

Case Study 1: Improving Environmental Performance in Public Housing Estates through ISO 14001

- Background
- The ISO 14001 Standard
- Preparatory Work
- Pilot Scheme for Implementation
- Full Certification for PRH Estates
- Future Plan



Background

The Hong Kong Housing Authority (HA) has always been striving for enhancement in environmental performance. Since 1998, the Housing Department (HD) has set up the HD Environmental, Health and Safety Committee to steer the development and implementation of Environmental Management System (EMS). The Quality and Environmental Management System Working Group was subsequently established to coordinate the implementation of EMS within the Estate Management Division (EMD).

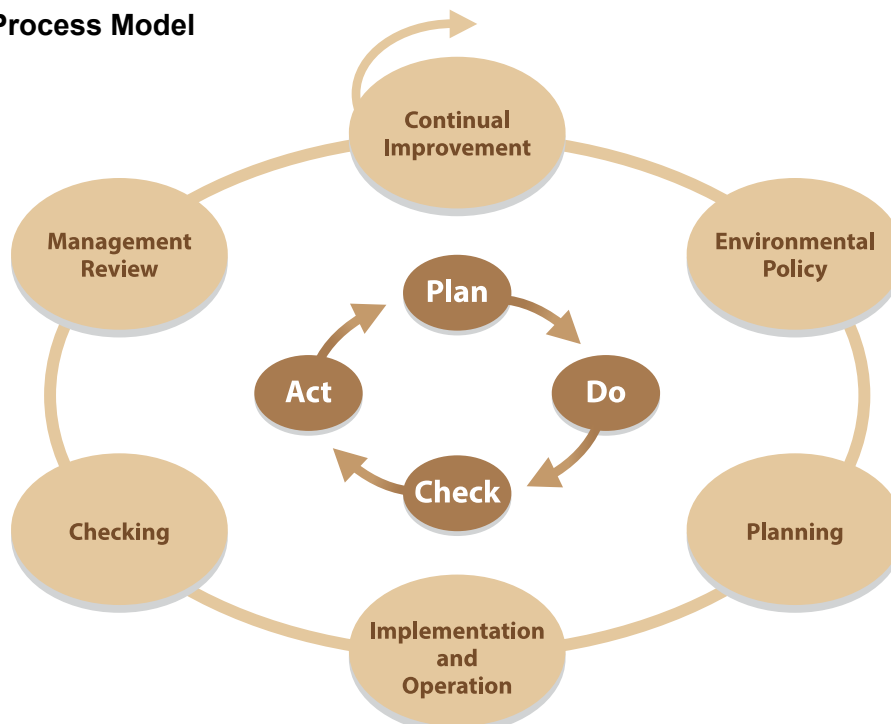
ISO 14001 is a well recognised international standard that can enhance the existing HD EMS through adopting a systematic and structured approach to identify environmental objectives and targets, as well as to evaluate environmental performance. In view of this, the EMD endorsed a work plan to obtain certification of ISO 14001 in planned maintenance and improvement, as well as provision of property management services in all public housing estates in 2010.

▲ [Back to top](#)

The ISO 14001 Standard

ISO 14001 standard adopts the Plan-Do-Check-Act approach, which provides a framework to continuously improve our organisation's environmental performance. The process model is illustrated in the diagram below:

ISO14001:2004 Process Model



In a nutshell, the EMD aims to implement ISO 14001 EMS in all estates in order to improve environmental performance by reduction of energy and water consumption, promotion of green living and environmental safety, mitigation of nuisances generated by water, air, noise and domestic waste caused by various maintenance and management activities in the estates.

▲ Back to top

Preparatory Work

To facilitate implementation, and also as a training requirement of the ISO 14001 standard, briefings and workshops were provided to property management staff as well as the cleansing and security services contractors before the implementation of the EMS. With the aid of audio-visual equipment, frontline staff could access to the training materials, operation guidelines, and other relevant documents at the ISO 14001 web-pages.



Awareness Briefing Class



Training Workshop for Internal Auditors

▲ Back to top

Pilot Scheme for Implementation

Audit conducted by certification body was successfully completed in May 2011 with the scope of planned maintenance for all public rental housing (PRH) estates and property management for three pilot estates, namely Oi Man, Sun Tin Wai and Lai On.

It was encouraging to note the co-operation and support of our frontline staff and service contractors in the implementation of EMS. We had jointly succeeded to put in place a number of good environmental practices in the estates. These initiatives include -

- reducing the number of public lightings and adjusting the timer control to match with the sunlight duration, which recorded as much as 15% reduction in electricity expenses;
- obtaining organic fertilizer from the Environmental Protection Department;
- reducing domestic waste collected from tenants;
- increasing collections of recyclables; and
- the use of fountain water for floor washing in open space.

▲ Back to top

Full Certification for PRH Estates

In view of the success of the ISO 14001 EMS certification for the three pilot estates in 2011, the scheme was extended to cover property management of the remaining 155 PRH estates in three phases. With concerted effort of both the frontline and headquarters staff, all PRH estates were certified to ISO 14001 in July 2013 in recognition of our good practices and enhancements on environmental management.



Certificate Presented to Mr. D W Pescod, the Former Permanent Secretary for Transport and Housing (Housing) at the Ceremony in August 2013



ISO 14001 Certificate for EMD

▲ Back to top

Future Plan

ISO 14001 EMS certification is an on-going process. Apart from all the existing PRH estates, the certification programme will be extended to new estates once 80% to 90% of the occupancy has been reached. To raise the environmental awareness of our stakeholders, the HA will continue to publicise and promote the environmental initiatives and encourage their support in green living. By joining hands and working together with our stakeholders, we can create a green and sustainable living environment.

▲ Back to top