



SOCIAL PERFORMANCE

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The Hong Kong Housing Authority (HA) is committed to creating a sustainable and liveable community, with the consideration of inclusivity, quality of living environment, community engagement and public space making. With the enhanced use of information technology, the HA strives to strengthen safety monitoring during our construction process, and to provide the community with convenient access to our services and latest updates.



Performance Overview

The Housing Department (HD) continued the longstanding support to corporate social responsibility initiatives. In 2017/18, the HD attained the “10 Year Plus Caring Organisation Logo” for the third consecutive year. Presented by the Hong Kong Council of Social Service, the award recognises the contribution of the HD to a better environment, employment and community.



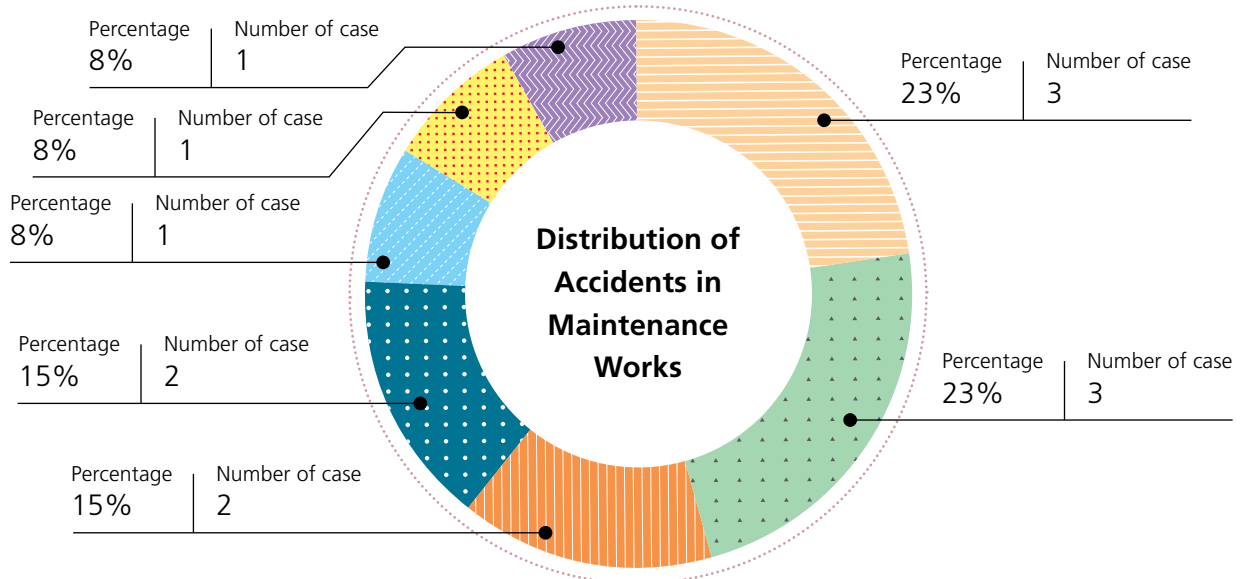
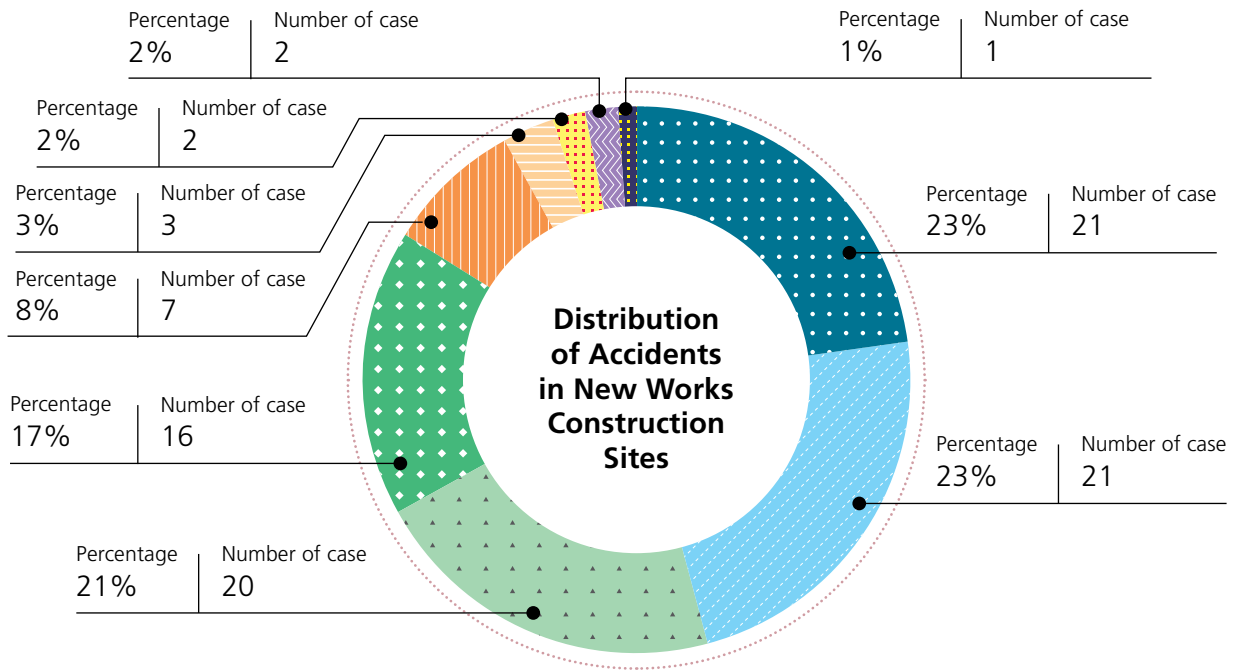
HA attained HKQAA's CSR Advocate Index










To benchmark our sustainability performance with industry peers, the HA's Development and Construction Division (DCD) and Estate Management Division (EMD) continued to participate in the Hong Kong Quality Assurance Agency's (HKQAA) Corporate Social Responsibility (CSR) Advocate Index annual performance assessment. The result is satisfactory with the full score of 5.0 attained by both Divisions. Meanwhile, EMD also maintained the HKQAA Sustainable Building Index (SBI) Verified Mark for 10 public rental housing (PRH) estates during the reporting year.

The HA applied the Site Safety Strategy 2017 on all the new works and maintenance work sites, and the work of the property service agents, cleansing services contractors and security contractors. Across our construction sites, the accident rate was 6.9 per 1,000 workers for new works contracts and 4.2 per 1,000 workers for maintenance and improvement (M&I) works contracts. Both remain below the Hong Kong average industry accident rate of 32.9 per 1,000 workers based on the 2017 statistical data from the Labour Department.

Yet, unfortunately in 2017, two fatal accidents concerning workers of two new works contracts occurred. Corresponding investigations were carried out to understand the causes. To achieve zero fatality, the HA continues to monitor the effectiveness of our site safety measures.

For more details on the HA's historical safety performance at construction sites, please visit our [“0 Incident” website](#).



-  Slip, trip/fall on same level
-  Fall of person from height
-  Injured whilst lifting/carrying
-  Contact with moving machinery
-  Striking against/struck by moving object
-  Injured by hand tools
-  Striking against stationary object
-  Struck by falling object
-  Trapped in/between object



Initiatives in Planning and Construction of New Housing Estate

The HA endeavours to provide quality housing with warmth and harmony, which is built on the collective efforts of our teams and contractors. In our planning process, we consider the needs and characteristics of local families and communities. During the construction phase, management systems and measures are in place to safeguard the health and safety of our staff and site workers.

Site Safety and Evaluation

To ensure occupational health and safety (OSH) at construction sites, the HA adopts a risk management approach and the three-pronged strategy to enhance site safety through procurement strategy and performance monitoring, strengthening contractual requirements and management, and fostering safety awareness by research, promotion and training throughout the year.

To ensure compliance with Occupational Safety and Health Ordinance (Chapter 509), Factories and Industrial Undertakings Ordinance (Chapter 59) and other applicable laws and regulations, and to effectively manage OSH risks, the HA continued to implement our Safety Management System (SMS), adhering to our commitments to provide and maintain a safe and healthy working environment as set defined in our Safety and Health Policy. Our Occupational Health and Safety Management System at sites of planned M&I works is certified with OHSAS 18001.

We have continued to monitor respective OSH issues for employees and site safety management measures for works contracts. On a periodic basis, we share with the HA staff the departmental policies that set out the key elements, guidelines and management approaches through internal circulars. These include but are not limited to our safety structure and committees, in-house safety rules, job hazard analysis, inspections, accident controls as well as awareness programmes.

Safety Training and Support

The HA provides supports to the contractors in delivering construction safety knowledge to their staff and workers. During the reporting year, we issued 42 Safety and Health Alerts, held two Site Safety Seminars and a Site Safety Forum to enhance safety awareness on site. HD arranges new site supervisory staff of New Works contracts to receive training on occupational health through Site Safety PASSPORT Training Programmes. To strengthen awareness of health risks among staff, HD also offers online programme of Occupational Safety and Health Training for Estate Management through Housing Authority Site Safety website.

Co-organised by the HA and the Occupational Safety and Health Council (OSHC), the Site Safety Forum 2017 themed “Prevention through Design – Careful Design can Reduce Accidents and Ensure Smooth and Safe Execution of Works” promoted site safety awareness through a series of presentations and experience sharing. The forum attracted around 600 participants from works contractors, property management agents, cleansing and security providers, and the HA works and estate management staff.



■ The Site Safety Forum 2017 aimed to promote site safety awareness

The HA site staff carry out their supervisory duties on construction sites. To enhance their safety awareness, our Training and Development Centre arranges mandatory training through our Site Safety PASSPORT Training Programme, as well as refresher training besides offering them training course for obtaining the Construction Industry Safety Training Certificate (commonly known as “Green Card”). Safety knowledge training throughout the project lifecycle, from planning, design, construction, maintenance and demolition, is also delivered for enriching their knowledge.

To meet high service quality and the increasing public housing production target, the HD established the DCD Academy in April 2016. The Academy is a knowledge-based community providing timely, continuous and comprehensive training packages to personnel engaged in public housing development and construction, including both in-house staff and external participants. The DCD Academy facilitates essential skill transfers and enables fulfilling careers and strong team spirit within the HA.

Put Standards into Practice

The HA seeks to communicate with stakeholders on our safety requirements. We maintained the Site Safety website which provides the updated OSH guidelines, health tips and publications issued by the Construction Industry Council, OSHC and the Labour Department to employees, workers and other stakeholders. During the reporting year, we also updated and dispatched the Site Safety Handbook and Pictorial Guide to Planning and Design for Safety to the HA staff, consultants, contractors and frontline workers for their reference.

Some construction tasks are prone to occupational hazards that arise from miscommunication. The HA has been working with OSHC to further develop and implement standardised Pointing-and-Calling oral commands for use by contractors in high-risk activities. This helps improve coordination among workers and confirm safety of site works through the use of pointing and commonly understood slogans hence prevent accidents caused by negligence.

During the reporting year, the HA revised the existing specification for construction sites with the purpose to enhance protection of workers' health and safety. The revision includes the provision of anti-heat stress construction uniforms for workers, the provision of y-type chin strap for safety helmets, the provision of fall-arresting devices (such as tool straps and waist tool belts) for handheld tools, specifications covering the requirements for temporary staircases, checks on the condition of the wire ropes of gondolas, and the provision of reflective vests for operatives and site supervisory staff involved in lifting operations, roadworks outside sites, and the control of vehicular traffic.

Hazard Monitoring and Management

The HA monitors the contractors' safety performance in new works contracts through our Performance Assessment Scoring System (PASS) and Independent Safety Audit System, as well as Surprise Safety Inspection Programme (SSIP) conducted by our safety consultants from OSHC. These audits and inspections were conducted by safety auditors and safety officers registered under Labour Department. Safety auditors were also accredited under the Hong Kong Safety and Health Certification Scheme of OSHC. Non-conformities are identified in audit reports issued to contractors and project teams responsible for the construction works for attention and corrective actions are required to be taken without undue delay.

The Housing Department Site Safety Sub-Committee meets bi-annually with Development Bureau, other government departments, OSHC and other construction-related associations and unions to review and appraise the site safety management measures implemented and advise proposals for further improvement. During the reporting year, representatives of DCD professional grade and site staff were also invited to give comments on the measures.

Incident Reporting and Investigation

The Occupational Injury and Disease Surveillance System (OIDSS) is also in place for reporting occupational accidents and fatality cases. OIDSS enables accident information management, statistics compilation and root cause analysis to promote health and safety on construction sites. During the year, the accident/incident reporting mechanism has been enhanced with the linkage to the Development and Construction Site Mobile System (DCSMS) to promote efficiency in accident reporting and analysis process.

Once an accident or incident occurred on site and came to the attention of the HA site staff, a brief report would be submitted by the HA site staff through DCSMS to trigger an email to inform the HA new works senior management of the case immediately. The contractor would then submit the accident/incident report through the OIDSS for vetting by the HA site staff and endorsement by the contract manager. Signed hard copies of the accident/incident reports with investigation report are submitted by the contractor in parallel to the secretary of Contractors Review Committee of respective types of contracts through the HA site staff and contract manager. Safety and Health Unit of Housing Department has access to the OIDSS and receives copies of the accident/incident report with attachment for monitoring.

Recognition of Our Contractors

The HA encourages our contractors to participate in safety campaigns and awards. These programmes serve as a platform of contractors to stay updated with the industry trends and best practices, bringing new insights to their management approach.



The HA's contractors were honoured in the 16th Hong Kong Occupational Safety & Health Award

The HA's contractors were well-recognised in the 16th Hong Kong Occupational Safety & Health Award organised by OSHC. In the reporting year, our contractors attained two Gold, three Silver and four Bronze awards in the categories of "Safety Enhancement Program Award", "Pointing and Calling Award", "Safety Culture Award", "Best Visual Effects Award", "Best Screenplay/ Best Content Award", "Best Performer Award" and "Best Presentation Award".

Building for the Community

The HA considers social cohesion, social interaction and neighbourliness during the planning and development of new housing estates. For instance, common area and ancillary facilities are considered to meet the population in-take and enhance social interactions. During the reporting year, we continued to engage members of the community, including district councils through workshops, forums and meetings to understand their concerns on the planning and design of the new estates. We conducted Resident Surveys in newly completed estates and Post Completion Review workshops for eight projects. Listening to the needs of the community, we have reviewed and updated the HA's Modular Flat Design 2018 Version of PRH units and Subsidised Sales Flats (SSFs) by incorporating acoustic windows and balconies.



Customer Satisfaction Index:
91.3%



Average number of customer complaints on building and the environment per 1,000 flats within six months of intake for rental estates: **0.56**

To cater the need of residents from different age groups, the HA adopts universal design approach. With the elderly constituting an increasing proportion of PRH population, features including wheelchair-accessible corridors, flat entrances, and kitchen and bathroom doorways are standardised in the modular flat design. Also, safer building materials, such as non-slip floor tiles and large-sized switches, are incorporated for the convenience of the elderly and disabled users. Integrated community play areas for all ages and abilities are also incorporated in our consideration in the planning and design stage. Through these considerations, we aim at creating a harmonious and socio-spatially equal community in our new estates.

The HA strives to promote healthy living and a green environment in public housing developments, actively participated in the World Sustainable Built Environment Conference 2017 (WSBE17) Hong Kong held from 5 to 8 June 2017. We presented our latest sustainability achievements and experiences with green building advocates, policy makers, academia and industry practitioners from 57 countries and regions.



Initiatives in Existing Housing Estates

For existing housing estates, the HA focuses on the maintenance of housing estates to provide a safe and harmonious living environment and reinforce the sense of belonging of the community. We also strive to retrofit the old housing estates to enhance the functionality and longevity.

Facility Accessibility

The HA sets an ongoing target to provide PRH estates that are accessible for people of all ages, abilities and physical conditions. Therefore, we endeavour to improve on barrier-free access in the housing estates. A comprehensive barrier-free access improvement programme was completed by 2014, but we continue promoting the accessibility of housing estate through the Lift Addition Programme. The programme adds lifts at strategic points in PRH estates to elevated platforms and footbridges that were previously only accessible by stairs. The programme enables the elderly and the disabled to thrive in a socially-inclusive community. During the reporting year, we continued the Lift Addition Programme in our existing estates. Three lifts have been installed in two housing estates, and we are implementing this programme in another two public housing estates.

Facility Safety

Public safety is an indispensable element of a harmonious and liveable community. The HA continues with the building and facility M&I works in all the existing PRH estates. Safety audits under the Housing Authority Safety Auditing System for maintenance and improvement works (HASAS(M&I)) are conducted for building M&I, lift addition, lift maintenance and lift modernisation works. Surprise safety inspections are conducted for building M&I works and lift surprise checks are conducted for lift maintenance works. These safety audits are reviewed and provide insights for further improvement for safety practices.

All along, the HA places emphasis on promoting lift and escalator safety in existing PRH estates. In particular, the elderly are vulnerable to escalator incidents due to frailty and lack of safety awareness. Campaigns to draw elderly attention on how to enjoy a safe ride on escalators are launched annually. The Lift Inspection Focus Team was designated to carry out audit inspection to enhance safety and reduce the risk of incidents in lifts and escalators managed by the HA. On the other hand, the Lift Modernisation Programme was maintained to assess all lifts over 25 years of age in PRH estates. These lifts are prioritised based on the condition of the lifts and resource availability of the HA. Through stringent inspection and assessment programmes, the HA aims to improve lift and escalator safety for PRH tenants.

Community Engagement with Estates

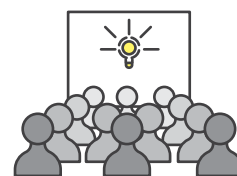
To understand tenants' needs, enhance community bonding and promote safety and wellbeing, the HA strives to communicate with tenants and collaborate closely with other members of the community.

Listening to Tenants' Concerns

The Estate Management Advisory Committees (EMACs), composed of estate staff, elected District Councillors and tenants' representatives, is one of the major communication channels between the HA and the community to promote neighbourliness in PRH estates. During the year, we have held over 900 bi-monthly EMAC meetings, as well as the EMAC Seminar in March 2018 with participation of over 700 EMAC representatives. In addition, the EMACs organised around 440 community building functions jointly with NGOs in PRH estates.



Held more than **900** bi-monthly EMAC meetings during the year



Organised biennial EMAC Seminar in March 2018 with over **700** EMAC representatives

Further to the ongoing engagement with EMACs, Public Housing Recurrent Survey is conducted every year. The survey collects statistics on socio-economic characteristics of households currently living in the HA's public housing (including both PRH and SSFs), and their opinion on a number of housing issues. The findings of the survey facilitates the HA's management of new public housing in a way that meets the public's needs and expectation.

Promoting Fire Safety

Fire is one of the most significant risks that poses threats to lives and property in PRH. For the sake of keeping tenants alert to various fire risks and awareness of essential safety tips, the HA organises regular fire drills in every domestic blocks once every two years. Regular educational materials are disseminated through video broadcasts on the Housing Channel, local radio channels and the Estate Fire Safety mini-website. Posters carrying different fire safety messages and labels on how to operate the fire hose reel properly were also displayed eminently around PRH estates.

The year-round fire safety campaign continued in the reporting year. During the year, "Estate Fire Safety Fun Fairs" were organised in 34 PRH estates to communicate fire safety message to tenants through fun activities and games. We also continued our collaboration with the Fire Service Department to send Mobile Publicity Unit and Fire Safety Education Bus to more than 60 PRH estates throughout the reporting year.



The HA supports EMACs in promoting fire safety in PRH estates. Resources are provided for their effort to organise fire safety educational activities including fire safety talks. To recognise their effort in educating tenants on fire safety, the 21 EMACs most active in fire safety education were presented with awards at the EMAC Seminar. The HA arranged a special tour to the Fire and Ambulance Services Education Centre cum Museum for the members of these EMACs to strengthen their knowledge of fire prevention.

In mid-October 2017, a fire broke out in a flat of Choi Wah House in Choi Yuen Estate. Some of the estate tenants utilised fire hose reels to combat the fire from various directions. The incident reaffirms the importance and marks the achievement of fire safety education in PRH estates.

Supporting Healthy Ageing and Lifestyle

Promoting healthy ageing in PRH estate is also one of the key missions of the HA. We collaborate with EMACs to deliver relevant educational activities to PRH tenants. In collaboration with the Department of Health, some EMACs partnered with suitable NGOs and organised health promotion programmes providing regular physical activities and healthy eating advice to tenants. During the year, 17 PRH estates participated in this programme. EMACs also partner with NGOs to deliver outreach services to the elderly tenants of individual estates. The NGOs are encouraged to invite young people and students from the estates to participate in these visits and bring positivity to elderly tenants. Around 190 partnering visits were organised in the reporting year.

To extend the care and bolster to elderly tenants, the HA continued the Healthy Ageing in Public Rental Housing Estates 2017/18 Programme in collaboration with the Oral Health Education Unit (OHEU) of the Department of Health and the Henry G. Leong Mobile Integrative Health Centre (MIHC) of the Hong Kong Polytechnic University (PolyU). The programme provided free health checks, health education and referral services to elderly tenants. It also enabled early treatments for age-related diseases for the elderly. Focusing on some common aged diseases, talks and workshops were provided by the OHEU and MIHC respectively on oral health and fall prevention. During the reporting year, over 2,000 elderly tenants were benefitted from the programme.



Healthy Ageing in PRH Estates 2017/18 Programme



PolyU's professional medics coaches elderly tenants to do balancing exercise to reduce fall risks

Support to Families

A harmonious community is made up of cohesive families. Thus, the HA endeavours in enhancing family cohesion through a number of schemes under Harmonious Families (HF) Policies. These schemes include the HF Priority Scheme, the HF Transfer Scheme, the HF Addition Scheme and the HF Amalgamation Scheme. The total number of household benefitted from these Schemes was 6,160 during the reporting year.

Scheme	Description	Number of households benefiting in 2017/18 (approximate)
Priority Scheme	Young families can opt to live with their elderly parents or elderly dependent relatives in the same flat or in two nearby flats. Eligible applicants can enjoy a six-month period of priority processing over applications submitted by other families.	2,950
Transfer Scheme	Tenants who have children or elderly parents living in a PRH estate in different District Council districts can apply to transfer to the PRH estate where their children or elderly parent living in or the one nearby.	420
Addition Scheme	Elderly tenants may apply for addition of an adult offspring, together with his or her family members to the tenancy, subject to fulfilment of "one-line continuation" rule, as well as passing of the Comprehensive Means Test and the Domestic Property Test.	2,730
Amalgamation Scheme	Elderly parents/dependent relatives and young families who are sitting tenants living separately in PRH estates may apply for amalgamation of their tenancies.	60

■ Collaboration with Contractors

With some of the estate management and maintenance services outsourced, the HA pays close attention to the quality of services provided by our contractors to the PRH tenants and the working conditions of contractors' workers.

Service Quality

To ensure the service quality of contractors, the HA has implemented stringent tendering system and contract management mechanism. Preferential Tendering Opportunities (PTO) and Preferential Tender Award System (PTAS) continued to be in place to consider the previous performance and track records of potential and existing contractors for building maintenance District Term Contracts (DTCs). Both PASS and Maintenance Assessment Scoring System (MASS) are implemented to closely monitor the performance of building maintenance and building service maintenance contractors.

To ensure effective management of the contractors, Contractors Review Committee (Property Services) is responsible to review the performance of property service contractors on a quarterly basis. Contractors with adverse performance reports are placed under "Restriction from Tendering" for three months or prohibited from tendering for at least one service tender.

Health, Safety and Labour Standards

Similar to new work contractors, the HA strives to ensure the health and safety of contractors' workers for M&I works. The Site Safety Forum 2017 jointly organised by the HA and the OSHC delivered site safety information to the M&I contractors. New initiatives of specification enhancement were implemented, including provision of y-type chin strap for safety helmets and adoption of OSHC and Labour Department's OSH Star Enterprise – Repair, Maintenance, Alteration and Addition Safety Accreditation Scheme for scaffolding subcontractors.

Throughout the reporting year, the HA continued to maintain close liaison with labour unions and conducted surprise checks to 22 PRH estates on 27 service contracts. More than 750 non-skilled workers were interviewed to check if any employment-related irregularities occurred. We also organised a seminar with Independent Commission Against Corruption and Labour Department to enhance non-skilled workers' prevention of breaching the Bribery Ordinance and awareness of the Employment Ordinance (Chapter 57), the Employees' Compensation Ordinance (Chapter 282) and other employment protection rights.

Recognition of Our Contractors

The presentation ceremony of the Estate Management Services Contractors Awards (EMSCA) was held in March 2018. Organised by the HA, the EMSCA recognised the effort of contractors and their front-line staff in providing outstanding property services. A total of 40 awards, covering 14 property, cleansing, security service contractors and carpark operators, seven estate managers and 12 front-line staff were presented.



- ▶ Estate Management Services Contractors Awards commending outstanding performance of services contractors, estate managers and frontline staff

Housing Channel

The HA has installed LCD monitors at ground floor lobbies of PRH blocks for broadcasting videos produced by the HA via the Housing Channel. The videos provide the latest information on public housing, as well as tips on home safety, hygiene and environmental protection.



Initiatives in Office at Work

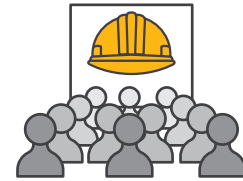
Our staff is the driving forces in building a harmonious community. We strive to provide our staff with a workplace that promotes health and safety, reasonable remuneration, equal opportunities and personal advancement. As one of the major property developers in Hong Kong, the HA also actively engages external stakeholders to promote knowledge and experience sharing in the property industry of Hong Kong.

Staff Health and Safety

The HA dedicates resources to maintain staff awareness and enhance their capacity on OSH. During the year, staff members participated in seminars and courses on OSH topics such as first aid, construction site safety, general workplace safety, handling emotionally unstable customers, gas safety and fire safety. Meanwhile, we keep our dedicated OSH intranet up-to-date by adding relevant OSH guidelines, health tips and publications issued by the OSHC and the Labour Department for the reference of our staff.

To further promote staff health, we continued with our longstanding Employee Wellness Programme, which offers a wide array of seminar topics on physical, emotional, social, occupational health and stress management. The HA's Health Portal was regularly updated with the latest health-related information.

Annual Departmental Office Safety Inspection Exercise was conducted and necessary follow-up actions were taken to enhance occupational health and safety in the workplace. During the reporting year, more than 350 offices were inspected. Follow-up actions were taken in individual offices to enhance the occupational health and safety practice. Further to the inspection, five training classes, including refresher training, were organised to nominated Office Safety Inspection Assessors to ensure they possessed the knowledge in conducting the new round of annual office safety inspection commenced in April 2018.



13 health seminars organised

8,500 staff attended
250 OSH seminars and courses

Staff Appointment, Remuneration and Benefits

The HA adheres to the requirements stipulated in the Basic Law to appoint our staff. Article 99 of the Basic Law stipulates that new recruits to the Civil Service on or after 1 July 1997 must be permanent local residents. In the HD, all the senior officers (at the D2 rank and above) are permanent Hong Kong residents. They are civil servants with appointments governed by the Civil Service Regulations and subject to the approval of the Public Service Commission. Meanwhile, we strive to comply with all employment-related legislation and prohibit the use of child labour or forced labour in all of our operations.

Depending on the terms of employment and job grades, the remuneration of our staff follows either the civil service pay scales or contract staff pay bands, which is adjusted annually according to performance and respective annual payment adjustments. A stringent three-tier performance appraisal system is in place to ensure a fair and comprehensive review of staff's performance. Civil servants, in general, receive an annual increment in their respective rank scale, while contract staff may receive an annual, one-off, performance-based merit payment.

Apart from monetary remuneration, staff of the HA are entitled to various fringe benefits and wellbeing initiatives depending on their rank levels and terms of employment. These include medical and dental treatment, housing benefits, annual leaves, retirement benefits, passage and education allowances.

The HA also established 24-hour consultation and counselling service hotline, Welfare Sub-section, Staff Club, Lactation Preparation Room, etc. in the office to instil an employee-friendly culture in the working environment.

Equal Opportunities

As a government body, the HA is committed to providing a discrimination-free working environment. We strive to ensure equal opportunities and fair treatment in remuneration, fringe benefits, promotion, compensation and working environment for all our staff regardless of their gender, ethnic group, age or disability.

We continue to participate in the Labour and Welfare Bureau's "Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme" as our commitment to the provision of equal opportunities during appointment. We also support Social Welfare Departments' Sunnyway Programme, which helps the physically challenged youth look for job opportunities. Extending our care, we encourage our business partners to follow our practices.

Training and Development

The HA supports staff members' personal development and career progression. Training in various formats were offered during the year, ranging from formal classroom training, attachment programme, mentoring scheme, site visit to study tour. We continued to run the Advanced Leadership Programme and the Housing Department Development Programme to enhance managers' competence on leadership, team communication and collaboration. New learning materials were updated to the HA e-Learning Portal to promote continuous learning among staff.

We continued the Extra Mile Card Plan to nurture a committed and motivated workforce. During the year, the plan recognised the exemplary performance of around 250 colleagues. Their inspiring success stories were uploaded on the HA e-Learning Portal to encourage other colleagues. Meanwhile, Care@work workshops were organised for junior managers to train up their skills on leading, engaging and developing staff.



Staff development programmes

■ Staff Integrity

As a public housing developer, we provide quality housing at public interest. Considering the responsibility we shoulder, we strive to work in compliance with ethical operations and applicable legislation. We set high expectations on our staff in integrity and conduct when planning and managing territorial-wide public housing programme. Our staff are required to work in adherence with the Government and departmental guidelines, including those provided by the Civil Service Bureau and our departmental staff circulars. To put into practice, we have clear internal guidelines and requirements for the declaration of private investments, avoidance of conflict of interest, and acceptance of advantages and benefits.

The HA is fully committed to a corruption-free working environment in compliance with all anti-corruption legislation. Procedures on dealing with attempted bribery, allegations of corruption and referrals to the Independent Commission Against Corruption (ICAC) are disseminated through internal circulars. To further promote the importance and awareness of integrity at work, we continuously provide anti-corruption related training, including briefings for all newly recruited staff and integrity reinforcement seminars for existing staff. During the reporting year, no cases of conviction in relation to corruption in the HD were recorded.



2,073 staff attended anti-corruption training courses

■ Staff Communication

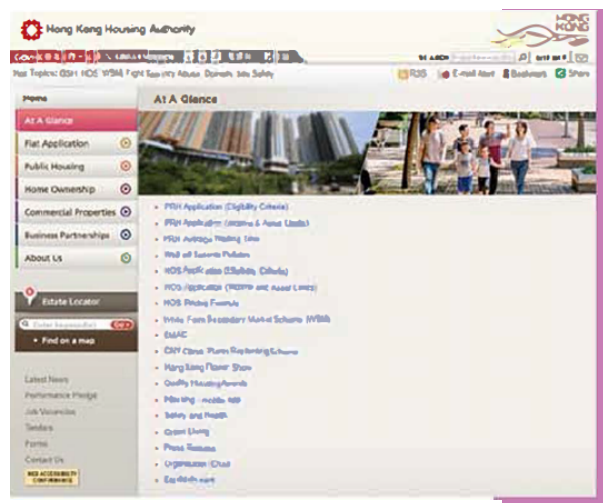
The HA values and strives to promote good staff relations through effective communication. We have established five Departmental Consultative Committees (DCCs) which provide formal and regular forums for staff consultation and discussion with an aim to achieve better understanding and cooperation between management and staff. As at the end of the reporting year, the five DCCs have 74 staff-side members, either elected among the staff members or nominated by the respective staff associations, representing all civil servants and contract staff in the HD. In addition, we recognise the value of staff associations and maintain effective communications with them. Our staff members are also free to join staff associations.

Since 1993, we have implemented the Departmental Staff Suggestion Scheme, which offers opportunities for staff to give suggestions on improving efficiency and productivity. Staff's constructive suggestions are recognised and rewarded in the Scheme, enhancing the relationship between management and staff. We have also maintained other communication channels, including the Housing Dimensions and DCD Newsletter, during the reporting year. Ad-hoc communication on departmental initiatives is also in place for internal knowledge exchange.

■ Knowledge Exchange with External Parties

We proactively share our work and experience in property management with external parties through various means, including the HA/HD website, the HA Exhibition Centre, tours and site visits. To enable further improvement of our work, we are also active in learning from foreign practices through familiarisation tours and international congresses.

Our website acts as one of the major communication channels with external parties. Expecting the high demand for the launch of Home Ownership Scheme (HOS) and the White Form Secondary Market Schemes, we have constructed informative and user-friendly websites for the public's easy access to the key information. During the reporting year, we have also enhanced the usability of the website and introduced a new section "At A Glance" that groups the frequently searched housing information for easy browsing. The section is designed to provide a convenient and useful selection of content that can cater to the needs of a broad demographics.



“At A Glance” section on the HA/HD website

The HA Exhibition Centre demonstrates public housing development in Hong Kong. Located at the HA Headquarters, the Exhibition Centre invited over 10,000 visitors in the reporting year with about 21% of the visitors from overseas and Mainland China. Students made up about 60% of the visitors.



Secondary school students visits the HA Exhibition Centre



Delegation from the Royal Swedish Academy of Engineering Sciences visits the HA Exhibition Centre

We continued to support the “CLAP for Youth” programme. Organised by the Hong Kong Jockey Club Charities Trust, the programme aims to help youth aged from 15 to 21 on life and career planning. As one of the supporters of the programme, the HA shared with the programme participants different job disciplines and career prospects in the HA through visits to the HA Headquarters and the HA Customers Services Centre. The participants interacted with our colleagues in person to understand our job nature in different sections.

Corporate Visits: Arranged 39 site visits to PRH estates

- ▀ 16 visits for a range of overseas delegations
- ▀ 16 visits for Mainland delegations
- ▀ 7 visits for local interest groups

Media

- ▀ Issued 65 press releases
- ▀ Arranged 33 press interviews and media briefings
- ▀ Handled 1,590 media enquiries
- ▀ Handled 75 complaints referred to us by the media

Apart from sharing our experience in property development in Hong Kong, we also participated in some international events to obtain insights from other countries. In September 2017, we sent a delegation to attend the 22nd Conference of the Housing and Urban Public Corporations in Asia and the International Housing Forum hosted by the Housing and Development Board of Singapore. The conference was themed as “Housing for an Inclusive Society”, where delegations from the HA and different countries exchanged on insights in housing development in their local contexts.

In the same month, we also sent delegations to participate in the XXI World Congress on Safety and Health at Work 2017 in Singapore, jointly organised by the Ministry of Manpower of Singapore, the International Labour Organisation and the International Social Security Association. During the Congress, delegations exchanged views and information with each other on creating zero occupational accident and work-related disease. The HA's delegation shared our experience in innovations in safety and health in public housing development during the symposium and technical site visits arranged in the Congress period.



- ▀ Delegations participated in the XXI World Congress to share and learn about zero occupational accident and work-related disease working environment

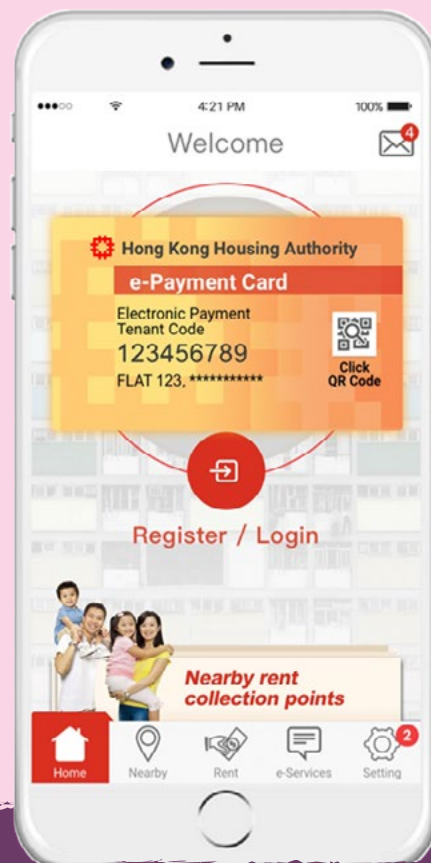
Case Study

iHousing App for Reaching Out to the Community

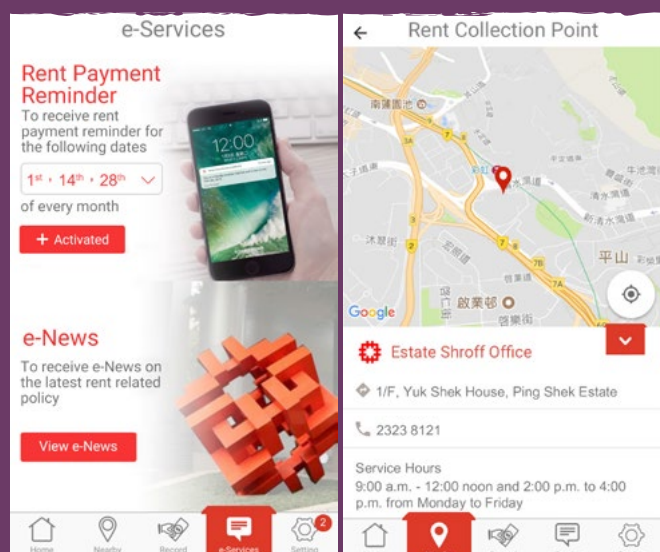
Information technology (IT) plays an important role in connecting people with each other. Since 2016, the HA has been investigating the use of IT to enhance the services delivered to PRH tenants and promote communication with the community. After trials and detailed briefings to EMD frontline colleagues, the HA rolled out our first mobile application, "iHousing", in December 2017 to provide a series of services for and communicate with the PRH tenants. This marks a new chapter in the development of our electronic services.

Continuous Exploration in Application Features

Service features on iHousing are launched by phases. The first phase of the mobile application covers the essential functions on rent enquiry and payment services, which act as a substitute for the cessation of the Rent Enquiry Kiosks in estate offices. In the coming phases, more functions, including real-time weather information and electronic announcements on public facility maintenance, will be incorporated to provide greater convenience for PRH tenants in the future.



iHousing App



iHousing mobile application enables timely communication with PRH tenants

Overview of first phase functions of iHousing

- By using a Quick Response (QR) code provided by the app, tenants can pay rent at any 7-Eleven, Circle K Convenience Store, China Resources Vanguard Supermarket or VanGO Convenience Store
- Check the rent position and rent payment history for the past six months
- Locate the nearby Estate Shroff Offices, convenience stores and supermarkets for rent payment by using Global Positioning System
- Receive rent payment reminder by push notification
- Receive notification messages of the latest rent policy of the HA

Communication Prior Implementation

Before the launch of the mobile application, the management staff of different estates have briefed the PRH residents of the features to be covered by iHousing through Estate Newsletters and EMAC meetings. Three beta trial sessions were organised to collect user feedback from more than 80 EMAC representatives, who were also appointed as iHousing Ambassadors. The iHousing Ambassadors are responsible for promoting iHousing in their respective PRH estates.



iHousing Ambassadors tried out the iHousing mobile application and gave constructive feedback on enhancing user experience

Continuous Promotion after Launch

After the official launch of iHousing, further promotion was conducted to encourage the PRH tenants to download and use the mobile application. From December 2017 to April 2018, the HA has already organised various promotional events, such as promotion booths and lucky draws, in 25 PRH estates. As at 31 March 2018, over 25,000 downloads and more than 400,000 times of usage were recorded for the newly-launched app. Positive feedback has been received from PRH tenants.



Promotion and education of using the iHousing mobile application to our PRH tenants

To encourage the use of iHousing, an award was presented to Hung Fuk Estate for the highest usage rate during the biennial EMAC Seminar in March 2018. We are actively exploring and preparing for the new functions to enable more interactions between the PRH tenants and the HA.



For more information about the iHousing mobile application, please refer to the following website:

https://eservices.housingauthority.gov.hk/iHousing/landing_en.jsp