



HKQAA CSR Index Series



- Organisational Governance
- Human Rights
- Labour Practices
- The Environment
- Fair Operating Practices
- Consumer Issues
- Community Involvement and Development

Supporting Organisations



教育局
Education Bureau



TRADE AND INDUSTRY DEPARTMENT
THE GOVERNMENT OF THE HONG KONG SPECIAL ADMINISTRATIVE REGION
香港特別行政區政府工業貿易署



Lasting success must be built on credible business practices

HKQAA launched in 2008 the HKQAA CSR Index (formerly HKQAA-HSBC CSR Index) to provide quantitative metrics for measuring the maturity level of an organisation's social responsibility practices. **HKQAA CSR Advocate Index**, an annual voluntary benchmarking scheme, was derived in the first place. It aims to promote the application of the **ISO 26000**

Guidance on social responsibility and help the participating organisations determine their CSR system maturity. As the Index entered its sixth year in 2014, the **HKQAA CSR Index Plus** scheme was launched to provide a more comprehensive approach to the management of social responsibility issues.

Benefits:

- Your participation demonstrates your commitment to be a socially responsible and sustainable organisation.
- These schemes enable you to learn more about the internationally recognised practices to operate sustainably and responsibly.
- You may easily understand the organisation's CSR performance and identify areas which need improvement through on-site assessment, instant communication, as well as individual feedback report issued.
- The HKQAA CSR Advocate Mark and HKQAA CSR Plus Mark showcase and formally recognise its achievements in CSR and sustainability.
- The annual summary report enables you to track and benchmark your CSR and sustainability performance over time.



“I was very impressed by the initiative for the CSR Index. I believe the application of this methodology will help promote the principles and guidelines of the ISO 26000 standard, without violating the intent of the standard that it should not be used for certification purposes.”

Dr Jorge E. R. Cajazeira
Chair - ISO Working Group on Social Responsibility





About ISO 26000

Officially released on 1 November 2010, the *ISO 26000 Guidance on Social Responsibility* is an international standard developed by the ISO Technical Management Board Working Group on Social Responsibility. Experts from more than 90 countries and 40 international or

broadly-based regional organisations have contributed to developing this standard. It provides complete guidance for all types of organisations on the understanding and implementation of important issues related to social responsibility.

About the HKQAA CSR Index Series

The HKQAA CSR Advocate Index and the HKQAA CSR Index Plus are designed to cater for companies with different aims with regard to social responsibility

	 	
Launch year	2008	2014
Nature of participation	Voluntary	
Suitable for	Organisations that: <ul style="list-style-type: none"> wish to demonstrate commitment to integrating and systematically managing social responsibility in the organisation 	Organisations that: <ul style="list-style-type: none"> strive to integrate and systematically manage their social responsibility more comprehensively wish to be evaluated on their sustainability performance as a whole wish to benchmark against more than 600 listed companies, as the index is based on the same proprietary sustainability performance assessment methodology as Hang Seng Corporate Sustainability Index Series rating and research
Reference Standards	ISO 26000	ISO 26000 and GRI G4
Coverage	Key social responsibility issues	Comprehensive approach to management of social responsibility issues
Scoring approach	PDCA (plan-do-check-act) management system maturity	<ul style="list-style-type: none"> PDCA (plan-do-check-act) management system maturity Accountability Country risk and industry risk Media exposure
Scoring evidence	On-site verification of documented evidence	
Subjects for assessment	7 core CSR subjects with 40 elementary questions	7 core CSR subjects with 30 basic, 4 desired (industry-specific) and 6 voluntary questions

Verification process

Step 1: Self-evaluation

The participating organisation should conduct a self-evaluation based on the scoring criteria for the CSR Practices and then submit a self-assessment survey form to HKQAA for conducting a desktop review.

Step 2: On-site Verification

HKQAA will then conduct on-site verification to validate the objective evidence, agree the scores for individual CSR practices with the participating organisation and talk with the organisation's representative to identify further improvement areas.

Step 3: Individual Performance Report

An Individual Performance Report will be prepared to confirm the scores and offer comments on the strengths and weaknesses of the organisation's system so as to promote better CSR and sustainability performance.

Step 4: Use of HKQAA CSR Advocate Mark/ HKQAA CSR Plus Mark

The participating organisations which demonstrate the norm practices of CSR activities and achieved the passing marks of the schemes will be entitled to use the CSR Advocate Mark/ CSR Plus Mark

Step 5: Summary Report

Based on the analysis on the scores of individual organisations, HKQAA will prepare a summary report so that organisations can benchmark themselves against other participating organisations, make reference to the benchmark performance data of over 600 listed companies and identify the best practices.

HKQAA CSR Index Series Enrolment Form

Enrolment Open All Year Round

Name of Organisation _____

Organisation's Representative

Surname _____ Given Name _____

Position _____ Email _____

Phone _____ Fax _____

Mailing Address _____

Contact Person (if different from above)

Surname _____ Given Name _____

Position _____ Email _____

Phone _____

☐ Small and Medium Enterprise (SME) No. of Staff _____

**According to the HKSAR Government's definition, SMEs are any manufacturing businesses which employ fewer than 100 persons in Hong Kong or any non-manufacturing businesses which employ fewer than 50 persons in Hong Kong.*

☐ We, the aforesaid organisation, would like to participate in the: ☐ HKQAA CSR Advocate Index ☐ HKQAA CSR Index Plus.

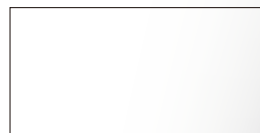
☐ We have read the scheme information and accept the terms and conditions of participation. Enclosed is a crossed cheque no. _____ for HK\$ _____ made payable to **Hong Kong Quality Assurance Agency**.

☐ We wish to be listed in HKQAA publications as a participating organisation.

☐ I agree that the above information may be used by HKQAA for processing the application of the services, and for any other purposes as stated in the Privacy Policy Statement. I have read and understand the Privacy Policy Statement of HKQAA from its website (www.hkqaa.org/cmsimg/privacy/statement.pdf), and confirm that I have the consent of each individual's name in this form to release their personal data for the purposes stated herein.

☐ Please tick if you do not wish to receive any further information from HKQAA.

Authorised Signature _____ Date _____



Company Chop

Please complete and return enrolment form together with a crossed cheque to HKQAA at the following address:

19/F, K.Wah Centre, 191 Java Road, North Point.

Enrolment & Enquiry

For latest details of the HKQAA CSR Index Series and participation fee, please refer to the HKQAA fee schedule or contact us at: (852) 2202 9111.

Remarks

- No refund is allowed after confirmation of enrolment.
- Upon acceptance of your enrolment, we will issue invoice for, or receipt of your payment and proceed with the service arrangement accordingly.