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H K R M A N E W S L E T T E R



RETAILERS

Fall 2018

謝邱安儀 為業界領航
Leading Retail to a
New Level

Mrs. Annie Yau Tse
HKRMA Chairman



HKRMA

MYSTERY SHOPPER PROGRAMME

2017 Service Retailers of The Year

Gold Award



Silver Award



Bronze Award



Category Award



SERVICE & COURTESY AWARD

2017 Winners



Contents

Fall 2018

- 03 Table of Contents
- 04 Message from the Chairman of HKRMA
- 06 Message from Hon. Peter Shiu

Flagship Programmes

- 08 HKRMA 35th Annual General Meeting and Luncheon
- 14 HKRMA Hosts Media Gathering
- 17 Service & Courtesy Award Honours Positive Energy and Breeds Quality Service
- 20 HKRMA Green Hackathon - Call for Participation

Industry News

- 23 Recognition of Prior Learning (RPL) Commendation Ceremony cum Sharing Session in Retail Industry
- 27 Reindustrialisation and Technology Training Programme

Members' Corner

- 29 New Members
- 31 Policies & Legislations
- 31 List of HKRMA Functions



About Hong Kong Retail Management Association 香港零售管理協會

The Hong Kong Retail Management Association (HKRMA) was founded in 1983 by a group of visionary retailers with a long-term mission to present a unified voice for Hong Kong's retail industry. For 35 years the Association has played a vital role in addressing the many issues affecting retailers and by promoting our retail industry through awards, education and training.

Today, the HKRMA is the major retail association in Hong Kong. Our members represent more than 9,000 retail outlets employing over half of the local retail workforce. Members organizations cover various types of retail businesses ranging from beauty products and cosmetics to catering and food, supermarkets, department stores, convenience stores, drug stores, watches and jewellery, fashion and accessories, furniture and home accessories, electronic and electrical appliances, telecommunications, retail (services), and specialty stores, as well as suppliers, wholesalers and industry related service organizations.

The HKRMA is one of the founding members of the Federation of Asia-Pacific Retailers Associations (FAPRA) established in 1989. Currently, members of FAPRA cover 18 countries/regions in the Asia Pacific with each being represented by the key retail association.

香港零售管理協會於1983年由一班高瞻遠矚的零售商共同創辦，他們肩負著任重道遠的使命，代表香港零售業發表一致意見。協會成立35年來，處理眾多對零售商有切身影響的事宜，亦透過獎項、教育及培訓推廣零售業。時至今日，協會已成為香港主要的零售商會，會員公司的零售店舖逾9,000間，會員公司的僱員數目佔本港總零售僱員逾半。

協會的會員公司網羅各種類型的零售業務，涵蓋美容及化粧品、餐飲、超級市場、百貨公司、便利店、藥房、鐘錶及珠寶、時裝飾物、家具及居家用品、電子及電器用品、電訊、零售（服務）、專門店，以及供應商、批發商，以及與業界相關的服務機構。

香港零售管理協會是亞太零售商協會聯盟（FAPRA）的創會會員之一。該聯盟於1989年成立，目前其會員遍及18個亞太區國家／地區，每個會員均由主要零售協會擔任代表。

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Message from the Chairman of HKRMA 香港零售管理協會主席之話

Mrs. Annie Yau Tse
謝邱安儀女士

This is my first message since taking up the office as the Chairman of the Association.

I am most grateful for the support from my fellow Executive Committee members and Board of Directors. HKRMA is the leading retail association in Hong Kong with the mission to present a unified voice of the retail industry; and I am fully aware of the esteemed responsibility to serve the Association in the capacity of Chairman.

Taking this opportunity, I would like to offer my most sincere thanks to Mr. Thomson Cheng, our Immediate Past Chairman, for his devotion in driving the growth of the Association and in uplifting the retail industry. And, I very much look forward to working together with you all to ensure the Association continues to develop and deliver as one of the most respected trade associations in Hong Kong.

Following a modest recovery in 2017, Hong Kong's retail market has continued its upward trend throughout 2018. However, the growth has been decelerated stepping into the second half of the year, with the smallest growth at 2.4% year-on-year registered in September. For the first ten months in 2018, the total retail sales recorded an increase of 10.6% in value and 9.1% in volume. The Association expects a high single-digit growth in retail sales for 2018 as a whole.

Looking forward, members remain cautious about the prospects of growth in the coming months; especially when the impact of China-US trade conflicts, RMB devaluation and fluctuations in property and stock market are starting to affect customer sentiment. The Association expects a low single-digit growth for 2019. And, we may further revise our annual forecast, depending on the business performance of the last quarter when the picture is clearer by the end of this year.

The effect on sales and customer traffic brought by the cross-border express rail link and Hong Kong-Zhuhai-Macau Bridge is to be observed, though positive effect will be expected in the long run.

Over the years, the Association has been endorsed as the voice of retail and it is our responsibility to represent the best interest of our members and the retail industry as a whole.

One of my first tasks as the Chairman is to strengthen our connections with the media. I hosted a media gathering on 22 November to update them the latest retail market performance and outlook. Taking this chance, I also introduced the Association's many exciting projects and initiatives in the pipeline. More importantly, I shared with the media about the major thrust of works of the Association in the time ahead, including:

- Leading the industry to embrace the new retail era and its challenges by an enriched programme of activities and innovative initiatives especially in the areas of technology adoption;

這是我接任協會主席後的首份獻辭。

我衷心感謝執委會成員和董事會的支持。香港零售管理協會是香港主要的零售商會，肩負為業界表達一致意見的使命，我亦會時刻謹記以主席身份為協會效力的重任。

藉此機會，我向前主席鄭偉雄先生致以衷心謝意，感謝他對推動協會的發展及振興零售業不遺餘力。我熱切期待與各位通力合作，繼續推動協會向前，成為本港備受推崇的行業商會。

本港零售市道於2017年開始溫和復甦，但2018年下半年的增長開始減慢，9月的按年增長只有2.4%，幅度為全年最小。今年首10個月，零售銷售總額及銷售量分別上升10.6%和9.1%，協會預料全年的零售銷售總額將錄得高單位數增長。

展望明年，中美貿易磨擦、人民幣貶值、樓市及股市波動等因素開始影響消費意欲，會員對未來數月的增長前景維持審慎。協會預測2019年將會錄得低單位數增長，但相信企業在年底公佈第四季業績表現後，前景將會更為清晰，屆時我們或會修訂全年增長預測。

業界表示跨境高鐵和港珠澳大橋對零售銷售和顧客流量的影響尚待觀察，但預計長遠可帶來正面的幫助。

多年來，協會一直被公認為本港零售業代表，任重道遠，致力維護會員和零售業界的權益。

我接任主席後，其中一項首要工作是加強與傳媒的聯繫，因此我在11月22日舉辦傳媒聚會，分享近期零售市場的前景，並藉此良機介紹協會未來的重點工作，包括：

- 透過更多元化的活動和創新項目，特別是在零售科技應用領域，帶領業界迎接零售新世代；

- Strengthening the voice of retail industry by forging an even stronger rapport with the Government, stakeholders, and the community;
- Advocating for the Government's support on retail manpower development and training;
- Uplifting customer service standards by rejuvenating prevailing business models under the omni-channel retailing environment;
- Stepping up the support to SME retailers through sharing of latest market practices and a wide array of activities;
- Promoting sustainability of retail business.

I am very pleased that my message was clearly conveyed and well received by the media and with very good media coverage for the Association.

The advocacy on retail manpower shortage has been on the top of our agenda over the years. Recently, the Labour Department's tripartite committee is consulting the Association and our member companies on the proposed working hours guidelines.

The retail industry is among another ten sectors shortlisted by the Standard Working Hours Committee to formulate sector-specific guidelines with suggested working hours standard. In view of the persistent shortage of manpower in Hong Kong, the Association believes that it is not an opportune time to set up sector-specific working hours guidelines.

In fact, many of our members reflected that retail employers are already highly flexible when it comes to working hours arrangements, as this is crucial for them to recruit and retain staff in the first place.

At the time I wrote this message, the Association was conducting a "Smart Worker" survey in collaboration with KPMG, which aims to study the acute manpower shortage situation in the retail sector, and how this would be impacted by technology and the development of the Greater Bay Area. With the survey results on hand, we trust we can make recommendations to the Government on the way forward for solving the manpower shortage problem and nurturing retail talents.

The last quarter of each year is always the most exciting time for the Association. It is at this time that we announce the results of our three flagship programmes, namely "Mystery Shopper Programme - Service Retailer of the Year", "Service & Courtesy Award", and "Quality E-Shop Recognition Scheme".

This year, I am particularly thrilled to have witnessed the appointment of our first batch of "Retail Ambassadors" at the Service & Courtesy Award's Winners Announcement Ceremony. In the coming year, this pool of dedicated and energetic young retail talents will help us to bring a fresh look to the industry and to take our Award to the next level.

Once again, I would like to congratulate all the winners and winning companies. In future, the Association will continue its mission to raise the overall service standard of Hong Kong's retail industry via flagship programmes as well as a wide variety of education and training initiatives.

The Association has started our new term of membership for 2019; I sincerely invite fellow retailers to join the Association in 2019 if you are not our members yet. For existing members, please be reminded to renew your membership early.

As the New Year is approaching, may I take this opportunity to wish fellow retailers good trading and prosperity during the festive season!

- 與政府、持份者和社會各界建立更緊密的聯繫，使有效表達業界的意見；
- 倡議政府支持零售業界發展及人才培訓；
- 在全渠道零售環境下革新現有的業務模式，提升客戶服務體驗；
- 透過分享和舉行各類活動，加強對中小型零售商的支援；
- 推廣零售業的可持續發展。

我樂見傳媒朋友認同和清晰地傳達我的訊息，並積極報導協會的工作。

協會一直視零售業人手短缺問題的倡議工作為首要任務。最近，勞工處的三方小組正就建議的工時指引徵詢協會及會員的意見。

標準工時委員會建議為十個行業制定個別的標準工時指引，零售業為其中之一。鑑於香港勞工短缺問題一向嚴峻，協會認為現時並非制定個別行業工時指引的最佳時機。

事實上，大部份會員也反映零售業僱主為了招聘及挽留人才，在制定工時安排時已非常彈性。

在撰文之時，協會正與畢馬威會計師行進行「Smart Worker」調查，希望了解零售業人手短缺的情況，以及科技與大灣區的發展帶來的影響。相信調查結果有助我們向政府提出建議，解決人手短缺問題，並有助培育零售人才。

每年最後一季也是協會最期待的時刻，因為是協會頒發三個旗艦獎項的日子，包括「神秘顧客計劃—全年最佳服務零售商」、「傑出服務獎」和「優質網店認證計劃」。

今年，我有幸能在「傑出服務獎」結果發佈會上見證協會委任首批「零售大使」。這群充滿熱誠和活力的年輕零售精英將於來年為業界帶來一番新景象，將「傑出服務獎」帶到全新層次。

我在此再次恭賀所有得獎者及得獎企業。協會未來將會繼續透過旗艦項目及各類教育和培訓，不斷提升本港零售業的整體服務水平。

協會已展開2019年的會員招募，我誠邀尚未成為會員的零售同業加入，亦呼籲各位會員踴躍更新會籍。

佳節將至，我謹祝零售同業生意興隆，業務蒸蒸日上！



Message from Legislative Councillor (Functional Constituency Representative for Wholesale & Retail) 立法會議員之話 批發及零售界功能組別代表

Hon. Peter Shiu
邵家輝先生

Hong Kong's socio-economic development is threatened by our insufficient land supply

For decades now, Hong Kong has wrestled with the dilemma of an insufficient land supply, and people on the public housing waiting list have unquestionably borne the brunt of that shortage. There are currently around 300,000 people on the waiting list and many of them have to wait for five years or longer to get a home. In the meantime, some 200,000 people are living in poor conditions, and accommodation of the general public is cramped as well as expensive. It is imperative that this situation is addressed for the good of these people and their families.

The challenge, however, is that demand for land far outstrips supply, making it difficult to find land not only for housing but also for commercial use. This chronic shortage pushes up rent and price for shops and has the potential to inflict lasting damage on Hong Kong's business environment and competitiveness.

The figures paint a bleak picture. Rental index for private retail today is double what it was in 2000 and its price index 5.5 times as high, according to the Rating and Valuation Department. Two years ago, the Government published the report of Hong Kong 2030+ which estimated we need 457 more hectares of land for our long-term economic development when only 200 hectares are likely to become available. In other words, Hong Kong is already more than 250 hectares short of the land it needs, and possibly more as the estimate excluded retail and hotel use because the Government considered the sectors volatile to external factors.

Faced with this conundrum, it is understandable the Government has proposed the Lantau Tomorrow reclamation project as a partial solution. The first phase would produce artificial islands with a total area of 1,000 hectares, creating the third Core Business District for Hong Kong with 4,000,000 square metres of commercial floor space, and 150,000 to 260,000 residential flats. This ambitious plan would allow for flexible planning to address the different needs for land, and support the sustainable development of Hong Kong.

土地供不應求 社會經濟發展受綁

這些年來，香港一直深受土地供應不足困擾，住屋問題固然首當其衝，三十萬人輪候公屋、輪候期長達五年以上、逾廿萬人正棲身惡劣環境、居住空間又貴又細等現象，都在反映出現問題的嚴重和迫切性。

而且整體可用土地供應不敷所需，除了令覓地建屋日益困難，同時亦導致商業用地短缺，影響到店舖租金和售價持續上升，成本大增，長此下去，只會進一步損害香港的營商環境和競爭力。

數字說明一切，根據差餉物業估價署資料，相比2000年，現時私人零售業樓宇的租金指數已升近一倍，售價指數更是當年的五倍半。政府於兩年前發表《香港2030+》報告時亦估算，未來整體長遠的經濟用地需求為457公頃，供應則只有約200公頃，換言之，供求差距至少達257公頃。但要知道，這項需求估算還未包括政府聲稱易受外在環境因素影響而需求波動較大的土地用途，即是零售和酒店等。

正因如此，政府現提出「明日大嶼」填海計劃，確有實際需要。這計劃首階段擬在交椅洲附近建造面積1,000公頃的人工島，以提供15至26萬個住宅單位，以及約400萬平方米商業/寫字樓的樓面面積，作為香港第三個核心商業區。可以預期，填海所造的大片土地，可供靈活規劃作不同的土地用途，滿足香港可持續發展的不同需要。

Some people question whether taking over brownfield sites and agricultural land is a more efficient way to increase land use than reclamation. However, experience shows that land resumption often takes much longer than reclamation as the process involves complex matters such as handling objections, compensation claims, and relocation. The time it takes from the inception of a project to residents and tenants moving in is generally 11 years for reclamation compared with 15 to 18 years for resumption.

More importantly, resumption and reclamation are not mutually exclusive: They can proceed at the same time. In reality, our situation is so severe that a multi-pronged strategy is the only way to increase the land supply and adequately and quickly address the need for more housing and the need to maintain our economic development.

The history of Hong Kong teaches us that reclamation has always been an important and effective source of land supply. Our city has 7,000 hectares of reclaimed land, amounting to 25% of its developed area and accommodating 27% of our population and 70% of our commercial activity.

The current shortage of land is a consequence of our cutbacks on reclamation in recent years. More than 3,000 hectares of land were reclaimed between 1985 and 2000 – an average of 200 hectares a year. From 2001 to 2015, by contrast, an average of only 40 hectares of land a year were reclaimed.

The amount of land reclaimed in the 15 years from 1985 was four times the amount reclaimed in the subsequent 15 years. It is no coincidence that the housing price index has increased more than four-fold in the period since land reclamation was scaled back. The sharp decrease in reclamation and the sharp increase in the price of housing are directly related.

While we shy away from reclamation, other countries and territories are reaping its benefits. In Macau, South Korea, and Japan have used reclamation to boost their housing stock and their business land, while further afield Dubai and the Netherlands have done the same. The success of our greatest regional business competitor Singapore is built to a major extent on the foundations of 13,800 hectares of reclaimed land, 24% of the city state's total land area.

Without flour, you cannot make bread. Our insufficient land supply has the potential to be a serious obstacle to our socio-economic development. We must act quickly and decisively to tackle this critical issue, and a multi-pronged strategy embracing both reclamation and resumption is the best way forward for both the people and the businesses of Hong Kong.

至於有人質疑與其填海，不如收回棕地以至農地，可更快增加土地供應。可是，事實已經證明，收地往往涉及處理反對意見、申索、賠償、搬遷等事宜，需時更長。一般而言，由研究至可供入伙，填海工程需時11年，收地則需15至18年。

更重要的是，收地與填海並非互相排斥，實可同時進行，根本毋須二擇其一。事實上，只有多管齊下，才能加快土地供應，才能早日回應市民住屋和經濟發展所需。

回望香港發展歷史，填海向來都是土地供應重要來源，效益顯而易見。香港現今有約7,000公頃土地是從填海而來，佔已發展土地面積的25%，當中就容納了27%人口和70%商業活動。

其實當前土地供應不足問題，正是跟近年減少填海造地有關。在1985至2000年期間，香港通過填海創造了超過3,000公頃土地，平均每年約200公頃；但在2001至2015的15年間，每年填海造地平均只有40多公頃。換言之，之前15年的填海面積足足是最近15年的四倍有多，亦即是說，這15年來香港減少了八成填海面積，無獨有偶，同期樓價指數亦一樣上升了約四倍。填海面積與樓價水平，此消彼長，正說明了當中相互關係。

環顧全球，大舉填海造地的事例亦絕非罕見。近的有新加坡、澳門、南韓、日本等，遠的有杜拜、荷蘭等。香港的競爭對手新加坡，至今就有多達13,800公頃土地由填海得來，面積因此增加了24%，成為了當地經濟發展的重要資源。

常說「沒有麵粉就做不到麵包」，可用的土地供應不足，正是社會和經濟發展的障礙。面對眼前困境，只有多管齊下增加土地供應，才是最好的對策。



HKRMA 35th Annual General Meeting and Luncheon 香港零售管理協會 第三十五屆周年大會暨午宴

The 35th Annual General Meeting (AGM) of the Association was successfully held on 11 October, 2018 at JW Marriott Hong Kong Hotel.

Having been served as the Chairman of the Association for the past three years, Mr. Thomson Cheng stepped down following this AGM, but remains as member of the Association's Board of Directors.

The Executive Committee has appointed Mrs. Annie Yau Tse as the new Chairman of the Association for the term of 2018-2020. Mrs. Annie Yau Tse is the Chairman & CEO of TSL Jewellery Ltd. She first served on the Association's Executive Committee as a member in 2016; and she had been the Chairman of the Education & Training Sub-Committee, as well as the Steering Committee on 35th Anniversary Celebration.

協會第三十五屆周年大會已於2018年10月11日假香港萬豪酒店舉行，並選出了新一屆(2018-2020年度)執委會成員。

當日由鄭偉雄先生在其三年任期內主持的最後一屆周年大會。鄭先生在大會結束後退任主席一職，但繼續留任為協會董事。

執委會隨即舉行首次會議，選出謝邱安儀女士為協會新一屆主席。謝邱安儀女士現時是謝瑞麟珠寶(國際)有限公司主席及行政總裁。她於2016年成為協會執委會成員，並曾任協會「教育及培訓委員會」及「35周年誌慶籌備委員會」主席。



HKRMA Board of Directors and Executive Committee Members (2018-2020) 2018年至2020年度董事會及執委會成員

Board of Directors 董事會	
Chairman 主席	
Mrs. Annie Yau Tse 謝邱安儀女士	Chairman & CEO, Tse Sui Luen Jewellery (International) Ltd 謝瑞麟珠寶(國際)有限公司 主席及行政總裁
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Mr. Andrew Yu 余偉傑先生	Director, Yue Hwa Chinese Products Emporium Ltd 裕華國產百貨有限公司 董事總監

This year, the Association was honoured to have invited Mr. Liu Chun San, Under Secretary for Development as the distinguished speaker for the luncheon. Mr. Liu shared with over 200 prominent guests at the luncheon the Government's planning vision and the latest development strategy for Hong Kong, as well as the implications and opportunities to retail industry.

Speech of Mr. Liu Chun San, Under Secretary for Development (English only):
發展局副局長廖振新先生的講詞 (只有英文版本):



Annie, Thomson, distinguished guests, ladies and gentlemen,
Good afternoon. I am glad to join the Hong Kong Retail Management Association at your Annual General Meeting this year and be given this opportunity to share with you some of the Government's initiatives in planning and land development. I believe most of you are keen on understanding more about the policies announced in the Chief Executive's Policy Address delivered yesterday. I will try to, in my short speech, cover some of the key points that may be of interest to you.

The public engagement of the Task Force on Land Supply has just ended last month after five months of intensive interactions with different sectors and stakeholders. As some of the most influential business leaders and key opinion leaders, you might have already contributed your input. The Task Force has recently submitted the preliminary observations from its public engagement exercises to the Chief Executive, to facilitate formulation of a proper response to address the public aspirations in the Policy Address. And the detailed recommendation report to the Government on the overall land supply strategy will be submitted by the end of this year.

Task Force Chairman, Mr. Stanley Wong, noted in his letter to the Chief Executive that the community generally understands and recognizes the acute land shortage problem that Hong

今年的周年大會暨會員交流午宴，協會榮幸邀請到發展局副局長廖振新先生擔任主講嘉賓，與200多位零售同業及商界領袖，分享政府的規劃遠景和持續發展方向，以及相關策略對零售業帶來甚麼啟示和商機。

Kong is facing. And people generally agree that a multi-pronged approach, encompassing a package of land supply measures that meet the city's development needs in the short, medium and long term, is necessary.

In the strategic planning for Hong Kong known as "2030+: Towards a Planning Vision and Strategy Transcending 2030", the concept of "Planning for a Livable High-density City" was promulgated. Livability concerns elements of a city that contribute to the quality of life and well-being of its people. The compact high-density development model has made Hong Kong a highly convenient, efficient, vibrant and diverse place with extensive green and blue spaces. We do not have the luxury to develop extensively with abundant land supply, given the geographical constraints and conservation needs. That is why we need to stick to our compact high-density development mode.

On the other hand, the planning vision and strategy also suggested that we need to embrace new economic challenges and opportunities. We need to have adequate land and floor space for economic growth. Development of the retail industry and tourism would certainly require suitable lands and integrated developments. We would also need adequate and timely provision of supporting infrastructure for our economic activities.



Needless to say, we need to create capacity for sustainable growth. Developable lands in a compact high-density city cannot be easily produced. In fact, we use the term "land production" frequently because developable lands literally have to be "produced". We need to service the land with enabling infrastructure. These include roads and railways, water treatment and supplies, drainage, sewage collection and treatment, electricity and other utilities, etc. And at the same time, provision of necessity services to the residents also need to be readied before population intake. To name a few: public transport, education, social services, healthcare, and even wet markets and grocery stores. Provisions of all these infrastructure and services have to be planned and integrated into the development to ensure livability.

Another important policy initiative in the Policy Address just announced yesterday is the grand "Lantau Tomorrow Vision". It is a bold but very much necessary plan to create capacity for Hong Kong's sustainable growth, particularly for our next generation.

Being the home of the Hong Kong International Airport and upon commissioning of the Hong Kong-Zhuhai-Macau Bridge later this year, Lantau will be the "Double Gateway" to the world and the Greater Bay Area. There will be a convergence of talents, visitors, and innovative economic developments. The Lantau Tomorrow Vision will harness the advantages and opportunities of this Double Gateway to instill hope among HK people for housing and career aspirations, improved livelihood and economic progress.

The Lantau Tomorrow Vision includes the reclamation and formation of Kau Yi Chau and Hei Ling Chau Artificial Islands, which together will provide roughly 1,700 hectares of lands. These artificial islands in the Central Waters can provide sizable flat land at a strategic location between Lantau and Hong Kong Island for developing a smart, livable, and near carbon-neutral new town. It will accommodate the third CBD, together with 260,000 to 400,000 housing units, where 70% of the units will be public housing. And we aim to have the first population intake on the artificial island in 2032.

Sunny Bay Reclamation will provide another 80 hectares. With its proximity to the Hong Kong International Airport, it is going to be easily accessible to various tourist spots and natural beauty on Lantau, such as Hong Kong Disneyland and Lantau Country Park. It will be ideal for developing into a leisure, recreation, entertainment and tourism hub. Separately, we also have a plan for an aerotropolis (機場城市) around the Hong Kong International Airport, where the "North Commercial District" and the topside development of the HZMB Boundary Crossing Facilities Island will provide sizable retail and commercial spaces to realise the double gateway role of Lantau. Together with existing plans for the Tung Chung New Town Extension, and Siu Ho Wan Development, the Lantau Tomorrow will be home to over 1 million people and provide jobs for 600,000. A significant portion of these new jobs will be related to the retail, dining, and entertainment sectors.

To make the Lantau Tomorrow Vision feasible and the artificial islands livable, key transport corridors have to be constructed. Strategic highways and railways connecting the artificial islands to the Hong Kong Island, Lantau, and New Territories West are prerequisite to let people live and work on them with convenient connectivity.

Creation of new capacity helps Hong Kong prepare for future challenges. But equally important is that with this new capacity, there will be more rooms for us to rejuvenate our existing compact high-density urban cores that are ageing rapidly.

On top of that, the government has kept pushing forward ongoing development of New Development Areas. The Kwu Tung North, Fanling North NDAs will together provide over 70,000 flats. Hung Shui Kiu NDA will supply another 61,000. Tung Chung New Town Extension about 50,000 and Yuen Long South, 28,500. These are all new capacity to be created in the medium term where population intake will commence in around 2023, which is five years from now.

Flat numbers do not seem to be so relevant to economic development directly. But it will certainly have an impact on the retail sector. With New Development Areas starting to mature, new district-level — or even regional-level — shopping

and F&B centers will be provided to meet the ever increasing need of the residents as well as the huge number of tourists from the Mainland and overseas.

I would like to tell you more about some facts of the Hung Shui Kiu NDA to illustrate how these NDAs will bring impact on the economic landscape. The current planning for Hung Shui Kiu NDA will create over 150,000 jobs for the region, with which over 41,000 will arise from retail, dining, entertainment and other commercial uses. Together with some other private initiatives to develop shopping and F&B centres in the New Territories West including Yuen Long, Tin Shui Wai and Tuen Mun, we can foresee that the economic vibrancy in the region will change substantially in the coming decade. Moreover, the strategic transport infrastructure that links the artificial islands proposed in the Lantau Tomorrow Vision to Hong Kong Island and New Territories West will certainly bring new opportunities to the region.

I hope that by giving you a glimpse of what the government is planning for future development in Hong Kong will inspire hope as well as opportunities to you. We are sparing no efforts in producing lands and creating capacity. These planning and development projects will take some time before fruition. But we are determined to speed up the process and to continue to take a long-term and holistic approach to plan for sustainable growth for Hong Kong.

Lastly, I wish you all the best. And I wish that the Hong Kong Retail Management Association will continue to thrive under Thomson's and Annie's able leadership. I would be happy to have more exchange of ideas with you.

Thank you for your patience and attention.



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HKRMA Hosts Media Gathering 香港零售管理協會與傳媒茶聚

Shortly after being elected in mid-October as the Association's new Chairman, Mrs. Annie Yau Tse hosted a media gathering on 22 November. It was her intention of maintaining close contacts and establishing cordial relations with friends of the media. More than 30 media friends representing 20 agencies attended the relaxing and amiable gathering.

Retailers have been facing long-standing issues such as manpower shortage, high rents and high labour costs. Moreover, unpredictable market conditions brought forth by the recent China-US trade war, RMB devaluation, interest rate hikes, as well as volatility in the property and stock markets, have posed the utmost and imminent difficulties to the retailers. In light of all these unfavorable conditions, Mrs. Tse reported that retailers inclined to stay conservative in forecasting the coming market performance.

To maintain a sustainable development of the industry, Mrs. Tse will adhere to the Association's objectives and strengthen its support for the industry in the following six directions:

- (1) To facilitate the industry in accelerating its IT transformation and establishing its online and offline sales models, so as to explore new opportunities.
- (2) To consolidate the industry's strength and make its voice stronger, while maintaining a sound business environment.
- (3) To bring in fresh blood by grooming professionals and talents, and strengthening the promotion of retail profession.
- (4) To innovate our service experience while consolidating our advantages in retailing.
- (5) To enhance the competitiveness of SMEs by continuing our support for them.
- (6) To promote long-term retail industry development by raising the industry's awareness in terms of environmental protection, social corporate responsibility and manpower resource for sustainable development.

於10月中獲選為新一屆主席的謝邱安儀女士，旋即於11月22日與傳媒茶聚，希望與各傳媒朋友繼續保持密切溝通，建立友好關係。當日聚會有來自二十間機構共三十多位傳媒朋友出席，氣氛輕鬆融洽。

謝邱安儀女士於會上表示，現時零售商不單面對人手短缺、租金及勞工成本高等長期挑戰，而近期中美貿易磨擦、人民幣貶值、加息隱憂，物業及股市波動，令未來市道充滿變數，是零售商迫於眉睫的最大困難。因此，業界對來年的整體零售市道不太樂觀。

為保持業界的持續發展，謝邱安儀女士將秉承協會宗旨，未來循以下六大方向，加強對業界的支持：

- (1) 協助業界加快科技升級轉型，建立線上線下銷售模式，以拓展新機遇。
- (2) 凝聚業界力量，加強發聲，維持良好營商環境。
- (3) 培育專業人才，加強推廣零售專業，吸納生力軍。
- (4) 創新服務體驗，鞏固零售優勢。
- (5) 持續支援中小企，廣納意見，提升中小企競爭力。
- (6) 推動零售業長遠發展，提升環保、社會企業責任及可持續發展意識。



In view of concerns relating to deteriorating China-US trade relations, Mrs. Tse called on local retailers to adhere to the competitiveness of Hong Kong's retail industry and uphold their product quality and service integrity, while persistently enhancing the quality service rendered by their staff. She also advised retailers to actively equip themselves with cutting-edge solutions, particularly those that may expedite the development of e-commerce and online and offline sales, so as to expand their customer base globally.

Presently, the market has been plagued with various uncertain economic factors, and that the consumption power of local and Mainland customers has declined. Mrs. Tse called on the Government's instant support to the industry in terms of building a sound e-commerce ecosystem, strengthening retail technology applications of retailers, supporting related skills training, and providing solutions to warehouse deficiency and logistics barriers. On the other hand, she pleaded the Government to step up promotions to boost visitor arrivals in Hong Kong from various countries, and in the meantime to enhance Hong Kong's tourist reception capacity in order to maintain healthy development of the retail- and tourism-related industries.

面對中美貿易關係惡化的隱憂，謝邱安儀女士呼籲零售商緊守香港零售業的優勢，保持貨品質素、具誠信的操守，持續提升員工的優質服務水平，積極裝備自己，尤其要加快發展電子商貿及線上線下銷售，使擴闊顧客群至世界各地。

目前，市場一直受到各種不明朗經濟因素困擾，加上本地顧客及內地旅客消費力下降，謝邱安儀女士促請政府盡快支持業界構建一個完善電子商貿生態，尤其是資助零售商強化零售科技應用、支持相關技能的人才培訓，以及解決倉存及物流配套問題。另一方面，業界希望政府加強推廣，吸引更多不同國家的旅客來港，同時增加香港接待旅客的能力，以維持零售及旅遊相關行業的健康發展，繼續為香港的經濟作出貢獻。



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Service & Courtesy Award Honours Positive Energy and Breeds Quality Service 傑出服務獎 凝聚正能量 散播服務種子

Winners of this year's "Service & Courtesy Award" were made public at the Winner Announcement held on 9 October. Crowned with the "Oscar of the Retail Industry", the "Service & Courtesy Award" has since its inception in 1986 attracted participation by more than 500 retail brands and 10,000 frontline employees. While retailing has made progress with each passing year, so did the Award and it has been optimized annually to take lead in terms of service innovation.

As this year marks the Association's 35th anniversary, the Award has ushered in major innovations, and more than 300 distinguished frontline employees were appointed as "Retail Ambassadors" under the Award scheme. Furthermore, the Association invited this year singer-songwriter Mr. Phil Lam as "Service Icon". On the day of the Winner Announcement, Mr. Lam, joined by more than 300 "Retail Ambassadors", took oath in the presence of 1,200 retail practitioners at the ceremony. They committed themselves in the coming year to breeding the culture of quality service, and encouraging the frontline employees to uphold their excellent customer service by sharing their experiences. They also committed to enhancing the younger generation's understanding about the retail industry so as to attract young blood.

今年「傑出服務獎」的得獎名單已於10月9日舉行的結果發佈會上公布。被譽為「零售界奧斯卡」的「傑出服務獎」，自1986年創辦以來已有超過500個零售品牌及1萬名前綫員工參加。獎項與零售業並進，每年優化，引領服務革新向前。

今年適逢協會35周年，獎項更迎來重大的創新元素，委任了300多位表現出色的前綫員工為「零售大使」。協會今年更邀請了唱作歌手林奕匡先生為服務大使，於結果發佈會當日帶領300多位「零售大使」在1,200位同業見證下宣誓，承諾於來年致力散播優質服務文化種子，透過分享，推動前綫員工保持卓越的顧客服務，同時提高年輕一代對零售業的了解，以吸引生力軍入行。



Led by Mr. Phil Lam, more than 300 "Retail Ambassadors" are appointed at the ceremony.
 林奕匡先生帶領 300 多位「零售大使」進行委任儀式。



HKRMA GREEN HACKATHON

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Saturday to Sunday, 23-24 February 2019
2019年2月23至24日(星期六、日)

Innovation Think Tank, 13/F Jockey Club Innovation Tower, PolyU
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Do you have following CHALLENGES in shops 店鋪是否有以下挑戰?

REDUCE 再減

- How to create value for "Premium Naked Buy" 高檔貨品點「裸裝」?
- Retailers have no say on reducing excessive packaging 減少貨品包裝零售者有SAY。
- How to ensure food safety and shelf-life with less plastic package 減少食物包裝又能保鮮?

REUSE 再用

- "Bring Your Own Containers" for takeaway is not trouble anymore 自備餐具客人都唔會感覺麻煩。
- How to encourage customer not to use plastic bag without reusable bag 冇帶購物袋都可以唔用你嘅膠袋?
- How to make online purchase packaging reusable 網購送貨包裝到客人手唔會變垃圾?

RECYCLE 再造

- How to make waste separation and downstream recycling easier? 廢物分類同循環再用都可以好簡單。
- Reuse of store racks at minimal cost. 點樣可以低成本循環再用店鋪貨架?

Join our Green Hackathon if you have these challenges! 要解決店鋪呢D挑戰，快D參加Green Hackathon

WHO SHOULD JOIN 參與人士?

University Students and Hong Kong Retail Brands
大專/大學生，香港零售品牌

Participating Brands 參與品牌：



To promote sustainable development for the retail industry development, a Green Hackathon is scheduled on 23-24 February 2019. The event aims to bring retailers and young people together to develop ideas that can be applied in retail shops to promote customers' awareness and practices to protect the environment.

為提升零售業界可持續發展的意識，香港零售管理協會於2019年2月23至24日舉辦黑客松，希望透過香港年輕新一代與零售商的交流及分享意念，創作出全新的計劃和專案，提高消費者保護環境的意識，為香港零售可持續發展創建綠色未來。

What is Hackathon 甚麼是Hackathon?

A hackathon is an event in which a large number of people meet and collaborate in small teams with an objective to "hack" or solve a problem statement through a short period (typically lasting from one day to a couple of days). Based on the problem statement, teams will develop new solutions and develop business model. At the end of the hackathon, teams will give a intense pitch of their ideas & prototype to a panel of judges.

Hackathon是一個大型活動，透過召集一大群年青人自由組隊分成小團隊，通過討論及協作，在固定時間內(一般一大或幾天)針對活動的主題及主辦單位的問題，提供新構思的解決方案及業務模式。在Hackathon結束前，團隊將以簡短演講，向評審匯報他們的方案及想法。

BENEFITS FOR RETAILERS 參與裨益

Solve environmental problems 獲得綠色零售方案

Find innovative solutions/ideas to the green challenges that they are facing in retail shops.
透過新點子新概念，解決店鋪面對的綠色零售挑戰。

Reach potential talents 接觸零售人才

Explore different talents or potential candidates in the events
透過活動，發掘年青零售人才。

Drive Business Result 推動業務成果

Drive improvement in business results in the long run
透過解決方案以長遠推動業務成果

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Recognition of Prior Learning (RPL) Commendation Ceremony cum Sharing Session in Retail Industry 零售業「過往資歷認可」嘉許典禮暨分享會

To date, more than 3,000 retail practitioners have been issued 4,000-plus certificates under the Recognition of Prior Learning (RPL) mechanism for retail industry, which was rolled out on 1 December 2014. In appreciation of 42 retail organizations that support their employees to apply for RPL credit, the Retail Industry Training Advisory Committee (ITAC) held a commendation ceremony on 12 November 2018, and Hon. Peter Shiu Ka-fai, member of the Legislative Council for Wholesale & Retail, attended the ceremony as Guest of Honor.

零售業「過往資歷認可」(RPL) 機制於2014年12月1日推出，至今已向三千多名零售從業員頒發超過四千張證書。為嘉許支持員工申請RPL的42間零售機構，零售業諮詢委員會(諮委會)特別於2018年11月12日舉行嘉許典禮，並邀請了批發及零售界立法會議員邵家輝先生擔任主禮嘉賓。



To Transform Experience into Industry-recognized Credential

In his welcome speech, Chairman of the Retail ITAC, Mr. Henry Yip, said that while most of the local retail practitioners had worked their way up from the junior positions, and that they had acquired rich experience and skills, they often did not have an industry-recognized certificate. RPL was a mechanism just served this purpose, allowing them to obtain qualifications approved by the Education Bureau, and that their capability was recognized by the industry.

參賽資格

零售業諮委會主席葉焯德先生致歡迎詞時表示，零售業大部份從業員都是「紅褲子」出身，擁有豐富的工作經驗和技能，但往往欠缺一張行業認受的證書。RPL正正可以讓他們獲得教育局認可的資歷，能力得到業界確認。



To Boost Professionalism with Full Support

Mrs. Annie Tse Yau, Chairman of the Hong Kong Retail Management Association, noted that retail practitioners would have a clear path towards higher education after their qualifications were recognized. She said the retail industry as a whole would benefit from the development, because this would help boost the professionalism of practitioners. This was the reason that the Association had been over the years actively promoting in various ways the Qualifications Framework and RPL through different platforms, she said.

全力支持 提升專業

香港零售管理協會主席謝邱安儀女士認為，零售從業員獲得資歷認可後，對持續進修有清晰的階梯，有助提升從業員的專業水平，對整個零售業界都有助益。故協會多年來積極透過不同平台，多方面大力推廣資歷架構及RPL。



To Attach Great Importance to Employees and Boost Recognition

Ms. Janis Tam, Managing Director of Swire Resources Limited, shared her views, saying that when promoting RLP among its work force, it was important that a company maintained mutual trust and interaction with its employees. In large-scale staff activities, she said, her company further recognized employees whose RLP applications were successful, as this would boost their recognition and convey the message that the company attached great importance to RLP.



Win-win Solution through Simple Procedures

Mr. Nelson Lo, Director of Marketing and Operations of Mannings, Dairy Farm Company Limited, said his company got immediate results after participating in RLP. After joining RLP, the company saw its employees' confidence increased and that their service level improved, and that the scheme brought benefits to employers, employees and customers. Nelson noted that employers and employees might think that RLP involved complicated processes, but once they had an initial understanding of RLP, they would realize that the application procedure was in fact very simple.



To Promote Career Development by Encouraging Lifelong Learning

Mr. Alex Tsang, Regional Manager of Watsons Group (Hong Kong) Co. Ltd., said his educational background was not good enough when he joined the retail industry. Yet, he said, RLP helped boost his career development. He shared his experience that he was initially very nervous when attending an interview in relation to his application for the Level 4 Recognition, but he soon realized that the interview mainly focused on his daily work. Now, Alex has been promoted to a regional manager from a frontline salesman, and has obtained the RPL Level 4 Recognition. This credential has helped his continued studies which he is taking in relation to the Level 5 Recognition, he said.



重視員工 加強認授性

太古資源有限公司董事總經理譚錦儀女士分享，公司向員工推廣RLP過程中，與員工保持互信及互動雙向的溝通很重要。公司更在大型員工活動中，嘉許成功申請RLP的員工，使增加他們的認授性，以及公司對RLP的重視。

申請程序簡單 達多贏成效

牛奶有限公司萬寧營銷及業務董事盧國輝先生表示，公司參加RLP不久已見到即時成效。員工獲RLP後，信心增加了，服務水平亦有所提升，對僱主、僱員、以致顧客都得益。盧先生認為顧主及顧員未了解RLP前可能感覺繁複，但初接觸後，其實申請程序很簡單。

鼓勵終生學習 有助職業發展

屈臣氏集團(香港)有限公司區域經理曾憲邦先生表示入職零售業時學歷不高，RPL對他的職業發展幫助很大。他分享申請第四級資歷要面試，初時很緊張，但原來只是與評審員傾談日常工作情況。曾先生現時已由前線銷售晉升為分區經理，並取得RPL第四級資歷，有助他持續進修，修讀第五級課程。

To Benefit from the Arrangement that no Assessment is Required During the Transition Period

Under the RPL mechanism for retail industry, the five-year transition period will expire on 30 November 2019. Currently, applicants may be granted Levels 1 to 3 recognitions simply by submitting their credentials relating to work experience and documents verifying their number of years of experience. Only recognition at Level 4 is subject to assessment. When the transition period has lapsed, however, all applications for Levels 1 to 4 are subject to assessment under the mechanism.

Up to 100% of Application Fees may be Reimbursed by the Government

Applicants who have successfully passed the assessment can apply right away for 75% reimbursement of the assessment fee. Additionally, the remaining 25% assessment fee may be reimbursed upon application should they complete any courses recognized under the Qualifications Framework.

善用過渡期 不需接受考核

零售業「過往資歷認可」機制的五年過渡期將於2019年11月30日屆滿，現時申請者只須提交工作經驗及年資證明文件，便可取得第1至第3級資歷，只有第4級資歷須接受評估；但過渡期後，申請第1至第4級「過往資歷認可」，均要接受評估。

申請費用可獲最高100%政府資助

成功通過評核取得資歷者，可即時申請發還75%評估費用，之後如修畢任何資歷架構認可的課程，更可申請發還餘下的25%評估費用。

零售業「過往資歷認可」嘉許公司 Recipient list of Retail RPL Commendation

- | | | |
|---|--|---|
| 1. OK 便利店有限公司
Circle K Convenience Stores (HK) Ltd | 15. 卓悅化粧品批發中心有限公司
Bonjour Cosmetic Wholesale Center Limited | 30. 昂坪 360 有限公司
Ngong Ping 360 Limited |
| 2. 美心集團
Maxim's Group | 16. 大家樂集團有限公司
Café de Coral Holdings Limited | 31. 柏斯琴行
Parsons Music Limited |
| 3. 百佳超級市場(香港)有限公司
PARKnSHOP (HK) Limited | 17. 美國家得路天然健康食品有限公司
CATALO Natural Health Foods Limited | 32. Pretty Renew |
| 4. 香港必勝客
Pizza Hut Hong Kong | 18. 鱷魚恤有限公司
Crocodile Garments Limited | 33. 實惠家居
Pricerite Home Limited |
| 5. 莎莎化粧品有限公司
Sa Sa Cosmetic Company Limited | 19. 香港移動通訊有限公司
CSL Mobile Limited | 34. 藝高亞太有限公司
Re:echo Asia Pacific Ltd. |
| 6. 太古資源有限公司
Swire Resources Ltd | 20. Derma 21 Medical | 35. 聖安娜餅屋有限公司
Saint Honore Cake Shop Ltd. |
| 7. 永安百貨有限公司
The Wing On Department Stores (Hong Kong) Limited | 21. 設計情報中心
Design Information Centre | 36. 太興飲食集團有限公司
Tai Hing Catering Group Limited |
| 8. 屈臣氏零售(香港)有限公司 - 豐澤
A. S. Watson Retail (HK) Limited - Fortress | 22. 鴻福堂集團
Hung Fook Tong Holdings Ltd. | 37. 牛奶有限公司 - 七、十一
The Dairy Farm Company, Limited - 7-Eleven |
| 9. 屈臣氏零售(香港)有限公司 - 屈臣氏
A. S. Watson Retail (HK) Limited - Watsons | 23. 官燕棧國際有限公司
Imperial Bird's Nest Int'l Co. Ltd. | 38. 牛奶有限公司 - 萬寧
The Dairy Farm Company, Limited - Mannings |
| 10. 屈臣氏零售(香港)有限公司 - 屈臣氏酒窖
A. S. Watson Retail (HK) Limited - Watson's Wine | 24. 景福珠寶集團有限公司
King Fook Jewellery Group Limited | 39. 一田有限公司
YATA Limited |
| 11. 天使化粧品國際有限公司
Angel Cosmetics International Limited | 25. 羅氏集團
Laws Fashion Group Limited | 40. YGM 貿易有限公司
YGM Trading Ltd. |
| 12. 歐達傢俱有限公司(茲曼尼)
Arredamenti Company Limited (Giormani) | 26. 萊爾斯丹控股有限公司
Le Saunda Holdings Ltd. | 41. 優纖健康纖體美容專門店有限公司
You Health and Fitness Club Ltd. |
| 13. B.S.C. Colourliving Limited | 27. 香港麥當勞
McDonald's Hong Kong | 42. 裕華國產百貨有限公司
Yue Hwa Chinese Products Emporium Limited |
| 14. 百麗環球有限公司
Belle Worldwide Limited | 28. 美儉有限公司
Mekim Limited | |
| | 29. 南北行參茸葯材有限公司
Nam Pei Hong Sum Yung Drugs Company Limited | |



「實惠家居」藉「匯動科技」 引進SAP雲端零售業CRM 大大提升營運效率 及客戶滿意度

「實惠家居」為香港著名之家居用品專門店，由大型傢俬、自組裝配小型傢俬、家紡用品、家居用品、家用電器及影音產品等一應俱全。為提供更貼心服務，近年更致力提供度身訂造傢俬服務，深受市場歡迎。

為配合日益擴展的業務，以及加速業務流程，「實惠家居」藉「匯動科技顧問公司」，引進世界級SAP雲端零售業CRM系統，有效管理整個銷售流程。不論是市場推廣人員、顧客服務團隊，以至前線銷售人員，均能掌握實時的顧客資料、工程進度等資訊，為顧客提供精準、優質、快速的服務。

精準個人化成零售業致勝關鍵

「匯動科技顧問公司」項目總監卓永光先生指出，踏入行銷4.0時代，個人化是零售業的趨勢，不論是產品個人化、服務個人化，宣傳推廣更是個人化，而SAP雲端零售業CRM系統厲害之處，是可以

精準地找出目標顧客群，並根據不同目標顧客群之特性或需要，自動提供不同的宣傳推廣，而且所有操作十分簡易。故此，宣傳推廣活動不但更快，而且更準，大大增加宣傳推廣的效益。

讓整個團隊成為一體

此外，要管理度身訂造傢俬的銷售流程並非易事，當中包括設計、生產、上門安裝等一連串的活動，非常容易因溝通不足而發生錯誤。現在透過SAP雲端零售業CRM系統，「實惠家居」的同事可以在任何地方，輸入工程進度，讓整個團隊成為一體，實時整合最新情況，不單減少出錯，更大幅增加效率。

讓科技融入零售業

零售業競爭激烈，市場瞬息萬變，「實惠」與「匯動」將更進一步整合零售科技方案如 A.I. Chatbot、面部辨識功能等，配合未來發展。



系統成功上線，「實惠家居」、「匯動科技」、以及「SAP」團隊舉行祝捷儀式。

Reindustrialisation and Technology Training Programme 再工業化及科技培訓計劃

The RTTP subsidises local companies on a 2:1 matching basis to train their staff in advanced technologies, especially those related to "Industry 4.0".

Eligibility

- registered in Hong Kong under the Business Registration Ordinance
- non-government and non-subsided organisation
- the employee nominated is a Hong Kong permanent resident with the necessary background / experience relevant to the advanced technology
- * Each company is subject to a funding ceiling of HK\$500,000 in each financial year.

Types of Training Courses Supported

- **Public Course**
A training course that is open to the public for enrolment. Applications for registering public courses are made by course providers.
- **Tailor-made Course**
A training course that is designed for a particular company. Eligible companies should apply for course approval and training grants in one go.

The RTTP supports local and non-local training in advanced technologies. These technologies should be advanced in nature and not yet widely adopted in Hong Kong. The adoption of such technologies should also benefit the economy of Hong Kong.

Enquiry 查詢

Reindustrialisation and Technology Training Programme Secretariat
VTC Headquarters (Industry Partnership)
30/F, Billion Plaza II, 10 Cheung Yue Street, Cheung Sha Wan, Kowloon

Tel 電話：3907 6660 / 3907 6681 Fax 傳真：2904 7843 Email 電郵：rttp@vtc.edu.hk Website 網址：rttp.vtc.edu.hk

再工業化及科技培訓計劃（計劃）以2：1的配對形式資助本地企業人員接受高端科技培訓，尤其是與「工業4.0」有關的培訓。

申請資格

- 按《商業登記條例》在香港登記
- 非政府及非受資助機構
- 被推薦的僱員為香港永久性居民，並具有該高端科技所需的相關背景/經驗
- * 每間公司每一個財政年度的資助上限為五十萬港元。

計劃支持的培訓課程

- **公開課程**
這類課程是指接受公眾申請的課程，登記課程的申請由培訓機構提交。
- **專門設計的課程**
這類課程是指為特定公司設計的課程。有關的公司應一併申請課程批核及培訓資助。

課程所涵蓋的科技必須是高端技術及未在香港廣泛採用，而採用該科技對本港經濟會有所裨益。本地及非本地的課程均獲支持。

再工業化及科技培訓計劃秘書處
職業訓練局總辦事處(行業合作)
九龍長沙灣長裕街10號億京廣場2期30樓



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New Members 新會員

The Association welcomes the following new members.
協會歡迎以下公司加入為會員。

ENQUIRIES

Tel: (852) 2866 8311

Email: membership@hkrma.org

Join NOW

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138 (香港)有限公司
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- Le Bon International Limited
禮邦國際有限公司
- Life Fountain
生命之源
- Milan Nuo HK Limited
米蘭諾(香港)有限公司
- Sky Mart
- Two Collection
- UTRY
- Concept (HK) Trading Limited
- Galleon Home Limited
- Golden Cosmetic & Beauty Limited
金麗化粧品美容香水有限公司
- Sitoy Retailing Ltd
時代零售有限公司
- Chao Fan Cosmetic Limited
超凡化粧品有限公司
- CORNERC.CO
- Extensive Publicity Limited
- I'm Beauty
- KoreanFadMart
- Lemon King Company Limited
檸檬王有限公司

19. Mrs 1000 Shoes Limited

20. Ms Adorable Lux Company Limited

21. Noble Master Limited
道盈有限公司

22. Best Friend Holding Limited
百匯坊有限公司

23. Nsquare (HK) Limited
無限次方(香港)有限公司

24. Prince of Peace (Hong Kong) Limited
美國太子行(香港)有限公司

25. Tina Beauty Company Limited
韻肌集團有限公司

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1. Eleko Industrial Limited
依利高電器有限公司

2. imimr Systems Limited
互動手訊有限公

3. Million Tech Development Limited
萬碧發展有限公司

4. QFPay Haojin Fintech Limited
錢方好近金融科技有限公司

5. Action Consultancy Company Limited
匯動科技顧問有限公司

6. Centaline Commercial
中原(工商舖)

7. NewTrek Big Data Limited
朗德大數據有限公司

*根據Ipsos Media Atlas 2016 Q1-Q4報告中，
Recruit 擁有持大學或以上學歷的讀者群比率最高



Policies & Legislations 政策及法例

This column is to inform members and readers about the various legislative and industry issues that the Association has reflected its views to the Government or relevant entities.

Association's Views

Please find below a list of issues which the Association has contributed position papers and comments in the last quarter. Details can be found in the HKRMA website: www.hkrma.org

- Consultation on Implementation Arrangements for Municipal Solid Waste Charging
- Consultation on New Producer Responsibility Scheme on Suitable Plastic Product Containers
- Consultation on Formulating Sectoral Working Hours Standards
- 2018 Policy Address
- 2019-20 Budget

本欄目是為會員及讀者報道協會就最近與零售業息息相關的議題，向政府或有關團體所發表過的意見。

協會意見

本協會於上季就下列議題提供意見或建議書，詳細內容可參閱本協會網站：www.hkrma.org。

- 都市固體廢物收費的擬議落實安排諮詢
- 塑膠產品容器生產者責任計劃諮詢
- 制定行業合約工時諮詢
- 2018 施政報告
- 2019-2020 年度財政預算案

HKRMA Functions 活動一覽表

Date 日期	Functions 活動項目
08/03/2019	Earn & Learn Pilot Scheme for Retail Industry - 4th Cohort Student Completion Ceremony 零售業「職」學創前路先導計劃 - 第四屆結業禮
23-24/02/2019	HKRMA Green Hackathon
16/02/2019	HKRMA Green Hackathon - Orientation Day HKRMA Green Hackathon - 迎新日
11/12/2018	2018 Hong Kong Awards for Industry - Awards Presentation Ceremony 2018 香港工商業獎頒獎典禮
6/12/2018	2018 HKRMA Annual Dinner & Retail Awards Presentation Ceremony 2018 周年晚會暨頒獎典禮
22/11/2018	Media Gathering Cocktail 傳媒茶聚
23/11/2018	Workshop on Consultative Selling Skills 零售工作坊 - 掌握顧問式銷售技巧
15/11/2018	Workshop on Basic Selling Skills 零售工作坊 - 掌握基礎銷售技巧

For enrollment and further details, please visit www.hkrma.org.
報名及有關詳情，請瀏覽www.hkrma.org。

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