



Chairman of HKQAA
香港品質保證局主席

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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 subsidiaries 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」，成為發展的重要里程碑。

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

Mr 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，銳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
黃家和先生
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，本局亦銳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 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, team-building 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——「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。