Compliance Management Brings New Vision to Textile & Clothing Industry

遵章管理助香港紡織製衣業創新路向

In recent years, many consumers in western countries have advocated their concerns for human right issues and the environment when making their decision to purchase a product. They expect their products to be of good quality, conforming to a code of ethnics during the entire manufacturing process, with no harm to the environment. Their views are shared by a growing number of consumers worldwide and have formed a strong bargaining power. Manufacturers and suppliers cannot care less in responding to their demands.

Implications of Compliance Management

Compliance practices are aimed to ensure that production anywhere in the world is carried out according to the law and under humane and ethnical conditions. Observers of compliance practices promise to adapt, implement and monitor a certain set of production principles, and rectify any diversions from these principles during the manufacturing process. With globalization in trade, compliance practices have been adapted in major importing countries, such as the US and many countries in Europe. A growing number of international corporations have made compliance practices as one of the basic requirements when they source and purchase products from suppliers. Manufacturers who implement "Compliance Management" not only helps improve their corporate image and set a good reputation, but also boosts buyers' confidence in their products, increasing their export competitiveness.

In 1998, the Hong Kong Exporters' Association commissioned an international business consulting firm, Arthur Anderson, to a research project to study the significance of compliance for Hong Kong manufacturing industries. The findings were presented in the report — *Strategic Study on the Implication of Compliance Issues to Hong Kong's Exporting Industries*. It was found that overseas buyers regard product quality to be the most important sourcing criterion, followed by compliance issues. Surprisingly, price comes only the third place when buyers setting the priority for their sourcing criteria.

Revitalize Clothing Industry through Value-Added Activities

With China's accession into the WTO, the quota system and tariffs under the Agreement of Textile and Clothing will be gradually eliminated by 2005. Tangible trade barriers between WTO members will disappear. Instead, alternative trade barriers will emerge for the clothing industry in the forms of regional trade agreements, anti-surge and anti-dumpling mechanism and ethical trade requirements imposed by importing countries.

Currently WRAP (Worldwide Responsible Apparel Production), CSM 2000 (Compliance & Supply Chain Management 2000), SA8000 (Social Accountability 8000) and ISO 14000 (International Organization for Standardization 14000) are common types of worldwide compliance standards for the textile and clothing industry to follow. WRAP is widely accepted in North America and by American companies while CSM 2000 is adapted in Germany and is gaining popularity in Europe. While these different types of international compliance standards may have variations in their focus, labour, environment, quality assurance and customs are the core areas of compliance. WRAP has more concern for labour issues and drug trafficking whereas CSM 2000 lays more emphasis on environmental protection and documentation of every component of the whole supply chain.

According to Mr Willy Lin, Executive Committee member of Clothing Industry Training Authority (CITA), Hong Kong manufacturers in the clothing and textile industry should shift their focus to value-added activities in order to uphold Hong Kong's status as a fashion hub and global sourcing centre of clothing and textile products and uplift the competitiveness of the whole industry. "OEM arrangements and low-price competition for orders will no longer be the directions for the industry in the future".

近年愈來愈多歐美先進國家的消費者積極關注人權及環保問題，對選購貨品時除了考慮品質、產品安全性及價錢外，更注重生產商於生產過程中是否有剝削勞工行為或損害生態環境。他們對不符合道德生產標準的產品會進行大規模的抵制活動，或向有關的銷售商提出訴訟，對銷售商構成一定的壓力。製造商亦不能置身事外，在生產管理方面要遵守買家及實際消費者的要求，才能確保訂單不斷。

遵守生產約章的重要性

"遵守生產約章"(簡稱"遵章")目的是確保世界各地均在合法、人道和符合道德的情況下製造產品。參與的生產商必須承諾"採納"、"實行"和"監察"既定的生產原則，並在生產過程發生問題時加以糾正，務求達到"遵章"為目標。隨著貿易全球化(Globalization)，"遵章"已在主要進口國廣泛推行及採用，當中包括美國、歐洲等多個先進國家。許多跨國公司都把"遵章"作為採購的基本要求。生產商如能在各個生產環節中全面執行"遵章"要求及規定，不單可提升本身企業形象，增強買家對企業及產品的信心，直接提升出口競爭力。簡單來說，"遵章"的範疇集中四方面，包括勞工保障、環境保護、品質控制及貿易協定。

香港出口商會率先於1998年委託國際知名商業顧問公司安達信進行策略性研究，探討生產遵照規章對香港製造業的重要性，研究結果發表於*"生產遵照規章，更添香港出口優勢策略研究報告"*。報告指出海外買家將產品質素列為採購時最重要的準則，而生產遵照規章為第二大準則，反而產品價錢其次，只佔第三位。生產商對"遵章"的重要性不可忽視。

遵章管理增強製衣業出口競爭力

以紡織及製衣業為例，隨著中國加入世貿，國際紡織品貿易協定於2005年前將逐步取消成員國間的配額制度及關稅制度，國際間的有形貿易限制因此而取消。可是隨之而來，入口國家將會採取另類的貿易關卡如新的地區性貿易協議，並嚴格執行反傾銷條例，強調生產商依從生產約章及貿易道德規範等。推行有效遵章管理將成為本港紡織及製衣業增強競爭力的先決條件。

目前紡織及製衣界普遍接受的世界生產遵照規章標準為WRAP (Worldwide Responsible Apparel Production), CSM 2000 (Compliance & Supply Chain Management 2000)，SA 8000 (Social Accountability 8000) 及 ISO 140000 (International Organization for Standardization 14000)四個系統。WRAP 主要為北美國家及美國公司所接受，而CSM 2000 由德國創立，並日漸為歐洲其他國家採用。雖然不同的規章體系內的重點各有差異，但它們均以勞工保障、環
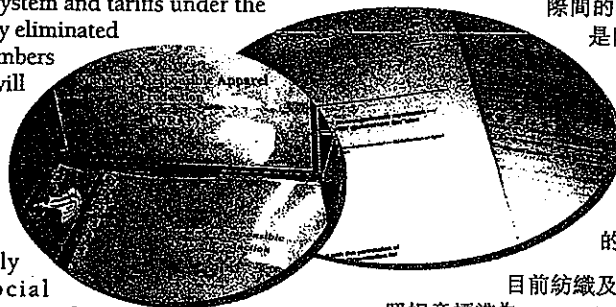
CRC Addresses Hong Kong Manufacturers' Compliance Needs and Concerns

CITA has recently established "Compliance Resource Centre" (CRC) at its headquarters in Kowloon Bay to offer people and manufacturers in the textile and clothing industry information on compliance issues and international compliance standards. The CRC promotes the awareness on the compliance issues and trends in two major directions: disseminating information and organizing training courses, seminars and workshops in compliance management. The CRC is equipped with a help desk and computers to facilitate internet search and provides reserved hardcopies and softcopies of global compliance practices and standards. It also has staff to answer enquiries and provide initial consultation on compliance issues.

With the establishment of Hong Kong's first compliance resource centre and its support to the industry, Hong Kong can uphold itself as an international compliance driven sourcing centre for textile & clothing products and demonstrate to overseas buyers that Hong Kong manufacturers are proactively addressing the compliance concerns. Hong Kong being one of the world's major exporting regions, it is important for Hong Kong manufacturers to meet worldwide compliance standards. Customers in importing countries are likely to choose suppliers with good compliance reputation rather than those who are not familiar with that practice.

"Compliance is not an obstacle but rather an opportunity for Hong Kong manufacturers. It helps the whole industry to establish a quality assurance system of manufacturing and improve factory management, relationships between workers and the management and safety standards," emphasized Mr Alan Yi-lin Li, Executive Director of CITA.

The CRC will focus on the textile and clothing industry to start with. CITA has signed a memorandum of cooperation with the certification organization of WRAP to be an authorized training agent of WRAP compliance practices in Hong Kong. The Authority plans to collaborate with other certification organizations and authorities to extend their compliance services and introduce other compliance systems to more industries by phase, such as toys and footwear, in the future. ⊑A

境保護、品質控制及貿易協定為核心範疇。WRAP較重視勞工權益和保障及防止運送毒品，而CSM 2000則強調環境保護及供應鏈各環節中的文件證明。

製衣業訓練局執行委員林宣武先生認為香港要維持時裝及環球採購中心的地位，提高行業的整體質素及競爭力，香港廠家必須重視高增值的生產活動，而原件製造生產模式，以平價爭取訂單的模式不應是香港製衣業的未來發展方向。

遵章管理資源中心助香港廠家推行遵章管理

製衣業訓練局新近成立"遵章管理資源中心"，目的是為製衣業從業員及廠商提供各類遵章資料及國際遵章標準參考文件，就業界如何推行有效遵章管理提供電話查詢及顧問服務，並於不久將來逐步舉辦遵章管理及訓練課程，加強業界對遵章管理系統的認識。資源中心有專人解答問題，並設有電腦設備，方便訪客即時在網上獲取世界各地有關遵章管理資訊，中心內展示有關遵章的刊物及文件，以供訪客借閱參考。

隨著香港首間遵章資源中心成立及對業界的支援，香港必能在國際間確立為符合遵章規定的紡織品及成衣採購中心，藉此向海外買家說明香港製造商十分重視依照國際規章進行生產活動。香港作為世界主要出口地之一，廠家有必要達到國際規章要求，因進口國家的消費者在選購產品時往往考慮供應商是否遵守各類規範進行生產。

製衣業訓練局總幹事李奕林先生認為，本港生產商不應視遵章管理為貿易關卡，應將它視為增強出口競爭力的契機，業界可藉此建立具效益的生產保證制度、改善勞資關係，以及強化管理及提升安全標準。

遵章資源中心首先在紡織及製衣業推廣遵章管理。製衣業訓練局與WRAP簽訂了合作協議，並獲授權為香港培訓WRAP課程的機構。據李奕林表示製衣業訓練局積極計劃與其他生產標準組織合作，分階段把資源中心的服務範圍及遵章管理內容擴展至玩具及鞋類等其他本港主要製造行業。 ⊑A

Information on compliance standards available at CRC 遵章管理資源中心提供之遵章體系資料包括：

WRAP (Worldwide Responsible Apparel Production)

In 1998 American Apparel and Footwear Association (AAFA) set out 12 principles for global clothing production in 1998 and established in next year an independent organization known as WRAP to promote self-monitoring and familiarization of the principles to the global clothing industry.

美國服裝與鞋類產品協會於1998年制定12條環球服裝生產原則，並於2000年成立獨立機構"環球服裝生產社會責任組織"，向全球服裝製造業推行自我評鑑及認識計劃。

Key Issues 體系重點：
1. Laws and Workplace Regulations 符合法令及工作間規定
2. Prohibition of Forced Labor 禁止強制勞動
3. Prohibition of Child Labor 禁止聘用童工
4. Prohibition of Harassment or Abuse 禁止滋擾或虐待勞工
5. Compensation and Benefits 符合薪金與福利規定
6. Hours of Work 符合工作時間規定
7. Prohibition of Discrimination 禁止歧視
8. Health and Safety 符合健康與安全標準
9. Freedom of Association and Collective Bargaining 保障結社自由及集體談判
10. Environment 符合環保管理要求
11. Customs Compliance 符合海關規定
12. Drug Interdiction 防止運送毒品

CSM 2000 ® (Compliance & Supply Chain Management)

Eco-tex Institute for Applied Ecology
A consolidated compliance system developed by Eco-Institute for Applied Ecology from various international management standards
設計了一套融合多個國際管理標準的綜合體系

Key Issues 體系重點：
1. Quality Assurance 品質保証
2. Environmental Performance 環境保護
3. Social Responsibilities 社會責任
4. Health and Safety Issues 職業健康與安全
5. Trade Regulations 貿易法規
6. Others 其他

SA 8000 (Social Accountability 8000)

A compliance system established based on a treaty of International Labor Organization, a declaration of United Nations on human rights and a treaty of United Nations on children's rights
一個建基於國際勞工組織公約、聯合國世界人權宣言、聯合國兒童權利公約等發展而成的一個遵章體系

Key Issues 體系重點：
1. Child Labor 童工
2. Forced Labor 強迫性勞工
3. Health and Safety 健康與安全
4. Freedom of Association and Right to Collective Bargaining 結社自由及集體談判
5. Discrimination 歧視
6. Discipline 懲戒性措施
7. Working Hours 工作時間
8. Compensation 報酬
9. Management Systems 管理系統

ISO 14000 (International Organization for tandardization 14000)

International Organization for Standardization developed Environmental Management System to prevent spread of pollution and promote effective use of social resources.
國際標準化組織於1991年開始發展一套環保管理體系，旨在防止污染擴散及更效地運用社會資源。

Key Issues 體系重點：
1. Environment 環境保護
2. Health and Safety 健康與安全

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