

Survey on Corporate Citizenship in Hong Kong

Questionnaire

Sample no: _____

Enumerator no: E _____

1. The total number of employees of your company is:

- | | | |
|---|---|--------------|
| (1) <input type="checkbox"/> 0 (Go to Q7) | (6) <input type="checkbox"/> 50 - 99 | } (Go to Q2) |
| (2) <input type="checkbox"/> 1 - 4 | (7) <input type="checkbox"/> 100 - 199 | |
| (3) <input type="checkbox"/> 5 - 9 | (8) <input type="checkbox"/> 200 - 499 | |
| (4) <input type="checkbox"/> 10 - 19 | (9) <input type="checkbox"/> 500 or above | |
| (5) <input type="checkbox"/> 20 - 49 | | |

2. Has your company implemented the following regarding the welfare of employees?

| | Yes (1) | No at present, but plan to do so in the near future (2) | No (3) |
|--|--------------------------|---|--------------------------|
| a) Discourage staff from working excessively long hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Regularly review salaries and other benefits to reflect market rates | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Provide in-house training or subsidize training undertaken by staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Encourage staff to pursue continued education or training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Provide staff with medical insurance or other medical benefits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Regularly review safety in the workplace | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Organize leisure and recreational activities for staff and their family members | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Provide benefits for family members of staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i) Others, please specify: _____ | | | |

3. Does your company have any *stated guideline* against the following types of discrimination in recruitment and employment?

| | Yes (1) | No at present, but plan to do so in the near future (2) | No (3) |
|----------------------------------|--------------------------|---|--------------------------|
| a) Age discrimination | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Sex discrimination | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Disability discrimination | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Family status discrimination | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Racial discrimination | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Religious discrimination | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Others, please specify: _____ | | | |

4. Has your company adopted any measures *against discrimination in recruitment and employment*?

- (1) Yes, the measures are: (More than one choice may be chosen)
- (a) Explain company policy on anti-discrimination to staff responsible for recruitment and employment
 - (b) Explain company policy on anti-discrimination to all employees
 - (c) Internal committee to promote equal opportunity or to guard against discrimination
 - (d) Internal audit or complaint mechanism to guard against discrimination
 - (e) Other measures, please specify: _____
- (2) No

5. Are there any problems in implementing any of the above measures mentioned in Q4 *against discrimination in recruitment and employment*?

- (1) Yes, the problems are: (More than one choice may be chosen)
- (a) Such measures will affect competitiveness of my company
 - (b) Such measures are not supported by staff
 - (c) There are complications/risks involved in employing people who are disabled
 - (d) There are complications/risks involved in employing the ethnic minorities
 - (e) Others, please specify: _____
- (2) No problems encountered
- (3) No measures implemented against discrimination in recruitment and employment mentioned in Q4

6. Do you agree or disagree with the following statements *concerning your company's employees*?

(Please tick the appropriate box below. The scale is from (1) being “totally disagree” to (10) being “totally agree”.)

| | Totally disagree | | | | | Totally agree | | | | |
|--|------------------|-----|-----|-----|-----|---------------|-----|-----|-----|------|
| | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| a) It is part of company's tradition to provide employment to disadvantaged groups (e.g. disabled, ex-offenders) | | | | | | | | | | |
| b) If my company provides fringe benefits to staff, it is only because it is required by the law | | | | | | | | | | |
| c) My company believes that providing fringe benefits to staff will help reduce staff mobility | | | | | | | | | | |
| d) My company believes that the cost of more fringe benefits to staff can be justified by improved efficiency | | | | | | | | | | |
| e) Employing disadvantaged groups (e.g. disabled, ex-offenders) will help promote image of company | | | | | | | | | | |
| f) If my company implements anti-discrimination measures, it is only because it is required by the law | | | | | | | | | | |
| g) “Equal opportunity” is part of my company's corporate culture or tradition | | | | | | | | | | |

7. Does your company have the following policies or measures *in dealing with your company's customers*?

| | Yes (1) | No at present, but plan to do so in the near future (2) | No (3) | Not applicable (99) |
|---|--------------------------|--|--------------------------|---------------------------|
| a) Protection of personal data of my company's customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Providing clear and precise price information to my company's customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Providing full and accurate non-price information (e.g. quality and safety) on products or services to my company's customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Providing quality after sale service to my company's customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8. Do you agree or disagree with the following statements *concerning your company's products and services*?

(Please tick the appropriate box below. The scale is from (1) being "totally disagree" to (10) being "totally agree".)

| | Totally disagree | | | | | Totally agree | | | | |
|--|------------------|-----|-----|-----|-----|---------------|-----|-----|-----|------|
| | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| a) The prices of goods or services sold by my company are solely determined by the market | | | | | | | | | | |
| b) Regarding the safety of company's products or services, my company will only do what is required by the law | | | | | | | | | | |
| c) Ensuring the quality of goods or services will benefit my company in the long run | | | | | | | | | | |
| d) It is my company's corporate value to treat its customers fairly | | | | | | | | | | |
| e) My company has an obligation to its customers by selling them goods or services that are safe and of good quality | | | | | | | | | | |
| f) My company has no obligation to disclose all information on its products and services to the customers, unless it is required by law to do so | | | | | | | | | | |

9. Does your company have the following policies or measures *in dealing with your company's suppliers?*

a) Ensure that suppliers have good employment practices

(1) Yes, the reasons for doing so: (More than one choice may be chosen)

(a) This is the requirement of buyers

(b) This is the requirement of company's headquarters

(c) This is the company's corporate value

(d) Improve the image of the company

(e) Others, please specify: _____

(2) No at present, but plan to do so in the near future

(3) No

(99) Not applicable

b) Ensure that suppliers have taken steps to protect the environment

(1) Yes, the reasons for doing so: (More than one choice may be chosen)

(a) This is the requirement of buyers

(b) This is the requirement of company's headquarters

(c) This is the company's corporate value

(d) Improve the image of the company

(e) Others, please specify: _____

(2) No at present, but plan to do so in the near future

(3) No

(99) Not applicable

c) Ensure that suppliers comply with laws or regulations in their countries

(1) Yes, the reasons for doing so: (More than one choice may be chosen)

(a) This is the requirement of buyers

(b) This is the requirement of company's headquarters

(c) This is the company's corporate value

(d) Improve the image of the company

(e) Others, please specify: _____

(2) No at present, but plan to do so in the near future

(3) No

(99) Not applicable

10. Do you agree or disagree with the following statements concerning your company's suppliers?

(Please tick the appropriate box below. The scale is from (1) being "totally disagree" to (10) being "totally agree".)

| | Totally disagree | | | | | Totally agree | | | | |
|--|------------------|-----|-----|-----|-----|---------------|-----|-----|-----|------|
| | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| a) My company is keen to ensure that products supplied by its suppliers are safe | | | | | | | | | | |
| b) My company tries to ensure that its suppliers can have reasonable profits | | | | | | | | | | |
| c) My company's dealing with its suppliers already complies with the law, and so there is no need to do anything extra for the suppliers | | | | | | | | | | |
| d) It is up to market force to determine my company's dealings with its suppliers | | | | | | | | | | |

11. Do you agree or disagree with the following statements concerning your company's competitors?

(Please tick the appropriate box below. The scale is from (1) being "totally disagree" to (10) being "totally agree".)

| | Totally disagree | | | | | Totally agree | | | | |
|---|------------------|-----|-----|-----|-----|---------------|-----|-----|-----|------|
| | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| a) Acting morally towards my company's competitors is more important than making higher profits | | | | | | | | | | |
| b) It is alright for my company to drive its competitors out of business | | | | | | | | | | |

12. Does your company make any contributions to the community?

a) Making donations to charitable organizations in the name of company

- (1) Yes, the approximate amount donated in the past 12 months: HK\$
- (2) Yes, donations made 12 months ago
- (3) No at present, but plan to do so in the near future and the amount set aside is: HK\$ /year
- (4) Never

b) Providing non-monetary support to charitable organizations

- (1) Yes, support given in the past 12 months: (More than one choice may be chosen)
 - (a) Product donation
 - (b) Services provided free of charge
 - (c) Others, please specify: _____
- (2) Yes, support provided 12 months ago
- (3) No at present, but plan to do so in the near future (More than one choice may be chosen)
 - (a) Product donation
 - (b) Services provided free of charge
 - (c) Others, please specify: _____
- (4) Never

c) Adopting measures to encourage employees to donate to charitable organizations and/or participate in

volunteer work

- (1) Yes, (i) the measures adopted in the past 12 months: (More than one choice may be chosen)
- (a) Organize company-wide participation
 - (b) Allow staff time-off for volunteer work
 - (c) Give incentives such as awards or recognition for volunteer work
 - (d) Others, please specify: _____
- (ii) Are there any problems?
- (1) Yes, the problems are: (More than one choice may be chosen)
- (a) Such measures will increase staff cost
 - (b) Such measures are not supported by most staff
 - (c) Our staff do not have time to participate in volunteer work
 - (d) My company does not know how to organize volunteer work for staff
 - (e) Others, please specify: _____
- (2) No problems encountered
- (2) Yes, measures adopted 12 months ago
- (3) No at present, but plan to do so in the near future (More than one choice may be chosen)
- (a) Organize company-wide participation
 - (b) Allow staff time-off for volunteer work
 - (c) Give incentives such as awards or recognition for volunteer work
 - (d) Others, please specify: _____
- (4) Never, the reasons for not doing so are: (More than one choice may be chosen)
- (a) Such measures will increase staff cost
 - (b) Such measures are not supported by most staff
 - (c) Our staff do not have time to participate in volunteer work
 - (d) My company does not know how to organize volunteer work for staff
 - (e) Others, please specify: _____
- (99) Do not recruit and employ employees

13. Do you agree or disagree with the following statements concerning your company's contributions to the community?

(Please tick the appropriate box below. The scale is from (1) being "totally disagree" to (10) being "totally agree".)

| | Totally disagree | | | | | Totally agree | | | | | No employee (99) |
|---|------------------|-----|-----|-----|-----|---------------|-----|-----|-----|------|--------------------------|
| | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | |
| a) Participation in volunteer work by employees together will help build up team spirit | | | | | | | | | | | <input type="checkbox"/> |
| b) Participation in volunteer work by employees together will help enhance employees' sense of belonging to the company | | | | | | | | | | | <input type="checkbox"/> |
| c) Contributions to community will promote the image of the company | | | | | | | | | | | |
| d) It is part of company's corporate culture or tradition to contribute to the community | | | | | | | | | | | |
| e) Participation in volunteer work has to be left to the discretion of individual employees | | | | | | | | | | | <input type="checkbox"/> |
| f) My company allows employees to participate in volunteer work even if the company's operation is affected | | | | | | | | | | | <input type="checkbox"/> |

14. Does your company have the following policies or measures on environmental protection?

| | Yes (1) | No at present, but plan to do so in the near future (2) | No (3) | Not applicable (99) |
|--|--------------------------|---|--------------------------|--------------------------|
| a) Controlling gas emission to avoid air pollution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Reducing emission of hazardous chemicals to avoid pollution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Keeping air conditioned premises at 25.5 degrees Celsius to save energy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Other measures on the conservation of gas and electricity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Conservation of water consumption | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Reducing the use of plastic bags | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Waste management and recycling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

15. Are there any problems in implementing any of the above measures mentioned in Q14 on *environmental protection*?

- (1) Yes, the problems are: (More than one choice may be chosen)
- (a) Such measures affect competitiveness of my company
 - (b) Such measures are not supported by staff
 - (c) My company does not have the technology to effectively implement such measures
 - (d) Our staff do not have the expertise to effectively implement such measures
 - (e) Others, please specify: _____
- (2) No problems encountered
- (3) No measures implemented on environmental protection mentioned in Q14
- (99) Not applicable

16. Do you agree or disagree with the following statements *concerning your company's environmental protection*?

(Please tick the appropriate box below. The scale is from (1) being “totally disagree” to (10) being “totally agree”.)

| | Totally disagree | | | | | Totally agree | | | | |
|---|------------------|-----|-----|-----|-----|---------------|-----|-----|-----|------|
| | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| a) Implementing environmental protection measures can reduce costs | | | | | | | | | | |
| b) Implementing environmental protection measures can help enhance the image of my company | | | | | | | | | | |
| c) If my company implements environmental protection measures, it is because this is required by my company's customers | | | | | | | | | | |
| d) If my company implements environmental protection measures, it is because this is required by law | | | | | | | | | | |
| e) Protecting the environment while operating business is part of my company corporate mission | | | | | | | | | | |
| f) If my company implements environmental protection measures, it is in response to pressure from environmental groups | | | | | | | | | | |

17. Does your company have the following arrangements?

| | Yes (1) | No at present, but plan to do so in the near future (2) | No (3) | Not applicable (99) |
|---|--------------------------|---|--------------------------|---------------------------|
| a) A mechanism to deal with complaints from customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) A regular communication channel with environmental groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) A regular communication channel with labour unions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) A committee or senior management staff responsible for implementing good company practices mentioned above | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

18. Is your company aware or not aware of “corporate social responsibility (CSR)”?

(1) Yes. What is your company’s programme in implementing CSR?

(More than one choice may be chosen)

(Please attach copies of annual report, CSR charter or CSR report, if available)

- (a) Formulate the concept of CSR
- (b) Set up targets to comply with international CSR standards
- (c) Clearly communicate the concept and mission of CSR to each employee
- (d) A special person to oversee CSR practices
 - i Owner / Shareholder
 - ii Chairman of Board of Directors
 - iii CEO
 - iv Director
 - v Human resource manager
 - vi CSR officer
 - vii Others, please specify: _____
- (e) A mechanism (such as a committee) to oversee CSR practices
- (f) Conduct regular CSR audit
- (g) Report CSR achievements in company’s annual report/website
- (h) Hold regular dialogue with stakeholders
- (i) Others, please specify: _____
- (j) We are aware of CSR but we do NOT have any specific programme to implement CSR yet

(2) No, not aware

19. From your company’s perspective, please rate the level of importance of the following aspects of “corporate social responsibility”.

(Please tick the appropriate box below. The scale is from (1) being “totally unimportant” to (10) being “extremely important”.)

| | Totally unimportant | | | | | Extremely important | | | | |
|---|---------------------|-----|-----|-----|-----|---------------------|-----|-----|-----|------|
| | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| a) Continuing commitment to behave ethically in business operation | | | | | | | | | | |
| a) Continuing commitment to minimize any negative economic, social and environmental impacts in society | | | | | | | | | | |
| c) Continuing commitment to contribute to society, through its philanthropic acts, volunteering, charitable donations, etc. | | | | | | | | | | |
| d) Continuing commitment to contribute internally to improving the well-being of its employees and their families, through appropriate values education, staff development and learning programmes, measures to raise the quality of life, etc. | | | | | | | | | | |

20. Do you agree or disagree with the following statements concerning “corporate social responsibility (CSR)”?

(Please tick the appropriate box below. The scale is from (1) being “totally disagree” to (10) being “totally agree”.)

| | Totally disagree | | | | | | | | | | Totally agree | | | | | | | | | |
|---|------------------|-----|-----|-----|-----|-----|-----|-----|-----|------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|------|
| | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| a) Implementing CSR should be the responsibility of every company | | | | | | | | | | | | | | | | | | | | |
| b) A company has already discharged its social responsibility by paying tax | | | | | | | | | | | | | | | | | | | | |
| c) Apart from their responsibilities to external parties, companies should also emphasize on fostering values and developing corporate culture within the company | | | | | | | | | | | | | | | | | | | | |
| d) CSR is only relevant for large corporations | | | | | | | | | | | | | | | | | | | | |
| e) Government should promote CSR to all employers in Hong Kong | | | | | | | | | | | | | | | | | | | | |
| f) Implementing CSR will benefit company in the long run | | | | | | | | | | | | | | | | | | | | |
| g) There should be different CSR requirements for different companies, depending on the company’s resources | | | | | | | | | | | | | | | | | | | | |
| h) Government should set a good example by implementing CSR in government departments | | | | | | | | | | | | | | | | | | | | |
| i) Government should develop a CSR charter for reference by companies | | | | | | | | | | | | | | | | | | | | |
| j) Government should provide training to companies to help them implement CSR | | | | | | | | | | | | | | | | | | | | |
| k) There should be more public recognition given to companies doing well in the area of CSR | | | | | | | | | | | | | | | | | | | | |
| l) Government should accord preferential treatment to companies doing well in the area of CSR | | | | | | | | | | | | | | | | | | | | |
| m) Government should provide tax incentives to companies doing well in the area of CSR | | | | | | | | | | | | | | | | | | | | |

21. Does your company have a company mission statement or guideline concerning “corporate social responsibility (CSR)”?

(1) Yes. The main points are about: (More than one choice may be chosen)

(Please attach copies of company mission statement or guideline.)

- (a) Promotion of staff welfare
- (b) Development of values among the staff
- (c) Promotion of fair trade
- (d) Protection of consumer rights
- (e) Assurance of fair pricing and anti-collusion
- (f) Assurance of equal opportunity
- (g) Protection of the environment
- (h) Contribution to the community
- (i) Protection of shareholders’ interest
- (j) Proper communication with stakeholders

(k) Assurance of transparency

(l) Others, please specify: _____

(2) No. But it is my company's tradition or practice, the purpose is: (More than one choice may be chosen)

(a) Promotion of staff welfare

(b) Development of values among the staff

(c) Promotion of fair trade

(d) Protection of consumer rights

(e) Assurance of fair pricing and anti-collusion

(f) Assurance of equal opportunity

(g) Protection of the environment

(h) Contribution to the community

(i) Protection of shareholders' interest

(j) Proper communication with stakeholders

(k) Assurance of transparency

(l) Others, please specify: _____

(3) No

22. The nature of the MAJOR activity of your company is:

(1) Agriculture, fishing and mining

(2) Electricity, gas and water

(3) Manufacturing

(4) Construction

(5) Transport and storage

(6) Communication

(7) Hotels

(8) Catering and restaurants

(9) Wholesale and retail

(10) Import and export

(11) Banking and finance

(12) Insurance

(13) Business services

(14) Real estate

(15) Community and social services

(16) Personal services

23. Does your company deal with / produce the following products? (More than one choice may be chosen)

(1) Food and food processing

(2) Chemicals

(3) Pharmaceuticals

(4) Textiles

(5) Electronics

(6) Do not deal with / produce the above products

24. Is your company a subsidiary of a parent company?

(1) Yes, my parent company is located in:

(a) Hong Kong

(b) Mainland China

(c) Other Asian countries (including Australia, New Zealand)

(d) Europe

(e) North America

(f) Others (including South America, Africa)

(2) No parent company

25. Is your company a branch office of your company's headquarters?

- (1) Yes, the headquarters of my company is located in:
- (a) Hong Kong
 - (b) Mainland China
 - (c) Other Asian countries (including Australia, New Zealand)
 - (d) Europe
 - (e) North America
 - (f) Others (including South America, Africa)
- (2) No headquarters

26. Does your company have branch office(s) outside Hong Kong?

- (1) Yes, my company has branch office(s) in the following places: (More than one choice may be chosen)
- (a) Mainland China
 - (b) Other Asian countries (including Australia, New Zealand)
 - (c) Europe
 - (d) North America
 - (e) Others (including South America, Africa)
- (2) No

27. Your company's customers are from: (More than one choice may be chosen)

- | | |
|--|--|
| (1) <input type="checkbox"/> Hong Kong | (4) <input type="checkbox"/> Europe |
| (2) <input type="checkbox"/> Mainland China | (5) <input type="checkbox"/> North America |
| (3) <input type="checkbox"/> Other Asian countries (including Australia, New Zealand) | (6) <input type="checkbox"/> Others (including South America, Africa) |

28. Please indicate below your position in the company. (Please tick **ONLY ONE** that you consider most appropriate)

- | | |
|--|--|
| (1) <input type="checkbox"/> Owner / Shareholder | (6) <input type="checkbox"/> Public Relations Manager |
| (2) <input type="checkbox"/> Chairman / CEO | (7) <input type="checkbox"/> Accountant |
| (3) <input type="checkbox"/> Director | (8) <input type="checkbox"/> Clerk / Secretary |
| (4) <input type="checkbox"/> Manager | (9) <input type="checkbox"/> Others, please specify: _____ |
| (5) <input type="checkbox"/> Company Secretary | |

-- Thank you very much for your cooperation --

Please attach relevant copies
(e.g. annual report, CSR charter or CSR report, company mission statement or guideline)