

# EXECUTIVE SUMMARY

The Hong Kong Housing Authority's (HA's) fourteenth Sustainability Report is published under the theme "Quality Housing • Green Living". This theme encapsulates our unwavering commitment to providing quality homes for those in need of public housing, and promoting green lifestyles to our community.

## Quality Management Systems

Housing Department's individual divisions/units have obtained various certifications and verifications on management systems of international standards.



Environmental Management System



Energy Management System



Occupational Health and Safety Management System



Hong Kong Quality Assurance Agency (HKQAA) Corporate Social Responsibility (CSR) Index - HKQAA CSR Advocate Marks



Information Technology Service Management System



Information Security Management System

## Highlights of Awards & Recognitions

### Corporate Services

- 10 Years Plus Caring Organisation Logo



- Hong Kong Green Organisation Certification Wastewi\$e Certificate — Excellence Level

### Development and Construction

- Quality Building Award 2018

- » Hung Fuk Estate

Hong Kong Residential (Multiple Buildings)

Quality Excellence Award & Grand Award



- » Conversion of Chai Wan Factory Estate to Public Rental Housing

Renovation / Revitalisation — Grand Award

- HKIE Structural Division Structural Excellence Award 2018

- » Public Rental Housing Development at Shatin Area 52 Phase 2 (Footbridge B)

Infrastructures & Footbridges — Grand Award

### Estate Management

- Excellence in Facility Management Award 2018

- » Po Heung Estate

Excellence Award

(Public Rental & Subsidised Purchase Housing)

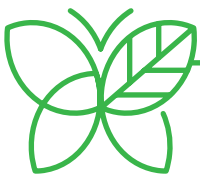
- The Hong Kong Green Organisation Certificate

- » Lee On Estate

Energywi\$e Certificate — Good Level & Wastewi\$e Certificate — Basic Level

- » Tai Yuen Estate

Wastewi\$e Certificate — Excellence Level



## Environmental Performance

To build sustainable and environmentally-friendly housing for the public, the HA has defined a total of **41 environmental targets** for 2018/19 and all these targets are **fully achieved**.

### Initiatives in Planning and Construction of New Housing Estates

- **7 projects** registered, **1 project** awarded provisional Platinum rating & **3 projects** awarded provisional Gold rating in BEAM Plus New Building certification scheme



- Avoided annual CO<sub>2</sub> emissions equivalent to **155,000 trees** for **30** domestic blocks designed



- Average energy consumption of building services installations in communal areas of domestic blocks designed was **22.26 kWh/m<sup>2</sup>/annum**

- PV systems (as of March 2019) Installed in **98** domestic blocks, with a total system capacity of **930 kW**
- Use of **precast concrete components** reached **70%** precast rate on plan at typical floor

- Completed Zero Irrigation System planters in **11** projects & under construction in **22** projects as of March 2019



### Initiatives in Existing Housing Estates

- Estate communal areas' electricity consumption reduced by **2%** to **49.9 kWh per flat per month**, representing a year-on-year reduction for the 11<sup>th</sup> year



- **10 shopping centres** pledged to the Energy Saving Charter and the Charter on External Lighting

- Launched **Municipal Solid Waste charging trial programme** in three estates



- Launched **Food Waste Collection Pilot Scheme** in nine wet markets and shopping centres



- Recycled **30,620 tonnes** of paper, **2,229 tonnes** of plastic bottles, **1,984 tonnes** of aluminium cans

- Landscape improvement work carried out in **20 estates**

### Initiatives in Office at Work

- Electricity consumption per staff reduced by **11.9%** compared to 2013/14



- Paper consumption per staff reduced by **7.9%** compared to 2013/14

- Adopted **Enterprise Resource Planning (ERP)** to digitalise procurement procedures

- Introduced **Housing Electronic Plan Submission System (HePlan) & Housing Electronic Building Records Online System (HeBROS)** for e-submissions and handling of documents





## Social Performance

To create a pleasant and inclusive living environment as well as a healthy and productive workplace, the HA has defined a total of **23 social targets** for 2018/19, and all these targets are **fully achieved**.

### Initiatives in Planning and Construction of New Housing Estates

- Provided **in-flat accessibility facilities**

and the use of materials that are safer and easier to use by elderly and disabled users



- Customer satisfaction index reached **91.9%**

- Issued **56** safety and health alerts on raising safety and health awareness



- Accident rate was **7.4 per 1,000 workers** for new works, lower than that of the Hong Kong construction industry average (i.e. 31.7 per 1,000 workers)



- Implemented new Safety Alert Module under the **Phase 2 Development and Construction Site Mobile System**

### Initiatives in Existing Housing Estates



- Estate Management Advisory Committees held over **900** bi-monthly meetings, and partnered with NGOs to organise about **450** community building functions to promote neighbourliness

- **17** Public Rental Housing (PRH) estates participated in **Healthy Ageing in PRH Estates** to promote care to elderly tenants

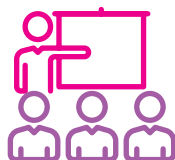


- **5,860 households** benefitted from Harmonious Families Policies
- Launched "**Estate Fire Safety Fun Fairs**" in **35** PRH estates
- Completed modernisation of **56 lifts** under Lift Modernisation Programme
- Presented **41 Estate Management Services Contractors Awards** to services contractors, estate managers and frontline staff with outstanding performance



### Initiatives in Office at Work

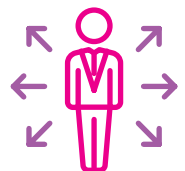
- **7,800** staff members attended 190 Occupational Safety and Health seminars/courses



- **350 offices** completed annual office safety inspection

- Average training hours reached **27.3 hours** per staff

- **247 staff** at professional or equivalent level and above attended Management Development Programme





## Economic Performance

We have defined a total of **4 economic targets** for 2018/19, and all these targets are **fully achieved**.

### Initiatives in Planning and Construction of New Housing Estate

- Completed construction of about **26,800** new flats, including **20,200** new public rental housing/Green Form Subsidised Home Ownership Scheme units and approximately **6,600** other subsidised sale flats



- Completed construction of around **26,500 sq. m.** of gross floor area for retail facilities and around **990** private car and lorry parking spaces



- Reviewed and updated the **“Guide to Registration of Works Contractors and Property Management Services Providers”**

### Initiatives in Existing Housing Estates

- Allocated around **26,900** public rental housing units to general applicants (i.e. family and elderly one-person applicants) and non-elderly one-person applicants under the Quota and Points System



- Around **18,460 households** received assistance from the Rent Assistance Scheme
- Around **1,400 households** accepted alternative accommodations for relieving overcrowding



### Initiatives in Office at Work

- Continued to utilise **over 100 IT solutions** to support the business operation of the HA

