



UN Sustainable Development Goals Digital Economy Summit
联合国可持续发展目标数字经济峰会

服務承諾

SERVICE COMMITMENTS

28 – 30 November 2026 | Hong Kong SAR | Hosted by WGSC & SICA & HKDP

01 服務範圍與收費標準 Scope of Services & Fees

The Organising Committee will provide each partner with a written breakdown of services included and excluded under this engagement, ensuring both parties reach clear agreement on service boundaries before formal signing, thereby avoiding disputes arising from differing interpretations. The services listed in the contract represent the full scope of the Organising Committee's delivery obligations; any item not specified in the contract falls outside the scope of this engagement.

Should the partner require services beyond the agreed scope, such requirements must be negotiated separately. Applicable fees, delivery methods, and timelines must be confirmed in writing by both parties before being incorporated into the execution plan.

組委會將以書面形式向合作方清晰劃分本次合作所包含及不包含的服務內容，確保雙方在正式簽約前對服務邊界形成明確共識，避免後續因理解偏差產生爭議。合同所列服務項目即為組委會承諾交付的完整範圍，未列入合同的內容均不在本次服務義務之內。

如合作方在合同約定範圍之外提出額外需求，須另行協商，並在執行前明確收費標準、交付方式及時間節點，經雙方書面確認後方可納入執行計劃。

02 響應時效與交付週期 Response & Delivery Timeline

The Organising Committee will clearly specify response timeframes for enquiries, delivery standards for outputs, the overall service timeline, and deadlines for all key milestones — all of which are governed by the contract terms. All service enquiries or coordination requests raised by the partner will receive a written response within the agreed timeframe, ensuring efficient communication and information transparency.

The Organising Committee will advance each deliverable in accordance with the contractual schedule. In the event that exceptional circumstances — including force majeure or policy changes — may affect delivery, the partner must be notified at least 7 working days in advance and a revised plan agreed upon, so that services are completed on time and to the required standard.

組委會明確約定諮詢響應時限、成果交付標準、整體服務週期及各關鍵節點時限，所有時效要求均以合同條款為準。合作方提出的服務諮詢或協調請求，組委會將在約定時限內給予書面回覆，確保溝通高效、資訊對稱。

組委會將按合同約定的時間節點逐項推進各項工作，如因特殊情況可能影響交付進度（如不可抗力、政策變更等），須提前至少 7 個工作日告知合作方並協商調整方案，確保服務整體按時、按質完成。

03 專屬對接人制度 Dedicated Liaison

Each partner will be assigned a dedicated Liaison Officer who serves as the sole official point of contact between the Organising Committee and the partner, responsible for coordinating benefits fulfilment, logistics, materials delivery, and handling of unexpected issues throughout the engagement. The Liaison Officer will proactively monitor service progress and provide regular status updates to the partner, ensuring full visibility of benefits delivery at all times.

Should the assigned Liaison Officer change for any reason, the Organising Committee must notify the partner at least 3 working days in advance and arrange a thorough handover, ensuring continuity of service and no loss of information, with no impact on overall service quality.

每位合作方將獲委派固定的專屬聯絡官，作為組委會與合作方之間唯一的官方溝通介面，負責全程協調權益落地、行程安排、物料對接及突發事項處理。專屬聯絡官將主動跟進各項服務進度，定期向合作方同步執行狀態，確保合作方隨時掌握權益落地情況。

如專屬聯絡官因故發生人員變動，組委會須提前3個工作天告知合作方，安排充分的工作交接，確保服務不中斷、資訊不遺漏，不影響整體服務品質與連續性。

04 整改與客訴處理 Revisions & Complaint Handling

The Organising Committee and the partner will agree in writing on the specific scope of complimentary revisions, the maximum number of revision rounds, and applicable response timeframes, all of which will be set out in the contract. Where the partner raises revision requests on delivered outputs, the Organising Committee will respond promptly within the agreed complimentary scope to ensure outputs meet the mutually confirmed standard. Revision requests beyond the agreed scope will be addressed through mutual negotiation on approach and cost; unilateral refusal or delay is not permitted.

Should the partner have complaints regarding service quality, benefits delivery, or communications, these may be submitted through the designated channel. The Organising Committee undertakes to provide a formal written response within the agreed timeframe and to follow up on resolution progress until the matter is fully resolved.

組委會與合作方就免費整改的具體範圍、整改次數上限及回應時效予以明確約定，並在合同中列明。如合作方對已交付的服務成果提出修改意見，組委會將在合同約定的免費整改範圍內及時回應，確保成果符合雙方確認的標準。超出約定範圍的整改需求，組委會將與合作方協商處理方案及費用安排，不得單方面拒絕或拖延。

合作方如對服務品質、權益交付或溝通協調存在投訴，可透過指定管道提出，組委會承諾在約定時限內給予正式書面回覆，並持續跟進處理進展直至問題解決。

05 信息保密與承諾邊界 Confidentiality & Commitment Boundaries

The Organizing Committee strictly implements customer information confidentiality requirements and assumes confidentiality obligations for all institutional information, commercial materials, financial data, and communication content provided by the partner during the cooperation. The confidentiality obligation becomes effective from the date of contract signing. Without the partner's written authorization, the Organizing Committee shall not disclose, transfer, or use the above information in any form to any third party.

All staff members must strictly comply with confidentiality requirements and must not use or disseminate partner information beyond the permitted scope, nor make any verbal service commitments beyond the terms of the contract. All adjustments, additions, or special arrangements to service content must be documented in writing and confirmed by the signatures of both parties before taking legal effect.

組委會嚴格落實客戶資訊保密要求，對合作方在合作過程中提供的所有機構資訊、商業資料、財務數據及往來溝通內容承擔保密義務，保密責任自合同簽署之日起生效。未經合作方書面授權，組委會不得以任何形式向任何第三方揭露、轉讓或使用上述資訊。

全體工作人員須嚴格遵守保密要求，不得超範圍使用或傳播合作方相關資訊，亦不得以口頭形式作出任何超出合同範圍的服務承諾。所有服務內容的調整、增補或特殊安排，均須以書面文件為準，經雙方簽字確認後方具法律效力。

06 不可抗力因素 Force Majeure Factors

In the event of a force majeure event as stipulated in this contract, the organizer has the unilateral right to make decisions to postpone the summit, change the venue, reduce the scale of the summit, or cancel the summit entirely. The aforementioned adjustments shall not be deemed a breach of contract by the organizer, and the organizer shall not be liable for any compensation, including but not limited to liquidated damages, the partner's expected profit losses, or the partner's preparatory costs.

如發生本合同約定的不可抗力客觀事件，主辦方有權單方作出峰會延期、變更舉辦地點、縮減峰會規模、整體取消峰會的決定，前述調整行為不屬於主辦方違約，主辦方無需承擔違約金、合作方預期收益損失、合作方籌備成本等各類賠償責任。

备注 通用要求 General Requirements

Always use the latest version of all documents; previous versions are immediately void and must not be used or distributed.

Any exceptions or special arrangements must go through dedicated approval and be filed separately; no individual may act unilaterally.

All steps must be documented for audit purposes to ensure full traceability of information and verifiability of process.

統一使用最新版文件，舊版本即時作廢，不得繼續使用或對外發送。

特殊情況及破例約定必須經專項審批並單獨備案，個人不得擅自決定。

所有環節均須留痕備查，確保資訊可追溯、流程可核查。

聯絡方式 CONTACT

Official Summit Website: www.un-dec.com| 峰會官網: www.un-dec.com

Official Summit Email Address: info@un-dec.com| 峰會官方郵箱: info@un-dec.com