會合作發展 《2019 粵港澳大灣區「灣區製造」評定準則制定項目》
- Inaugural government green bond obtained HKQAA certification
 香港特區政府首筆綠色債券取得香港品質保證局認證
- Participated in Plenary Meeting of ISO Technical Committee for Green Debt Instruments
 參與ISO有關綠色債務工具之技術委員會大會



- Xian New Office Opening 西安新辦公室開幕
- Held the Silk Road Forum on Green Finance 2019 in Xian 在西安舉行綠色金融絲路論壇 2019





 Published Green Finance in Hong Kong to explore the development of Green Finance in Hong Kong, the Greater Bay Area and Belt and Road 出版《綠色金融在香港》,探討及展望綠色金融在香港、 大灣區及一帶一路的發展







As HKQAA continues to grow, our organisational culture "GIFTS", the shared values, has been fostered among our teams. The term "GIFTS" means both "presents" and "innate talents". "Growth" represents that HKQAA together with the industries pursue growth. "Integrity" represents that the team adheres to integrity firmly. "Fairness" emphasizes fairness and justice. "Team with Joy" symbolises that the employees' hearts are always filled with joy. "Social Responsibility" manifests that we do not only promote social responsibility while providing services, but also proactively fulfilling the social responsibility by making use of our own resources. "GIFTS" enables employees to make right decisions at work and facilitates the sustainable development of us and the society.

隨著本局不斷發展壯大,在團隊之間孕育出本局的機構文化 — 共同價值觀「GIFTS」。在這個含有「禮物」和「天 赋」之意的詞語中,「成長」(Growth)代表本局與業界共同追求成長;「誠信」(Integrity)顯示團隊對誠信的堅持; 「公正」(Fairness)強調公平公正;「喜樂團隊」(Team with Joy)象徵著員工心存喜樂;而「社會責任」(Social Responsibility)則彰顯本局不僅在日常服務中推動社會責任,更以自身資源積極履行。GIFTS幫助員工在工作中作出 正確決定,推動本局與社會可持續發展。

Growth 成長	With a professional attitude, we incessantly make improvements so as to enhance the competiveness of our clients and employees, and pursue the growth for our organisation, employees and clients. 我們以專業的態度不斷改進,致力提升客戶與員工的競爭力,追求機構、員工、客戶的共同成長。
Integrity	Our services are based on integrity, credibility and commitment internally and externally.
誠信	無論對內或對外,以誠實、信譽和承諾,作為我們服務的基石。

Fairness We ensure that our stakeholders receive fair and just treatment. 公正 保證我們的持份者得到公平、公正的對待。

Team with Joy 喜樂團隊

Our team members are motivated to perform at their best, and accomplish meaningful and valuable missions with joy.

團隊常以喜樂的心情盡展所長,完成有意義、有價值的任務。

Social Responsibility 社會責任

We encourage individuals as well as teams to fulfill their social responsibility, devote to benefit the community and reciprocate the country.

推動個人、團體履行社會責任,以造福社會為己任,以回饋國家為目標。



Growth 成長



Growth of our Organisation

HKQAA has been committed to pursuing the growth for our organisation, employees and clients, over the past 30 years. We strive to enhance our performance to tackle challenges and contribute to the sustainable development of businesses and communities.

HKQAA has kept growing in terms of business scale and scope. To meet market and social needs, we have developed diversified new services, such as certification schemes for wine storage, elderly services and green finance, and launched various sustainability promotion projects in the areas of social capital, scrap paper and food waste recycling. As we have expanded, subsidiaries and offices have been set up in Guangzhou, Macau, Shanghai and Xian respectively to boost our services. We have also been proactively establishing strategic partnerships with International Finance Corporation, a member of the World Bank Group, Shaanxi Provincial Local Financial Supervision and Administration, Guangzhou Municipal Local Financial Supervision and Administration, the Bureau of Financial Affairs, Huadu, Guangzhou, The Authority of Qianhai and others. By doing this, we can strengthen cross-regional collaboration and generate synergies.

The professionalism of our team has been reaffirmed by consolidating and expanding our accreditations from HKAS, UKAS, CNAS, APM Group and SAAS. Our expert has been nominated to join ISO technical committees and take part in developing international standards for green debt instruments and sustainable finance.

Without the great efforts and contributions of each employee, HKQAA could not have achieved this unprecedented progress. We are glad to see that our team and our organisation have been thriving, with more and more people joining us.

機構的發展

過去三十年間,本局不斷探索和進步,致力推動機構自身、員工及客戶的成長,一起創優增值,解決難題,促進業界和社會的可持續發展。

此外,本局積極鞏固及擴展香港認可處(HKAS)、英國認可局(UKAS)、中國合格評定國家認可委員會(CNAS)、APM Group(APMG)、社會責任認可服務組織(SAAS)等認可資格,本局專家更獲提名加入有關綠色債務工具及可持續發展金融的ISO技術委員會,參與制定相關國際標準。

本局專業能力備受肯定並持續得以提升,實 有賴於每一位員工的努力和貢獻。本局喜見 更多人才加入我們的專業團隊,讓機構規模 不斷壯大。

Growth of our Employees

HKQAA emphasises the growth of employees. We boost our team's competitiveness by integrating employee's self-enhancement into the development of our organisation. Various training and promotion opportunities have been provided to encourage employees to continuously improve their technical skills and enhance their personal development. Additionally, each department annually reviews daily operations and proposes improvement projects to improve efficiency and cost control, and promote HKQAA's shared values. Through these measures, employees' efficiency and ability can be enhanced.

Growth of our Clients

We also emphasise our clients' development and progress. To keep them abreast of emerging trends, numerous professional services, training courses, symposia, seminars and technical publications have been introduced. These are intended to improve their performance and competitiveness, enabling them to make contribution to social and economic development.

員工的成長

本局非常重視員工的成長,相信把員工自身 價值的實現與企業的發展有機地結合起來可有效提升競爭力。本局透過一系列培訓和 晉升機會,鼓勵員工自我增值,持續個人發展,提升技能。此外,各部門每年以提升效 率、成本控制和宣傳本局的共同價值觀為目標,檢視工作流程,提出改善項目。通過這些舉措,員工的工作效率和能力都得以提升。



客戶的成長

除了自身發展及員工成長外,本局亦致力促 進客戶的發展和進步,透過不同專業服務、 培訓課程、專題研討會、講座及技術刊物, 協助他們提升水平及競爭力,緊貼市場及社 會發展脈搏,為社會經濟發展作出貢獻。





Mr P C Chan <mark>陳沛昌先生</mark>

Chief Operating Officer HKQAA 運營總監 香港品質保證局

Sharing from Chief Operating Officer 運營總監分享

The growth of employees and HKQAA's business development are closely related to each other. In today's technology-based society, our staff members always equip themselves with professional knowledge and skills, so that they can assist organisations to enhance their management performance. Thanks to their great contribution, HKQAA continues to show notable growth. Apart from expanding our business scope, we have spent resources to develop sustainability projects and community services. We have endeavored to drive social and environmental improvements for many years to boost our influence in the society. I am glad that HKQAA's contribution has been recognised by the industries and communities.

We strive to launch new services to cope with market needs and bring benefits to society. Our certification schemes are developed with reference to various international standards. We also take opinions from different stakeholders and consider the operating models of different organisations when setting up the requirements. Taking HKQAA Green Finance Certification Scheme as an example, it aims at meeting the social expectation and enormous demand in financing green projects. The Scheme could not have been rolled out successfully without the support from the government's policies and stakeholders.

員工的成長及業務發展可謂環環相扣。處於資訊科技發達的社會,我們的 員工需要不斷進修,學習更多專業的技術及知識,才有能力協助機構提升 管理水平。而有賴員工的不懈努力,本局業務才得以穩健增長。我們獲得 的資源除了用於擴展業務規模,亦不忘投放於可持續發展及公益事務上, 多年來不斷為改善社會及環境保護作出貢獻,致力提升我們在社會上的影 響力,並深受業界和社區肯定。

我們在開發新服務時,會積極配合市場需求,確保本局的服務能夠為社會帶來裨益。在制定認證計劃的過程中,我們會參考多個國際準則,顧及各方持分者意見,亦考慮不同機構的營運模式來制定計劃要求。就以本局成功開發的「綠色金融認證計劃」為例,旨在回應社會對投入資金於綠色項目的期望及巨大需求,當中更有賴政府的政策及持分者的支持,令計劃得以在業界廣泛推行。



Dr Jacky Lau 劉耀成博士

Chairman Hong Kong Environmental Protection and Recycle Industry Sustainable Development Association 會長 香港環保再造業可持續發展 協會



Mr K L Kwok 郭經綸先生

Retired Employee from Hong Kong Office in 2019 於 2019 年榮休的 香港辦公室員工

Sharing from the industry 業界分享

In the past, scrap paper recycling in Hong Kong gave a negative image to our clients, such as the impression of handling dirty and wet scrap papers. It was attributed to the bad practice of practitioners who used to wet the scrap papers. The 'Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry' can gather the industry to improve the bad practice of some practitioners and increase the recycling amount of scrap paper. It can also encourage scrap paper recycling industry to meet the national standard.

過去香港回收廢紙給予客戶的負面印象,包括廢紙污糟邋遢、濕漉漉,這 些與部分從業員習慣為廢紙淋水有關。「促進香港廢紙實施國家標準」項目 正好團結本地廢紙回收商,實踐提升廢紙回收量,改善以往部分業界的陋 習,令回收廢紙達到國家要求的新標準。

Sharing from our retired employee 榮休員工分享

I joined this big family in 1999 and was responsible for auditing ISO 14001 Environmental Management System. Auditing different companies were like "sowing seeds" to me. Growth of companies could be ensured by helping them to enhance their management level and efficiency, which was meaningful to me.

HKQAA has kept expanding and providing more diversified services, including some new certification services developed in recent years. Even though I had many years of experience in auditing, I still needed to keep learning in my spare time for self-enhancement. I believe the young auditors would uphold the same professional spirit and enthusiasm in their work, so as to contribute to the society and industry.

我於1999年加入香港品質保證局這個大家庭,負責審核ISO 14001環境管理體系的工作。能夠為不同公司進行評審,協助他們提升管理水平及效率,就如同「播種」一樣,期望他們能更穩健地「成長」,讓我感到很有意義。

隨著香港品質保證局的規模不斷擴大,服務方面亦趨多元化,近年更加入了不少新開發的認證服務。雖然多年的審核過程為我累積了不少經驗,但發現自己在工作上仍有不足時,我也會透過空閒時間進修來自我增值。我相信年輕一輩的審核員也會秉持著這份專業精神及對工作的熱誠,一起成長,一起為社會和業界作出貢獻。



Ms Irene Soo 蘇煦欣小姐

Project Officer HKQAA 項目主任 香港品質保證局

Employee from Hong Kong Office who participated in the Leadership Training Course 參與領袖訓練課程的 香港辦公室員工

Sharing from Market and Technology team member 市場及技術團隊成員分享

During the leadership training course, participants could make friends from all walks of life. In the workshop and camp, we learned to analyse the problems occurred and formulate strategies through our teamwork. This course helped me to further understand my strengths and shortcomings, encouraged me to try new things and express my opinions in front of people, so as to drive self-improvement. After graduated from school, I have fewer chances to play and solve challenges with a group of people. Certainly, this was an interesting experience.

在參與這個領袖訓練課程中,參加者能認識到來自不同職業背景的朋友, 在工作坊和營會中體驗如何分析問題、制定策略和團隊合作。參加領袖訓 練課程讓我更認識自己的長短處,更勇於作出新嘗試和在人前提出自己的 見解,推動自我進步。離開校園後較少有機會和一班人一同玩、一同費煞 思量去解難,這實在是個很有趣的體驗。



Organisational Culture – Integrity 機構文化 — 誠信

Independent Audit Team

Since its establishment, HKQAA has always adhered to the principles of honesty and impartiality when providing conformity assessment services for organisations. By gaining the trust of various stakeholders, we have established credibility and attained a good reputation in society.

Auditing is one of the core services offered by HKQAA. In order to maintain transparency and impartiality, HKQAA has an independent audit team. We have different units and personnel to handle various work procedures such as business liaison, audit arrangement, auditing, confirmation of audit results and certificate issuance. The Governing Council, management team, business team and other supporting teams are not allowed to intervene in the professional judgments of the audit team.

Emphasis on Employees' Conduct

HKQAA pays attention to employee conduct. All of the employees are required to study the "Code of Conduct" and sign the "Undertaking of Confidentiality and Conflict of Interest" to promise that their work will be based on the principles of fairness, integrity and honesty. The "Code of Conduct" sets out regulations on the personal conduct of employees, relationships with suppliers and contractors, true and fair accounting policies, among others. We have also provided seminars organised by the Independent Commission Against Corruption and the Privacy Commissioner for Personal Data to make sure our employees are fully committed to fairness, integrity, honesty and privacy protection in the workplace.

As public servants, HKQAA's employees' behaviour in relation to integrity is under the strict supervision of the Independent Commission Against Corruption. In order to eliminate corruption as well as safeguard impartiality and integrity, all cases in which there is suspicion of bribery or law-infringement in Hong Kong, Macau and the Mainland will be reported to the ICAC promptly. HKQAA has issued guidelines in respect of the reporting and claims system for auditors' transportation, catering, entertainment and accommodation during the audit period. Additionally, HKQAA follows the "Interim Provisions on Administration of Discredit Certification Bodies and Accreditation Personnels", published by the Certification and Accreditation Administration of the People's Republic of China (CNCA), and organises employee training programmes related to the Provision to enhance their creditability.

獨立評審團隊

自成立以來,本局堅守誠懇信實、不偏不倚 的原則,為機構提供合格評定服務,在社會 上建立了公信力。

評審乃本局核心項目之一,我們設立了獨立 公正的評審團隊以維持評審的透明度和公正 性,本局在業務往來、評審安排、評審、評 審結果確認以至頒發證書等各個階段,皆由 不同部門和人員負責;董事局、管理、業務 和後勤團隊均不能干預評審團隊的專業結論。

重視員工操守

本局相當關注員工紀律及操守。本局全體員工入職首日都需要學習《紀律手冊》,以及簽訂《保密協議和利益衝突承諾書》,承諾在工作中奉行公平、廉潔、誠實的原則。《紀律手冊》記述職員個人操守、與供貨商及承辦等的關係、堅持正確、公平方針的會計政策等時則。我們亦安排同事參加香港廉政日白來,確保員工充分明白在工作中奉行公平、廉潔、誠實及保護私隱的重要性。

作為公職人員,本局員工的誠信行為受到廉政公署的嚴格監管。在香港、澳門及內地遇到疑似行賄及違法個案,都會及時向廉政公署報告,以杜絕貪污行為,維護公正或結合。 不局亦就評審員於評審期間的交通安排機會、社交娛樂活動及住宿之申報機業務。 發出工作指引,說明評審員及與客戶有數數來往的員工在提供評審服務前後應採取中中, 一步完善監管措施,本局按照中國家認證認可監督管理委員會(CNCA)的《認證機構及認證人員失信管理暫行規定》,舉辦相關的員工培訓,加強他們的信用意識。

Organisational Culture – Integrity 機構文化 — 誠信



Mr Wilman Chan 陳煥文先生

Assistant Director, Corporate Compliance HKQAA 企業規管助理總監 香港品質保證局

Sharing from Corporate Compliance team member 企業規管團隊成員分享

We cannot undergo conformity assessments without integrity. Therefore, HKQAA insists on maintaining honesty and reliability in the certification process to demonstrate the value of our certification. Moreover, we devote resources to training new employees to ensure that they understand the importance of integrity, so as to fulfill the expectations from the society.

HKQAA insists not to provide management system consulting services, while also handles relationships with other consulting organisations carefully to ensure our assessment process complies with regulations. All audit data obtained by HKQAA are kept confidential, and we would never leak any client's private information to other organisations. HKQAA applies reporting and complaint mechanisms with high efficiency, and monitors media cases periodically. If suspected non-compliance occurs in certified organisations or inside HKQAA, related compliance branch will follow up the case immediately.

保持誠信是合格評定行業不能缺少的操守,所以本局一直堅持認證過程誠實可靠,以彰顯本局認證價值所在。另外,為了讓員工了解誠信的重要,我們投入很多資源培訓新入職同事,好讓他們充份認識本局對誠信的要求,並符合社會期望。

本局為了確保審核流程合規,多年來堅持不提供管理體系顧問服務,並一直謹慎處理與其他顧問機構之間的關係。本局持有的所有審核資料均會保密,更不會向其他機構洩露客戶私隱。本局具有高效的通報、投訴機制,以及定期對媒體事件進行跟蹤,若獲證機構或本局內部出現疑似不合規的情況,相關的合規管理部門會立即跟進事件。

Organisational Culture – Integrity 機構文化 — 誠信



Mr Jimmy Fu 符儒鎮先生

Quality Supervisor HKQAA 品質主管 香港品質保證局 Sharing from Manufacturing and Service Business team member 製造及服務業務團隊成員分享

As an auditor, I definitely realise integrity as the milestone of our auditing service. I always remind myself to maintain integrity in the auditing process. Our auditors also keep reminding each other. As HKQAA spent years to develop this shared value in the organisation, I believe everyone in the Agency cherishes it.

作為審核員,我絕對感受到「誠信」是我們審核服務的基石。在審核過程中,我每刻都不斷警惕自己要保持誠信。此外,審核組員之間亦會互相提醒。「誠信」是香港品質保證局以很多年時間孕育出來的機構共同價值觀, 大家都珍而重之。



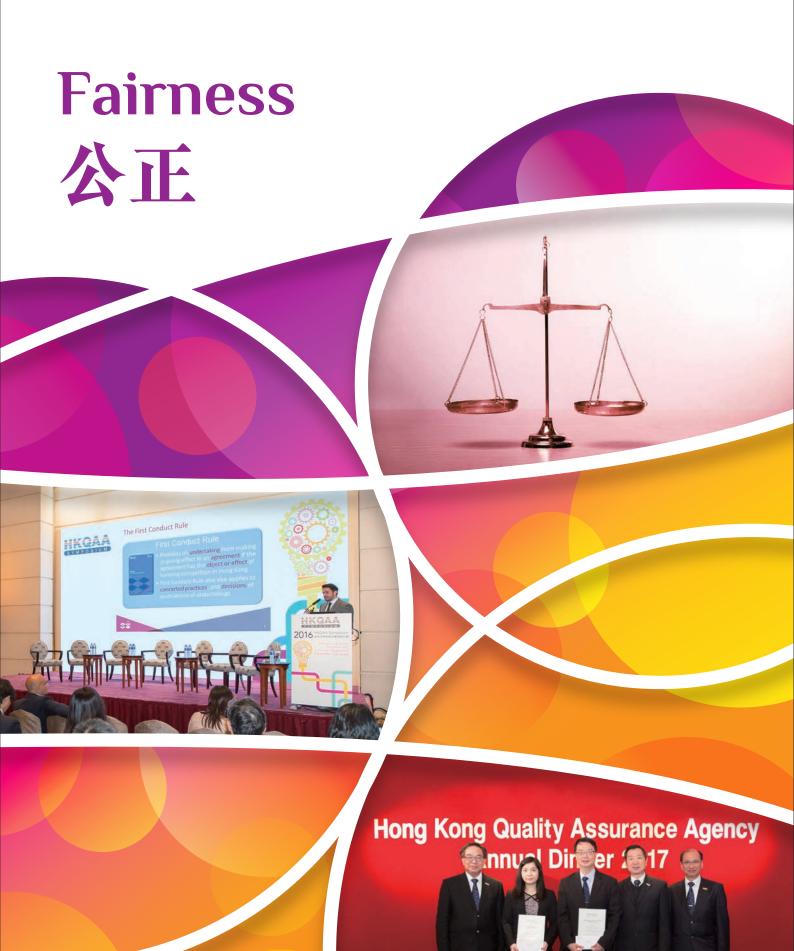
Ms Vicky Kwok 郭倩彤小姐

Assistant Officer, Human Resource and Administration HKQAA 助理人力資源及行政主任 香港品質保證局

Sharing from Human Resource and Administration team member 人力資源及行政團隊成員分享

Since HKQAA's services cover various sectors and industries in Hong Kong, our employees need to process a large amount of private information from clients. Therefore, we need to know how to collect and use sensitive information in an appropriate manner to protect our client's interests. All the staff members from HKQAA have to participate in the professional training on Personal Data (Privacy) Ordinance organised by the Privacy Commissioner for Personal Data, Hong Kong, so as to enhance their awareness in relation to the protection of personal data and its importance. Also, the training can help prevent fraudulent use of client's private information, violation of their privacy and causing loss. We believe we need to respect all parties and maintain integrity to build long-term relationships.

香港品質保證局所提供的服務涵蓋全港各行各業,員工每天都需要處理大量客戶資料。因此,員工需要知道如何適當地收集和使用客戶的敏感資料,以保障客戶權益。本局所有員工均需參與由香港個人資料私隱專員公署舉辦的《個人資料(私隱)條例》簡介講座,理解對保障該資料的方法和重要性,從而防止客戶個人資料被盜用、私隱被侵犯,甚至蒙受損失。本局相信面對各方時都需要尊重和持有誠信態度,才可建立長久關係。



Employees and Stakeholders are Fairly Treated

HKQAA has always adhered to the principle of impartiality to ensure our stakeholders and employees are treated fairly in our daily operations. We also strive to cultivate an ethical culture among employees.

We believe everyone has his/her unique personality and speciality. Remuneration or job promotion is not simply based on the employee's seniority, educational level or job title. Instead it is determined by fair judgment according to their performance. HKQAA also conducts performance appraisal for employees every year. This has two parts, a self-rating and an appraiser's rating, which enables the identification of different aspects, such as employee's strengths, shortcomings and performance. In addition to issuing commendation letters to outstanding employees, HKQAA offers performance-based awards.

To guarantee that stakeholders are treated fairly in our daily operations, we have implemented effective policies and management practices, and strive to balance the interest of different stakeholders. Impartiality is also the fundamental principle we work by at all times; fair and unbiased assessment are the key imperatives of our certification. We deliver impartial and objective certification activities, effectively anticipating any existing or potential conflicts of interest so as to ensure outstanding performance.

Fair and Pragmatic Procurement Control

HKQAA has adopted clearly defined procurement policies and work flow, as well as standard procedures and approval authorisation that are implemented according to relevant risk factors. Our careful supervision ensures an appropriate procurement process. HKQAA assesses the suppliers and logistics service providers who supply office equipment to HKQAA's offices in Hong Kong, Macau and the Mainland. HKQAA selects partners based on fair and justified procurement principles. According to the stipulated procedures, fair procurement can be carried out by having selection teams of members evaluate a supplier's products, services and prices comprehensively.

Respect Legal Obligations

HKQAA respects intellectual property and does not engage in any rights-violating activities, such as forgery or plagiarism. Instead, we pay a fair price for acquiring and using relevant property. In the progress of business development, design and composition, HKQAA insists on independent studies and reasonable references, and does not steal others' know-how or infringe on others' property rights. For example, HKQAA insists on the use of genuine computer software and conducts regular internal checks. Unless employees submit an application officially, they are prohibited from installing any software or computer applications, which must be verified as legal. Additionally, HKQAA complies with regulations in Hong Kong and the Mainland, and does not engage in monopoly, price collusion, or unfair competition.

公正對待員工及持份者

無論對內或對外,對待每一位員工及持份者,本局都秉承「公正」的宗旨,並致力培養員工道德文化。

對內,我們相信每一位員工有獨特的性格和專長,所以我們並不會單方面以員工的實際、教育程度、工作職稱,來定義他們的表現作出的考慮,而是按他們的表現作出的判斷。每年,本局會進行績效考評的對斷。每年,於而了解員工得到及上級各自評分,從而了解員工得到發展,並透過表現會向與不可以與,並透過表揚信等方式,嘉許他們對本局的貢獻。

對外,本局推行多項政策和措施,確保我們在日常營運中能公平對待持份者,並致力平衡不同持份者的利益。我們亦理解公正性在認證活動中的重要性,客觀持平和公正不苛的評審是認證管理體系過程中不可或缺的原則。我們對於管理體系認證過程中任何存在和潛在的利益衝突已作出分析,以確保利益衝突得到有效管理,落實公正客觀的認證服務。

公平務實的採購控制

本局有明確的採購政策和工作流程,按風險 因素設置的規範操作和審批權限,並經過充 分考慮,確保採購準則的適宜性。本局分別 對香港、澳門及內地辦公室用品供貨店 流服務商等供應方情況作出評審,根據程序 公正的採購原則甄選合作夥伴。本局按程序 規定,以不同成員組成的甄選小組,對供貨 商產品、服務及價格作出綜合評定,以進行 公平採購。

尊重法律義務

Organisational Culture – Fairness 機構文化 — 公正



Ms Tammy Li 李芷玲小姐

Senior Manager, Corporate Administration HKQAA 企業事務高級經理 香港品質保證局

Sharing from Corporate Affairs and Finance team member 企業事務及財務團隊成員分享

HKQAA always adheres to the principles of honesty and impartiality to guarantee the stakeholders are fairly treated. In the procurement procedure, HKQAA selects suppliers based on the evaluation of their performance, after-sales services, integrity level and potential risks. To ensure a fair decision is made, if the purchase cost exceeds a certain amount, a group of management representatives will be formed to discuss and provide suggestions for the procurement. We try our best to find out the most suitable supplier by comparing quotations from various companies. By doing so, we can minimise our procurement risks, increase cost efficiency and ensure a fair competition among suppliers.

本局一直強調公平對待各個持分者,在採購產品、服務的程序中,我們會仔細考慮每個供應商的表現、誠信、風險程度及售後服務,才得出最終的選擇。若採購價格超過一定數目,將會由管理人員所組成的小組進行討論及提出建議,務求公平務實地作出決定。為了找出最合適的供應商,我們會積極尋找不同公司作報價,此舉能夠減低採購風險,提高成本效益,並同時確保供應商能夠公平競爭。



Mr Frankie Chung 鍾勳長先生

Principal Auditor HKQAA 首席審核員 香港品質保證局

Employee from Hong Kong Office who obtained the Chairman's Award – 2018 榮獲主席大獎 — 2018 的香港辦公室員工

Sharing from awardee of Chairman's Award 獲主席大獎員工分享

I felt honoured to receive the Chairman's Award and was able to share my feelings to our staff members on the stage last year. I need to express my gratitude to the Chairman and management executives for their support and caring to all staff members. Meanwhile, I am also grateful to those staff members who contribute to the Agency like me. With everyone's cooperation, HKQAA maintains its leading position in the market and develops innovative certification services. To conclude, this honour of receiving the Chairman's award should belong to everyone in the Agency, not only me.

去年有幸獲得公司主席大獎,有機會站在講台上向大家表達心聲,我感到前所未有的榮幸!首先我要感謝公司主席和管理層對我們全體員工的關懷和支持,同時更要感謝那些和我一樣在工作崗位上作出貢獻的同事,正是因為大家的相互協作,才能使香港品質保證局保持市場的領導地位,並不斷創新發展不同的認證體系。因此,主席大獎的榮譽不僅僅是屬於我個人,更是屬於全公司的全體同事。

Organisational Culture – Fairness 機構文化 — 公正



Mr K Y Ng 吳國有先生

Principal Auditor HKQAA 首席審核員 香港品質保證局

Employee from Hong Kong Office who obtained the Chairman's Award – 2019 榮獲主席大獎 — 2019 的香港辦公室員工

Sharing from awardee of Chairman's Award 獲主席大獎員工分享

I am glad to receive the Chairman's Award this year, and it reaffirmed my hard-working attitude in these years. This Award should not be counted as my personal reward only. It can only be achieved by our team spirit. I am grateful to work with a team with devotion and professionalism. During our working process, we work closely and remind each other to ensure our work can be nicely done.

我十分高興能夠今年得到主席大獎。得到這個獎項,對我來說是確認了我多年來工作上的努力,但我需要強調這並不是我個人的功勞,主要是依賴我們 團隊的合作精神,我很高興能和一班專業、投入的團隊工作。在工作過程中,大家互相合作、提點,務求工作能妥善完成。



Maximise Job Satisfaction

HKQAA endeavours to create a harmonious working environment for employees, and to build a joyful team. Our team members are motivated to perform at their best, and accomplish meaningful and valuable missions with enjoyment. A positive attitude can turn stresses into opportunities and a chance to motivate oneself. HKQAA gives priority to existing employees when considering promotion to a senior job position. This rewards staff with potential, and boosts morale.

We lay great emphasis on employees' future development, and provide training and courses for employees, in areas such as management skills, relevant laws, ordinances and languages, to improve work skills. Employees with potential are encouraged to participate in a leadership training course. HKQAA has also implemented an "Auditors' Development" programme to promote young auditors and consolidate our professional team.

Enhance Team Spirit

HKQAA focuses on communication among employees. We strongly believe that effective internal communication motivates employees to be more dedicated to their work, and is crucial for organisational development. HKQAA organises activities to foster communication and understanding among employees. Through team-building activities, we aim to enhance team spirit. To raise morale and encourage bonding, we periodically organise company-wide meetings to update employees with our latest developments, business performance and future plans.

提升工作滿足感

本局致力打造和諧的工作環境,建立喜樂的 團隊。我們相信滿懷喜樂的員工更能盡展所 長,完成有意義、有價值的任務。即使面對 挑戰性高的工作,壓力亦會使整個過程變得 更具吸引力、更有趣。自自然然,員工懂得 把心態擺正,化壓力為動力。當有職位空缺 時,本局更會優先考慮內部晉升員工,藉此 發掘更多具潛質的員工,提升工作士氣。

我們亦讓員工感受到公司對他們的重視,投放資源促進他們的未來發展,提供一系列適切的培訓及課程,包括管理技巧、法律、語言,從而提升他們的工作技能,具潛質的員工更獲推薦參與領袖課程。同時,本局亦制定了「審核員發展」項目,提拔年輕審核員,鞏固專業團隊。

促進團隊精神

本局著重與員工溝通,我們堅信有效的內部 溝通對公司的發展及員工的工作表現至關重 要。因此,本局適時舉辦活動,促進員工溝 通,使員工間彼此有進一步了解,當中的團 隊建立活動更能發揮團隊精神,互助互愛, 凝聚力量。我們亦會定期舉行全體員工大 會,讓大家充分了解公司的最新動向、業務 表現及未來發展藍圖,提升員工士氣。



Ms Julie Zhao 趙志偉小姐

Director, Mainland and External Affairs HKQAA 總監一內地及對外事務香港品質保證局

Sharing from Mainland and External Affairs team member 內地及對外事務團隊成員分享

I have endeavored to handle external and government affairs in the Mainland since I joined the HKQAA in 2010.

In recent years, various regulations with regards to the certification industry have been implemented by the Mainland government authorities. It required me to get familiar with the regulatory requirements, and strengthen my abilities in communication and coordination. I have to deal with enormous stresses and challenges in work. Fortunately, I have received heartfelt support from the managements and team members at HKQAA. My colleagues in Hong Kong and the Mainland have made great effort to assist me. Their diligent and professional attitude towards work has encouraged me to maintain a strong belief to overcome challenges ahead. I am glad that HKQAA's professionalism has impressed the Mainland government authorities.

HKQAA's management performance and professional services have gained recognition from the government authorities. It has been rated as one of the Level A certification bodies by CNAS in recent years. HKQAA has also been invited to participate in studies related to national accreditation, so as to contribute to the development of certification and accreditation industry. Looking forward, I will work with my colleagues to stimulate better performance for the Agency.

自2010年加入香港品質保證局以來,我一直致力於內地政府及對外事務。

隨著近年內地相關政府部門對認證市場的各項監管措施出台,我的工作也一次又一次地面臨巨大的壓力與挑戰,不但要求熟悉各項政策要求,還要具有強大的溝通與協調能力。在我應對這些壓力時,我都感受到了來自管理層的決策魄力與團隊的鼎力支持!這些可愛的同事們,不論是香港的、還是內地的,都給予了我最大程度的配合與支持,他們的勤奮與敬業深深鼓舞著我,使我能夠堅定信念、克服困難,在與內地相關政府的溝通中充分展示了我局的風采!

香港品質保證局最終憑藉它規範的運作與專業的服務贏得了政府部門的肯定與認可,近年多次被中國合格評定國家認可委員會評為信譽最好的 A 級認證機構之一,並被邀請參加國家認證認可課題的研究,為推動認證認可事業貢獻一份力量!在未來的日子裡,我將繼續與我的同事們攜手並肩、再創佳績!



Mr K T Ting 丁國滔先生

Assistant Director, Finance and Technology HKQAA 金融及科技助理總監 香港品質保證局

Sharing from Finance and Technology team member 金融及科技團隊成員分享

HKQAA's staff members work under a highly transparent, systematic and well-defined management system. We have built up close relationships and developed a joyful team culture. By achieving work-life balance, they are able to stay healthy to handle their daily duties effectively.

Our team building activities enable staff members to know each other more, forge a long-lasting relationship, and ensure a smooth cooperation in future. I was deeply impressed by the HKQAA's team spirit demonstrated by our staff members when they fulfilled their mission with passion in these activities. The team building organising committee members also gave full play to their abilities, as well as discovered their potentials, in the process of execution, planning and evaluation. After that, they mostly became good friends.

員工在本局透明度高、系統化及清晰的管理制度下,齊心完成工作,建立了密切的關係,團隊氣氛因此十分融洽。此外,同事亦注意取得工作與生活之間的平衡,保持健康的狀態以應付日常工作。

員工透過團隊建立活動,可以增進彼此之間的溝通及認識,由此建立的長遠關係,相信可以令將來的合作更為順暢。令我最深刻的是香港品質保證局的同事在參與活動時,均積極地完成被委派的團隊任務,充份體現了本局所重視的團隊精神。而負責籌辦活動的團隊成員亦可透過執行、準備及檢討等過程盡展所長,發掘自己多方面的技能,更藉此成為了好友。



Ms Julia Zhu 朱栩喬小姐

Administration Clerk HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 行政文員 標準認證服務 (上海) 有限 公司廣州分公司

Sharing from Guangzhou team member 廣州團隊成員分享

In 2016, I joined the big family of HKQAA with anticipation and passion. As an administrative clerk, I have realised my dream to develop my career in the wheelchair.

My daily tasks are mainly helping the business teams to build up databases. I believe my strength will assist the Agency and clients to establish good business relationships.

In these three years, the Agency allowed me to finish my daily job at home if I could not work in office. I have been enabled to utilise my administrative and computer skills to demonstrate my value in the HKQAA. I have strengthened my communication technique and thinking ability, boosting up my confidence towards life. Definitely, HKQAA is helping the disabled to integrate into the community.

I am grateful for the opportunity provided by the Agency to let me experience the joy of working. I will keep doing my best, and encourage more disabled people to pursue employment.

在2016年,我懷著一份對工作的期待與熱情,非常有幸地加入了香港品質保證局這個大家庭,擔任行政文員一職,圓了我輪椅上的職場夢。

我的日常工作主要是負責幫助業務部的同事建立數據庫,希望通過自己一份力量幫助公司與客戶建立良好的業務關係。

在這三年期間,公司透過家居辦公和公司坐班雙結合的工作模式來幫助我完成日常工作,使我能結合曾經學到的文秘及電腦技能,在我司實現自身的價值,從而更加讓我的溝通能力和思考能力得到了提高,增強了對生活的自信心,真正實現了「傷健共融」社會。

感恩公司給我的工作機會,讓我體會到工作的快樂,希望自己繼續努力的同時,還可鼓勵更多的殘障人士就業。



Ms Angela Wang 王春暉小姐

Marketing Communications Assistant HKQAA 市場傳訊助理 香港品質保證局

Sharing from Corporate Communications team member 企業傳訊團隊成員分享

I am delighted to participate in organising the "My Dream Home" educational campaign. Through the contest, students from Hong Kong and Guangzhou can learn to care about the society, as well as contribute everyone's strength to build up an ideal homeland from our imagination. Also, the campaign provided work experience for secondary students. I felt meaningful when I could share the event experience with them and expand their horizons through our event. I hope "My Dream Home" can become a popular extracurricular activity within the student community, thereby cultivate the younger generation's sense of responsibility to the society.

很高興能夠參與籌辦「理想家園」活動,讓香港和廣州地區的同學可以透 過創作比賽關心社會,思考如何貢獻個人力量,締造心中的理想家園。此 外,活動亦為中學生提供工作體驗的機會,能夠與中學生分享籌辦大型活 動的經驗,擴闊他們的視野,我覺得很有意義。期盼「理想家園」能成為 每年深受學界歡迎的課外活動,培養富社會責任感的年輕一代。



Ms Lucky Hu 胡榮瑋小姐

Business Manager HKQAA Certification (Shanghai) Ltd. 業務經理 標準認證服務 (上海) 有限 公司

Employee from Shanghai Office who joined the team building 參與團隊建立活動的 上海辦公室員工

Sharing from Shanghai team member 上海團隊成員分享

During the team building activity, each member complemented one another. Everyone's strength and value were demonstrated respectively. This is the Shanghai Office, where every member is full of passion, and we work together as one.

On that day, we also delivered water bottles for Shanghai's workers in the street, for example: polices, cleaning workers, couriers, etc.

在公司團體建立活動中,所有人目標一致地做著自己擅長的工作。團隊互補的過程中,每個人都得到自我價值的體現……這就是上海辦公室,一個充滿激情、團結協作的團隊。

當日,我們還向生活在上海烈日下工作的人送上愛心之水(如:交通警察、 環衛工人、快遞員、外賣員等),令活動更添意義。 Social Responsibility



Incorporate Social Responsibility into Core Business

HKQAA has always closely followed market trends and the development of society. Apart from generating profit to support our own operation, we also assist industries to enhance performance and competitiveness and facilitate their sustainable development. We have developed a social responsibility index, provided assessment and rating services for the Hang Seng Corporate Sustainability Index Series, and launched various sustainability enhancement projects.

Join Hands with the Industry to Respond to Social Issues

Serving the community has always been one of HKQAA's missions. HKQAA does not only serve as the bridge between the industries and the society, but is also devoted to supporting various sectors to respond to the social issues, which would facilitate sustainable social development. HKQAA has organised numerous symposia, training courses and seminars to promote knowledge sharing and technology transfer in the business community. We have also joined hands with professional organisations to organise competitions and awards for enterprises. HKQAA has been elected as the Alternate Chair of QBA 2020, which encourages the industry to keep pace with international trends, driving improvement through exchanges of technical skills and experiences.

Establishment of the BCS Fund

Established in 2008, HKQAA Business and Community Supporting Fund (BCS Fund) has helped industries and communities to achieve sustainable development by subsidising different projects. The projects have helped seniors and the underprivileged, supported the advancement of education, and donated to humanitarian aid projects, among others.

將社會責任融入核心業務

本局一直緊貼市場及社會發展,除了創造盈 利以支持自身運作之外,亦致力協助業界提 升水平和競爭力,促進社會可持續發展,例 如開發社會責任指數,為「恒生可持續發展 企業指數系列」提供評級服務,以及推行不 同類型促進可持續發展的項目等。

與業界攜手應對社會關注課題

本局一直以服務社區為己任,不但擔當工商 界與社會發展的橋樑,亦致力支援各界應對 社會關注的議題,攜手促進社區的可持續發 展。本局透過舉辦形形色色的專題研討會和 培訓,推動業界分享知識和轉移技術,並 與專業團體合作舉辦比賽及設立獎項,擔任 2020年度「優質建築大獎」輪任主席,推動 業界走在國際趨勢前端,彼此切磋借鏡,促 進技術交流。

成立企業社區支援基金

我們亦於2008年成立了企業社區支援基金, 資助業界及社區達至持續發展的項目,包括 支援長者、弱勢學童、助養兒童及支持人道 救援等。

Promoting Social Responsibility in Our Community

Apart from motivating the business sector to fulfill its social responsibility obligations, we strive to promote this concept in the community so as to shape a harmonious and sustainable society. We have organised the "My Dream Home" educational campaign annually since 2008. Through competitions, school seminars, student workshops and event planning experience programmes, we encourage the young generation to establish positive attitudes towards life and make a contribution to society.

Social Responsibility is Our Daily Life

HKQAA has integrated social responsibility into its daily operations. Our office has adopted numerous policies and practices to improve performance in environment, quality, and occupational health and safety, such as arranging training courses, reducing paper consumption, saving energy and supporting waste recycling.

Encourage Staff's Participation in Community Service

HKQAA always encourages employees to voluntarily participate in community service, such as visiting elderly centres and children in poor areas, and donating red packets to education sponsorship programmes after Chinese New Year. Every year, a CSR Ambassador is selected, who is responsible for initiating and organising various charitable events. In addition, employees are subsidised by HKQAA to join charity activities such as the Orbis Moonwalkers.

讓社會責任走進社區

除了鼓勵工商界實踐社會責任,本局亦致力向社區宣揚其重要性,鋭意促進社會的和諧發展。我們自2008年開始,每年舉辦「理想家園」教育活動,透過創作比賽、學校講座、工作坊及活動統籌體驗計劃,鼓勵年輕人建立正面的人生態度,未來回饋社會。

社會責任是我們的日常生活

我們亦將企業社會責任融入機構的日常運作中,於辦公室內推行各個政策,致力改善環境、品質、職業安全及健康的表現,例如安排職安健課程、節約用紙、節省用電、實行廢棄物分類和回收處理,推動員工履行社會責任,以造福社會為己任。

推動員工參與社會服務

本局鼓勵員工積極參與不同的公益服務,自 發擔任義工幫助有需要的人士,如探訪老名 中心及貧困地區學童等,並不忘在節日齊 做善事,將新春利是捐贈助學計劃。本局每 年都會投票選出一位員工,擔任企業公益大 使,籌備及推行各項公益活動,同時贊助「盲 來行」等。





Ms Fanny Wong 黄鳳玲小姐

Assistant Manager, Administration HKQAA 助理行政經理 香港品質保證局

Sharing from Administration team member 行政團隊成員分享

I am glad to be a part of the HKQAA family and fulfilling social responsibility together with the Agency. I have learnt a lot in our community activities, such as UNICEF Run, Orbis Moonwalkers and beach cleanup trip. All of them were unforgettable experiences to me. Our colleagues encouraged each other during the activities, and we also got healthier by these workouts. Moreover, through our volunteer services, such as visiting elderly centres, underprivileged families and scavengers, I could get in touch with different people to widen my horizons and life experience. After participating in community services in real life, I truly believe in the motto: "It is more blessed to give than to receive".

我榮幸成為香港品質保證局的一份子,藉著本局推動履行社會責任為己任,上下齊心一起參與公益服務,真令人鼓舞,獲益良多!如透過慈善跑、盲俠夜行、清潔海灘等活動,既可跟同事們一起參與,彼此鼓勵,也可鍛鍊身體,真是開心難忘!還有藉著義工活動,如老人中心探訪、探訪基層家庭及拾荒朋友,我可接觸社會不同層面、擴闊視野,又可體驗生活,讓我更深體會「施比受更為有福」的道理,感恩!



花利亞同學

Student from Hong Kong Red Cross Margaret Trench School 香港紅十字會瑪嘉烈戴麟趾 學校

Participant of the social responsibility workshop and Event Planning Experience Programme

參與理想家園「社會責任工 作坊」及「活動統籌體驗計 劃」的學生

Sharing from participant of My Dream Home Campaign 參與「理想家園」學生分享

I am delighted to participate in the "My Dream Home" workshop and Event Planning Experience Programme. In addition to supporting the backstage arrangements, I acted as the guest MC during the Contest Award Presentation Ceremony. Although I was a bit nervous when facing the audience, I still treated it as a valued experience.

我很高興可以參與「理想家園」工作坊及體驗計劃,學了很多東西。我除了在「理想家園」頒獎禮當日協助後台工作之外,亦擔任了客席司儀:雖然起初面對眾多觀眾時有點緊張,但卻是一次難忘的寶貴經驗。



Mr Alex Fong 方家城同學

Summer Intern 暑期實習生

Sharing from summer intern 暑期實習學生分享

This internship programme is a valuable chance for me to learn new things as well as bring my potential into full play. From the experience, I have learnt to overcome difficulties and accept challenges. My horizon has also been broadened. This internship enriched my working experience, and also let me become more proactive.

這次寶貴的實習機會讓我學習了新的事物和發揮潛能,從中學會了如何克 服困難和接受挑戰。這次實習拓寬了我的視野,以及讓我累積工作經驗, 也令我學會如何變得更加主動和積極。



Mr Bob Lin 林曉波先生

Senior Account Manager HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 高級客戶經理 標準認證服務 (上海) 有限 公司廣州分公司

Sharing from Guangzhou team member 廣州團隊成員分享

Starting from 2015, we have actively communicated with the managements from 68 buildings in the Tianhe Central Business District (Tianhe CBD). Our aim was to further promote the application of sustainable building management concept within the District, bringing positive impacts to enterprises, society and environment. With the mission to foster sustainability in the business community, we have conquered a lot of difficulties. Until now, 68 buildings have completed assessments. We will continue to cooperate with local authorities to manage this meaningful job.

從2015年開始,我們與天河 CBD 區域內 68 棟寫字樓管理者進行一次次的分享交流,擴大樓宇可持續發展管理理念對區域寫字樓的影響及在日常管理中的應用。可持續發展管理對企業及社會環境發展具有深遠影響,也是我局致力推動的服務理念之一。憑藉這一信念,我們克服了諸多困難,至今完成了對 68 棟寫字樓的評定工作,接下來也將繼續與當地政府合作,持續推動該項具有重要意義的工作。



Dr Raymond Yau 邱萬鴻博士

General Manager Technical Services and Sustainable Development of Swire Properties Limited 技術統籌及可持續發展總經理 太古地產有限公司

First certified client of Green Finance Certification Scheme 「綠色金融認證計劃」首間 獲認證客戶

Sharing from our client 客戶分享

The Green Finance Certification Scheme benefits both investors and the industry. As a third-party conformity organisation, HKQAA's certification can increase the transparency of green finance products, enhance investor confidence in the products and help them make wise investment decisions. The industry can also utilise this opportunity to facilitate green development. Take Swire Properties as an example. It issued its first green bond with an amount of US\$500 million in early 2018 and obtained HKQAA Green Finance Certification. The proceeds raised from green finance will be used in the company's green projects, to demonstrate the effectiveness of the sustainable development concept.

「綠色金融認證計劃」對投資者及業界均帶來好處。香港品質保證局作為第三方認證機構,其認證能夠提高綠色金融產品的透明度,讓投資者對產品抱更大的信心,幫助他們選擇合適的產品;業界也可以此推動綠色發展藍圖,以太古地產為例,2018年初首度發行總額五億美元的綠色債券,是全港首個獲香港品質保證局頒發綠色金融認證的項目,綠色金融籌集得來的資金將用於公司的綠色項目上,從而可印證可持續發展理念的成效。

Future Development 未來展望

HKQAA leads by example, keeping up with the latest regional and international trends, creating visionary offerings and strengthening our position as the preeminent conformity assessment body in Hong Kong and the Greater China region.

We will continue to participate in the development of ISO Standards, helping to create a desirable business environment in cooperation with experts around the world.

We will uphold our shared values while also promoting the growth of our staff members, industry and society. We will strive to assist enterprises to tackle challenges and enhance core competencies as they embrace new opportunities for business development. At the same time, HKQAA will forge strategic partnerships to cope with regional policies.

As we reach this milestone, we pledge to continue to integrate social responsibility and sustainable development into our core business and services. We will adopt a creative approach to generating value for society and promoting sustainability in the region. We will promote environmental protection and care for the community, and work towards a sustainable future for everyone.

展望將來,香港品質保證局將致力繼續成為業界模範,配合國際及大灣區的發展趨勢,開發更多具前瞻性的服務,成為本地以至大中華地區備受認同的全方位合格評定機構,並會繼續參與國際標準發展的工作,與各地專家攜手締造更理想的營商環境。

我們會緊守共同價值觀,與員工、業界及社會一同成長;我們會致力成為摯誠的業界夥伴,協助企業解決問題,提高核心技術,拓展業務以迎接新機遇;我們會同時配合地區政策,締結策略性夥伴,發掘更多合作機會。

邁向新里程,我們將堅持不懈地推動社會責任,將可持續理念融入核心業務及服務之中,運用專業團隊的創新思維,為社會創造更多價值,將可持續發展理念傳揚至區內每一個角落,與各界一起貢獻力量,保護環境,關懷社會,締造可持續發展的未來!



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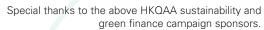






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*Organisations are listed in no particular order 機構排名不分先後







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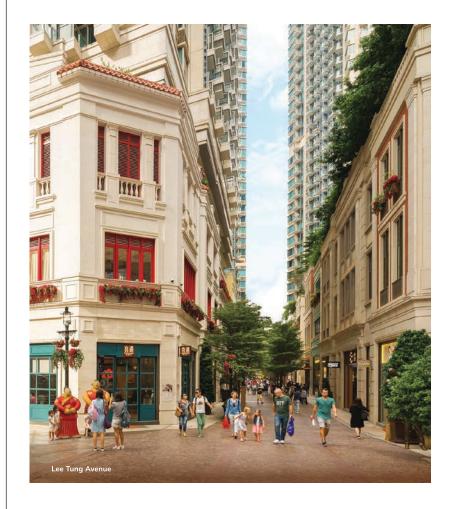
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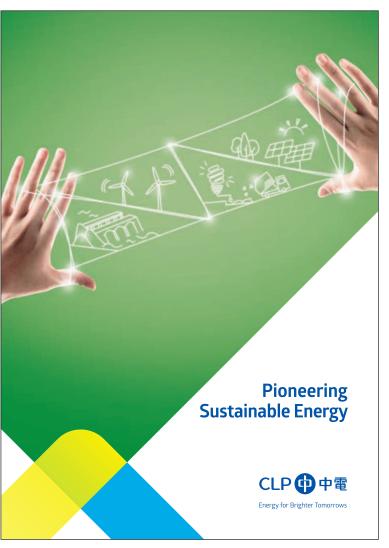
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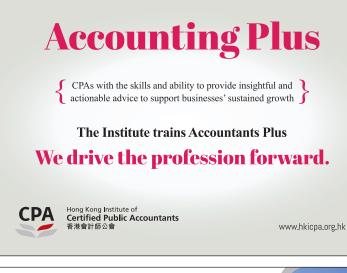


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