

## **Item 5.2 – Cleaning & Pest Control Services**

*Please name your documents in the following numbering index:-*

<b><u>Items</u></b>	<b><u>Index No.</u></b>
<b>Company profile</b>	
- Company name, their profile and organization chart of all the related companies with the Applicant under the same holding company in accordance with the provisions in Section 13 to 15 of the Companies Ordinance (Cap. 622) of Hong Kong	<b>1</b>
- Year of establishment with supporting documents including copy of Business and Company Registration	<b>2</b>
- Manpower Resources (Direct Cleaning Staff) of the company	<b>3</b>
<b>Job reference in the past 5 years (based on Contract commencement date)</b>	
- Proven job reference of Cleaning and Pest Control Services of followings:  a) Private Residential Estate b) Office Buildings c) Shopping Centre and others  Please provide details of client, site location, description of contract works, project commencement and completion date, number of flats, number of headcount, contract value).	<b>4</b> <b>5</b> <b>6</b>
<b>Strength and Quality of Work Force</b>	
- Training Scope and Methodology	<b>7</b>
- Staff Relationship Management System	<b>8</b>
- Proposal for Human Resources Management Plan and retirement Scheme	<b>9</b>
<b>Quality Management</b>	
- Copy of ISO 9001, ISO 14001 and OHSAS 18001 (if any)	<b>10</b>
<b>Safety Management</b>	
- Safety Policy/Statement	<b>11</b>
- Safety Management Plan (e.g. Safety organization, health and safety training, in-house safety rule and regulations, Program for inspection to hazardous condition, Emergency preparedness, job hazards analysis and control, personal protection programme, accident/dangerous occurrence investigation and reporting, emergency preparedness, safety committee, safety promotion, health assurance programme, evaluation, selection and control of sub-contractors, review of safety management system, safety audit)	<b>12</b>
- Safety records of past 2 years (fatal accident, reportable accident, dangerous occurrence, safety related prosecution)	<b>13</b>
<b>Prequalification Questionnaire</b>	
- Compliance to Supplier Code of Practice	<b>14</b>
- Corporate Responsibility Questionnaire	<b>15</b>
- Environmental Management Questionnaire	<b>16</b>

## Supplier Code of Practice

This Supplier Code of Practice (the “Code”) provides an ethical and behavioural framework for the Corporation’s suppliers/ contractors/ consultants (herein collectively noted as Supplier) in Hong Kong and overseas. All Suppliers are required to comply with these guidelines when doing business with the Corporation. Suppliers should ensure communication with their employees for compliance with the Code.

The Corporation reserves the right, upon reasonable notice, to conduct compliance audit with Suppliers on the Code. Any violation of the Code shall be considered a material breach of the contract/order by the Supplier.

1	<p><b>Ethical Standards</b> The Supplier shall uphold ethical principles for its operation, including:</p> <ul style="list-style-type: none"> <li>● Compliance with all applicable laws and regulations</li> <li>● Confidentiality</li> <li>● Open and fair competition</li> <li>● Anti-bribery and corruption</li> </ul>
2	<p><b>Human and Labour Rights</b></p> <p>The Supplier shall support the principles of, the United Nations Universal Declaration of Human Rights, the International Labour Organization Declaration of Fundamental Principles and Rights at Work, the OECD Principles of Corporate Governance and the United Nations Global Compact, in the following areas:</p> <ul style="list-style-type: none"> <li>● Child Labour</li> <li>● Forced Labour</li> <li>● Health and Safety</li> <li>● Wages and Working Hours</li> <li>● Discrimination</li> <li>● Discipline</li> <li>● Freedom of Association</li> </ul>
3	<p><b>Supply Chain Management</b></p> <p>The Supplier shall ensure full compliance with the Code by its own suppliers, subcontractors and other business partners.</p>

On behalf of the management and staff, I confirm full compliance with this Supplier Code of Practice (to be signed by the Chairman, CEO, Human Resources Director or a member of Senior Management).

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name & Title: \_\_\_\_\_

Company: \_\_\_\_\_

### Corporate Responsibility Questionnaire 企業責任問卷

Note: For Joint Venture, each partner shall complete this questionnaire separately

#### 1 Company Information 公司資料

Company Name (English) 公司英文名稱: \_\_\_\_\_

Company Name (Chinese) 公司中文名稱: \_\_\_\_\_

Business Nature 公司業務性質

Manufacturing 製造業

Consultancy 顧問

Trading/Agent/Distributor 貿易/代理/分銷

Works/Maintenance 工程/維修

Services 服務業

Others (pls specify) 其他

Total No. of Employees 總員工人數  ≤50  51-99  ≥100

#### 2 Representative/Contact Person for Corporate Responsibility (CoR) 企業責任代表/聯絡人

Name 姓名: \_\_\_\_\_

Position 職位: \_\_\_\_\_

Major CoR Duties 主要企業責任工作範圍: \_\_\_\_\_

Tel. No. 電話號碼: \_\_\_\_\_

Mobile No. 流動號碼: \_\_\_\_\_

E-mail 電郵地址: \_\_\_\_\_

#### 3 Corporate Responsibility Policy 企業責任政策

3.1 Does your company have a Corporate Responsibility policy? (If yes please attach the policy)

貴公司有否訂立企業責任政策? 如有,請附上該政策副本。

Yes 有

No 無

3.2 Does your company periodically review and update the Corporate Responsibility policy?

貴公司是否有定期檢討並改進該政策?

Yes within the past year

Yes within the past 2 years

No

在過去一年內

在過去兩年內

無

3.3 Is your company a member of any global Corporate Responsibility initiatives (e.g. Global Compact)?

貴公司是否任何企業責任國際組織的成員, 例如Global Compact?

If yes, please specify 如有,請說明:

Yes 有

No 無

3.4 Does your company have any Corporate Responsibility certification (e.g. SA8000 or AA1000 or others)?

貴公司是否有任何企業責任認證, (例如 SA8000 或 AA1000 或其他)?

If yes, please specify 如有,請說明:

Yes 有

No 無

3.5 Does your company follow the ISO 26000 Guidelines on Social Responsibility

貴公司是否有採用 ISO 26000 社會責任指引?

Yes 有

No 無

3.6 Does your company have any Environmental certification (e.g. ISO 14001)?

貴公司是否有任何環保系統認證, 例如 ISO 14001?

If yes, please specify 如有,請說明:

Yes 有

No 無

3.7 Does your company have any Health & Safety certification (e.g. OHSAS 18001)?

貴公司是否有任何職業安全系統認證, (例如 OHSAS 18001)?

If yes, please specify 如有,請說明:

Yes 有

No 無

### Corporate Responsibility Questionnaire 企業責任問卷

3.8 What Corporate Responsibility initiatives have your company undertaken?

貴公司有否推行以下企業責任項目？

(i) Ethical Standards 道德守則

Compliance with all applicable laws / regulations

遵守所有相關法律 / 規則

Yes 有  No 無

Confidentiality (e.g. Data Protection and Privacy Policy/ System)

保密 (例如維護資料和私隱政策/系統)

Yes 有  No 無

Open and fair competition 公開及公平競爭

Yes 有  No 無

Anti-bribery and corruption Policy 反賄賂及貪污政策

Yes 有  No 無

Code of Conduct 工作操守指引

Yes 有  No 無

Others 其他

Any additional information 其他補充: \_\_\_\_\_

(ii) Human and Labour Rights 人權及勞工權益

Prohibition of Child Labour 禁止使用童工

Yes 有  No 無

Prohibition of Illegal Labour 禁止非法勞工

Yes 有  No 無

Health and Safety Working Conditions 職業健康及安全

Yes 有  No 無

Minimum wages and/ or Maximum working Hours

最低工資及/或最高工時

Yes 有  No 無

Non-Discrimination (e.g. Gender, Race, Colour, Religion, Age, Disability)

反歧視 (例如性別, 種族, 膚色, 宗教, 年齡, 殘疾)

Yes 有  No 無

Lawful and Reasonable Discipline 合法及合理的規管

Yes 有  No 無

Freedom of Association 自由加入工會

Yes 有  No 無

Others 其他

Any additional information 其他補充: \_\_\_\_\_

(iii) Environmental Protection 環境保護

Hazardous Substance Management Policy/ System

處理有害物質政策/系統

Yes 有  No 無

Waste Management Policy/ System 廢物處理政策/系統

Yes 有  No 無

Green Procurement Policy 綠色採購政策

Yes 有  No 無

Adopt green specifications where possible

盡量採用環保規格要求

Yes 有  No 無

Any additional information 其他補充: \_\_\_\_\_

Specific Environmental Targets or Objectives (明確環保工作目標):

Carbon Emission Reduction 減少碳排放量

Yes 有  No 無

Energy Conservation 節約能源

Yes 有  No 無

Water Conservation 節約水源

Yes 有  No 無

Waste Reduction 減少浪費

Yes 有  No 無

Noise Reduction 減少噪音

Yes 有  No 無

### Corporate Responsibility Questionnaire 企業責任問卷

#### (iv) Consumer Protection 消費者保障

Adopt UN Guidelines for Consumer Protection

採納聯合國消費者保障指引

Yes 有  No 無

Aviod Hazardous Products (e.g. Restriction of hazardous substances)

避免採用有害物質 (例如電氣、電子設備中限制使用某些有害物質指令)

Yes 有  No 無

Protecting Consumers Health and Safety (E.g. Safety Guidelines)

保障消費者健康和 safety (例如安全指引)

Yes 有  No 無

Consumer Dispute Resolution (e.g. ISO 10001, ISO10002, ISO10003)

解決與消費者爭議的方法

Yes 有  No 無

Others 其他

Any additional information 其他補充: \_\_\_\_\_

#### (v) Supply Chain Management 供應鏈管理

Ensure full compliance with MTR's Supplier Code of Practice by your company's suppliers, subcontractors and other business partners

Yes 有  No 無

確保貴公司的供應商，分判商以及其他商業伙伴遵守港鐵的供應商行為守則

If yes, please briefly describe how your company ensure the compliance of supply chain:

如有，請簡略說明貴公司如何確保供應鏈遵守上述行為守則:

3.9 Does your company have any Corporate Responsibility targets or objectives? (If yes please attach relevant document)

貴公司有否訂下企業責任目標？如有，請附上相關資料。

Yes 有  No 無

### 4 Monitoring System 監管機制

4.1 Does your company have any system for monitoring supply chain's compliance to the above targets?

貴公司有否設置監管機制以確保供應鏈達致以上企業責任目標？

Yes 有  No 無

If yes, please attach relevant document or specify below 如有，請附上相關資料或在此說明:

4.2 Does your company have any policy and procedures to avoid conflict of interests in the course of your business activities?

貴公司有否設立任何政策和程序去避免產生利益衝突？

Yes 有  No 無

If yes, please specify 如有，請說明:

**Corporate Responsibility Questionnaire 企業責任問卷**

4.3 Please declare any potential conflict of interests with regard to your existing customers in competition with the Corporation's businesses.

請申報任何與本公司的業務上有潛在利益衝突和競爭的現有客戶資料。

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4.4 Please confirm that you will declare any conflict of interest for future customers in competition with the Corporation's businesses.

請確認貴公司會繼續申報任何與本公司的業務上有潛在利益衝突和競爭的未來客戶。

Yes 確認

No 不確認

\_\_\_\_\_  
Authorized Signature 公司認可簽署

\_\_\_\_\_  
Date 日期

Name 姓名:

Title 職銜:

## ENVIRONMENTAL MANAGEMENT QUESTIONNAIRE (2003)

1. Does your company have an environmental policy?

- Yes                       No

(Please attach a copy if yes)

2. Is there an appointed person in your company with responsibility for environmental matters?

- Yes                       No

Please identify that person: \_\_\_\_\_

3. What level of authority does this person have? What are his/her duties?

- Board level                       Department level                       Part-time

Main Duties: \_\_\_\_\_

4. Does the product/services contain any hazardous materials?

- Yes                       No

Please specify: \_\_\_\_\_

5. Are there any special disposal requirements required?

- Yes                       No

Please specify: \_\_\_\_\_

6. Do you consider energy use in the design and use of your product/service?

- Yes                       No

Please specify: \_\_\_\_\_

7. Do you have a programme for monitoring your current level of environmental performance?

- Yes                       No

Please specify: \_\_\_\_\_

8. Do you have any environmental targets or objectives for improvement?  
Do you have a programme for improvement? Over what timescale?

- Yes                       No

Please specify the timescale: \_\_\_\_\_

9. Do you offer a take back service for end of life equipment

- Yes                       No

Please specify: \_\_\_\_\_

10. What environmental licences and records (e.g. waste, noise surveys, air emissions, liquid discharges) does your company hold?

\_\_\_\_\_  
\_\_\_\_\_

11. What environmental initiatives has your company undertaken (e.g. waste recycling, green products and energy conservation)?

\_\_\_\_\_  
\_\_\_\_\_

12. Have there been any violations of regulations or complaints on environmental issues in the last 3 years?

\_\_\_\_\_  
\_\_\_\_\_

13. Are you aware of MTR's environmental policy?

- Yes                       No

14. Any comments and suggestions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Company Name: \_\_\_\_\_

Name and Title: \_\_\_\_\_ Date: \_\_\_\_\_