



VISION 管略

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Anti-Epidemic Hygiene Measures Certification Scheme

衛生抗疫措施認證

HKQAA Online Symposium – Sustainable Finance • Hong Kong 2020
香港品質保證局專題研討會「可持續發展金融•香港2020」

HKQAA Green Loan e-Assessment Platform
綠色貸款「評定易」



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

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Beyond the New Normal – Facilitating Sustained Development of Enterprises

The COVID-19 pandemic has had far-reaching consequences, and organisations from different sectors are moving forward to a new normal. Consumers, employees, travellers, and other stakeholders are more concerned about public health and safety than ever before. HKQAA has responded to the situation by launching the "Anti-Epidemic Hygiene Measures Certification Scheme" to help organisations and communities cope with the many challenges posed by the current health crisis. The Scheme was launched in October and aims to encourage various sectors to enhance epidemic prevention, promote the use of standardised hygiene measures and improve overall performance.

To support industries fight against pandemic, strengthen the public and visitor confidence in out-of-home consumption and travel, HKQAA is partnering with the Hong Kong Tourism Board in the first phase of the Scheme to encourage participation by tourism-related businesses. To help relieve their financial burden, HKTB will fully sponsor the application fee for applicable businesses that join the Scheme.

The pandemic crisis has accelerated the digitalisation of business operations. In response to the needs of industry, this November the Agency rolled out the "HKQAA Green Loan e-Assessment Platform" to promote green finance in Hong Kong. Through this one-stop self-service platform, more enterprises in different industries and of different sizes are encouraged to use green loan assessment, thereby helping them develop, participate in green business, and invest in environmental protection projects.

Looking ahead, HKQAA will continue to assist businesses to improve their performance, and tackle challenges through professional services and by working hand in hand with different sectors to create a sustainable business environment.

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Support Businesses and Communities in the Fight Against COVID-19

Since the beginning of the spread of COVID-19, HKQAA has paid close attention to the situation, and made good use of its expertise to develop more services to help fight against the pandemic.

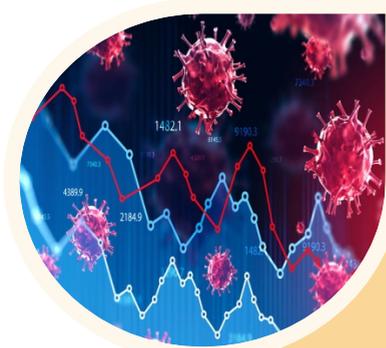
The **Medical Face Masks Product Certification Scheme** was launched in March 2020, and was the first of its kind tailored to the local market. It helps improve the overall performance of the industry, enhancing public confidence through continuous quality management. The Scheme was developed with reference to international standards and local regulatory requirements.



Organisations need to pay more attention to daily cleaning duties and raise risk awareness among their frontline employees. They also need to provide training and strengthen employee awareness of mental and physical health, thereby enhancing the well-being of the employees themselves and society as a whole, and boosting customer confidence. To meet this need, HKQAA has developed the **“Community Health Ambassador” Personnel Registration**. The first phase of the Scheme has ended and was well-received by the industries. Up to now, **more than 4,000 employees from over 100 companies** joined the Scheme. Please scan the QR code or click [here](#) for the participating organisations list.



Scan to view “Community Health Ambassador” Personnel Registration participating organisations list



HKQAA launched the **COVID-19 Resilience Finance Certification Scheme** in July 2020 to encourage more issuers to direct capital to projects related to COVID-19 prevention, control and recovery, and building resilience against COVID-19. The certification helps enhance the credibility of and stakeholder confidence in the management framework of the debt instrument, and reach out to potential investors with specific focus on COVID-19 resilience. The Agency is pleased to issue the first certificate to Industrial Bank Company Limited Hong Kong Branch in October 2020.

In early October, HKQAA rolled out the **Anti-Epidemic Hygiene Measures Certification Scheme** to encourage adoption of hygiene measures to combat the virus.

HKQAA hopes that these initiatives will raise awareness of pandemic prevention, and help organisations cope with the many challenges posed by the current crisis.

Anti-Epidemic Hygiene Measures Certification Scheme

Showcase industries' hygiene commitment, Enhance public confidence

The Hong Kong Quality Assurance Agency (HKQAA) is committed to providing timely and appropriate services that address pressing social needs. In the midst of the 2020 global epidemic, the HKQAA launched the "Anti-Epidemic Hygiene Measures Certification Scheme" to encourage various sectors to adopt appropriate hygiene measures to combat the COVID-19 pandemic. The HKQAA partnered with the Hong Kong Tourism Board (HKTB) in the first phase to encourage tourism-related businesses to participate in the Scheme. The aim is to strengthen public and visitor confidence in out-of-home consumption and travel.



Hong Kong Tourism Board covers the application fee for industry partners joining the Scheme

The Scheme is an enhanced version of the "Hygiene Measures for CoV Prevention Certification Scheme", developed by HKQAA in March 2020. It will cover different sectors and accept applications in stages. Six tourism-related sectors including shopping malls, hotels, attractions, inbound tour operators, and restaurants and retail outlets under the Quality Tourism Services (QTS) Scheme can join the Scheme first. The scheme will extend to cover cross-boundary coach companies, tour coach companies, MICE (Meeting, Incentive, Convention and Exhibition) venues, and other retail and dining merchants, etc. To further support the industry through difficult times, the HKTB will fully sponsor the application fee for applicable businesses that join the Scheme.

Ir C S Ho, Chairman of the HKQAA, said, "We aim to combat COVID-19 and promote good hygiene practices in tourism-related industries through professional and impartial third-party certification. We will showcase the efforts and commitment of the industry, and restore public confidence in out-of-home consumption and travel. It is our honour to partner with the Hong Kong Tourism Board to drive enhanced performance and establish a new culture of good hygiene practices under the new normal."



Dr Y K Pang, Chairman of the HKTB said, "The COVID-19 pandemic has brought a new normal to the tourism landscape, and public health and safety have become a priority for visitors. Many international travel and tourism organisations have already put in place hygiene and anti-epidemic guidelines, and standardising hygiene measures for each sector can spread to visitors the message that different sectors across Hong Kong value their commitment to hygiene and safety. I am excited that more than 1,800 businesses and outlets expressed interest in the protocol when the HKTB consulted our trade partners. The HKTB will strengthen its promotion of anti-epidemic measures taken by the tourism industry and related sectors to establish a healthy and safe tourism image for Hong Kong and to bolster visitors' confidence in travelling to Hong Kong."

Mr. Simon Wong, Chairman of the Quality Tourism Services Association (QTSA), said, "While restaurants and retailers under the QTS Scheme have already actively improved their hygiene and anti-epidemic measures, having a standardised protocol will certainly boost the confidence of the public and visitors in enjoying the services provided by the participants. I hope chain stores and individual outlets will adopt the protocol and foster a healthy and safe consumption environment in the whole city."

Professor Yuen Kwok-yung, Chair of Infectious Diseases, in the Department of Microbiology at The University of Hong Kong welcomed the protocol, saying that the guidelines would encourage more eateries to achieve a minimum of 6 air changes per hour. He said that while the pandemic situation remains volatile, these measures would help reduce the risk of spreading the disease.

Drive continuous improvement

HKQAA has developed the Scheme with standardised assessment criteria which reference the Hong Kong Centre for Health Protection's guidelines. Certified organisations are required to implement ten hygiene and anti-epidemic measures, such as disinfecting commonly touched surfaces like hotel elevator buttons at least every two hours during day time, and cleaning carpets, curtains and furnishings regularly. In shopping malls, public areas need to be cleaned at least twice a day, air-conditioners and ventilation system must be cleaned regularly to maintain good ventilation.



Organisations are entitled to display the certification mark sticker at their certified sites, which will help tourists and consumers to make a wise choice. Members of the public can simply scan the QR code displayed at the site or visit the Scheme's website to view the related certification information and the ten hygiene measures that have been implemented by the certified organisation.

In addition, certified organisations will obtain an industry benchmarking report from HKQAA. This will enable them to learn from the good practices adopted by others, and so continuously improve their hygiene performance to combat the virus.

Easy Application

The certification of the Scheme is site-based. Self-declaration and on-site assessment are adopted for assessment and evaluation. Applicant is required to upload their Business Registration copy and other licence (if necessary) when submitting their application, and complete the relevant self-declaration checklist based on its industry sector. Qualified applicants will be certified approximately 15 days after on-site audit completed by HKQAA. The certification is valid for one year starting from its effective date.

Easy Steps to APPLY



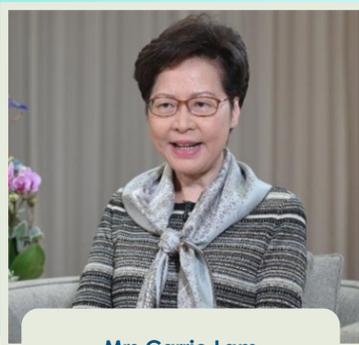
Details are available at the

<https://hkhygiene.hkqaa.org>

HKQAA Online Symposium Sustainable Finance • Hong Kong 2020

Held Successfully

The HKQAA Online Symposium was held successfully on 23 October 2020. **The Honourable Mrs Carrie Lam Cheng Yuet-ngor**, Chief Executive of the Hong Kong Special Administrative Region, was the officiating guest and addressed the audience via video. Opening remarks were delivered by **The Hon Mrs Laura Cha Shin May-Lung, GBM, GBS, JP**, Chairman, Hong Kong Exchanges and Clearing Limited, **Mr Christopher Hui Ching-yu, JP**, Secretary for Financial Services and the Treasury, and **Mr Wong Kam-sing, GBS, JP**, Secretary for the Environment, Government of the HKSAR.



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**Scan to review
Symposium video clips**
(<http://www.hkqaa.org/symposium2020/>)

Keeping up with the Trend of Sustainable Finance

"HKQAA has been one of our most supportive partners in promoting green finance from day one. Apart from taking the initiative to introduce the Green Finance Certification Scheme, the Agency also recently launched the COVID-19 Resilience Finance Certification Scheme to encourage issuers to invest in projects related to COVID-19 prevention, control and recovery. I am also pleased to note that the Agency rolled out the Anti-Epidemic Hygiene Measures Certification Scheme in early October, encouraging high hygiene standards to combat the pandemic. As a start, the Agency is partnering with the Hong Kong Tourism Board to encourage tourism-related businesses to take part. Hopefully it will contribute to the recovery of the tourism industry under the 'new normal'." said **Mrs Carrie Lam**.

According to **Ir C. S. Ho, Chairman of HKQAA**, the aim of this year's symposium was "to stimulate organisations to think ahead, bring together ideas and navigate new directions, so as to achieve long-term success and contribute to a sustainable economy."



"Relying on the government or public sector alone is inadequate for us to grow the green and sustainable finance ecosystem, and we need to cooperate and develop that together with the private sector. Certification and Standards are very important as they make sure we have a consistent green standard to follow. And here, the HKQAA is playing a significant role in terms of producing a Hong Kong standard for green bonds, green loans, green funds, and also ESG funds. The Agency has done a commendable job, laying a good foundation for the further development of our ecosystem." said **Mr Christopher Hui**.

"To bring forward green finance products, like green bond projects, we need expertise in developing green certification services. I was glad to see the development of the Green Finance Certification Scheme by the HKQAA. In 2017, upon invitation, the Environmental Protection Department sent a representative to join the HKQAA's technical committee, and work together to develop such a scheme in Hong Kong and also serve the region. Hong Kong is going to renew the climate action plan with a deeper decarbonisation target up to 2050. We, including the financial sector, have to work closer together for our common future." said **Mr Wong Kam-sing**.

The Symposium attracted more than 400 participants from government, international banks, corporations, academic institutions and industry associations. A number of important topics in sustainable finance were discussed, including green collaboration in capital markets, sustainable financing, regional and local transformation, opportunities under the Belt and Road, COVID-19's impact, and international standard development. There was also sharing of good practice by the banking and fast-moving consumer goods (FMCG) sectors.

The guest speakers were (Left to right): Dr Ma Jun, Chairman and President, the Hong Kong Green Finance Association; Mr Denis Yip, The Commissioner for Belt and Road, Commerce and Economic Development Bureau, Government of the HKSAR; Professor Christine Loh, Chief Development Strategist, Division of Environment and Sustainability, The Hong Kong University of Science and Technology; and Dr Nigel Croft, Convener of the ISO/IEC Global Task Force for Management System Standards.



From left to right: Ms Grace Hui, Managing Director, Head of Green and Sustainable Finance, Hong Kong Exchanges and Clearing Limited; Ms Rosamund Barker, Head of Legal, Asia Pacific Loan Market Association; Ms Lu Ying, General Manager of Global Corporate Banking Department, Bank of China (Hong Kong) Limited; and Ms Karen Li, Chief Executive Officer, Vinda International Holdings Limited.



Mr Simon Wong Ka Wo, BBS, JP, Deputy Chairman of HKQAA, said in his opening address: “The pandemic crisis highlights the fact that sustainability and ESG factors have significant implications for the business and investment community, as well as for society as a whole. I believe our guest speakers will inspire the audience to formulate innovative sustainability strategies to address today’s challenges and opportunities, under the new normal.”

HKQAA Green Loan e-Assessment Platform

At the Symposium, HKQAA announced the launch of the HKQAA Green Loan e-Assessment Platform, which represents another milestone for the Agency.

The Platform was established to encourage more enterprises to develop and participate in green business, invest in environmental protection projects, and promote the development of green finance in Hong Kong. HKQAA welcomes banking institutions become the banking partners for this platform.

One-stop self-service platform, complete green assessment at ease

The Platform provides a quick and easy way for companies to conduct green assessments of their loan projects via the internet. Companies that successfully pass the two-stage assessment will receive an assessment report indicating that the projects they loan to are green in nature.

The Platform allows companies to participate in the global green supply chain, expand their brand influence, demonstrate their determination to engage in green investment, and promote a green image.

Bank of China (Hong Kong) is the first banking partner of this platform for the SMEs. The bank will promote green finance and environmental protection jointly with HKQAA, which will share Platform information. The organisations are joining hands to facilitate to encourage enterprises to achieve a green transformation and foster a sustainable future.

Enquiry

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Hong Kong Sustainable Finance Awards 2020

HKQAA has announced the results of the Hong Kong Sustainable Finance Awards 2020. The Awards recognise the issuers, banks and financial service providers which have made contributions to the issuance of green or sustainable financial instruments. They aim to encourage more sustainability-linked issuance, thereby supporting Hong Kong's development as a sustainable finance hub. The Awards presentation ceremony was held on 27-29 October.

Dr Michael Lam, Chief Executive Officer of HKQAA, said, "HKQAA will continue to work hand in hand with different sectors to promote ESG management and sustainable finance in the region. By doing so, we can build a more resilient and sustainable world alongside gaining competitive financial returns."



Bank of China (Hong Kong) Limited



Bocom Leasing Management Hong Kong Company Limited



BNP Paribas Hong Kong



Lai Sun Development Company Limited



China Construction Bank (Asia) Corporation Limited



China Oriental Group Company Limited



Industrial and Commercial Bank of China Limited, Hong Kong Branch



Leo Paper Group Finance Limited



Rabobank, Hong Kong Branch



The Bank of East Asia, Limited



Vinda International Holdings Limited



Hong Kong Sustainable Finance Awards 2020

Awardees List

Company	Award
Bank of China (Hong Kong) Limited	Outstanding Award for Green Bond Lead Manager - Greatest Number of Green Bonds (Financial Investment Industry)
Bank of China (Hong Kong) Limited	Outstanding Award for Green Loan Structuring Advisor - Greatest Number of Green Loans (Verification)
BNP Paribas Hong Kong	Outstanding Award for Green Loan Structuring Advisor - Largest Single Green Loan (Hotel Development Industry)
Bocom Leasing Management Hong Kong Company Limited	Outstanding Award for Green Loan Issuer - Largest Single Green Loan (Financial Leasing Industry)
Lai Sun Development Company Limited	Outstanding Award for Green Loan Issuer - Largest Single Green Loan (Hotel Development Industry)
China Construction Bank (Asia) Corporation Limited	Outstanding Award for Green Loan Structuring Advisor - Greatest Number of Green Loans (Certification)
China Oriental Group Company Limited	Outstanding Award for Green Loan Issuer - Greatest Number of Green Loans (Iron & Steel Industry)
China Oriental Group Company Limited	Outstanding Award for Green Loan Issuer - Comprehensive Green Framework - Overall Green Loans(Iron & Steel Industry)
GSP Renewable Energy Pte. Ltd.	Outstanding Award for Green Bond Issuer - Comprehensive Green Framework - Single Green Bond (Renewable Energy Industry)
Industrial and Commercial Bank of China Limited, Hong Kong Branch	Outstanding Award for Green Bond Issuer - Largest Single Green Bond (Banking Industry)
Jiangxi Provincial Water Conservancy Investment Group Limited	Outstanding Award for Green Bond Issuer - Largest Single Green Bond (Water Conservancy Industry)
Jiangxi Provincial Water Conservancy Investment Group Limited	Outstanding Award for Green Bond Issuer - Comprehensive Green Framework - Single Green Bond (Water Conservancy Industry)
Leo Paper Group Finance Limited	Outstanding Award for Green Loan Issuer - Comprehensive Green Framework - Single Green Loan (Printing & Communication Industry)
Rabobank, Hong Kong Branch	Outstanding Award for Green Loan Structuring Advisor - Largest Single Green Loan (Iron & Steel Industry)
The Bank of East Asia, Limited	Outstanding Award for Green Loan Arranger - Comprehensive Green Framework - Single Green Loan (Printing & Communication Industry)
Vinda International Holdings Limited	Outstanding Award for Green Loan Issuer - Largest Single Green Loan (Fast Moving Consumer Goods Industry)





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連繫

綠色金融 新時代

Connecting to the new era of

Green Finance

ESG



ISO Standards on Sustainable Finance

Dr Nigel H Croft

Associate Technical Director, HKQAA
Convener of ISO/IEC Global Task Force for
Management System Standards



In recent years, concerns about the ongoing feasibility and sustainability of our planet have come to the forefront of most discussions at the organizational, national and international levels. These concerns were one of the key factors that led to the development of the UN's 2030 Sustainable Development Goals (SDGs), signed by all world leaders in 2015.

Within the financial sector, investors traditionally evaluated their performance based on financial measures alone. But investing with an eye to environmental or social issues, not just financial returns, has become mainstream in the past decade. These "Sustainable finance initiatives" generally refers to the process of taking account of environmental, social and governance (ESG) considerations when making investment decisions in the financial sector, leading to increased longer-term investments into sustainable economic activities and projects.

More specifically, environmental considerations may refer to climate change mitigation and adaptation, as well as the environment more broadly, such as the preservation of biodiversity, pollution prevention and circular economy. Social considerations may refer to issues of inequality, inclusiveness, labour relations, investment in human capital and communities, as well as human rights issues. According to the Global Sustainable Investment Alliance (GSIA), 26% of all assets under management in 2016 (\$23trn!), were in "socially responsible investments"

There are still controversies, however, about where to draw the line between sustainable and "normal" investments, and how to categorize the multitude of sustainable investments that are available. The GSIA, for instance, counts seven distinct strategies. The simplest of these, and the one accounting for the greatest share of assets under management is "negative screening", which simply excludes assets that are considered to be "unsavoury". An example would be a stock portfolio that otherwise tracks a broad index, but excludes the shares of tobacco companies or gunmakers. "ESG integration", the second-largest category, involves taking ESG factors into account in the investment process (though the way investment firms do this in practice varies widely).

Of the remaining strategies, perhaps the most interesting is "impact investment", which has received a lot of attention recently. Although it is the smallest by total value of assets, it is also by far the most ambitious. Impact investors only invest in projects or firms where the precise impact can be quantified and measured: for instance, the reduction in tonnes of carbon dioxide emitted by a factory, or the number of girls educated in a village school as a result of a particular project. These variants are quite different but most are set up on the premise that financial return need not be sacrificed in pursuit of non-financial goals.

ISO's Initiatives in Sustainable Finance

The International Organization for Standardization (ISO) provides a basis for organizations around the world to speak a common language, and to be able to communicate ideas, requirements and best practices on a global basis. In the context of Sustainable Finance, this means discussing and agreeing upon terms, definitions and criteria (including evaluation criteria), that can be used by investors to navigate through the (often confusing) jargon and claims that are all too frequently used in marketing of financial services. These may include the intentional or unintentional misrepresentation of sustainability-related credentials (so-called 'greenwashing').



ISO Standards on Green Debt Instruments

One of the first major initiatives in the field of sustainable finance by ISO has been the development of the ISO 14030 series of standards by its Technical Committee TC207 on Environmental Management. For responsible investors and other stakeholders, bonds designated as "green" are used to allocate funds exclusively towards projects, assets or activities that can result in environmental benefits such as aligning with global climate goals and conserving natural resources while mitigating potential negative social side effects.

There is, however, confusion about what actually constitutes a "green" bond or loan, and issuers have been able to choose from a variety of different frameworks for substantiating their green bond claims. This confusion is intended to be clarified by the ISO 14030 series, due for publication in 2021. Details about the content of each of the standards in the series, and the interactions between them, have already been described in VISION issue 71.

Essentially, the standards are as follows:

- **ISO 14030-1 Green debt instruments - Process for green bonds** provides the key principles, requirements and guidance for designating bonds as "green", for selecting projects, assets or activities, for managing proceeds, and for defining, measuring and reporting on their environmental impacts. It specifies the process steps for designating a bond as green, including the identification of appropriate performance indicators.
- **ISO 14030-2 Green debt instruments - Process for green loans** follows the same principles as ISO 14030-1, but its structure is slightly different, with distinctions being made for the various responsibilities of wholesale and retail borrowers and lenders. The administration of such retail loans can be complex, sometimes involving hundreds of small and medium-size enterprises (SMEs) or thousands of individuals borrowers.



• **ISO 14030-3 Green debt instruments – Taxonomy** deals with the classification (“taxonomy”) of eligible investment projects, including categories that:

- are green “by default”; (e.g. wind, marine, tidal and solar energy power plants)
- are green by meeting category qualification (e.g. Renewable energy power plants)
- pass a process test with screening criteria such as:
 - ✓ Climate change mitigation
 - ✓ Climate adaptation
 - ✓ Biodiversity
 - ✓ Water resource management
 - ✓ Waste minimization
 - ✓ Pollution prevention and control

• **ISO 14030-4 (Verification)** provides requirements for verification scheme owners and conformity assessment bodies such as HKQAA. The standard requires verification to be carried out prior to the issue of the green debt instrument and at least one post-issuance verification engagement.

ISO Standards on Sustainable Finance

The second, and more recent ISO initiative looks at the whole question of Sustainable Finance in a much broader context. ISO’s Technical Committee TC 322 was created in 2018, with the remit to establish a framework under which new standards can be developed to define and guide specific sustainable finance activities. It aims to reach its goals, partly by providing a harmonizing and collaborative platform for all relevant sustainable finance work and partly by developing new standards, often in cooperation with other ISO Technical Committees (such as ISO/TC 207 for Environmental Management).

The first standard being developed by TC 322 is the future ISO 32210 “Framework for sustainable finance: Principles and guidance” which will address topics such as:

- Governance and culture
- Strategy alignment and objectives
- Impact assessment
- Stakeholder engagement
- Monitoring and Measuring
- Reporting and Transparency
- Review and Continual Improvement

This is still in the very early stages of development, so significant changes may be introduced before its final publication. HKQAA is actively participating in the work of TC322, so we will be updating the information about ISO 32210 as the consensus-building process develops over the coming two years.



Conclusions

Sustainable finance has an extremely important role to play in the context of the UN’s 2030 Sustainable Development Goals (SDGs), and the ISO standards that are under development will contribute to achieving greater clarity and confidence in the various sustainable financing initiatives that are available. The ISO 14030 standards on Green Debt Instruments are expected to be published in 2021, whilst in the broader context, ISO 32210 will provide a framework for those involved in all aspects of sustainable finance.

Facilitate Development of Open API Ecosystem

Sharing from Hang Seng Bank

Mr Herman Cheng

Head of Digital Banking,
Hang Seng Bank



Can you share with us the Open API strategy of Hang Seng Bank?

In light of rapid development of Fintech, customers expect banking service is no longer limited to physical branches or online platform, but also be an integrated part of their daily life. Hang Seng Bank has already implemented Open Application Programming Interface (API) for the Banking Sector initiated by HKMA with the scope of product information including foreign exchange rate, mortgage rate, branch location, and ATM location, also with the scope of product application such as integrated account, credit card, and mortgage loan. This built-up enables third-party service providers (TSPs) to introduce new services by integrating these APIs. For instance, we recently collaborated with a mortgage referral company[^], allowing mortgage loan comparison and application at the partner's website and mobile app with our mortgage specialist follow up within one day. Meanwhile, we are actively looking for further collaboration with various industries to innovate customer experience and create new use cases that were once impossible to realize, into a new era of smart banking.

What are the challenges when implementing Open API?

To offer secure and practical API services, we first explore collaboration opportunities with TSP, revealing target customers' pain point and expectation through interview, survey and even workshop, before we get into the design phase of the API service. Given Open API implementation involves third party systems and potential customer data, we carefully enforce a high customer protection standard to customer such as network security, personal data protection, fraud message, complaint handling and so on. The bank is committed to devoting resources on on-going monitoring and Open API platform maintenance to suit for longer-term development and grow.

What is the collaboration between HKQAA and Hang Seng Bank?

HKQAA acts as an independent assessor for Hang Seng Bank to perform a standalone and comprehensive TSP assessment in several areas, including general risk management, technology risk management and cybersecurity, data protection, customer care and business practice, business continuity management and outsourcing, to ensure API application and TSP service level can comply with regulatory requirements. We also formulate on-going monitoring and regular review procedures in order to maintain and improve Open API service sustainability. On the other hand, TSP can better understand bank consideration and assessment criteria with HKQAA assistance, to better prepare themselves and able to complete the onboarding process in a timely manner.

Lastly, what is the API development of Hang Seng Bank in the future?

In response to increasing customer needs on advanced technology and digital service, Hang Seng Bank will continue to invest in digital banking, API development and enhance our technology infrastructure. We are getting prepared to embrace the next phase of Open Banking and welcome new collaboration opportunities from different sectors, hoping to invent more digital initiatives and provide customers a seamless banking experience.

[^]The collaborative partner is mReferral Corporation (HK) Limited. You may find out more details on <https://developer.hangseng.com/#/partnership>.

eKYC: the missing key to unlocking Hong Kong's fintech potential

Sharing from the Invest Hong Kong

Mr King Leung

Head of Fintech,
Invest Hong Kong



In a time of multiple and complex challenges, fintech is a true brightspot and opportunity for Hong Kong. Capital is flowing, there's a buzz from virtual banks and insurers, and we have four fintech unicorns in Hong Kong today.

But there remains a key enabler to be established to ensure this new digital era of finance becomes a reality. Digital on-boarding KYC procedures must be established within financial services in Hong Kong so that we can access emerging new services, create revenue and reduce operational costs.

In this digital era, customers will expect this. Secondly the banks are seeking new ways of approaching on-boarding as evolving AML and compliance regulation globally will inevitably increase KYC complexity and costs. Thirdly, transitioning KYC to a digital and ideally a utility model is quite simply a huge opportunity. Full digital ID enablement will potentially add 3-13% of a country's GDP by 2030, according to a 2019 [McKinsey report on digital ID innovation](#). In Hong Kong, a clear standard for eKYC could unlock untold value and benefit for individuals and businesses.

At its core, KYC is straightforward. The "know your customer" process for individuals or a business requires three levels of information to be verified. First verification of person or company. Second, any transaction needs authentication via signature or increasingly biometric or digital means. Finally, there are anti-money laundering and regulatory requirements that may not apply to all financial services.

For these to be 100% digitally enabled requires an agreed framework of rules and guidelines agreed by government departments, regulators and private business.

Hong Kong led initial eKYC discussions in 2018, with the Financial Services Development Council's wide-reaching eKYC report with regulatory and technology recommendations.

Ivan Nabalon, CEO and founder of Electronic Identification, a world-recognised authority on eKYC, has remarked numerous times that Hong Kong showed great early potential, but further developments since 2018 have slowed. He noted the EU is often cited as leading eKYC momentum and can offer clues to the way ahead.

Nabalon is very clear on next steps. Government departments, regulators and the private sector must come together to make eKYC a priority and learn from other markets and models to ensure that Hong Kong does not pass up on this great fintech opportunity.



HKQAA Sustainability Rating and Research: Annual Review 2020

Foreword – Continuing the Qualitative Analysis of Companies’ Sustainability Management

Over the past decade, HKQAA has pioneered the promotion of sustainability, corporate social responsibility (CSR) and environmental management, to further the sustainable development of Hong Kong’s economy, environment and society. The seventh annual HKQAA Sustainability Rating and Research exercise once again assessed the quality of companies’ sustainability management using a scoring methodology based on ISO 26000, GRI Standards and the HKEX ESG Reporting Guide. The key findings of the research are provided below.

The Research Project and Company Engagement

In 2020, HKQAA reviewed the sustainability performance of 1724 listed companies which were eligible for inclusion in the Hang Seng Corporate Sustainability Index Series (the Index Series). There were 482 Hong Kong listed (HK) companies (including dual-listed companies, classified as Hong Kong stocks) and 1242 China A-Share listed (CN) companies. HKQAA’s Assessment Team examined sustainability / ESG reports (including stand-alone and integrated reports) and made reference to company websites, as well as local and international media reports, to assess sustainability performance. We also reviewed the annual reports of all assessed companies to understand their regulatory compliance and financial data.

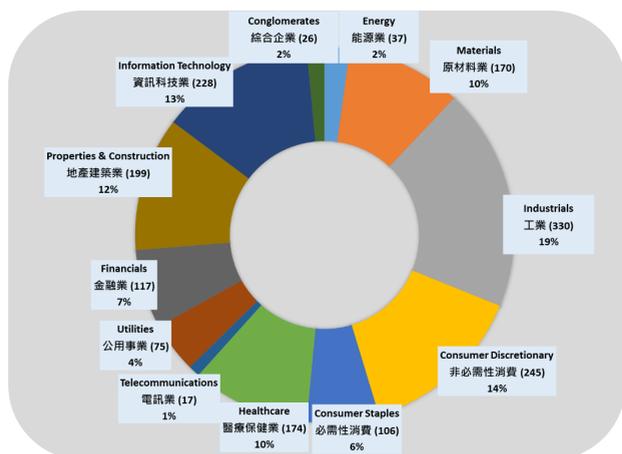


Chart 1 - Universe by Industry 2020

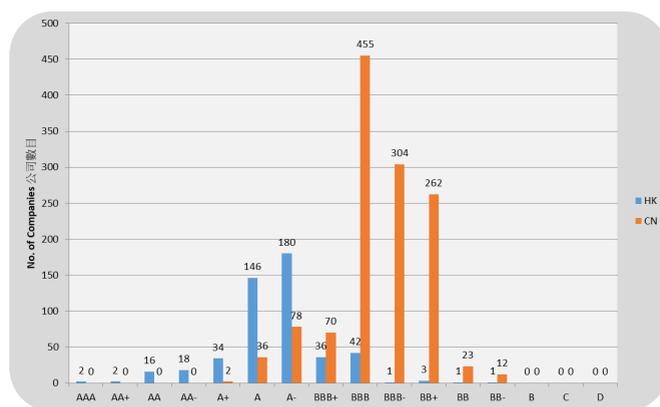


Chart 2 – Overall Performance by Market

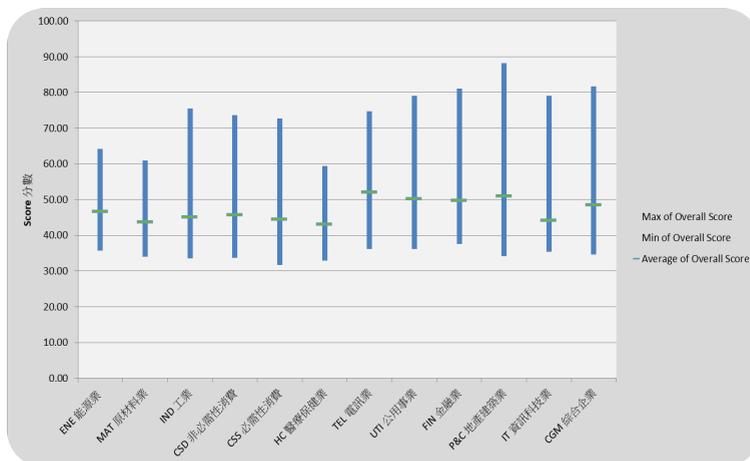
Overall Performance by Market

As in the past, the sustainability performance of HK companies was generally stronger than that of CN companies. The highest score among HK companies was AAA (2 companies) on a scale of AAA (highest) to D (lowest), while the highest score among CN companies was A+ (2 companies). 82.6% of HK companies and 9.3% of CN companies achieved a satisfactory rating of A- or above. In 2019, 82.4% of HK companies and 12.9% of CN companies achieved these ratings. The performance of HK companies remained steady while the CN companies declined. The overall result for CN companies was affected by an expansion of the assessment universe from 1,133 companies in 2019 to 1,242 companies in 2020. This year, the average overall score of the 1724 assessed listed companies decreased by 4.8%. This is mainly due to the update to the risk factors included in our assessment model, which may have had a greater impact on certain industries.

Industry-level Performance

As mentioned above, the implementation of updated risk factors led to decreased average scores, except for Telecommunications and Utilities, which performed better than last year. Healthcare lagged behind other industries. The average score in Telecommunications was the highest.

Chart 3 – Average Score by Industries 2020



Subject Performance

In the current assessment model, all companies are rated in the seven core subjects of Corporate Governance (CG), Human Rights (HR), Labour Practices (LP), the Environment (Env), Fair Operating Practices (FOP), Consumer Issues (CI), and Community Involvement and Development (CID). The performance in LP was generally stronger than in other subjects. The gap between Index Series constituents and non-constituents was especially large in Environment and Community Involvement and Development.

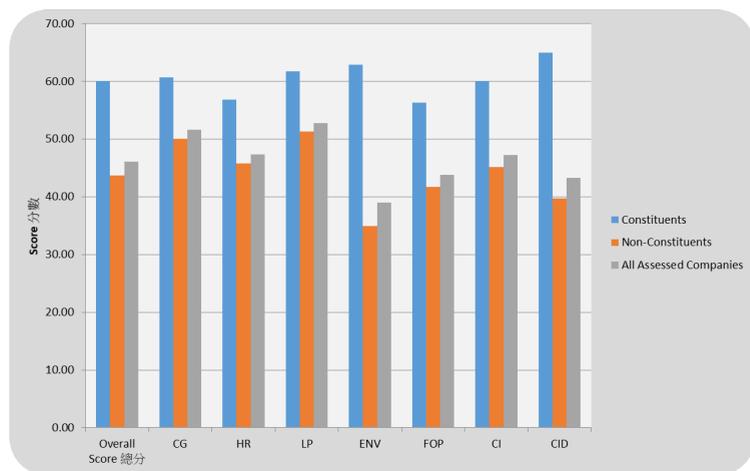


Chart 4 – Subject Performance of Assessed Companies

Conclusion – The Challenge and Opportunity of COVID-19 on Sustainability

There is no doubt that the COVID-19 pandemic is having a huge impact globally. The spread of the coronavirus has forced companies to tackle an expanding range of environmental, social and governance (ESG) challenges by implementing adaptation measures.

In some ways, the pandemic crisis has become one of the catalysts for companies to establish a longer-term sustainability agenda and robust ESG practices.

Ms Fiona Reynolds, CEO, Principles for Responsible Investment, stated that the pandemic has served as the first real proof-point for sustainability, underlining the fact that ESG investing doesn't come at a cost, but more than that can be future-proof investments and in some cases boost returns, all while helping to shape a better future. In the face of this crisis, the facts are now proving the resilience of sustainable investing.

While the coronavirus will eventually be dealt with using vaccines, climate change still poses a threat to our world. Changing weather patterns and extreme weather events could have similar impacts on the world as COVID-19 - the loss of lives and livelihoods, strain on healthcare systems and global supply chains, and economic damage.

Along with the investor's increasing preference for financial products that incorporate ESG factors, the identification and disclosure of these factors can be viewed as a way to improve transparency and address information asymmetries between investors and companies on sustainability issues.

Online Conference on Beyond Community Development, How Social Capital Impacts Your ESG Performance

Exploring the Importance of Social Capital to ESG

Hong Kong Quality Assurance Agency (HKQAA) held an Online Conference on "Beyond Community Development, How Social Capital Impacts Your ESG Performance Online Conference" on 3 September 2020. The conference, which was funded by the Community Investment and Inclusion Fund (CIIF), attracted more than 200 participants. Professionals from different sectors shared their views on how social capital can improve the ESG performance of enterprises.



Mr C F KWAN, MH, JP, Chairman of the Community Investment and Inclusion Fund (CIIF) Committee, emphasised that both social capital and ESG concern the common good, and both play an essential role in times of economic crisis. They have a reciprocal relationship in that the social capital of a company can help improve its ESG performance, while good ESG practices can build and enhance social capital.

Upward Trend for Sustainability Investment around the Globe

Ms Anita MO, Chief Executive Officer of Hang Seng Indexes Company Limited, explained the concept of Sustainable and Responsible Investment (SRI) during keynote remarks. Ms MO noted the upward trend in SRI around the world: "The trend of Sustainable investment in different locations is increasing every year. Hang Seng Indexes Company Limited has launched Corporate Sustainability indexes in 2010, which cover Hong Kong-listed and Mainland-listed companies that perform well with respect to sustainability."

In his keynote address, Mr P C CHAN, Deputy Chief Executive Officer of HKQAA, said that social capital refers to the institutions, relationships and norms that shape the quality and quantity of a society's social interactions. "By making good use of relationships between people, between people and institutions, and between institutions, we can establish networks of mutual benefits to create win-win situations." Mr CHAN said.



Mr Hendrik ROSENTHAL, Director - Group Sustainability, CLP Group (Upper Left), Ms Julie WONG, Assistant Director – Sustainability, NWS Holdings Limited (Bottom Left), and Dr Calvin Lee KWAN, Head of Sustainability, Link Asset Management Limited (Bottom Right), participated in the panel discussion in the morning. Mr W K WONG, Assistant Senior Manager, Sustainability, HKQAA (Upper right), was the moderator.



Ms Esther YU, Sustainability Manager, The Wharf (Holdings) Limited (Upper Left), Ms Lilian LAW, MH, JP, Former Executive Director, The Boys' & Girls' Clubs Association of Hong Kong (Upper Right), Prof Lubanski LAM, Assistant Professor of Department of Business Administration, Hong Kong Shue Yan University (Bottom Left), and Dr Amie LAI, Senior Sustainable Development Manager, Swire Properties Limited, participated in the panel discussion in the afternoon.

Speaker	Topic
Mr C F KWAN , MH, JP Chairman, Community Investment and Inclusion Fund (CIIF) Committee	Keynote 1: Facing COVID-19 Crisis: Role of Social Capital and ESG
Ms Anita MO Chief Executive Officer, Hang Seng Indexes Company Limited	Keynote 2: ESG Investing
Mr P C CHAN Deputy Chief Executive Officer, HKQAA	Keynote 3: Enhancing ESG Performance and Building Social Capital
Mr W K WONG Assistant Senior Manager, Sustainability, HKQAA	Introduction to Social Capital and 7 Core Subjects
Dr Calvin Lee KWAN Head of Sustainability, Link Asset Management Limited	Presentation 1: Building Reciprocal Partnerships in Business
Ms Julie WONG Assistant Director – Sustainability, NWS Holdings Limited	Presentation 2: Building Social Capital through CSV
Mr Hendrik ROSENTHAL , Director - Group Sustainability, CLP Group	Presentation 3: How to Build Good Governance to Drive ESG Performance
Ms Jorine TAM Director, Corporate Business, HKQAA	Introduction to Corporate Social Capital Implementation Guidance Document (Presentation in Cantonese)
Prof Lubanski LAM Assistant Professor of Department of Business Administration, Hong Kong Shue Yan University	Presentation 4: Six Dimensions of Social Capital and ESG (Presentation in Cantonese)
Dr Amie LAI Senior Sustainable Development Manager, Swire Properties Limited	Presentation 5: Staff Buy-in and Participation in Forming the Sustainable Development Strategy: SD2030 (Presentation in Cantonese)
Ms Lilian LAW , MH, JP Former Executive Director, The Boys' & Girls' Clubs Association of Hong Kong	Presentation 6: Sustainable Partnership with Charities and NGOs (Presentation in Cantonese)
Ms Esther YU Sustainability Manager, The Wharf (Holdings) Limited	Presentation 7: Business-in-Community: Driving Social Changes and Building Networks (Presentation in Cantonese)

For more information about social capital and ESG-related topics, please click <http://bitly.ws/9H6h> to review the online conference or <http://bitly.ws/9H6w> to download the "Corporate Social Capital Implementation Guidance Document" published by HKQAA.

Supporting Organisations: (Listed in no particular order)



MoU Signed with Industrial Bank Co., Ltd. Hong Kong Branch

On 11 August 2020, HKQAA signed a Memorandum of Understanding (MoU) on green finance with the Industrial Bank Co., Ltd., Hong Kong.

The aim of the MoU is to establish a relationship between the parties in relation to certification services for green bonds, green loans and green funds. The MoU will open up professional and convenient certification channels for Industrial Bank's clients in the domestic and international green financing markets.

This collaboration is conducive to supporting enterprises which seek green financing and investors focused on social responsibility, and will connect capital markets inside and outside the territory. It will promote the development of the real economy and strengthen Hong Kong's role as a green finance centre on the Belt and Road .

We believe this cooperation will combine the strengths of both parties to jointly promote green financing in the domestic and international markets.



MoU Signed with the Asia Youth Think Tank

HKQAA signed an MoU with the Asia Youth Think Tank on 12 August 2020. The aim of the MoU is to utilise the strengths of both parties to promote the greening of enterprises, nurture green finance expertise and develop related indexes. The signing ceremony was held via video conference.

The signing ceremony was held via video conference. The MoU was signed by Dr Michael Lam, CEO of HKQAA (upper photo, middle), and Mr Luo Wen Qi, Chairman of the Asia Youth Think Tank (bottom left photo, middle).

Through information exchange and utilising the green finance resources of both parties, the collaboration will further facilitate collaboration to foster the sustainable development of both Hong Kong and mainland China.



MoU signed with China Construction Bank (Asia)

On 20 Aug 2020, HKQAA signed a Memorandum of Understanding (MoU) with the China Construction Bank (Asia) Corporation Limited. The signing ceremony was held via video conference.

The aim of the MoU is to utilise the strengths of both parties to promote the “Made in the Bay Area” brand, as well as green finance, COVID-19 resilience finance and hygiene measures, through a smart matchmaking platform and professional certification services.

The two parties will use the one-stop smart matchmaking platform to provide B2B product display channels and certification services for enterprises in the Greater Bay Area, further promoting the quality of the “Made in the Bay Area” brand.

The collaboration will facilitate the sustainable development of the Greater Bay Area, and make a contribution to the economic prosperity of both Hong Kong and mainland China.



The MoU was signed by Dr Michael Lam, CEO of HKQAA (bottom left photo, middle), and Mr Lin Ju, Deputy Chief Executive of the China Construction Bank (Asia) Corporation Limited (upper left photo, right 2). The signing was witnessed by Ir C. S. Ho, Chairman of HKQAA (top right 1 photo) and Mr Zhang Jun, Chief Executive of the China Construction Bank (Asia) Corporation Limited (top right 2 photo).

MoU Signed with Standard Chartered Bank (Hong Kong) Limited

On 4 November 2020, HKQAA signed a Memorandum of Understanding (MoU) with the Standard Chartered Bank (Hong Kong) Limited. Our aim is to utilise the advantage of both parties to jointly promote green proliferations, contribute to the environmental reservation and sustainable development, and support Hong Kong's status quo as the leading green and sustainable financial hub in Asia and globally.

The MoU was signed by Dr Michael Lam, CEO of HKQAA (left 2, right photo), and Mr Fredric Teng, Managing Director, Debt Capital Markets, Greater China & North Asia Capital Markets of the Standard Chartered Bank (Hong Kong) Limited (right 1, right photo). Mr Teng and Mr P C Chan, Deputy CEO of HKQAA (right 1, left photo) introduced the organisations' history, core business and development directions. The parties spoke about their visions and expectations for further exchange and cooperation.



Hong Kong Green Organisation Certification

Applications now open

Starting from 2020, HKGOC consists of four Certificates, namely “WastewiSe”, “EnergywiSe”, “IAQwiSe” and “Carbon Reduction”, to benchmark organisations in green management, to encourage participating organisations to adopt environmental practices in different aspects, and to recognise their efforts in and commitments to environmental protection. Participating companies can further obtain the title of “Hong Kong Green Organisation” (HKGO) if they demonstrate achievements in multiple environmental aspects.



There are currently over 5 000 participating companies/ organisations of different certificates of the HKGOC and more than 2 300 companies/ organisations have attained the title of HKGO.

All local private and public companies and organisations as well as their individual functional units that primarily operate in Hong Kong are eligible to participate in the HKGOC. Application is **free of charge** and accepted **all year round**.

Handbooks of each of the Certificates and HKGO are available at
http://www.hkqaa.org/cmsimg/HKGOC/HKGOC_Guidebooks_Download_2.pdf

For enquiries or applications, please contact the HKGOC consultant (HKQAA):
 Tel : (852) 2202 9822 | Email : enquiry-hkgoc@hkqaa.org

Seminar on Hong Kong start-up development

To help local tech start-ups improve the quality of their operations, the Hong Kong Society for Quality (HKSQ) obtained funding in mid-2019 from the “SME Development Fund” of the Hong Kong Trade and Industry Department to implement a “**Feasibility study on the quality of Hong Kong start-up development for supporting the sustainable business growth**”. HKSQ invited HKQAA to be the project implementation agent, to organise a series of seminars and workshops in the period, and draft “Practical Guidelines for Good Management Practices for Start-ups”.

On 9 July and 29 September 2020, seminars were held in Cyberport and Hong Kong Science Park respectively. The Science Park seminar was broadcast live to participants who could not attend in person due to the pandemic.

We would like to invite Hong Kong start-ups to fill in the online survey by scanning the QR code below. Participants will get the chance to have an in-depth, expert assessment of their company’s capabilities.



Scan to complete survey



Memorable Moments

Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems and good practices so that they can achieve their organisational and business goals.

From June 2020 to October 2020, we have been pleased to welcome various organisations to our community. They have obtained certificates in the following areas respectively:

- ISO 9001 Quality Management System
- ISO 13485 Medical Devices Quality Management Systems
- ISO 14001 Environmental Management System
- ISO 22301 Business Continuity Management System
- ISO 22716 Cosmetics Good Manufacturing Practices
- ISO 37001 Anti-Bribery Management Systems
- ISO 45001 Occupational Health and Safety Management
- ISO 50001 Energy Management Systems
- GB/T 23331 Energy management systems – Requirements
- OHSAS 18001 The Occupational Health and Safety Assessment Series
- Quality Scheme for the Production and Supply of Concrete (QSPSC)
- SA8000 Social Accountability Management
- US FDA GMPC Cosmetic Good Manufacturing Practice (GMP)
- Anti-Epidemic Hygiene Measures Certification Scheme
- Brand Evaluation Certification
- COVID-19 Resilience Finance Certification
- Green Finance Pre-issuance Stage Certification
- Green Finance Post-issuance Stage Certification
- HKQAA-HACCP
- Good Standardizing Practice for Enterprises Evaluation Service
- Green Estate Registration Scheme
- HKQAA Hong Kong Registration - Environmental Friendly Construction Site
- HKQAA Hong Kong Registration - Identifiable Source Products
- HKQAA Hong Kong Registration - Start-up Plus
- HKQAA Hong Kong Registration - Recycling Services
- Medical Face Masks Product Certification
- Residential Care Home for the Elderly Certification

We believe the new clients will contribute to the overall success of the brand that prides itself on adding value to stakeholders.



YANGJIANG SHIBAZI GROUP CO., LTD.



ZHAOQING LEHUA CERAMIC SANITARY WARE CO., LTD.

HKQAA CSR Index Organisation List in 2019/20

As of 31 Oct 2020



Name of Organisation	Index Type	Name of Organisation	Index Type
ATAL Engineering Group	A	Jumbo Orient Contracting Limited	A
China Everbright Greentech Limited	P	New World Development Company Limited	P
Chun Lee Engineering Company Limited	A	Shinryo (Hong Kong) Limited	A
Driltech Ground Engineering Limited	A	Shinryo Technical Services Limited	A
FrieslandCampina (Hong Kong) Limited	A	Shun Yuen Construction Company Limited	A
GP Batteries International Limited	A	The Wharf (Holdings) Limited	P
Hanson Construction Holdings Limited	A	Tong Kee Engineering Limited	P
Hip Hing Engineering Company Limited	A	Wharf Real Estate Investment Company	P
Housing Department (Development and Construction Division)	A	Wheelock and Company Limited	P
Housing Department (Estate Management Division)	A		
Hong Kong Trade Development Council	A		

Index Type	
A	CSR Advocate Index
P	CSR Index Plus

International News

“Annex SL” revision is approved by ISO Member Bodies

The new revised version of ISO's “Annex SL” High-Level Structure for management system standards has now been approved by ISO's national member bodies and will be incorporated into the next edition of the ISO Directives. These specify the development process to be followed by the more than 300 Technical Committees responsible for ISO's International Standards. The new revision will come into effect in May 2021, after which it will apply to the development of all new management system standards and any revision of existing standards such as ISO 9001, ISO 14001, ISO 45001 and others. Work continues within the ISO Technical Management Board Task Force, led by Dr Nigel Croft, to prepare guidance for ISO's Technical Committees that use Annex SL, to help with its effective implementation.



New Auditing Practices Group Guidance

The joint ISO/IAF Auditing Practices Group (APG) has recently published and/or updated the following guidance documents:

- Effective Use of ISO 19011
- Auditing of processes
- Remote Audits
- Auditing Digital Processes

Over the years, the APG has published over 30 informal papers, aimed primarily at providing guidance to 3rd-party (certification body) auditors of quality management systems, though many internal auditors have also found the guidance to be extremely useful. The guidance is available free of charge from the APG website <https://committee.iso.org/home/tc176/iso-9001-auditing-practices-group.html>



International News

Sector-specific IT and cyber-security standards

ISO has recently published ISO/IEC 27009:2020 (Information security, cybersecurity and privacy protection — Requirements for Sector-specific application of ISO/IEC 27001). The standard explains how specific domains, application areas or markets can add to ISO/IEC 27001 (Information Security Management System Requirements) for their own particular context and needs, and customize the guidance provided by ISO/IEC 27002.



環保斗自願管理制度
Voluntary Skips Management System

Soft Launch of the Voluntary Skips Management System and Website

HKQAA was commissioned by the Environmental Protection Department, on behalf of the Government's Joint Working Group on Management of Roadside Skips ("JWG"), to explore the setting up of a voluntary skips management system and after consulting the skip operator trade and other stakeholders, has suggested that



Certification Scheme for Skips



Registration Scheme for Skip Operators



Charter Scheme for Skip Users

should be implemented under the voluntary skips management system with a view to enhancing the standards of skip operations to address public and trade concerns.

The website for the voluntary skips management system is now soft launched. Interested parties may now apply for the Schemes online.

Please visit <https://www.skipmanagement.hk/> for details.

Enquiry

Email : info@skipmanagement.hk Fax : (852) 2202 9222
Hotline : (852) 2202 9111



Scan here to
visit the website

ISO 19650-1:2018

Information management using BIM 建築和土木工程資訊－使用建築資訊模型(BIM) Understanding & Application 理解與應用

E-learning 網上授課

This training course syllabus is covering the concepts and principles for business processes across the built environment sector in support of the management and production of information during the life cycle of built assets (referred to as "information management") when using building information modelling (BIM). These processes can deliver beneficial business outcomes to asset owners/operators, clients, their supply chains and those involved in project funding including increase of opportunity, reduction of risk and reduction of cost through the production and use of asset and project information models.

這課程涵蓋建築環境部門的業務流程的概念和原則，以及使用建築資訊模型 (BIM) 支持在建築資產生命週期內管理和生產信息－稱為「信息管理」。通過產生和使用資產和項目信息模型，為資產擁有者或運營商客戶，為他們的供應鏈以及參與項目融資的企業增加機會、降低風險和成本，帶來有效益的業務成果。

ISO19650 Fundamentals in this and future sessions :

•Concepts and Principles

- ✓Asset and project information, perspectives and collaborative working
- ✓The information delivery cycle
- ✓Project and Asset information management functions
- ✓Information container-based collaborative working
- ✓Information delivery planning
- ✓Managing the collaborative production of information

•Delivery Phase of the assets

- ISO19650 from a project management perspective

Date 日期

22 Jan 2021 2021年1月22日

Time 時間

9:00am to 5:30pm 上午 9時30分至下午5時30分

Language 語言

English with English materials 英語 - 輔以英文講義

ISO/IEC 27001:2013

Information security management 信息安全管理体系 Auditor/Lead Auditor Course 主任審核員證書培訓課程

CQI & IRCA Certified 認可

Day 1 : Information security management systems knowledge 信息安全管理体系 (ISO 27001)

Day 2: Guidelines for auditing management systems 審核管理体系 (ISO 19011 and ISO 17021)
- Auditor, audit types and certification process 審核員、審核類別及認證流程

Day 3: Guidelines for auditing management systems 審核管理体系 (ISO 19011)
- Audit simulate the process of planning, preparation for an audit 如何執行審核計劃及準備

Day 4: Guidelines for auditing management systems 審核管理体系 (ISO 19011)
- Audit simulate the opening meeting, on-site audit activities, and role-play 如何進行審核開場會議、現場審核練習

Day 5: Guidelines for auditing management systems 審核管理体系 (ISO 19011)
- Audit simulate the closing of on-site audit - close meeting and follow-up 如何完結現場審核 - 完場會議及跟進

Date 日期

14 - 18 December 2020 2020年12月14至18日

Time 時間

9:00am to 5:30pm 上午9時30分至下午5時

Delivery Method 授課方式

This course will be conducted via live virtual training. Delegates are required to attend the class in-person. 本課程將於現場通過虛擬培訓進行。學員必須親身到場參加。

Venue 地點

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

Language 語言

English with English materials 英語 - 輔以英文講義