

Quality Policy Statement of Green Labelling Department

1. Green Labelling Department (GLD) is a department within HKGBC that is committed to providing quality green building certification, practitioners registry and related training services.
2. GLD shall endeavour to meet and exceed the needs and expectations of its customers and interested parties through the implementation of a Quality Management System (QMS) based on ISO 9001:2015.
3. GLD is committed to ensuring and enhancing customer satisfaction through defining and maintaining a set of Quality Objectives.
4. GLD is committed to continual improvement and it shall regularly measure, analyse and evaluate the effectiveness and efficiency of its services for ensuring compliance with Quality Objectives and finding opportunities for enhancement.
5. The staff of GLD are committed to satisfying applicable statutory requirements such as the Personal Data (Privacy) Ordinance and the Prevention of Bribery Ordinance, and satisfying requirements of contracts with customers.
6. The staff of GLD are encouraged to proactively make suggestions to management to enhance the QMS and the GLD's products and services.

Signed by:

Eddy Lau

Head of Green Labelling

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