

# Live Green Together in Harmony



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# Executive Summary



The Hong Kong Housing Authority publishes the fifteenth Sustainability Report under the theme “Live Green Together in Harmony”. This Report showcases how we continue to practise the virtue of togetherness in providing a safe, harmonious and sustainable living environment.

## Third-party Certified Management Systems

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



**ISO 9001**

Quality  
Management System



**ISO 14001**

Environmental  
Management System



**ISO 50001**

Energy  
Management System



**ISO 45001**

Occupational Health and Safety  
Management System



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



**ISO/IEC 27001:2013**

Information Security  
Management System



**ISO/IEC 20000-1:2011**

Information Technology  
Service Management System



## Highlights of Awards & Recognitions

### Corporate Services

10 Years Plus Caring Organisation Logo



### Development and Construction

#### Green Building Award 2019

- BIM-enabled Systematic Approach to Foundation Design (BIM-SAFD)  
Research Category — Merit Award
- Construction of Public Rental Housing Development at Ex-Kwai Chung Police Married Quarters  
New Buildings Category – Completed Projects – Residential Building — Finalist

#### Hong Kong Institute of Project Management Awards 2019

- Hoi Ying Estate and Hoi Lok Court  
Project of the Year 2019 & Construction / Engineering – Winner
- On Tai Estate and On Tat Estate  
Sustainable Project – Winner

### Estate Management

#### Building Surveyor Awards 2019

- Connect Old and New – Addition of Lift Towers at Cheung Ching Estate  
(Client / Client's representative group) in the A&A and Conversion Category – Winner & Caring Practice Award

#### The Hong Kong Green Organisation Certificate

- Tai Yuen Estate  
Wastewi\$e Certificate — Excellence Level
- Lee On Estate  
Wastewi\$e Certificate — Basic Level



### Environmental Management

#### Hong Kong Green Organisation Certification

- HKHA Waste Reduction Performance  
Wastewi\$e Certificate — Excellence Level

## Environmental Performance

To minimise our environmental footprints and build resilience to the potential impact of climate change for our housing estates and office, we set a total of **41 environmental targets** for 2019/20 and all these targets are **fully achieved**.

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



**10 projects** registered,  
**3 projects** awarded Provisional Gold  
rating in BEAM Plus New Buildings  
certification scheme



Reduced the estimated communal energy  
consumption for domestic block designed  
by about **29%** compared with the  
baseline figure



Average energy consumption of building  
services installations in communal areas  
was **21.39 kWh/m<sup>2</sup>/Annum**



Photovoltaic systems installed in **109**  
domestic blocks, with a total system  
capacity of **1010 kW** (as of March  
2020)



Use of precast concrete components  
reached **70% precast rate on  
plan** at typical floor of domestic block of  
suitable housing development



Continued to install  
**Zero Irrigation System** planters  
to conserve water resources and mitigate  
the impacts brought by heavy rainstorms

### Initiatives in Existing Housing Estates



Maintained estate communal areas'  
electricity consumption at  
**50.5 kWh per flat per month**



Provided standard electric vehicle  
chargers at about **40** monthly parking  
spaces in **12** existing carparks (as of  
March 2020)



Continued to join the Government's  
**Food Waste Collection Pilot  
Scheme**



Recycled **29,908 tonnes** of paper,  
**2,282 tonnes** of plastic bottles,  
**2,130 tonnes** of aluminium cans



Organised tree planting activities in  
**10 estates** and carried out landscape  
improvement work in **20 estates**



Approximately **94,000 trees** have  
been managed under the Enterprise Tree  
Management System

## Initiatives in Office at Work



Electricity consumption per staff reduced by **12.8%**, far exceeding our target of 5% against base year 2013/14



Paper consumption per staff reduced by **13.6%**, far exceeding our target of 3% against base year 2013/14



Water consumption per staff reduced by **14.6%**, far exceeding our target of 2% against base year 2015/16



Continued to adopt **Enterprise Resource Planning** to digitalise procurement procedures



Utilised **Housing Electronic Plan Submission System & Housing Electronic Building Records Online System** for e-submissions and handling of documents

## Social Performance

To build a harmonious and thriving community as well as a safe and rewarding workplace, we set a total of **21 social targets** for 2019/20, and all these targets are **fully achieved**.

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



Adopted **universal design** for all ages and abilities to enhance safety and accessibility



Customer satisfaction index reached **90.2%**



Issued **safety and health alerts**, organised a **Site Safety Forum** and **site safety seminars** to promote safety awareness and practices



Achieved **zero** fatal accident



Accident rate was **5.2 per 1,000 workers** for new works, lower than that of the Hong Kong construction industry average (i.e. 29.0 per 1,000 workers)



Enhanced the **random selection mechanism of Accredited Safety Auditors**

by relating to their performance grading for implementation

### Initiatives in Existing Housing Estates



Estate Management Advisory Committees held over **800** bi-monthly meetings, and partnered with NGOs to organise about **360** community building functions to promote neighbourliness



Continued to organise **“Green Delight in Estates”** and **“Let's Join Hands to Reduce Waste in Our Estates”** to promote waste reduction in daily lives



Produced video on **“Together, We Fight the Virus. Housing Authority Anti-epidemic Measures”**



**4,780 households** benefitted from Harmonious Families Policies



Completed modernisation of **54 lifts** under Lift Modernisation Programme



Organised the biennial **Quality Public Housing Construction and Maintenance Awards 2019**

to reward outstanding contractors, sub-contractors, project teams, supervisors and frontline workers



Maintenance and improvement works, estate management, cleansing and security services contracts achieved **zero** fatal accident



Accident rate was **5.3 per 1,000 workers** for maintenance and improvement works, lower than that of the Hong Kong construction industry average (i.e. 29.0 per 1,000 workers)

## Initiatives in Office at Work



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



**117 e-learning** resources produced to facilitate continuous self-learning



Training hours reached **18.8 hours per staff**



**8,300** staff members attended **200 Occupational Safety and Health seminars/courses**



New health-related information was regularly uploaded to the **HA's Health Portal**



## Economic Performance

We set a total of **4 economic targets** for 2019/20, and all these targets are **fully achieved**.

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



Completed construction of around **10,100** new public rental housing/Green Form Subsidised Home Scheme units and around **3,000** other subsidised sale flats



**Fifth batch** of Home Ownership Scheme flats was put up for sale



Phase 3 of **Development and Construction Site Mobile System** developed, consisting Apps for Building Works and Building Services Works Final Inspection of Domestic Flats and Foundation Works Inspection

### Initiatives in Existing Housing Estates



Allocated around **12,100** 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



Completed checking of around **250,000** income and assets declarations under the revised "Well-off Tenants Policies"



Around **19,020 households** received assistance from the Rent Assistance Scheme



Around **270 households** accepted alternative accommodations for relieving overcrowding

### Initiatives in Office at Work



Continued to utilise **over 100** IT systems/services to support the business operation of the HA

## Message from the Chairman



2020 was a year full of challenges. Against the backdrop of the COVID-19 pandemic across the globe, providing a safe, harmonious and sustainable living environment remains the Hong Kong Housing Authority (“HA”)’s top priority. Themed under “**Live Green Together in Harmony**”, this fifteenth Sustainability Report showcases HA’s and our stakeholders’ concerted efforts in providing quality public housing for those in need and promoting green living to our community in the face of challenges posed by the pandemic.

Over the years, we have been introducing and applying new technologies in an array of aspects for HA, from project design and construction, testing and inspections, to estate management and customer service, with a view to improving services, enhancing efficiency, and creating a more resilient and sustainable living environment.

We have integrated numerous environmental features in the design of new estates, including water saving. To enhance water management, we have developed and pioneered the Zero Irrigation System (ZIS) which collects and stores rainwater in retention boxes beneath the planting area for plant irrigation through root absorption. It substantially reduces fresh water consumption and the manpower for manual irrigation, and at the same time relieves pressure on the urban sewer system. ZIS has been widely adopted in new public housing developments since 2016. We will continue to study the feasibility for planting trees with ZIS application on podium, as well as using prefabricated modular ZIS design to expedite construction.

Developing sustainable living environment together with our tenants is also an essential aspect of our theme, living green together in harmony. Apart from offering recycling corners, we have been organising various activities in our public rental housing estates and commercial facilities to promote waste reduction and recycling. “Let’s Join Hands to Reduce Waste in our Estates” and “Green Delight in Estates” continue to be our major environmental programmes. Coupled with a wide variety of other recycling campaigns, we have been using different channels to promote green living to our tenants.

While the COVID-19 pandemic has brought severe challenges, we stand tall with prompt and proactive anti-epidemic and environmental hygiene initiatives. My heartfelt appreciation goes to our HA colleagues and our stakeholders for their concerted efforts and continuous support in the past year in safeguarding the sustainability of our estates. With passion, diligence and dedication, let us excel in fostering harmony and sustainability for our public housing community.

Chan Fan, Frank  
Chairman  
March 2021

# About this Report



Themed under “**Live Green Together in Harmony**”, the HA’s fifteenth Sustainability Report showcases its sustainability initiatives and performance on environmental, social and economic facets in the year of 2019/2020, as well as its governance structures and management approaches. It also summarises the HA’s performance in the past year and future plans on providing local public housing programmes in a sustainable manner for Hong Kong.

## Report Scope

This Report highlights the annual achievements and progress of the HA’s sustainability performance from 1 April 2019 to 31 March 2020 (unless otherwise mentioned in the Report). It refers to the HA’s sustainability objectives and targets in terms of the planning and construction of new housing developments, the management and maintenance of the existing public rental housing estates, and the operation of our own office.

During the reporting period, there was no significant change in the size, structure, scope of work and ownership of the HA.

Readers are encouraged to read this Report in conjunction with the relevant parts of the HA’s **Annual Report 2019/20**. Where appropriate, content will be referenced to the Annual Report.

## Reporting Standards

This Report has been prepared in accordance with the **GRI Standards**: Core option. The **GRI Content Index** illustrates how all the sections in this Report are linked to the relevant GRI indicators.

We welcome stakeholders’ comments on our operations, activities, sustainability performance and reporting process. **Feedback Form** is open to collect readers’ opinion and comments for our continuous improvement.

## Assurance

To assure the completeness, accuracy, reliability and credibility of our Report, we have engaged an independent party to verify the claims and data quoted in the Report. The verifier’s opinions and views on the Report is presented in the **Verification Statement**.

# About the Hong Kong Housing Authority

## [Our Vision, Mission and Core Values](#)

## [Our Roles and Services](#)

## [Governance Structure and Management](#)

## [Stakeholder Engagement and Significant Material Aspects](#)



The Hong Kong Housing Authority (HA), established in April 1973 under the Housing Ordinance (Chapter 283), is a statutory body responsible for supporting the Transport and Housing Bureau in the development and implementation of the local public housing programme. The Housing Department (HD) acts as an executive arm of the HA.

## Our Vision, Mission and Core Values



### Our Vision

To provide affordable rental housing to low-income families with housing needs, and to help low-to-middle-income families gain access to subsidised home ownership.



### Our Mission

- To provide affordable quality housing, management, maintenance and other housing-related services to meet the needs of our customers in a proactive and caring manner;
- To provide an age-friendly and barrier-free estate environment to address the needs of residents of different ages and physical ability;
- To ensure cost-effective and rational use of public resources in service delivery and allocation of housing assistance in an open and equitable manner; and
- To maintain a competent, dedicated and performance-oriented team.



## Our Core Values

We incorporate sustainability into planning, implementation of housing development and maintenance programmes to provide quality, safe, affordable, people-oriented and eco-friendly public housing. Our sustainability strategies, priorities and programmes are clearly defined in terms of environmental, social and economic sustainability. We strive to balance the needs from these three aspects to attain the goals of healthy living, sustainable construction and urban environment enhancement.

- For environmental sustainability, we prioritise resources optimisation, consumption reduction and the minimisation of environmental footprint.
- For social sustainability, we prioritise the provision of public housing to those in need, and the creation of a comfortable and safe living environment that promotes social cohesion.
- For economic sustainability, we prioritise the maintenance of cost effectiveness and economic viability in our operations.





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## Our Roles and Services

### Provision of Public Rental Housing and Subsidised Sale Flats

As guided by the mission to address local housing needs, the HA plans, designs, manages and maintains public housing for low to middle-income families in Hong Kong. We strive to offer public rental housing (PRH) to low-income families at affordable rents and provide subsidised sales flats (SSFs) to low- to middle-income families via different subsidised home ownership schemes.

#### Home Ownership Scheme (HOS)

HOS flats serve as the first step for home ownership for some lower to middle-income families. It also provides an avenue for better-off PRH tenants to buy their own homes, thereby releasing their PRH flats for allocation to those in more pressing needs. The selling prices of HOS flats are determined by applying a discount to the market value, relating to the affordability of the eligible households within the HOS income limit.

#### Green Form Subsidised Home Ownership Scheme (GSH)

GSH was regularised in 2018 to provide an additional avenue for Green Form (GF) applicants<sup>1</sup> to achieve home ownership. Suitable PRH developments under construction are identified for sale to GF applicants, with discount rate set at 10 per cent higher than that determined for the preceding HOS sale exercise. This scheme helps address the home ownership aspirations of GF applicants while releasing more flats for PRH applicants with more pressing needs.

#### White Form Secondary Market Scheme (WSM)

WSM was regularised in 2017 to allow eligible White Form (WF) applicants<sup>1</sup> to purchase SSFs with premium unpaid in the Secondary Market, which helps address the home ownership aspirations of low- to middle-income families.



<sup>1</sup> For Eligibility Criteria of Green Form and White Form applicants, please refer to page 139 to 141 of the HA's [Annual Report 2019/20](#).

The HA's public housing production progress is guided by our five-year Public Housing Construction Programme, which has been aligned to support the Government's rolling 10-year public housing supply target under the Long Term Housing Strategy (LTHS).

LTHS has set out the following three strategic directions in order to gradually avert the current supply-demand imbalance:

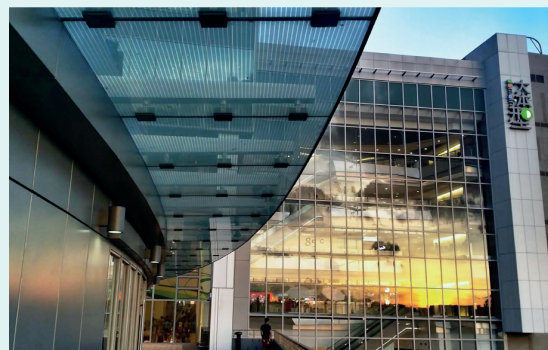
- To build more public rental housing units and to ensure the rational use of existing resources;
- To provide more subsidised sale flats, expand the forms of subsidised home ownership and facilitate the market circulation of existing stock; and
- To stabilise the residential property market through steady land supply and timely demand-side management measures, and to promote good sales and tenancy practices for private residential properties.

Along with relevant Government bureaux and departments, the HA strives to support the LTHS' "supply-led" and "flexible" strategy, and contributes to meeting the Government's policy objective of increasing housing supply via comprehensive site selection and site-specific design in suitable and "spade ready" sites.

## Provision of Infrastructure and Commercial Properties

To create a connected and sustainable living environment for residents and the community, the HA incorporates infrastructure facilities, including footbridges, landscape areas, car parks, public transport interchanges, community facilities, social welfare facilities, educational facilities and commercial facilities, into the planning, design and development of public housing.

Further to public housing, the HA also provides and manages various commercial properties, such as flatted factories and ancillary commercial and other non-domestic facilities.



Domain

## Collaboration with Government Departments and Professional Organisations

In practice, the HA formulates public housing policy for the Government while the HD, as an executive arm, delivers our public housing programme. The HA is also an institutional member of the Hong Kong Green Building Council and we participate in their committees and various functions to promote green building.

For more details of the HA's business review, please refer to page 20 to 25 of the HA's [\*\*Annual Report 2019/20\*\*](#)

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## Governance Structure and Management

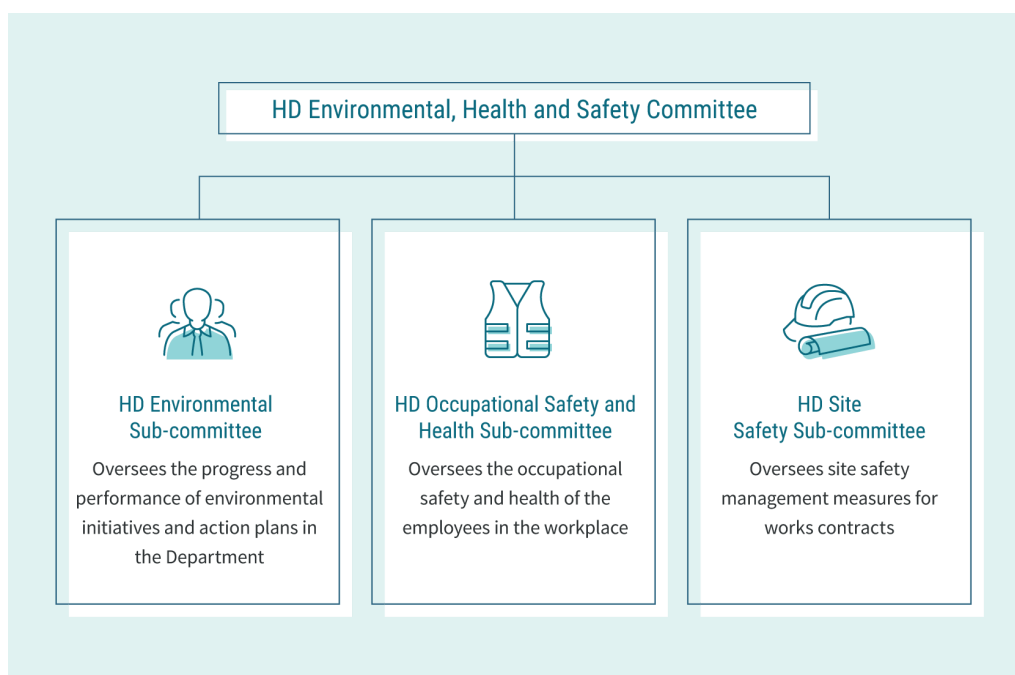
### Our Governance Structure and Management

The Secretary for Transport and Housing assumes the office of Chairman of the HA, while the Director of Housing assumes that of Vice-chairman. Apart from the Chairman and Vice-chairman, the HA has two official members and 26 non-official members, which are appointed by the Chief Executive. All non-official members are appointed on an individual basis.

Six standing committees have been established under the HA to formulate, administer and oversee policies in specified areas, covering building, commercial properties, finance, strategic planning, subsidised housing and tenders. Sub-committee and ad-hoc committee can be formed under these six committees whenever needed. For more information on our governance structure and the terms of reference of the standing committees, please refer to the [HA/HD website](#).

The HD, acting as the HA's executive arm, supports the implementation of housing-related policies. The HD is led by the Permanent Secretary for Transport and Housing (Housing), who is concurrent with the Director of Housing. The HD has four operating divisions, namely Strategy, Development and Construction, Estate Management and Corporate Services, all of which support the implementation of HA's policies in housing strategy, overall housing development, construction and estate management. The HD's organisation could be found on the [HA/HD's website](#).

The Housing Department Environmental, Health and Safety Committee (HDEHSC) is tasked with the development and formulation of policy direction on environmental, health, safety and sustainability aspects within the HD. Three sub-committees under the HDEHSC further support on different sustainability issues.





## Our Management Approaches

To govern our operations with clear direction on sustainability commitment and approaches, our management has established and endorsed policies and frameworks in specific work areas. These policies and frameworks have been communicated to and are supported by our stakeholders, including our staff, service providers, material suppliers and contractors.

## Policies at the Departmental Level

### Environmental Policy

The HA is committed to continuously improving environmental standards in the provision of public housing and related services. To achieve this objective, we have adopted the following environmental principles:

- To promote healthy living and a green environment;
- To develop a strategic framework and implement environmental management for the promotion of sustainable development;
- To strictly comply with and fully implement all relevant environmental legislation and regulations;
- To address environmental concerns and incorporate environmental initiatives into planning and design, construction and demolition, marketing and estate management activities;
- To minimise environmental impacts (air, dust, noise, waste and water) to residents and the public from the HA's operations;
- To develop procurement policies to minimise the use of resources and achieve cost effectiveness;
- To promote environmental awareness and participation among staff, residents and contractors through education and publicity programmes; and
- To review and seek continual improvement on the implementation of an environmental management system.

### Safety and Health Policy

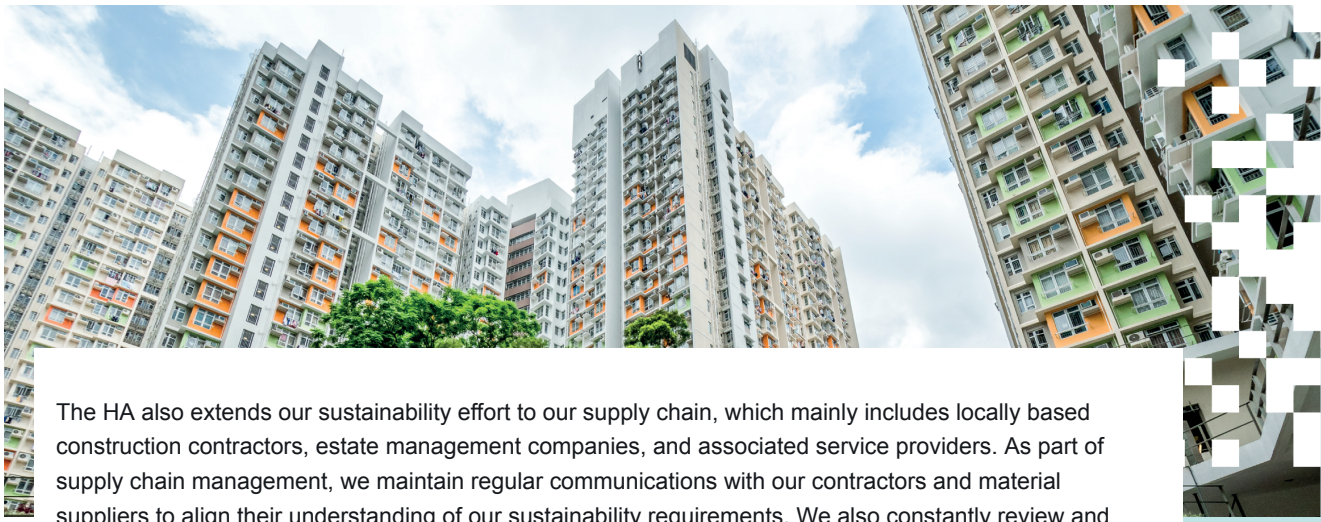
The HA fully recognises safety and health at work as an integral part of our activities. We provide and maintaining a safe and healthy working environment for all of our staff.

The HA is committed to maintaining a climate of safety awareness and developing guidelines and a health and safety management system that leads to continuous improvement in occupational safety and health performance. All employees are required to assume responsibility for assuring their own safety by conforming to the policy and observing all statutory requirements and guidelines that are related to their work.

To achieve the objective of safety and health at work, the HA has adopted the principles below:

- To provide and maintain working conditions, equipment and work systems for our staff, being consistent with good practices of occupational safety and health;
- To develop a strategic framework and implement safety management system for the promotion of safety and health at work;
- To ensure compliance with all relevant health and safety legislation as the minimum requirement;
- To take appropriate measures to eliminate safety and health hazards in our operations, and where this is not reasonably practicable, to devise procedures and guidelines to reduce such hazards to an acceptable level;
- To provide staff with training and supervision as required to achieve the objective of creating a safe and healthy working environment; and
- To pursue continual improvement in occupational safety and health by regularly reviewing our performance.

The policy and overall safety management system will be regularly monitored and reviewed to ensure that the above objectives are achieved.



The HA also extends our sustainability effort to our supply chain, which mainly includes locally based construction contractors, estate management companies, and associated service providers. As part of supply chain management, we maintain regular communications with our contractors and material suppliers to align their understanding of our sustainability requirements. We also constantly review and assess suppliers' performance and compliance status through a robust and effective monitoring system.

In promoting responsible procurement practices, we strictly follow the Government Procurement Agreement of the World Trade Organisation and the HA's procurement policies and instructions. We strive to provide equal opportunities without prejudice to material suppliers to assure a fair, open, equitable and ethical purchasing process. Furthermore, the Environmentally Responsible Procurement Policy has been established to encourage adoption of green procurement where practicable and economically viable.

## Environmentally Responsible Procurement Policy

The Environmentally Responsible Procurement Policy for contractors, suppliers and service providers is as follows:

According to the HA's Environmental Policy, the HA is committed to minimising the use of resources and achieving cost effectiveness in its operations. This policy is developed to fulfil this commitment by:

- Identifying the significant environmental impacts of materials and services in use;
- Purchasing materials, goods and services to specifications that are compliant with relevant environmental legislation, and include environmental considerations so that, if technically acceptable and economically viable, lower environmental impact goods and services are purchased;
- Assessing the environmental commitment of suppliers, contractors and service suppliers as part of the tender valuation process, and rewarding the best environmental performers. Paying for environment to demand for higher environmental performance;
- As appropriate to the scale and/or nature of the work requiring contractors and service providers to produce project environmental management plans (EMPs) within their bids for work;
- Regularly evaluating evidence supplied by contractors and service providers towards implementation of their EMP as part of our ongoing supervision of works;
- Providing feedback, advice and facilitating training of key suppliers, contractors and service providers on environmental performance and improvement opportunities;
- Ensuring that all HA staff, HA suppliers, contractors and service providers are aware of, and act in accordance with, the HA environmental procurement policy and contribute to the HA's environmental objectives; and
- Establishing systems, targets and action plans for effective environmental procurement and regular reports on performance.



## Policies at the Divisional Level

In addition to formulating and implementing the policies at the departmental level, individual divisions and units have obtained various certifications on management systems to align with international practices.

### Certified Standard

Certified Standard	Certified since
<b>Corporate Services Division (CSD)</b>	
Capability Maturity Model Integration for Development and Maturity Level 3 (CMMI-DEV ML3)	2008
ISO/IEC 20000-1:2011 Information Technology Service Management System	2012
ISO 14001: Environmental Management System	2013
ISO/IEC 27001:2013 Information Security Management System	2014
<b>Development &amp; Construction Division (DCD)</b>	
ISO 9001: Quality Management System	1993
ISO 14001: Environmental Management System	2009
ISO 50001: Energy Management System	2012
ISO 45001: Occupational Health and Safety Management System	2020
<b>Estate Management Division (EMD)</b>	
ISO 9001: Quality Management System	1993
ISO 14001: Environmental Management System	2011
ISO 50001: Energy Management System	2013
ISO 45001 Occupational Health and Safety Management System	2019
<b>Independent Checking Unit (ICU)</b>	
ISO 9001: Quality Management System	2014
ISO 14001: Environmental Management System	2014

The HA also integrates some other international schemes or standards into our management systems. These schemes and standards are not certifiable but are verified through other means such as the HKQAA CSR Advocate Index.

### Other Quality Schemes/ Standards

Other Quality Schemes/ Standards	Adopted since
<b>Development &amp; Construction Division (DCD)</b>	
ISO 26000: Social Responsibility	2010
ISO 31000: Risk Management	2010
European Foundation for Quality Management (EFQM) Excellence Model	2010
<b>Estate Management Division (EMD)</b>	
ISO 19011: Auditing Management System	2012
ISO 26000: Social Responsibility	2012
ISO 31000: Risk Management	2012
HKQAA Sustainable Building Index (SBI) Scheme	2012

Our individual divisions and units have also formulated policies that demonstrate their commitment to sustainability in their daily operations.

### Energy Policy of DCD

In moving towards our goal of sustainable operations in meeting customer and community expectations, the DCD recognises the importance of energy management in the provision of affordable quality housing. To this end, we affirm our commitment to:

- Continual improvement in energy performance;
- Ensure the availability of information and necessary resources to achieve objectives and targets; and
- Comply with applicable legal requirements and other requirements to which we subscribe that relate to our energy use, consumption and efficiency.

In addition, we support the purchase of energy-efficient products and services, and the design for energy performance improvement.

### Energy Policy of EMD

EMD is committed to continually improving its energy performance standards in the areas of facility management and improvement works of PRH domestic blocks. To achieve this objective, the top management of EMD affirms the following commitments:

- To regularly review and seek continual improvement in energy performance;
- To ensure the availability of information and necessary resources to achieve objectives and targets;
- To comply with applicable legal requirements and other requirements to which we subscribe, related to our energy use, consumption and efficiency;
- To provide a framework for setting and reviewing energy objectives and targets; and
- To support the purchase of energy-efficient products, services and design for energy performance improvement.

### Social Responsibility Policy of DCD and EMD

We recognise social responsibility as an integral part of our long-established caring values. Social responsibility is the way we have and will continue in our approaches and practices. We affirm our commitment in adopting and practising the following principles of social responsibility:

- Be accountable for our impacts on society and the environment;
- Be transparent in our decisions and activities that impact on society and the environment;
- Be ethical in terms of honesty, equity and integrity;
- Be conscious of and respect the interests of our stakeholders and respond to their expressed concerns;
- Be respectful of the rule of law and international norms of behaviour for environmental or social safeguards; and
- Be respectful and supportive of human rights with particular regard to discrimination, grievance resolution and rights at work

# About the Hong Kong Housing Authority

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## Stakeholder Engagement and Significant Material Aspects

### Stakeholder Engagement

The HA values comments and feedbacks from stakeholders. We have identified a list of key stakeholders according to their relationship with and dependence on our operations, and have engaged them via different engagement channels and initiatives.



#### Staff members

##### [Engagement Channels and Initiatives](#)

Departmental Consultative Committees  
Development and Construction Division (DCD)  
Academy  
Staff development training  
Annual performance appraisals  
“Housing Dimensions” publications  
DCD Newsletter  
Departmental Staff Suggestion Scheme  
Environmental awareness programmes  
Staff associations  
Intranet  
Sustainability Report



#### Tenants

##### [Engagement Channels and Initiatives](#)

Estate Management Advisory Committees  
Estate Newsletter  
Residents surveys & post-completion reviews  
Customer satisfaction surveys  
Briefing sessions & meetings  
“Green Living” Mini-website  
“iHousing” mobile application  
Environmental and community relations programmes  
Sustainability Report



#### Suppliers / Contractors

##### [Engagement Channels and Initiatives](#)

Regular meetings / briefings  
Site-visits  
Mobile applications  
Contractor performance appraisals  
Contractor Award Schemes



#### Government departments or agencies

##### [Engagement Channels and Initiatives](#)

Cross-departmental meetings  
Charters and schemes



#### Non-governmental organisations

##### [Engagement Channels and Initiatives](#)

Community environmental programmes  
Sustainability Report



## Legislators and local district councillors

### Engagement Channels and Initiatives

Consultation meetings  
Legislative Council meetings  
District Council meetings



## General public

### Engagement Channels and Initiatives

“Housing Dimensions” publications  
Press releases  
Social media  
“Green Living” Mini-website  
Sustainability Report  
Public events and activities



## Media

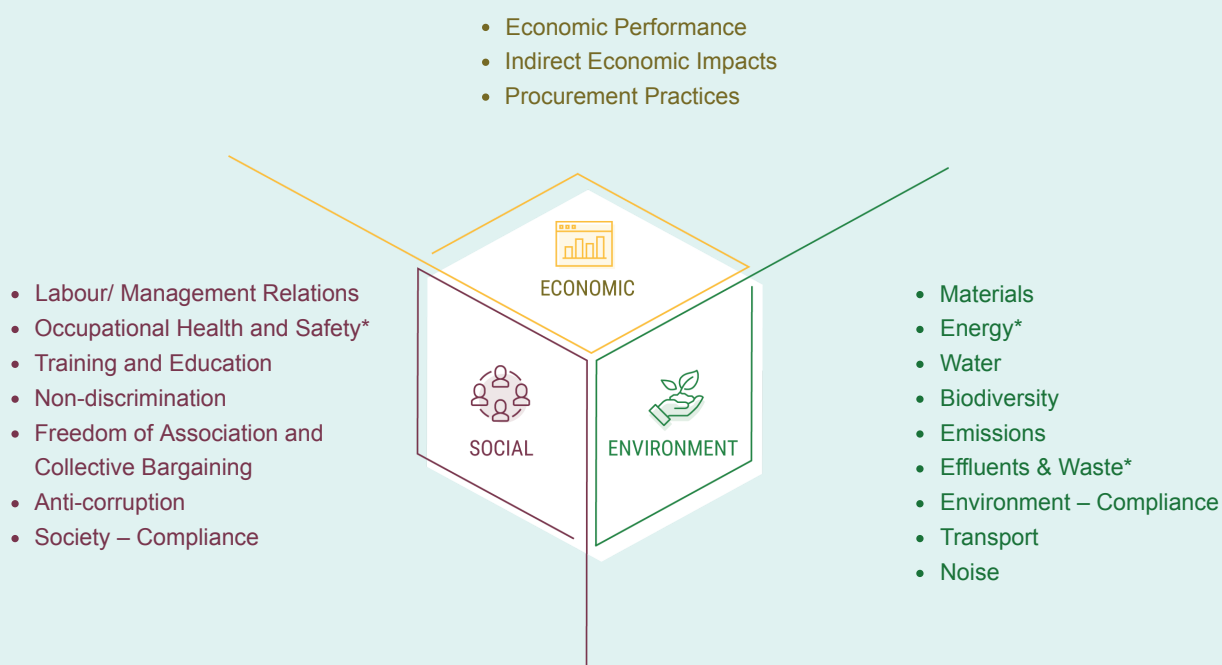
### Engagement Channels and Initiatives

“Housing Dimensions” publications  
Press releases  
Social media  
Enquiries  
Local and international events and conferences

## Materiality Assessment

To deepen our understanding on concerns of our people, partners, regulators, and the community, we conduct regular stakeholder engagement exercises. Our senior management reviews and responds to stakeholders’ comments and feedback in internal management meetings.

Considering comments from our stakeholders, below is the list of material aspects and the reporting boundaries for this Report.



\* The performance of HA's contractors in the areas of “Energy”, “Effluents & Waste” and “Occupational Health and Safety” have also been covered in this Report.

# Environmental Performance

- [Initiatives in Planning and Construction of New Housing Estates](#)
- [Initiatives in Existing Housing Estates](#)
- [Initiatives in Office at Work](#)
- [Case Study - Zero Irrigation System -The Water Conservation Innovation](#)



[Green Design and Construction](#)

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[Resource Conservation](#)

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[Water Conservation](#)

[VIEW MORE](#) — □

[Mitigating Environmental Impacts](#)

[VIEW MORE](#) — □

The HA is committed to minimising our environmental footprints and building resilience to the potential impact of climate change for our new and existing housing estates, as well as our office.

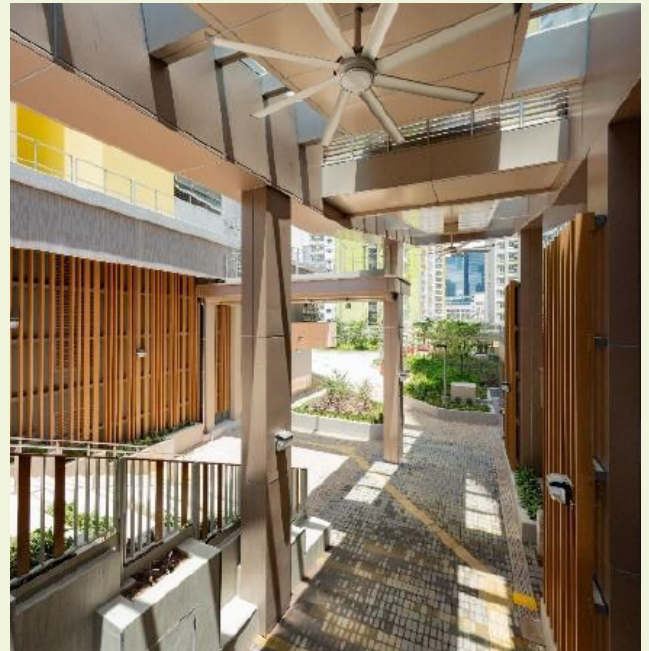
## Initiatives in Planning and Construction of New Housing Estates

### Green Design and Construction

The HA endeavours to enhance the resilience and sustainability of our housing to cope with all kinds of environmental challenges. Over the past 20 years, we have been designing our buildings in a sustainable way, which empowered us to align with the global call for climate change mitigation.

Our estates are planned and designed with climate resilient features in pursuant of the prevailing guidelines, such as Urban Design Guidelines of Hong Kong Planning Standards and Guidelines. It categorically aims at alleviating different climate scenarios, such as urban heat island effects.

Apart from conserving the rain water for irrigation, our Zero Irrigation System (ZIS) also served as a de-centralised storage for rainwater. As the frequency of extreme weather conditions is expected to rise in the future, it is vital to implement measures to mitigate the impacts of rainstorm and flooding. For more details of the ZIS, please refer to the [Case Study: Zero Irrigation System – The Water Conservation Innovation](#) section.



Design with skylight combined with high volume low-speed fan at external area based on micro-climate studies to enhance the human comfort



## Conducting Micro-climate Studies and Air Ventilation Assessment

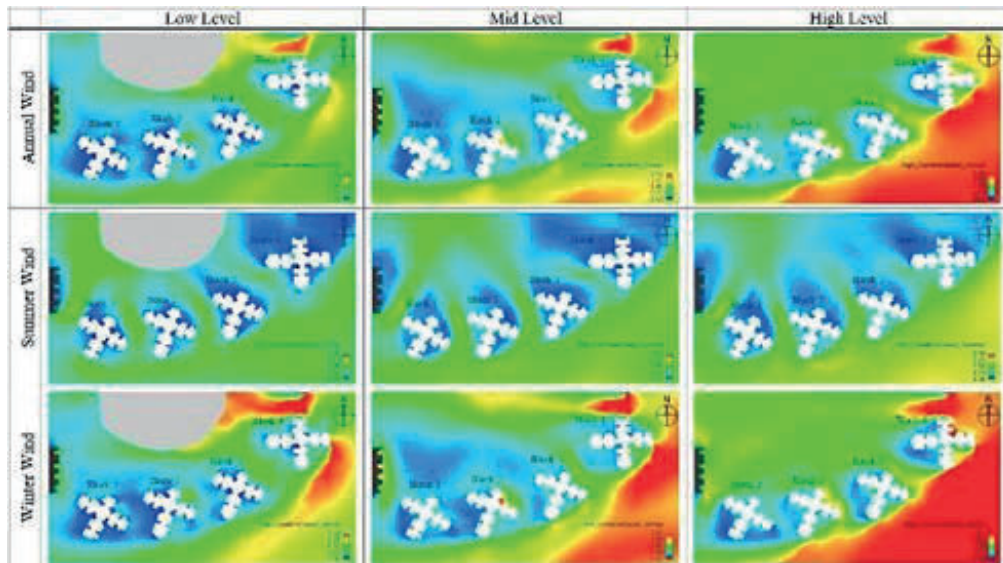
The HA takes sustainable design into the account in the planning and design of our new estates. Micro-climate studies and Air Ventilation Assessments (AVA) are applied to study the impact of various environmental factors, such as wind availability, natural ventilation, daylighting and shading, thermal comfort, as well as pollutant dispersion. We will leverage the results from the assessment and make suitable design which best responds to these environmental factors.



Conducted micro-climate studies in **32** on-going projects

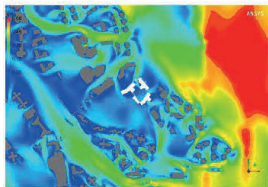


Carried out Air Ventilation Assessments in **15** on-going projects

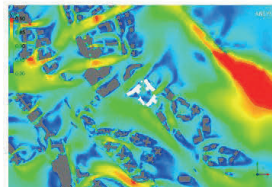


Analysis on low, mid and high zone outdoor wind environment

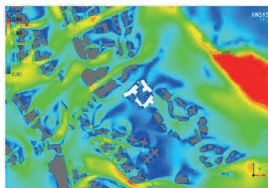
Annual Condition (ESE wind – 8.8%)



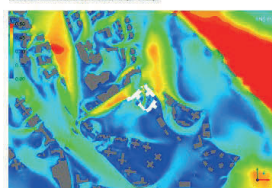
Summer Condition (WSW – 10%)



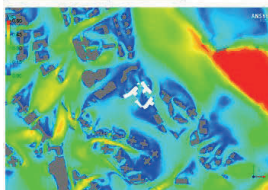
Summer Condition (SW – 15.4%)



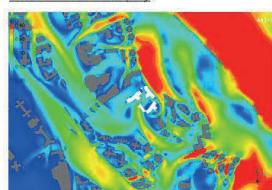
Other Wind Direction (NNE)



Summer Condition (SSW – 13.4%)



Other Wind Direction (NE)



Air Ventilation Studies carried out for projects under design stage

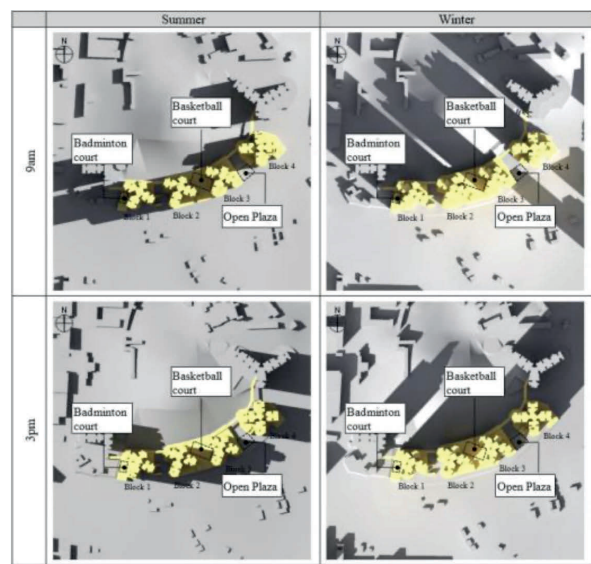


Figure 11 Sun Shading Results for Typical Summer and Winter Day

Sun shading study provides basis for planning and design of open space

## Adopting Low Carbon Building Design

To ensure we are in line with the Government's Hong Kong Climate Action Plan 2030+, we have continued to apply the Carbon Emission Estimation (CEE) for all projects at detailed design stage. This year, we conducted CEE for seven projects. The estimation included carbon emission in the construction stage and throughout the whole lifecycle of the building, which allows us to better manage and understand our carbon footprint.

### Carbon Emission Estimation



**Reduced the estimated communal energy consumption for domestic block by about 29% compared with the baseline figure**

## Utilising Green Materials and Products

Cement, a carbon-intensive material, is a widely used material in construction. As such, the HA has been exploring different greener alternatives of construction materials to replace the use of cement in our new projects. For example, we use granulated blastfurnace slag (GGBS) as a replacement material for cement in concrete for the manufacture of precast facades and staircases in domestic blocks, and cement stabilisation treatment to convert marine mud waste excavated from sites to useful backfilling material. The application of such alternatives can help reduce our carbon footprint in the construction stage.



We also explore the use of innovative materials and products which impose less impact on the environment. Examples include the introduction of B5 bio-diesel to all off-road construction machinery on site with the support from Hong Kong Construction Association and contractors. A trial of replacing river sand with manufactured sand was carried out. In the trial, we applied mortar consisting manufactured sand to vertical surfaces, the workability and performance of proposed specification achieved a satisfactory result similarly with traditional cement/ sand. Furthermore, the application of structural soil in On Tai Estate not only complies with the load-bearing requirements, but also promotes vegetation growth.

On green products, the Hong Kong Green Building Council (HKGBC) has incorporated the HKGBC Green Building Product Labelling Scheme, Construction Industry Council (CIC) Carbon Labelling Scheme, and the HA's product certification scheme in the BEAM Plus credits of the BEAM Plus for New Building version 2.0. In this regard, we have updated our specification clauses meeting the assessment criteria of BEAM Plus for implementation in all our new works projects. We will continue to monitor the HKGBC Green Product Accreditation & Standards Scheme and, where applicable, revise our guide on green materials and products for maintenance and improvement work.



## Environmentally Friendly Construction Practices

To enhance the environmental performance of contractors and reduce waste generation on-site, we have developed several standards to better manage our innovative and environmentally friendly practices. For instance, standardised-designed precast segment roof water tanks are applied in our new projects. We also established guideline for “Implementation of Precast Construction at Roof of Domestic Block” and implemented the precast acoustic balcony in the latest Modular Flat Design.

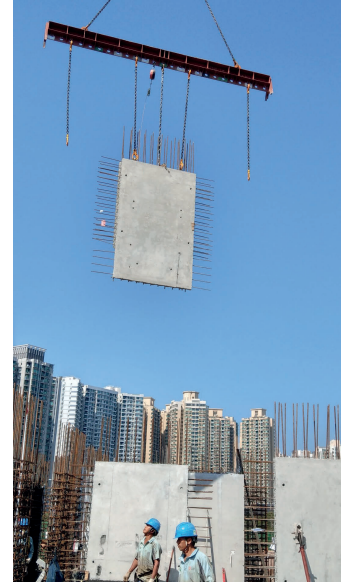
### Precast Concrete Components (PCCs)



Use of PCCs reached **70%** precast rate on plan at a typical floor of domestic block of suitable housing development



Construction productivity maintained a **6-day cycle** for each typical housing floor



[Click to watch the video on precast concrete construction](#)

We have adopted the precast concrete components in common areas, including precast structural walls with concealed conduits, and precast lift shafts with pre-installed lift guide rails.

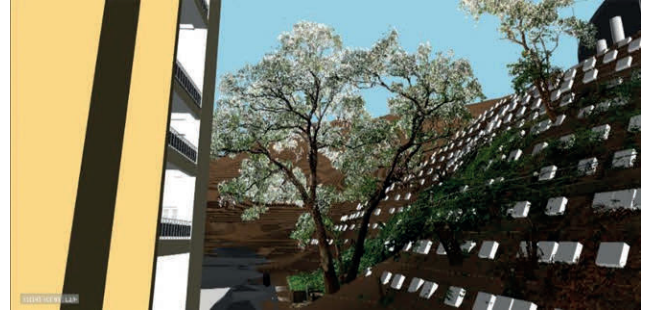
Besides, all of our contractors are required to adopt various green construction methods on site. The requirements have been stipulated in all building, demolition, piling and civil engineering contracts.

- Implement environmental management plans by contractors on site
- Use generators with Quality Powered Mechanical Equipment (QPME) labels
- Adopt hard paved construction
- Install water recycling facilities
- Provide solar hot water heaters in workers' shower area
- Use RFID to track construction waste disposal
- Provide food waste composting facilities
- Greening on site
- Use Non-Road Mobile Machinery (NRMM) including excavators, crawlers, air compressors, and generators in full compliance with the Government requirement

## Environmental Data Visualisation – Building Information Modelling (BIM)

Technological advancement allows us to enhance the quality of our design and the efficiency of environmental preservation procedures. Throughout the years, we have continued to implement Building Information Modelling (BIM) for planning, design and construction of our housing projects.

Recently, the “reality capture” technology enables us to obtain surface characteristics and spatial information of an object, building or site in 3D, hence accurate digital representations can be created. The application of this technology was further extended to tree preservation in a project at San Kwai Street. We used laser scanning technology to capture a set of 3D point clouds of the existing trees and integrate them with the BIM model of the project. As a result, our architects can accurately visualise the proximity and disposition of the existing trees, allowing us to make well-informed estate design and preservation decisions.

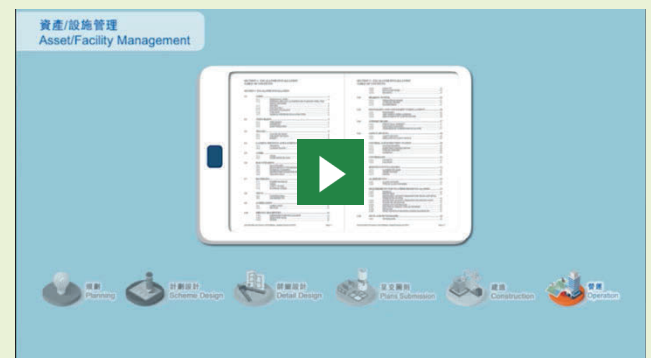


Integrated use of BIM and reality capture for tree preservation studies (before (top) and after (bottom))

## Building Information Modelling



**Target to apply to all projects in 2021**



[Click to watch the video on BIM](#)

## Integrated Use of BIM and Geographic Information System (GIS) for Site Potential Feasibility Studies

The integration of two software enables us to conduct a more holistic and accurate analysis based on the data we have, particularly in the feasibility stage. Detailed visual impact assessments, including ridgeline, vantage point and shadow analyses could be performed.

## Green Building Recognition

The Building Environmental Assessment Method Plus for New Buildings (BEAM Plus NB) provides us with an objective external assessment of the environmentally friendly features of our new buildings throughout their lifecycle. We strive to implement specification clauses meeting BEAM Plus assessment criteria in all new buildings and aim at achieving gold rating standard or above.

During the year, the following projects received the provisional assessment under BEAM Plus NB (Version 1.2):

Project	Rating
Subsidised Sales Flats Development at Ma On Shan Road	Provisional Gold
Public Housing Development at Tai Po Area 9 and Public Housing Development at Chung Nga Road East, Tai Po	Provisional Gold
Subsidised Sale Flats Development at On Muk Street Phase 1, Shek Mun, Sha Tin	Provisional Gold

### BEAM Plus Assessed Projects



**10** projects registered & **3** projects awarded during the year



3D illustration of Subsidised Sale Flats Development at On Muk Street Phase 1



## Resource Conservation Holistic Energy Management

### Average Energy Consumption



of building services installations in communal areas was **21.39 kWh/m<sup>2</sup>/Annum**

The HA recognised the importance of effectively managing the use of energy, we strive to enhance the energy efficiency in our new housing estates. As such, we have implemented the Energy Management System (EnMS) in accordance with ISO 50001 for our projects since 2011 and planned to transit to the ISO 50001:2018 edition before August 2021. The transition enables us to better understand our energy performance, which would lead to a reduction of GHG emissions. Furthermore, we extended the scope of ISO 50001 to require contractors to implement this ISO standard, allowing us to have a more holistic approach in managing our energy consumption in different stages of construction.



## Renewable Energy

To promote the use of renewable energy, we started installing grid-connected photovoltaic (PV) systems in new PRH projects since 2011 and joined feed-in tariff schemes launched by electricity supply companies. Thus far, our PV systems are designed to feed in electricity equivalent to about 1.5% to 2.5% of the building communal area's demand.

PV Systems (as of March 2020)



Installed in **109** domestic blocks, with a total system capacity of **1010 kW**



PV panels at On Tai and On Tat Estates

## Promoting Electric Vehicles

To support the Government's initiative on promoting wider use of electric vehicle (EV), the HA has installed EV charging facilities in car parks of all new estates. For our new indoor private car parks, 30% of the parking spaces are equipped with EV charging facilities, while EV charging-enabling facilities (including electricity distribution boards, cables, conduit and trunking) are installed for the remaining 70% parking spaces and reserved for future installation of EV chargers.

## Energy Efficiency in Buildings

The design of our new buildings follows the "Guidelines on the Design and Construction Requirement for Energy Efficiency of Residential Buildings" (the Guidelines) issued by the Buildings Department in 2014. Following the Guideline, we continue to explore opportunities of incorporating green designs into our new buildings and enhancing natural ventilation and environmental performance.

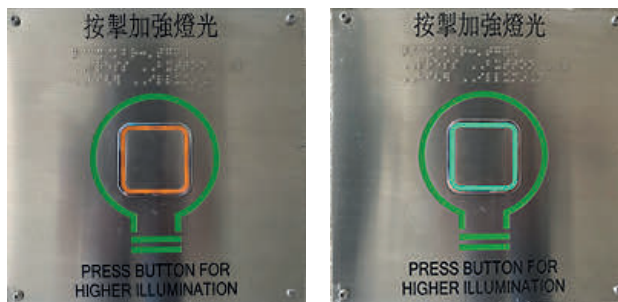
We also comply with the Building Energy Codes issued by the Electrical and Mechanical Services Department (EMSD) in new building projects to meet the energy efficiency requirements accordingly. 168 Certificates of Compliance Registration from the EMSD are received to show our compliance with the Building Energy Efficiency Ordinance.

To promote energy conservation for lift systems, energy efficient gearless lifts and permanent magnet synchronous motors are adopted in new buildings. Also, we introduced the regenerative power for lift systems using motors with power rating of 8kW or above in new projects.

Over the years, we have started replacing Compact Fluorescent Lamps (CFL) with LED bulkhead lights as standard lighting in communal areas of domestic blocks. We also adopted energy efficient LED Exit Signs and Directional Signs in new projects starting from 2019. Furthermore, two-level lighting system for barrier-free access in domestic and non-domestic blocks of new works projects are implemented in order to meet the illumination requirements. Environmental lighting controls using motion-sensors and push buttons were also applied at the communal areas of all domestic blocks.

Regular reviews have been conducted to ensure the effectiveness of our energy management measures. We are committed to aligning the design of our new projects with the mandatory requirements on Residential Thermal Transfer Values promulgated in the Buildings Department's Practice Note.





Push button for two-level lighting controls (before (left) and after (right))



LED bulkhead

## Smart Meter

Smart meter monitoring and information display systems have been installed at the main entrance lobbies of new housing blocks. It provided our tenants with a dashboard to understand their monthly energy consumption information. Data on the consumption of electricity, gas and fresh water of the block in the same month last year are also shown in the system.



Dashboard showing the energy consumption of the building

## Water Conservation

Fresh water is consumed mainly in the construction process of new works projects, daily washing, flushing and irrigation. In this regard, we have implemented various measures in our new projects to conserve the use of water resources. For example, 6-litre single or dual flush water-closet suite was used in all new buildings to reduce flushing water consumption.

## Mitigating Environmental Impacts

### Estate Ecology

To apply the balanced ecological planning and design principles in new works projects, we have initiatives to add new vegetation and promote greening in new housing estates. We have planned all new estates with a greening ratio of at least 20%, with a target of 30% for sites area greater than two hectares. Moreover, we also adopted a tree planting ratio of not less than 1 tree per 15 flats for new housing development.

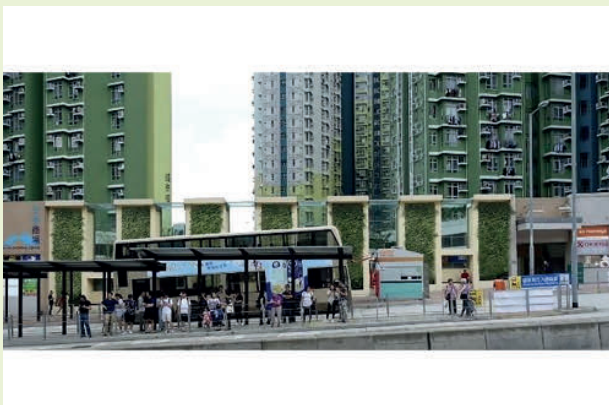
During the year, we provided hydroseeding, planting or other appropriate green treatments to newly formed slopes, including the slopes in Fung Shing Street, Texaco Road, Tung Chung Area 27, etc. To put these principles into practice, we held briefing and debriefing sessions, as well as site visits for our contractors. We also coordinated with the Development Bureau to establish guidelines and provisions for facilitating our communication with contractors.

At Fai Ming Estate which is located near an unspoiled valley in Fanling, we designed an ecological garden to preserve the wildlife near to the housing site. From ecological survey and assessment carried out during the design stage, bats were found underneath the culvert while butterflies, birds and some local species were found from the nearby watercourse, grassland and woodland. To minimize the impact on these wildlife species, we adopted mitigation measures including providing a buffer zone with no development for protecting the watercourse and the bat roost; and a transition zone designed as an ecological garden with native trees and shrubs for providing the ecological resources best for species from the woodland and shrubland habitats.

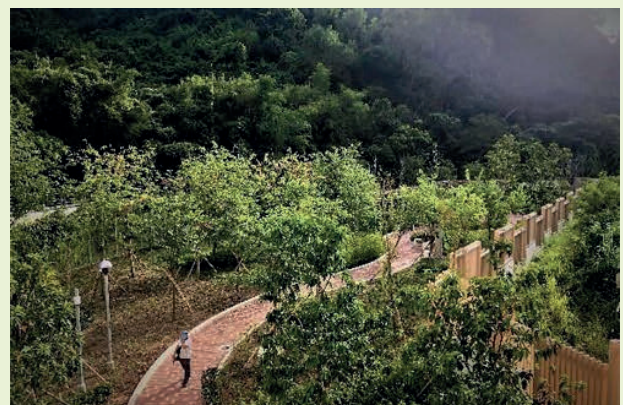
Meanwhile, we are developing a prefabricated modular system to make planting trees at ground level and podium easier and more efficient. Currently, we are exploring to use more of pre-grown vertical green panels at appropriate projects, allowing us to expand the green coverage and create “instant greening” effects.



A newly formed slope with hydroseeding and planting in Fung Shing Street



Vertical greening is more widely employed to achieve the green ratio



The ecological garden in Fai Ming Estate serves as a transition zone to provide the ecological resources for species from the woodland and shrubland habitats

To optimise the use of resources, felled trees are recycled at some of our sites. We setup on-site shredding and composting to recycle felled trees to mulch for landscaping use. Meanwhile, some felled trees are cut into wood chips for composting with food and garden waste.



We have continued to promote local residents and community to participate in our greenery work. Through the Action Seedling programme, tenants are invited to participate in the gardening and planting at our designated planting area for recreation and education purposes.



Action Seedling at Long Ching Estate

## Noise Control

Buildings located close to the road will be impacted by road traffic noise. As such, we used different types of noise mitigation measures, including acoustic windows, acoustic balconies, architectural fins and noise barriers, etc., in different projects to suit the site-specific characteristics. Moreover, the design of second-generation acoustic precast balconies features an additional sliding screen in front of the balcony doors, noise absorptive material in the balcony wall and ceiling, and inclined panels along the parapet. All these designs are effective in mitigating the traffic noise nuisance and improving living experience of the residents.



## Air Quality Management

To align our practice with the Development Bureau's implementation plan, four types of Exempted Non-Road Mobile Machinery in HA's construction sites with greater than \$200 million estimated value have been phased out. Filters have also been installed in our contractors' plants and machinery for removing air pollutants.

## Risk Assessment

A risk assessment in accordance with ISO 31000 Risk Management System was conducted for the construction of new buildings. During the assessment, about 2,300 building materials used in architectural, building services, geotechnical engineering, landscaping works and structural materials were assessed. The application of this system enables us to monitor and enhance the quality of building materials as well as to understand their potential impacts on the environment.

# Environmental Performance

- Initiatives in Planning and Construction of New Housing Estates
- Initiatives in Existing Housing Estates
- Initiatives in Office at Work
- Case Study - Zero Irrigation System - The Water Conservation Innovation



## Initiatives in Existing Housing Estates

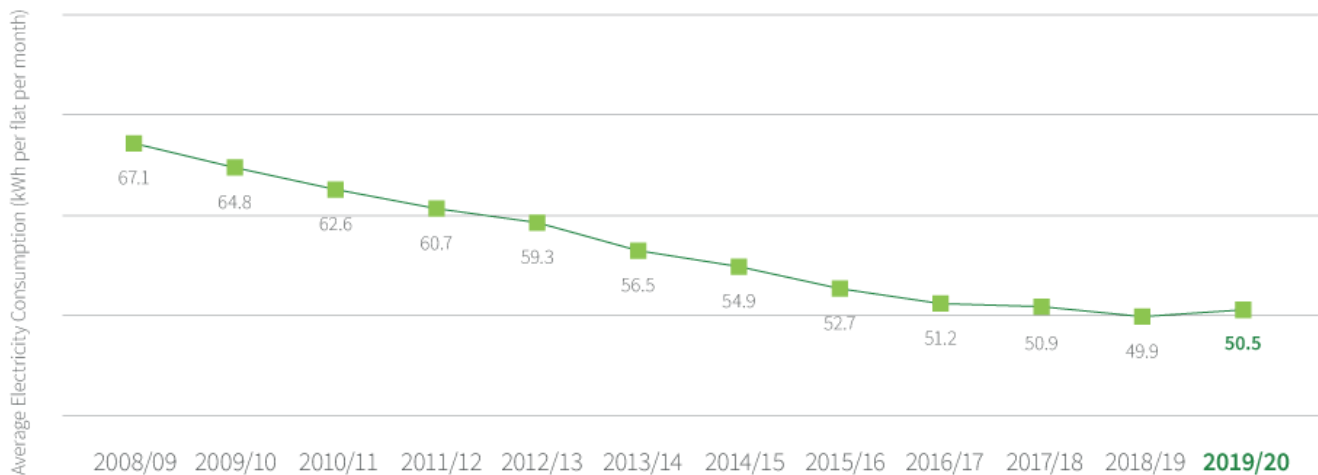
### Energy Conservation and Carbon Management

The HA is keen on adopting various saving-energy strategies. In June 2019, we have renewed the ISO 50001 Energy Management System (EnMS) for all existing PRH estates. Moreover, the seventh Carbon Audit Report for 14 typical block types was completed in November 2019, it helped us to identify measures for energy reduction when the building carbon emission is found exceeding the 2011/12 baseline figure. Due to the effective implementation of the EnMS, the electricity consumption in existing estates' communal areas has maintained at 50.5 kWh per flat per month in the year.

Carbon Footprint of 14 Typical Housing Blocks



Decreased by **20%** against 2011/12 on average



To support the Government's policy on promoting the use of electric vehicle (EV), the HA continued to work with power companies to install EV charging facilities at hourly car parking spaces of HA's existing car parks. A total of 29 quick and medium EV chargers have been installed in 7 HA's car parks. As at the end of the reporting year, we have provided standard EV chargers at about 40 monthly parking spaces in 12 existing car parks.

In accordance with the Hong Kong Planning Standards and Guidelines, we have also provided standard EV chargers at about 210 hourly and 790 monthly private car parking spaces in some 30 new public housing estates. To encourage wider use of EVs, we offer two hours free parking for the EV users while they are charging at HA's hourly parking spaces.

## Waste Management

To promote the importance of waste separation at source, we have implemented the Source Separation of Domestic Waste Programme in all estates. We also set up collection points for collecting domestic recyclables from tenants with incentives such as cash or household sundries to attract more people to participate.

We continue to raise the awareness of the PRH tenants on the Government proposed municipal solid waste (MSW) charging by issuing newsletters, organising different functions like partnering functions of Estate Management Advisory Committee (EMAC), etc.

Meanwhile, our shopping centres/markets continued to participate in the Government's two-year trial on Food Waste Collection Pilot Scheme. The food waste collected are transported to the Organic Resources Recovery Centre in Siu Ho Wan for off-site recycling. In addition, tenants of restaurants, supermarkets and market stalls were also encouraged to join the food donation schemes organised by various NGOs to reallocate the food to the people in need.

Through our prolonged effort in encouraging waste reduction and recycling, average domestic waste production of our residents was reduced to 0.59 kg/person/day, and a considerable amount of recyclables have been received this year.



Waste reduction mascots Waste Reduction Honey Bee and Slim Garbage Bin showed up in a community event at Lok Fu Estate to promote waste reduction among the residents



Food waste was collected from stalls at the Ching Long wet market



**29,908**  
tonnes of paper recycled



**2,130**  
tonnes of aluminium cans recycled



**2,282**  
tonnes of plastic bottles recycled



**949**  
tonnes of used clothes recycled

## Water Conservation

The HA recognises the importance of water conservation. As such, we implemented different initiatives to promote water saving in our managed commercial properties. For example, we introduced a reclaimed air-conditioning condensate water recovery system in Domain to filter and reuse condensate water for irrigating landscape.



## Greening and Tree Management

### Greening

In order to promote greening in PRH estates, we organised tree planting activities in 10 estates and carried out landscape improvement works in 20 estates to introduce plants which are suitable for the local landscape and conditions. Green roofs and auto-adjusting irrigation systems have also been retrofitted in some existing estates.



Click to watch the video on Landscape Improvement Initiative: Lung Hang Estate - Dragon Boat Garden



Landscape improvement project at Wo Che Estate



Landscape improvement project at Wu King Estate

## Strengthening Tree Management

We continue to maintain and enhance the Enterprise Tree Management System (ETrMS) which incorporated the use of mobile device, WEB, RFID, GPS and GIS technologies. The ETrMS allows us to monitor the tree management work, conduct risk assessment, and identify the need of remedial work immediately. To date, approximately 94,000 trees have been managed under the ETrMS.

To provide our Estate Tree Ambassadors (ETAs) with basic knowledge on identifying suspected problematic trees within the estates, two refresher and training courses were organised for ETAs during the year.



ETrMS as a computerised database for effective tree management



## Asbestos Abatement

Asbestos could be found in some of our old estates. However, little to no threats will be posed to human health when the substance is left intact and undisturbed. We have implemented asbestos abatement programme to promulgate publicity of locations and proper handling of Asbestos Containing Materials (ACM) by distributing pamphlets and letter to individual domestic tenants concerned, updating ACM record in HA/HD website, and labelling all ACM. In addition, we also enhanced regular monitoring system on ACM including half-yearly condition survey at common areas and annual in-flat condition survey by HD staff, biennial condition survey by Registered Asbestos Consultant, and arrange repair and follow up actions.

## Organising Green Activities

We continue our effort in raising environmental awareness among PRH residents through organising various programmes including “Green Delight in Estates” (GDE) programme, “Let’s Join Hand to Reduce Waste in Our Estates”, Mooncake Box Recycling Programme, and the Chinese New Year Citrus Plants Replanting Scheme, etc.

In 2019, GDE Phase 12, which was a two-year programme, has been commenced with the theme of “Waste Reduction and Recycling”, echoing the Government’s waste management policy. It covered 40 estates in 2019, and 2,400 residents and students were recruited as Green Estate Ambassadors to share sustainable green living style to other residents in PRH estates.

For more details on waste reduction campaigns organised at the HA’s estates and commercial properties, refer to **Case Study: Waste Reduction Campaigns at HA’s Estates and Commercial Properties** under the chapter of Social Performance.

We continued to organise tree planting days and developed community gardens in our housing estates. During the year, we have selected 10 PRH estates to implement these initiatives to promote tenants’ environmental awareness and sense of belonging.

In our retail facilities, we continued to join the Energy Saving Charter for 11 of our shopping centres and the Charter on External Lighting for 10 of our shopping centres. We also joined the Hong Kong Green Shop Alliance for 20 HA’s shopping centres/estates, so as to encourage shop tenants to adopt green measures in daily operations.



Tree Planting Day at Kwai Chung Estate



Tree Planting Day at Shek Wai Kok Estate



Harvesting Day at Hing Man Estate



Harvesting Day at Hing Man Estate

# Environmental Performance

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## Initiatives in Office at Work

### Energy Saving and Carbon Management

Reducing electricity consumption in our office has been a prolonged objective in the HA. To demonstrate our commitment in energy saving, we have introduced an electricity saving target and established several initiatives, including motion sensors for lighting, optimising the chiller system control, changing the operating hours of lifts, escalates and air-conditioning equipment, etc.

#### Electricity Saving



Saved **12.8%** in 2019/20  
Far exceeding our target of 5% against baseyear 2013/14

For 11 consecutive years, we have continued to conduct carbon audit in selected HA office premises. During the audit, three selected HA premises were reviewed, and carbon mitigation opportunities were identified.

### Waste Management

Waste paper contributed to a significant amount of waste generated in our office. To reduce paper consumption at source, we have introduced various IT-enabled solutions and widely adopted e-reports and e-operations. Satisfactory results has been accomplished during the year.

#### Paper Consumption



Reduced by **13.6%** in 2019/20  
Far exceeding our target of 3% against base year 2013/14



**Enterprise Resources Planning (ERP)** application in procurement procedures

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

**HePlan** for e-transfer of submissions to the Independent Checking Unit

For other types of waste, which might be hazardous like mercury-containing lamps, we have arranged to collect for special waste treatment.



## Water Conservation

In addition to providing water saving tips to our staff to raise staff's awareness, we have implemented a number of measures to monitor our water consumption, including regular inspection to minimise pipe bursting and leakage, installation of water flow controller and shower tap in toilets and pantries. These actions have helped us in meeting our water reduction target.

### Water Consumption



Lowered by **14.6%** in 2019/20 Far exceeding our target of 3% against base year 2015/16

## Green Culture and Activities

To showcase our effort in promoting green culture, we published the HA Environmental Corporate Video which highlighted our environmental programmes and activities via HA/HD website, social media channels and e-Learning Portal. It is also shown at the induction course for all new staff.

To instil the green culture into our daily operations, we have organised a range of activities to enhance staff's awareness of environmental protection. In June 2019 and January 2020, two Environmental Collection and Recycling Campaigns were organised in HAHQ and two other offices. In addition, green panels were also displayed in HAHQ from June to August 2019 to celebrate the World Environment Day.

Meanwhile, we also encourage our staff members to participate in external environmental sustainability activities, forums, workshops and conferences such as the Community Chest's Green Day held in June 2019.



Environmental Collection and Recycling Campaign at the HAHQ



Environmental Collection and Recycling Campaign at Lung Cheung Office Block



Environmental Collection and Recycling Campaign at Lok Fu Customer Centre

## **Green Manager Scheme**

To align with the practice of all government bureaux and departments, we have appointed staffs as Green Manager and Green Executives in the HA to oversee green housekeeping measures in the office, involving waste minimisation and recovery, as well as energy conservation, etc.



# Environmental Performance

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## Case Study

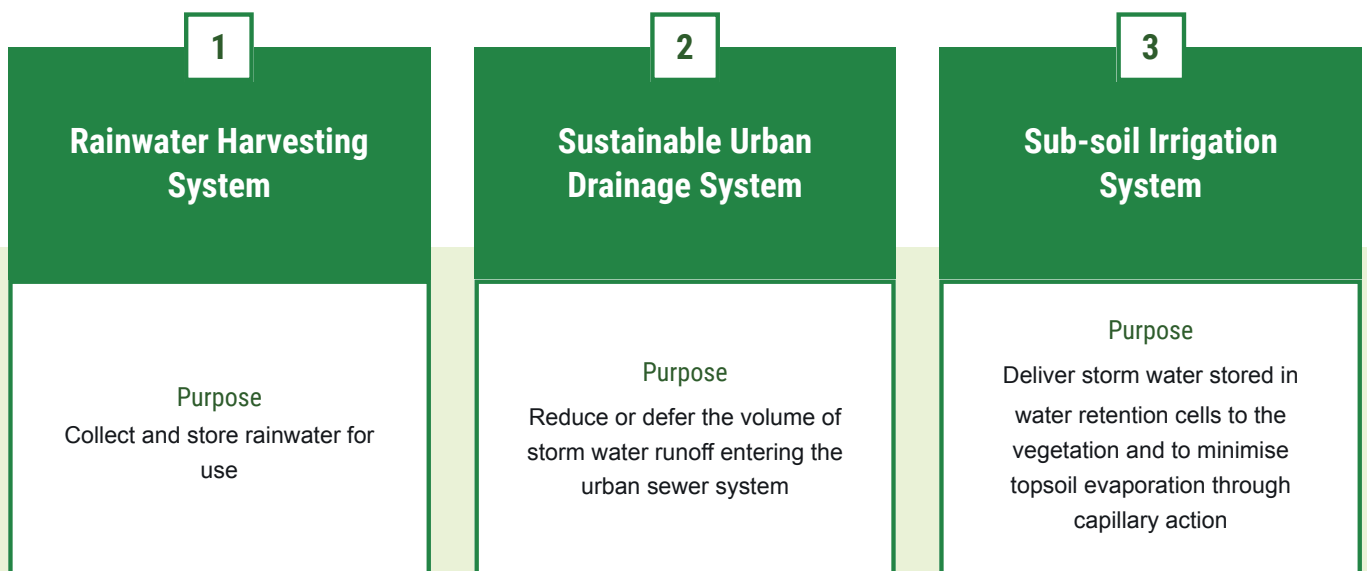
# Zero Irrigation System - The Water Conservation Innovation

Climate-related risks can bring significant impact to HA's capital. To cope with climate change, it is essential for HA to enhance the resilience and sustainability of its public housing developments. As more rainstorm and typhoon are expected in the future, the HA has developed a system to mitigate the impacts brought by these extreme weathers.

Developed since 2013, the Zero Irrigation System (ZIS) is a pioneering system that reuses rainwater for landscape irrigation. It conserves freshwater for irrigation and relieves the pressure in the urban sewer system at the same time. ZIS has been adopted in planters of appropriate location and size in all new public housing projects since 2016.

## The Three Systems

The ZIS applies the concept of "Resilient Landscape" through the combination of 3 sustainable systems:



# Design Concept

The system collects, stores, and deliver the water by itself passively in a self-sustaining cycle.

**3** Capillary action will draw up water from the retention boxes to irrigate the vegetation

**1** Rainwater is first absorbed into the soil



**2** The excess rainwater is collected in the retention boxes located underneath the plating area

## Pilot Project in Yau Lai Estate

Since the ZIS was first developed in 2013, we have run several pilot projects in various estates. During the trial period, plants remained in good condition, no water logging nor unpleasant odour was observed, and only general horticultural maintenance was required occasionally. The system significantly increased water storage capacity of soil and minimized water runoff to drainage system during inclement weather.

In 2019, we installed the ZIS planters at the ground floor and podium floor at Yau Lai Estate Phase 7. Most of the time, rainwater is stored at water retention boxes and absorbed by the plants locally, satisfactory results were recorded.



During Construction



At ground floor

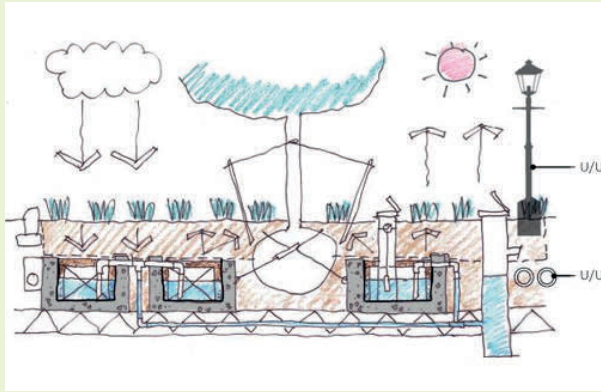


At podium floor

## Latest Development

With the passive, non-mechanical design, the ZIS could harvest rainwater at a cheaper cost than the conventional system, it also de-centralised and mitigated the risk of flooding locally. Given the previous success, we are continuing our study on feasibility of planting trees with ZIS application on podium, as well as the pre-fabrication modular ZIS design to reduce loading requirements and construction time.

Modular ZIS – pre-fabrication is being explored since 2018 to reduce the construction time and loading requirements. Trial study was conducted at Cheung Sha Wan Wholesale Food Market project. In 2019, further trial of modular ZIS using recycled glass cullet from EPD as sustainable source to replace river sand was conducted at Wing Tai Road project.



Design concept of modular ZIS



Trial on modular ZIS in Cheung Sha Wan Wholesale Food Market

In the long term, we target to widely apply the ZIS in public housing estates to restore natural hydrologic cycle in urban areas. We also take it as our on-going task to refine the system with more economical materials to achieve evermore cost-effective designs.



# Social Performance

- **Initiatives in Planning and Construction of New Housing Estates**
- **Initiatives in Existing Housing Estates**
- **Initiatives in Office at Work**
- **Case Study - Waste Reduction Campaigns at HA's Estates and Commercial Properties**



**Building for the Community**

**VIEW MORE** — 

**Site Safety and Evaluation**

**VIEW MORE** — 

**Knowledge Sharing**

**VIEW MORE** — 

The Hong Kong Housing Authority (HA) strives to build a harmonious and thriving community with the concepts of inclusivity, quality living, community engagement and public spaces for social interaction and leisure. Internally, we put forth dedicated efforts in providing a safe and rewarding workplace with development opportunities for our staff.

## Initiatives in Planning and Construction of New Housing Estates

### Building for the Community

To promote social interaction and neighbourliness in new estates, the HA plans and designs common areas and ancillary facilities based on site characteristics. The HA also engages the District Councillors and local community in the process of planning, design, construction and flat intake for all new developments to obtain suggestions and feedbacks on their expectations and needs, via channels such as engagement workshops, forums and meetings.

#### Customer Satisfaction Index



**90.2%**

#### Average Customer Complaints Within 6 Months of Intake



**1.69** per 1,000 PRH flats



The HA continued to uphold socio-spatial equity when planning and designing new housing developments. For example, we adopt universal design in modular flats and communal facilities, plan integrated community play areas for all ages and abilities, incorporate in-flat accessibility facilities, and implement barrier-free access to block entrances, strategic estate facilities and transportation nodes.



Ramps and tactile paths at external area to enhance accessibility



Multi-sensory map provided at major pedestrian entrance to estate facilities



Shuttle lifts are incorporated in projects to enhance pedestrian connectivity to different platforms within the estates



Outdoor space designed for use by all age groups at the same time

## Site Safety and Evaluation

The HA works closely with contractors and service providers to safeguard the occupational safety and health (OSH) of our staff members and contractors on the construction sites.

To enable effective OSH risk management, the HA continued to implement the Safety Management System and uphold workplace safety as stipulated in the Safety and Health Policy. We strictly comply with the Occupational Safety and Health Ordinance, Factories and Industrial Undertakings Ordinance and other applicable laws and regulations of our site operations.

We continued to alert the works contractors of the requirement to gain accreditation with ISO 45001 within the 3.5-year grace period from 12 March 2018, and monitor the listing requirements on safety management system, with a view to identifying further enhancement. A reminder was issued to works contractors during the year on replacement of OHSAS 18001 by ISO 45001 in 2021. Over 90% works contractor employees are covered under OHSAS 18001 or ISO 45001.

In addition, we continue to monitor the OSH performances for our staff members and work contracts to ensure effective accident prevention. During the year, we achieved zero fatal accident, and the accident rates on HA's new works and maintenance works sites were 5.2 and 5.3 per 1,000 workers respectively, which were both far lower than those of the Hong Kong construction industry.

The performance statistics, number of construction employees, number of industrial fatality, number of accidents of HA works contracts and Hong Kong construction industry are presented at [HA Site Safety Website](#).



Site Safety Checking by HD Site Staff

## Safety Training and Support

To ensure the staff and workers of our contractors have updated knowledge on construction safety best practices, we provided them with multiple supports and services. During the year, we issued safety and health alerts, organised a Site Safety Forum, and site safety seminars on topical issues, and prepared articles to disseminate messages of safety events through HA Site Safety Website to promote safety awareness and practices.

The Site Safety Forum for Works Contracts and Property Services Contracts 2019 was jointly organised by the HA, Occupational Safety and Health Council (OSHC) and Construction Industry Council (CIC), which attracted about 600 participants, including works contractors, property management agents, cleansing and security service providers, as well as HA works and estate management staff. Site safety culture was promoted through presentations by industry representatives and Questions & Answers sessions. The participants could also get the latest safety information through the exhibition area.



Safety Forum for Works Contracts and Property Services Contracts 2019 with the theme of "Caring Culture for Safe Work Practice"

We continued to offer training programmes to our site staff to enhance their site safety awareness when conducting safety inspections on construction sites. Newly recruited or cross- posted professional grade, technical grade and site staff are required to



attend the Site Safety PASSPORT Training Programme organised by OSHC. Staff members who have completed the Programme are required to attend the online refresher course every five years to upkeep the competency of the latest site safety practice and regulations for discharging routine duties. We also provided site safety trainings for Construction Industry Safety Training Certificate (commonly known as “Green Card”) and refresher courses for Green Card renewal to refresh and deepen the safety awareness of our staff members.

## Putting Standards into Practice

The HA continued to engage with stakeholders to promote best safety practices and formulate new or revised specification requirements, including application of Safety Climate Index and work safety behaviour programme and accreditation of safety supervisor. We also continued to maintain the Site Safety website with the latest site safety information and multi-media materials provided by the CIC, OSHC and the Labour Department.

To avoid occupational hazards caused by miscommunication, we continued to work with the OSHC to promote the development and implementation of standardised Pointing-and-Calling oral commands by contractors in high-risk activities through safety audit. The use of pointing and confirmed slogans can improve coordination on construction sites and prevent accidents arising from human errors or negligence.



The screenshot shows the 'Site Safety' section of the Housing Department website. It features a sidebar with navigation links: Home, Synopsis, Promoting Best Practices, Safety Promotion Events, Publications, Accident and Incident Report Mechanism, Tools, Photo Album, FAQ, Links, and Contact Us. The main content area is titled 'What's New' and lists several updates: a Safety Seminar for Capital Works New Works Contracts on 27 April 2021, a replay webinar video for a Safety Forum on 2/11/2020, SSIP Guidelines on Surprise Safety Inspection Programme (16th Edition, 2020), Housing Authority Site Safety Auditing System version 1.6, and Housing Authority Lift and Escalator Nominated Subcontracts Safety Auditing System (HALENSAS) Version 1.2. There are also links to various guides and booklets, including 'Practical Guide to Working at Heights', 'Good Practice Promotional Kit', 'Safety Guide for Building Maintenance and Repair Works', 'Site Safety Handbook', and 'A Guide to Safety in Lift Additions and Lift Modernisation Works'. The footer includes copyright information and a last revision date of 9 March 2021.

Stakeholders can access the latest site safety information and multi-media materials on HA Site Safety website

## Performance Monitoring and Management

To monitor the safety performance of the new building works and maintenance projects, the HA has the Performance Assessment Scoring System (PASS), Independent Safety Auditing System and Surprise Safety Inspection Programme (SSIP) in place. By appointing OSHC as our consultant, we obtained advices on good practices, guidelines, specifications, standards and alerts to promote site safety under Independent Safety Auditing System and SSIP. The identified hazards are reported in the audit reports of which are sent to contractor and project teams for immediate rectification actions.

The random selection mechanism of Accredited Safety Auditors was enhanced by relating to their performance grading for implementation from 1 April 2020 onwards. We are in the process of reviewing regulatory actions against contractors on account of unsatisfactory performance in safety audit and SSIP.

The Housing Department Site Safety Sub-committee (HDSSSC) meets bi-annually with the Development Bureau, Labour Department, Buildings Department, OSHC, CIC and construction-related associations and unions and HA representatives from both DCD and EMD to review, appraise and advise site safety management measures for both new work construction contracts and maintenance & improvement (M&I) works contracts of the HA.

## Incident Reporting and Investigation

The HA has implemented the Safety Alert Module under the Development and Construction Site Mobile System (DCSMS) Phase 2 for reporting industrial accident/ incidents on new works construction sites.

Once an accident or incident occurred on site, HA new works contractor is required to submit a preliminary report within the following day to alert top management of HA through the Safety Alert Module of the DCSMS. The contractor should then submit the detail accident/incident report through the Safety Alert Module for vetting by the HA. The submitted records would be generated as accident statistics report for future monitoring.



The graphic features the DCSMS logo, which stands for 'Development and Construction Site Mobile System'. Below the logo, the text '發展及建築工地流動系統' is written in Chinese. To the right, there is a smartphone displaying the mobile system interface with various icons. At the bottom left, the Hong Kong Housing Authority logo is visible. A play button icon is overlaid on the graphic, suggesting a video demonstration.

[Click to watch the video on DCSMS](#)

## Recognition of Our Contractors

The HA encourages our contractors to participate in safety campaigns and awards, keeping them abreast of the latest industry trends and best practices and enhancing their current OSH management approach.



The HA's contractors received a total of 11 awards in the 20th Construction Safety Forum and Award Presentation Ceremony

## Knowledge Sharing

To meet the high housing service quality and public housing production demand, the HA established the DCD Academy in 2016. The DCD Academy is a knowledge-based community which offers timely, continuous and comprehensive training to in-house staff and external participants engaged in public housing development and construction.



# Social Performance

- Initiatives in Planning and Construction of New Housing Estates
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Facility Accessibility

VIEW MORE — □

Facility Safety

VIEW MORE — □

Community Engagement with Estates

VIEW MORE — □

Support to Families

VIEW MORE — □

Collaboration with Contractors

VIEW MORE — □

## Initiatives in Existing Housing Estates

### Facility Accessibility

The HA is committed to offering PRH estates that are accessible for all ages, abilities and physical conditions. We conduct refurbishments works for aged housing estates to improve its quality, functionality and accessibility when needed.

The Lift Addition Programme is implemented to install lifts within PRH estates to allow people to access some platforms and footbridges that were only accessible by stairs, improving pedestrian access across different facilities in the PRH estates and offering a socially-inclusive community for the elderly and the disabled.



Addition of three new lift towers at Cheung Ching Estate to enhance accessibility between building blocks and major facilities at different levels and locations



Addition of three new lift towers at Cheung Ching Estate to enhance accessibility between building blocks and major facilities at different levels and locations

## Facility Safety

Public safety is of the utmost importance to create a harmonious and sustainable community. We continued to conduct building and facility maintenance and improvement (M&I) works in all existing PRH estates. In particular, we have made efforts to ensure lift and escalator safety in the existing estates. The Lift Inspection Focus Team continued to implement the audit inspection system for lifts and escalators managed by the HA. Under the Lift Modernisation Programme, all lifts aged over 25 years are inspected and assessed to determine the priority of modernisation works.

### Lift Modernisation Programme



Completed modernisation of **54** lifts

## Community Engagement with Estates

The HA endeavours to communicate with tenants to understand their needs and concerns, as well as collaborating with other members in the community to promote safety and wellbeing in the living environment.

### Listening to Tenants' Concerns

The Estate Management Advisory Committee (EMAC) is an estate-based committee which comprises estate staff, elected District Councillors and tenants' representatives, serving as a communication channel between the HA and tenants. It aims to strengthen the sense of belonging of tenants and collective responsibility for the wellness of the community through participating in estate management matters.

#### Estate Management Advisory Committees



Partnered with NGOs to organise about **360** community building functions to promote neighbourliness

Held over **800** bi-monthly EMAC meetings



EMAC meetings



### Promoting Fire Safety

Fire is one of the most significant risks that poses threats to lives and property in PRH. With the objective to keep tenants' high alertness on fire safety, the HA runs a year-round fire safety campaign, conducts regular fire drills, and disseminates fire safety-related educational materials.

During the year, we organised a series of "Estate Fire Safety Fun Fairs" in 33 PRH estates to deliver games and other fun activities designed to educate tenants about fire prevention at home. In addition, we continued to partner with the Fire Services Department through sending its Mobile Publicity Unit and Fire Safety Education Bus to PRH estates to disseminate the message.



Estate Fire Safety Fun Fairs held in PRH estates to educate the children about fire safety



## Supporting Healthy Ageing and Lifestyle

The HA's 'Healthy Ageing in Public Rental Housing Estates' programme continued its collaboration with the Department of Health's Oral Health Education Division to provide oral health education for elderly tenants. With another partner - the School of Nursing of the University of Hong Kong, free health assessments in various housing estates were carried out through mobile health assessment stations and home visits targeting the frail and lone aged tenants.

Due to the outbreak of the COVID-19 pandemic, activities involving social contacts had all been cancelled in the first quarter of 2020. To make this up, online videos encouraging elderly tenants to keep fit and stay healthy by working out at home were produced and broadcast through HA's Facebook.





Some EMACs partnered with NGOs to organise thematic community health programmes, offering regular physical activities and healthy eating advice to tenants. During the year, 17 PRH estates participated in this programme, with themes that emphasised on promoting a low- salt diet for better health and encouraging people to walk and exercise more.

Among the elderly, EMACs also continued to partner with NGO to launch “Caring for the Elderly” programme. All EMACs organise at least one NGOs partnering function each year to deliver outreach services to the elderly tenants of the individual estates. We also encourage young people from estates or estate schools to join the visits and interact with elderly tenants. In addition to outreach services, other events for the elderly included carnivals, health promotion workshops, exhibitions and talks, and basic health assessment tests. During the year, around 160 partnering events on caring for the elderly were held while some 30 functions were cancelled due to the COVID-19 outbreak.



A Health Diet – Green Health Workshop for the elderly tenants



The nursing team of the University of Hong Kong provides health assessment for an elderly tenant at his home

## Safeguarding Lives against COVID-19

The HA has implemented a wide variety of anti-epidemic measures in PRH estates:

- Temperature check for all staff and visitors before entering the estate office
- Recreational and public facilities were temporarily closed
- Strengthened the cleaning and disinfection work in common areas of housing estates in accordance with working guidelines
- Increased the frequency of cleaning of the ground lobby, and disinfection of push buttons and button panels of lifts in buildings
- Strengthened publicity of anti-epidemic
- Alcohol-based hand-rubs are provided



[Click to watch "Together, We Fight the Virus. Housing Authority Anti-epidemic Measures"](#)

## Support to Families

The HA seeks to enhance family networks, support extended family living arrangements and encourage “ageing in place” in PRH estates through the Harmonious Families (HF) Priority Scheme, HF Transfer Scheme, HF Addition Scheme and HF Amalgamation Scheme. During the year, there were around 4,780 households benefited from the HF Schemes.

## Collaboration with Contractors

We work closely with our contractors to provide high-quality estate management and maintenance services at PRH estates. We also carefully monitor the management and maintenance performances of our contractors, as well as the working conditions of their workers.

## Service Quality

The HA has a tendering system and multiple performance assessment systems in place to control service quality of contractors. During procurement process, we maintain Preferential Tendering Opportunities, Preferential Tender Award System and Maintenance Assessment Scoring System to reaffirm our commitment to service quality.

The Contractors Review Committee (Services) continued to review the performance of cleansing and security services contractors on quarterly basis. Services contractors given “Adverse” reports on performance would be restricted from tendering for three-months or barred from at least one service tender.

### Health, Safety and Labour Standards

Similar to new works contractors, the HA endeavours to safeguard the health and safety of contractors' workers for M&I works. Striving for continuous improvements, we have successfully migrated the Occupational Health and Safety Assessment Series (OHSAS) 18001 Occupational Health and Safety Management System (OHSMS) to ISO 45001:2018 OHSMS for planned M&I works since June 2019. We also continued to implement and monitor the Pay for Safety Scheme for M&I contracts, independent safety audits and the Surprise Safety Inspection System.

### Recognition of Our Contractors

During the year, the HA organised the Estate Management Services Contractors (EMSC) Awards to commend service contractors and their front-line staff in providing outstanding performance and encourage continuous improvement. The EMSC Awards 2019 presented a total of 43 awards to services contractors, estate managers and frontline staff.

The HA also organised the biennial Quality Public Housing Construction and Maintenance Awards 2019 with industry organisations, paying tribute to contractors, sub-contractors, project teams, supervisors and frontline workers with outstanding performances in construction and maintenance of public housing.



Quality Public Housing Construction and Maintenance Awards 2019

# Social Performance

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## Initiatives in Office at Work

### Staff Health and Safety

The HA accords high priority to health and safety of our staff. We promote physical, emotional and social wellness of our staff through our Employee Wellness Programme. During the year, our Employee Wellness Programme featured seminars on topics, such as mental health, Chinese medicine, eye care and stretching exercises.

The HA has also continued to mobilise resources to enhance staff's OSH awareness and knowledge. During the year, a new round of Departmental Office Safety Inspection Exercise was commenced, and training on various OSH topics was continued. The training covers ISO 45001, first aid, construction safety, confined space operation, handling asbestos containing materials, lift and escalator safety, and handling emotionally unstable customers. The OSH guidelines, health tips and publications issued by the OSHC and the Labour Department are continued to be uploaded onto the OSH Intranet to cultivate safety awareness and culture.

### Health and Wellness



New health-related information was regularly uploaded to the **HA's Health Portal**

**8,300** staff members attended **200** seminars/courses

**370** offices completed annual office safety inspection



A talk on eye care was arranged for staff



On-line resources on fighting virus

In response to the COVID 19 outbreak, we have taken a series of measures to safeguard the health and safety of our staff.

- Cleansing and disinfection work at the Housing Authority Headquarters (HAHQ) was promptly stepped up and colleagues were reminded to observe high level of personal hygiene.
- Temperature scanning systems were installed at the entrances to the HAHQ to check the body temperatures of all staff and visitors on arrival.
- Sanitising mats (disinfected with 1:49 diluted bleach every two hours) were laid at the entrances.
- Dedicated rubbish bins with covers were placed at various locations in the HAHQ for disposal of used face masks.
- Personal protective equipment such as face masks, alcohol-based hand-rubs and plastic gloves have been provided to staff who need them.
- Updated information about precautionary measures and health tips from the Department of Health were regularly disseminated to staff via email.

## **Staff Appointment, Remuneration and Benefits**

The HA strictly ensures the compliance with the Basic Law to appoint our staff. New recruits to the Civil Service on or after 1 July 1997 must be permanent local residents as stipulated in Article 99 of the Basic Law. In the HD, all senior staff at D2 rank and above are permanent Hong Kong residents. Meanwhile, the HA fully complies with all employment related legislation and prohibits the use of child labour or forced labour in all operations.

Depending on the terms of employment and job grades, remunerations for our staff follow either the civil service pay scales or contract staff pay bands and related annual pay adjustments. We adopt a three-level appraisal system to assess staff's performance. In general, civil servants may receive an annual increment in their respective rank scales, while contract staff may be granted an annual one-off performance-based merit payment.

Besides, staff of the HA are eligible for multiple fringe benefits and wellbeing initiatives depending on their rank and terms of employment, which includes medical and dental treatment, housing benefits, annual leaves, retirement benefits, passage and education allowances.

## **Equal Opportunities**

The HA is dedicated to cultivating an inclusive and discrimination-free workplace by providing 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.

To promote the provision of equal opportunities to persons with disabilities, we continued to participate in the "Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme" organised by Labour and Welfare Bureau. We continued to support the Social Welfare Department's Sunnyway Programme, offering job attachment opportunities for youth aged between 15 and 29 with disabilities or early signs of mental illness.



## Training and Development

The HA strives to nurture our staff through supporting their professional advancement and personal development. We offer our staff with a wide array of learning opportunities, delivering in the form of classroom training, attachment programmes, mentoring programmes, site visits and study tours. New learning materials were also uploaded to the HA e-Learning Portal for self-learning.



Workshop on Design Thinking



Videos-on-demand and other e-learning resources made available on our e-Learning Portal to supplement classroom training programmes

### E-learning Portal



**117** e-learning resources had been produced to facilitate self-learning

### Training Hours



Averaged **18.8** hours per staff

### Management Development Programmes



Attended by **220** staff at professional or equivalent level and above

The HA has also continued the Extra Mile Card Plan to recognise exemplary performances and contributions of our staff. Success stories were published to encourage other colleagues.

## Staff Integrity

Guided by the vision to provide quality housing at public interest, the HA ensures strict compliance with ethical operations and applicable legislation. High expectations in integrity and conduct are set on our staff, requiring them to adhere to guidelines issued by the department, Government and the Civil Service Bureau, as well as our departmental staff circulars. To facilitate the enforcement, we developed 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. We disseminate procedures on dealing with attempted bribery, allegations of corruption and referrals to the Independent Commission Against Corruption (ICAC) via internal circulars. We also continuously provide anti-corruption related training, including briefings for new hires and integrity reinforcement seminars for existing staff to enhance the awareness of integrity at workplace. During the year, two confirmed case of convictions in relation to corruption in the HD was recorded and resolved.

## Staff Communication

The HA continues to engage regularly with staff through effective communication to foster harmonious relationship. Five Departmental Consultative Committees (DCCs) are established to provide formal and regular forums for staff consultation and discussion with the objective to achieve better understanding and cooperation between management and staff. During the year, the five DCCs have around 80 staff side members elected among staff or nominated by the respective staff associations, representing all civil servants and contract staff in the HD. The staff associations also serve as interactive communication channels and staff are welcome to join staff associations.

We value ideas and suggestions that could improve efficiency and productivity of our services. During the year, we continued to implement the Departmental Staff Suggestion Scheme to recognise the constructive suggestions raised by our staff. Seven HA staff members were awarded under the Scheme.



Awardees attending the Award Presentation Ceremony for Staff Achievements

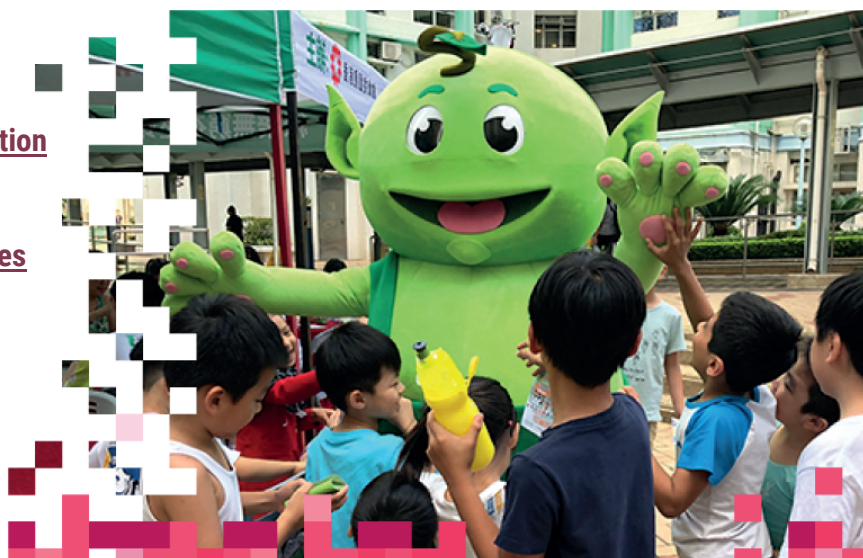
Besides, to provide our staff with the latest HA news, we maintained other communication channels, including the Housing Dimensions and DCD Newsletter. Ad-hoc communication on departmental initiatives is also in place for internal knowledge exchange.

## Knowledge Exchange with External Parties

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

# Social Performance

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## Case Study

# Waste Reduction Campaigns at HA's Estates and Commercial Properties

It has been the HA's longstanding commitment to promote the public's environmental awareness and create a better living environment in PRH estates. We continued to conduct various waste reduction programmes in our estates and commercial properties during the year.

### "Green Delight in Estates" (GDE)

In 2019, we commenced GDE Phase 12, which was a two-year programme, with the theme of "Waste Reduction and Recycling". By partnering with Greeners Action, Business Environment Council and World Green Organisation, we organised a wide range of comprehensive educational and promotional programmes for 40 selected estates each year, such as carnivals, talks, second-hand barter markets and information stations.

We also organised different eco-tours for PRH residents so as to enhance their awareness of waste reduction and recycling knowledge. Moreover, the Environmental Protection Department (EPD)'s Outreaching Teams also joined the carnivals held in some of the estates to educate the residents through on-site guidance and hands-on demonstration.



Game booth held in Tin Tsz Estate's Carnival



Cheer with Green Junior at Tin Heng Estate's Carnival





Partnering with EPD in Lung Hang Estate's Carnival



Eco Tour to South East New Territories Landfill



The GDE Phase 12 launching ceremony-cum-green carnival was held in April 2019 at Oi Man Estate



## **“Let's Join Hands to Reduce Waste in Our Estates” across PRH Estates**

To boost awareness of environmental protection and promote waste reduction among PRH tenants, the HA launched the campaign titled “Let's join hands to reduce waste in our estates” across selected PRH estates during the year. Recognisable mascots and waste reduction ambassadors conducted a number of visits to different PRH estates. Waste reduction ambassadors interacted with residents through distributing souvenirs, educational leaflets and playing games, aiming to strengthen their environmental awareness.



The recognisable mascots “Waste Reduction Honey Bee” and “Slim Garbage Bin” interacted with residents to disseminate green messages



The recognisable mascots “Waste Reduction Honey Bee” and “Slim Garbage Bin” interacted with residents to disseminate green messages



Waste reduction ambassadors played games with residents to enhance their awareness

## Mooncake Box Recycling Programme

In times of festivities, we educated the public to celebrate in a waste-less way. We displayed the Mooncake Box Recycling Programme posters and set up more than 180 collection points for used mooncake boxes at estates, shopping centres and the HA Headquarters. Residents, commercial tenants and HA/HD staff were encouraged to bring their mooncake boxes to the collection points for handing over to recyclers. We recycled more than 47,000 mooncake boxes, weighing 14 tonnes.



Residents and HD staff enthusiastically supported the Mooncake Box Recycling Programme

## “Plastic-Free” Programme at Commercial Properties

We have also extended our promotional effort to commercial properties. Focus has been placed on promoting avoidance of single-use plastics. We launched the “Plastic Free” promotional programme in five shopping centres to encourage shoppers to reduce use of plastic disposable tableware.



Participants can redeem a free gift after collecting six stamps from not requesting for plastic cutleries.



# Economic Performance

- **Financial Performance**
- **Initiatives in Planning and Construction of New Housing Estates**
- **Initiatives in Existing Housing Estates**
- **Initiatives in Office at Work**



The Hong Kong Housing Authority (HA) endeavours to achieve economic sustainability while building and maintaining quality and affordable homes for the public.

## Financial Performance

The HA is a financially autonomous entity. To support public housing development, it generates income from rental of public housing and commercial properties, sale of subsidised sale flats, and fund investment.

The Finance Committee (FC) advises on financial policies and issues, and monitors the financial performance of the HA. The FC, with the assistance of its Funds Management Sub-Committee, also reviews the HA's investment strategy and position from time to time.

To manage our finance in a prudent manner, we conduct monthly reviews of the financial position of the HA and report the results to FC regularly. In addition, we review the financial management practice when necessary, and monitor and evaluate our financial planning and budgeting process.

Summaries of 2019/20 financial information are provided in the **HA's Annual Report 2019/20**.

# Economic Performance

## Financial Performance

## Initiatives in Planning and Construction of New Housing Estates

## Initiatives in Existing Housing Estates

## Initiatives in Office at Work



## Initiatives in Planning and Construction of New Housing Estates

### Provision of Public Rental Housing (PRH) / Green Form Subsidised Home Ownership Scheme (GSH)

The HA has been producing public housing continually to avert the housing demand-supply imbalance. In 2019/20, the HA completed construction of around 10,100 new PRH / GSH flats in a total of seven projects, including:

- Sau Yun House of Sau Mau Ping Estate
- Shan Wu House, Tsz Jing House, Bik Yuk House of Po Shek Wu Estate
- Mei Hei House, Mei Pak House of Shek Kip Mei Estate
- Chun Yat House, Chun Yi House, Chun San House, Chun Sze House, Chun Wu House of Chun Yeung Estate
- Sing Fai House, Tai Fai House of Fai Ming Estate
- Fu Fai House of Fu Shan Estate
- Wui Chi House of Tung Wui Estate

In December 2019, a total of 3,696 flats converted from two PRH developments at Chai Wan Road (Dip Tsui Court) and Tsing Yi Road (Ching Fu Court) were offered for sale under GSH and flat selection for eligible applicants commenced in June 2020. Both developments are expecting to complete in 2022/23 and 2023/24 respectively.





## Provision of Other Subsidised Sales Flats (SSFs)

In parallel with PRH and GSH flats, the HA has been providing other SSFs to address home ownership aspirations of the low- to middle-income families through the Home Ownership Scheme (HOS) and White Form Secondary Market Scheme (WSM).

In 2019/20, construction of around 3,000 other SSFs were completed in three projects, namely Sheung Man Court, Choi Wo Court and Phase 2 of Hoi Lok Court.

In May 2019, the fifth batch of flats was put up for sale under the revised HOS pricing mechanism, and all 4,871 flats were sold out in June 2020.

The WSM 2019 was launched together with the Sale of HOS Flats 2019 in May 2019, with the annual quota increased to 3,000, allowing circulation of more SSFs into the market in the near future.



The electronic ballot drawing ceremony of the batch of new HOS flats

## Optimising Use of Resources

### Management and Procurement Practices

In respect of strengthening of procurement practices and operational efficiency, the HA develops a holistic management and procurement system to maintain an open, fair, transparent and cost-effective procurement environment. We continued to review the adequacy of the HA Lists of Works Contractors and Property Management Services Providers and encourage more contractors/property management services providers to apply for inclusion in HA lists.

The “Guide to Registration of Works Contractors and Property Management Services Providers” is also reviewed and updated on a need basis. In the meantime, the performance reporting and review mechanism for non-HA list contractors and service providers are reviewed on a continuous basis.

### Enhance Efficiency of Building Design and Construction with Information Technology

The HA has utilised various information technologies to assist building and construction works, which include but not limited to:

- **Development and Construction Site Mobile System (DCSMS)**
- **Building Information Modelling (BIM)**
- **Radio Frequency Identification (RFID)**
- **Geographic Information System (GIS)**

To further support flat-to-flat inspection of building work, building service work, as well as the foundation inspection of pile types, the HA is proceeding with the development of Phase 3 of the DCSMS, which will consist of Apps for Building Works and Building Services Works Final Inspection of Domestic Flats and Foundation Works Inspection. The Apps, which are compatible with latest technology of mobile devices, are to replace the existing Housing Construction Management Enterprise System Mobile Site Inspection system and Construction Mobile Inspection System respectively.



## Enhancing Building Standards, Quality and Productivity

The HA strives to uphold quality services and development through setting out guidelines and conducting regular internal audits in line with relevant standards.

To ensure that building materials meet contemporary requirements and standards, Product Certification has been implemented over the years to guarantee quality of materials and components used in our new works projects. To date, Product Certifications has been applied to 11 building products, including panel wall, cement products, mortars and tiles, etc.

Whereas for maintenance works, the General Specification for Maintenance Works is constantly reviewed and enhanced where necessary.

With the aim of achieving continuous enhancements in building standards, quality and productivity, the HA has been conducting on-going research and development (R&D) activities. The R&D Steering Committee calls for regular meetings to monitor activities as well as to steer new initiatives. During the reporting year, the total number of research studies in the database remained as 253.

In 2019/20, the Independent Checking Unit (ICU), which works directly under the Office of the Permanent Secretary for Transport and Housing (Housing), has audited on quality of the HA's properties:

- New Construction projects:**  
**999** building submissions, **1,962** structural submissions, **986** consents
- Completed New Construction projects:**  
**8** occupation permits and **156** structural certificates
- Alteration and Addition Works:**  
**2,343** submissions and **971** consents
- Minor Works Control System:**  
**23,369** submissions

# Economic Performance

## Financial Performance

## Initiatives in Planning and Construction of New Housing Estates

## Initiatives in Existing Housing Estates

## Initiatives in Office at Work



## Initiatives in Existing Housing Estates

### Rent Adjustment and Assistance Policies

Guided by its mission to support low-income families, the HA maintains PRH rent at an affordable level inclusive of rates, management fees, and maintenance costs. The Rent Assistance Scheme (RAS) is also available to further assist tenants experiencing temporary financial difficulties. Households in-need could also be referred to the RAS through non-governmental organisations, local District Councils and Estate Management Advisory Committees. During the reporting year, around 19,020 households received assistance from the scheme.

### Optimising the Allocation of Housing Resources

In 2019/20, the HA allocated around 12,100 PRH units to general applicants (i.e. family and elderly one-person applicants) and non-elderly one-person applicants under the Quota and Points System (QPS), and around 5,400 PRH units to PRH tenants requesting for transfer, households recommended by the Social Welfare Department for compassionate rehousing, junior civil servants, eligible clearers, etc.

### Curbing Tenancy Abuse

To safeguard the rational and efficient use of public resources, the HA have continued the effective three-pronged approach of eligibility checking, occupancy-related inspection, and public education during the year.

In essence, we have completed checking of around 250,000 income and assets declarations under the revised "Well-off Tenants Policies", and conducted biennial inspection of some 436,000 PRH flats and investigation of around 6,300 occupancy-related and suspected tenancy abuse cases in 2019/20.



### Territory-wide Overcrowding Relief Exercise and Living Space Improvement Transfer Scheme

To provide PRH households with opportunities to improve their living conditions, the HA has been promoting the Territory-wide Overcrowding Relief Exercise (TWOR) and Living Space Improvement Transfer Scheme (LSITS). The schemes allow PRH households, with living density below 7m<sup>2</sup> internal floor area per person, to be transferred to larger flats if availability of public housing resources allow. In 2019/20, a total of about 270 households accepted allocation for relieving overcrowding.

Please refer to page 24 to 25 of our [\*\*Annual Report 2019/20\*\*](#) for more information on how the HA combat tenancy abuse and relieve overcrowding.



## Maintenance and Enhancement of Buildings

The HA attends to safety and quality of the living environment in our existing housing estates, and thus has maintained a series of maintenance and improvement programmes over the years.

Proactive in-flat inspection and repair programme has been introduced under the Total Maintenance Scheme (TMS). In 2019/20, the programme has been commenced in 16 estates. Under the umbrella of TMS, we continued maintenance programmes including Mandatory Window Inspection Scheme (MWIS) and Responsive In-flat Maintenance Services (RIMS) for our PRH estates.

In 2019/20, we have also:

- Replaced collapsible gates for about **9,600** units under the Collapsible Gate Enhancement Programme
- Replaced **54** old lifts under the Lift Modernisation Programme
- Installed about **260,000** laundry rods outside living rooms in specific PRH block types under the Laundry Rod Addition Programme

Meanwhile, the Comprehensive Structural Investigation Programme (CSIP) was also implemented to extend the useful life of aged estates.

Please refer to page 68 to 70 of our [Annual Report 2019/20](#) for more details on these maintenance programmes.

## Redevelopment and Adaptive Re-use

For aged estates, the HA adopts an estate-by-estate approach to consider estate redevelopment. As redevelopment would inevitably reduce supply of housing in the short run, the HA prudently explores and undertakes detailed studies for every redevelopment opportunity with reference to the Long Term Housing Strategy (LTHS) and four basic principles, namely:

- Structural conditions of buildings
- Cost-effectiveness
- Rehousing resources
- Build-back potential

For each redevelopment project commenced, we strive to communicate and collaborate with relevant stakeholders and local community to ensure the development to be constructed could address their increasing demand. For example, during redevelopment of the Wah Fu Estate, we have proposed a pedestrian network to improve connectivity with public transportation and community facilities upon consulting relevant stakeholders.



Participants are briefed prior to the discussion session of the community engagement workshop



Enthusiastic participants engaged in much lively discussion during the community engagement workshop



Proposed footbridge to connect the public housing estates across Pok Fu Lam Road after consulting relevant stakeholders



Wah Fu Estate

## Optimising Utilisation of Commercial Properties

Ranging from car parks, factory premises, retail shops to community, education and welfare facilities, the HA provides and maintains a range of commercial premises and ancillary facilities to accommodate daily needs of the community.

We strived to keep abreast of residents' needs and market trends to adjust the marketing and leasing strategies of our retail facilities. These include diversifying trade and tenants mix, providing mobile facilities and parcel lockers, arranging trade fairs, carrying out feasibility studies and improvement works for shopping centres, and converting less popular non-domestic facilities into other uses as appropriate. For more information, please refer to page 77 to 79 of our [Annual Report 2019/20](#).



Christmas event at Lei Muk Shue Shopping Centre



Chinese New Year trade fair at Domain

# Economic Performance

- Financial Performance
- Initiatives in Planning and Construction of New Housing Estates
- Initiatives in Existing Housing Estates
- Initiatives in Office at Work



## Initiatives in Office at Work

The HA endeavours to enhance efficiency at the organisation level and in its offices. To this end, we commit to aligning our management practices with international standards, and have thereby obtained an array of international certifications and verifications.

### Enhance Efficiency with Information Technology

The HA strives to meet its business needs, improves operational efficiency and services quality with the use of evolving IT. Over 100 IT systems/ services are in place to support HA's daily business, including handling of PRH and SSFs applications, development and construction, estate management and building control processes. We will stay open to exploring and leveraging innovative IT solutions to assist the work of our staff and better serve our customers. For more information, please refer to page 88 of our Annual Report 2019/20.



## List of Awards and Community Recognitions



Throughout the years, we have made extra effort to improve our sustainability performance in various areas, including planning, construction, management and maintenance of the public housing. The awards and recognitions we received serve as a catalyst which allow us to take a more proactive role towards various sustainability aspects. The major achievements in 2019/20 are listed below.

### Corporate Services

Awards and Recognitions:	Organiser:
<b>Caring Organisation 2019/20</b> <ul style="list-style-type: none"> <li>10 Years Plus Caring Organisation Logo — Housing Department</li> </ul>	Hong Kong Council of Social Service
<b>ISO/IEC 27001:2013 Information Security Management System Certification</b> <ul style="list-style-type: none"> <li>Hong Kong Housing Authority</li> </ul>	British Standard Institute

## Development and Construction

Awards and Recognitions:	Organiser:
<b>Green Building Award 2019</b> <ul style="list-style-type: none"> <li>BIM-enabled Systematic Approach to Foundation Design (BIM-SAFD) Research Category – Merit Award</li> <li>Construction of Public Rental Housing Development at Ex-Kwai Chung Police Married Quarters New Buildings Category – Completed Projects – Residential Building – Finalist</li> </ul>	Hong Kong Green Building Council and Professional Green Building Council
<b>Hong Kong Institute of Project Management Awards 2018</b> <ul style="list-style-type: none"> <li>Lin Tsui Estate, Public Rental Housing Development at Lin Shing Road, Chai Wan Construction / Engineering – Winner</li> <li>King Tai Court, Green Form Subsidised Home Ownership Scheme at San Po Kong Sustainability Project – Winner</li> </ul>	Hong Kong Institute of Project Management
<b>Hong Kong Institute of Project Management Awards 2019</b> <ul style="list-style-type: none"> <li>Hoi Ying Estate and Hoi Lok Court at Cheung Sha Wan Wholesale Food Market Site 3 and Site 5 Phases 1&amp;2 Project of the Year 2019 Construction / Engineering – Winner</li> <li>On Tai Estate and On Tat Estate, Public Rental Housing at Anderson Road Site A to Site E Sustainable Project – Winner</li> </ul>	Hong Kong Institute of Project Management
<b>Asia Pacific Project Management Awards 2019</b> <ul style="list-style-type: none"> <li>Public Rental Housing at Anderson Road Site A to Site E, On Tai Estate and On Tat Estate Sustainable Project – Winner</li> </ul>	Asia Pacific Federation of Project Management
<b>HKIA Cross-Strait Architectural Design Awards 2019</b> <ul style="list-style-type: none"> <li>Shui Chuen O Estate – Public Rental Housing Development at Sha Tin Area 52 Residential – Silver Award</li> </ul>	Hong Kong Institute of Architects
<b>CIBSE Hong Kong Awards 2019</b> <ul style="list-style-type: none"> <li>Po Heung Estate (Po Heung Street, Tai Po) Project of the Year Awards – Residential Building – Winner</li> </ul>	The Chartered Institution of Building Services Engineers Hong Kong Branch
<b>Hong Kong Building Information Modelling (BIM) Awards 2019</b> <ul style="list-style-type: none"> <li>Modular Flat Design in Public Housing Developments – Adopting BIM for Collaboration and Integration Research Category – Honorable Mention</li> </ul>	Autodesk Hong Kong
<b>CIC Sustainable Construction Award 2018</b> <ul style="list-style-type: none"> <li>On Tai Estate, Integrated Contract for the Construction of Public Rental Housing at Anderson Road Site A &amp; B Phases 1 &amp; 2 Project Owner (Public Sector) – Bronze Award</li> </ul>	Construction Industry Council
<b>HKQAA CSR Advocate Mark</b> Housing Department	Hong Kong Quality Assurance Agency

## Estate Management

Awards and Recognitions:	Organiser:
<b>Building Surveyor Awards 2019</b> <ul style="list-style-type: none"> <li>Connect Old and New – Addition of Lift Towers at Cheung Ching Estate (Client / Client's representative group) in the A&amp;A and Conversion Category – Winner</li> <li>Caring Practice Award</li> </ul>	The Hong Kong Institute of Surveyors
<b>HKQAA CSR Advocate Mark</b> <ul style="list-style-type: none"> <li>Estate Management Division, Housing Department</li> </ul>	Hong Kong Quality Assurance Agency
<b>The 21st (2019 / 20) Wong Tai Sin District Quality Building Management Competition (Public Housing Estate)</b> <ul style="list-style-type: none"> <li>Tsz Hong Estate (Pioneer Management Limited) Champion and Green Building Award</li> <li>Tsz Man Estate (Pioneer Management Limited) 1<sup>st</sup> Runner-up</li> <li>Tung Wui Estate (Pioneer Management Limited) 2<sup>nd</sup> Runner-up</li> <li>Tsz Ching Estate (Hong Kong Housing Authority) Merit and Green Building Award</li> <li>Fu Shan Estate (Pioneer Management Limited) Merit</li> <li>Shatin Pass Estate (Pioneer Management Limited) Merit</li> </ul>	Housing Committee of Wong Tai Sin District Council
<b>20th Construction Safety Forum and Award Presentation Best Safety Enhancement Program for Working at Height</b> <ul style="list-style-type: none"> <li>District Term Contract for Maintenance, Improvement and Vacant Flat Refurbishment for Properties Managed by DMO KC(1) 2018 / 2021 Silver</li> </ul>	Occupational Safety and Health Council, Labour Department, Construction Industry Council
<b>The 18th Quality Building Management Competition in Sha Tin</b> <ul style="list-style-type: none"> <li>Fung Wo Estate Runner-up of Public Housing Group Champion of Security of Public Housing Group Champion of Common Areas to Prevent Mosquito and Rodent Measures of Public Housing Group</li> <li>Yan On Estate Runner-up of Public Housing Group Champion of Fire Prevention and Fire Equipment of Public Housing Group Champion of Building Environmental Hygiene of Public Housing Group Champion of Common Areas to Prevent Mosquito and Rodent Measures of Public Housing Group</li> </ul>	Sha Tin District Council
<b>Excellence in Facility Management Award 2019 (Public Rental &amp; Subsidized Purchase Housing)</b> <ul style="list-style-type: none"> <li>Lee On Estate</li> </ul>	The Hong Kong Institute of Facility Management
<b>Care for the Elderly Charter</b> <ul style="list-style-type: none"> <li>Tai Yuen Estate</li> </ul>	Social Welfare Department / Tai Po & North District Co-ordinating Committee on Elderly Services
<b>The Hong Kong Green Organisation Certificate</b> <ul style="list-style-type: none"> <li>Tai Yuen Estate Wastewi\$e Certificate – Excellence Level</li> <li>Lee On Estate Wastewi\$e Certificate – Basic Level</li> </ul>	Environmental Campaign Committee



<p>The “Best Partner” Property, Kowloon East in the year of 2018–2019</p> <ul style="list-style-type: none"> <li>Lower Ngau Tau Kok Estate</li> </ul>	Hong Kong Police Regional Crime Prevention Office, Kowloon East
<p>The “Outstanding Partner” Property Kowloon East in the year of 2018–2019</p> <ul style="list-style-type: none"> <li>Domain</li> </ul>	Hong Kong Police Regional Crime Prevention Office, Kowloon East
<p>Glass Container Recycling Charter</p> <ul style="list-style-type: none"> <li>Ka Fuk Estate</li> </ul>	Environmental Protection Department
<p>Civil Service Outstanding Service Award Scheme 2019</p> <ul style="list-style-type: none"> <li>Horticulture Unit “Promoting Community Planting in Existing Public Rental Housing Estates”</li> </ul> <p>Internal Support Team Award – Bronze Prize and Special Citation (Interactive Communication with the Public)</p>	Civil Service Bureau
<p>Quality Water Supply Scheme For Buildings – Flushing Water (Silver)</p> <ul style="list-style-type: none"> <li>Ka Fuk Estate</li> <li>Tai Yuen Estate</li> </ul>	Water Supplies Department
<p>Quality Water Supply Scheme For Buildings – Flushing Water (Blue)</p> <ul style="list-style-type: none"> <li>Choi Yuen Estate</li> <li>Hin Yiu Estate</li> <li>Ko Yee Estate</li> <li>Lam Tin Estate</li> <li>Lee On Estate</li> <li>Lower Ngau Tau Kok Estate</li> <li>Po Heung Estate</li> <li>Sun Chui Estate</li> </ul>	Water Supplies Department

## Environmental Management

Awards and Recognitions:	Organiser:
<p>Hong Kong Green Organisation Certification</p> <ul style="list-style-type: none"> <li>HKHA Waste Reduction Performance</li> </ul> <p>Wastewi\$e Certificate – Excellence Level</p>	Environmental Campaign Committee

## HA's Contractors

Awards and Recognitions:	Organiser:
<p>Construction Industry Safety Award Scheme 2019/2020</p> <ul style="list-style-type: none"> <li>The contractors of new works and maintenance works of the HA have been commended with a total of 18 awards covering one gold, one silver, one bronze awards, one outstanding performance in work-at-height safety award, seven merits, five certificates of good performance, one most active participating construction site award and one certificate of participation</li> </ul>	Labour Department
<p>25th Considerate Contractors Site Award Scheme</p> <ul style="list-style-type: none"> <li>The HA's works contractors were commended with a total of 19 awards, including one Bronze Award and three Merit Awards under Considerate Contractors Site Award (CCSA), one Silver Award and two Merit Awards under Outstanding Environmental Management Performance Award (OEMPA), three Model Worker Awards, four Model Frontline Supervisor Awards and three Model Subcontractor Frontline Supervisor Awards, in the category of Non-Public Works – New Works – Group A and two Merit Awards in the category of Non-Public Works – Model Subcontractor.</li> </ul>	Development Bureau, Construction Industry Council
<p>20th Construction Safety Forum and Award Presentation Ceremony</p> <ul style="list-style-type: none"> <li>The HA's works contractors have been commended with a total of 11 awards, including two Gold, one Silver, three Bronze and five Merit awards</li> </ul>	Occupational Safety and Health Council
<p>The 18th Hong Kong Occupational Safety and Health Award</p> <ul style="list-style-type: none"> <li>The HA's works contractors received a silver award in the category of OSH Enhancement Program Award and two merit awards in Work Safe Behaviour Award</li> </ul>	Occupational Safety and Health Council
<p>The 15th Occupational Health Award</p> <ul style="list-style-type: none"> <li>The HA's works contractors had actively participated and received two Outstanding Awards in the category of Innovative Award</li> </ul>	Occupational Safety and Health Council
<p>Hong Kong Green Awards 2019</p> <ul style="list-style-type: none"> <li>The HA's works contractor received a Bronze award in Environmental, Health and Safety Award (Large Corporation)</li> </ul>	Green Council
<p>Hong Kong Construction Environmental Awards 2019</p> <ul style="list-style-type: none"> <li>The HA's works contractor received a Certificate of Merit</li> </ul>	Hong Kong Construction Association

# Targets and Outlook



In 2019/20, the Hong Kong Housing Authority (HA) set 66 sustainability-related targets, covering environmental (41 items), social (21 items) and economic (4 items) aspects. All of the targets set are achieved. Details of our targets achieved in 2019/20 and the targets set for 2020/21 are shown as follows:

## Environmental Targets

### Environmental Awareness and Participation

	Targets for 2019/20	2019/20 progress	Targets for 2020/21
1	Review and monitor environmental awareness in public rental housing (PRH) by conducting surveys biennially.	Fully met	The next survey will be conducted in 2021
2	Monitor environmental awareness of the HA staff and enhance general awareness by reviewing and implementing training and publicity strategies.	Fully met	To be maintained
3	Collaborate with green groups to conduct environmental awareness programmes in PRH estates.	Fully met	To be maintained
4	Enhance the environmental performance of contractors on site through environmental management plan and use of environmentally sound construction method.	Fully met	To be maintained
5	Promote PRH tenants' awareness and participation related to waste separation at source, waste reduction and green management initiatives through various publicity channels such as Estate Management Advisory Committees (EMAC) newsletters and activities, broadcasting of Announcement of Public Interest, rolling text or video in Housing Channel and other joint activities with green groups.	Fully met	To be maintained
6	Promote environmental message to HA staff by displaying environmental issues at HA Headquarters (HAHQ) Green Corner.	Fully met	To be maintained
7	Enhance staff environmental awareness and knowledge by organising seminars related to Waste Management Plan, legislation updates and general seminars on environmental issues and campaigns to promote environmental protection.	Fully met	To be maintained
8	Enhance community awareness of environmental protection by organising programmes to promote environmental protection messages.	Fully met	To be maintained



## Energy Efficiency

	<b>Targets for 2019/20</b>	<b>2019/20 progress</b>	<b>Targets for 2020/21</b>
9	Reduce the electricity consumption of building services installations in communal areas of new domestic blocks.	Fully met	To be maintained
10	Adopt green design for building services equipment by conducting carbon emission estimation for projects with domestic blocks and energy estimation of domestic blocks for projects at detailed design stage.	Fully met	To be maintained
11	Explore, study and adopt the application of more energy efficient equipment, including <ul style="list-style-type: none"> <li>• mass application of LED bulkhead lightings at the communal areas of all newly designed domestic blocks;</li> <li>• implementation of environmental lighting controls using motion-sensors and push buttons at the communal areas of all domestic blocks; and</li> <li>• implementation of gearless lift and regenerative power for lift with a capacity of 8kW or above in all new projects under design.</li> </ul>	Fully met	To be maintained
12	Conduct Carbon Audit in the 14 PRH blocks representing the majority of PRH block types for monitoring and benchmarking purpose, and investigate measures for energy reduction when the building carbon emission is found exceeding the baseline figure.	Fully met	To be maintained
13	Perform various initiatives to reduce 5% electricity consumption compared to 2013/14 for the HA office premises under comparable operating conditions.	Fully met	To reduce 5.5% compared to 2013/14

## Greening and Landscaping

	Targets for 2019/20	2019/20 progress	Targets for 2020/21
14	Provide green treatment to newly formed slopes such as hydroseeding, planting or other appropriate green treatments to soil, rock and other slope surfaces.	Fully met	To be maintained
15	Add new vegetation and promote greening in new housing estates by <ul style="list-style-type: none"> <li>planting trees in all new housing estates targeting at minimum one tree per 15 flats and conduct annual tree survey to ensure all new housing estates meet the target; and</li> <li>achieving an overall target of 30% green coverage and at least 20% for public housing developments at planning, design and implementation stage.</li> </ul>	Fully met	To be maintained
16	Improve the slope appearance in existing PRH estates by providing green treatment to hard surfaced slopes and improving the existing vegetated slopes; and improve Chunam surfaces through hydroseeding, stone pitching and toe planters.	Fully met	To be maintained
17	Promote local residents and the community to participate in early plant raising for new housing estates.	Fully met	To be maintained
18	Promote community involvement in greening of the new PRH estates by introducing communal planting areas/community farms in master landscape layout plan at design stage and encourage PRH residents to participate in gardening and planting works within their own estates for recreation and education purposes.	Fully met	To be maintained
19	Re-landscape and upgrade the existing landscape facilities in the 20 selected PRH estates by planting more trees and flowers through Landscape Improvement Programme.	Fully met	To be maintained
20	Promote community participation and increase tenants' awareness in greening of PRH estates, in collaboration with the EMAC, through organising greening activities in the 20 estates, such as tree planting days.	Fully met	To be maintained
21	Promote staff/ tenant involvement in greening activities.	Fully met	To be maintained

## Hazardous Material Management

	Targets for 2019/20	2019/20 progress	Targets for 2020/21
22	Abate the existing asbestos containing materials in the HA construction sites by implementing proper asbestos removal works in demolition.	Fully met	To be maintained
23	Implement asbestos abatement programme in PRH estates by <ul style="list-style-type: none"> <li>promulgating and enhancing publicity of locations and proper handling of Asbestos Containing Materials (ACM);</li> <li>enhancing regular monitoring system on ACM;</li> <li>formulating the asbestos abatement programme;</li> <li>arranging regular training seminars or briefings; and</li> <li>reminding project team to take proper mitigation measures.</li> </ul>	Fully met	To be maintained
24	Control hazardous materials to minimise harm to environment by collecting all disposed mercury-containing lamps in HAHQ for special waste treatment.	Fully met	To be maintained

## Waste Management and 4Rs<sup>1</sup>

	Targets for 2019/20	2019/20 progress	Targets for 2020/21
25	All softwood and at least 50% of all timber used for all types of timber doors in the new public housing developments shall be from sustainable sources in compliance with BEAM Plus (New Building) requirement.	Fully met	To be maintained
26	Use timber from sustainable sources for temporary works during construction.	Fully met	To be maintained
27	Enhance the use of “green” materials and components.	Fully met	To be maintained
28	Arrange publicity activities in PRH estates to promote recycling of domestic waste for paper by not less than 26,500 tonnes.	Fully met	To recycle not less than 27,000 tonnes
29	Arrange publicity activities in PRH estates to promote recycling of domestic waste for aluminium cans by not less than 1,350 tonnes.	Fully met	To recycle not less than 1,400 tonnes
30	Arrange publicity activities in PRH estates to promote recycling of domestic waste for plastic bottles by not less than 1,750 tonnes	Fully met	To recycle not less than 1,800 tonnes
31	Promote recovery of domestic waste for used clothes by allowing charity organisations to collect used clothing and to promote used clothes recovery in PRH estates.	Fully met	To be maintained
32	Promote recovery of glass bottles for recycling by arranging joint publicity activities with green groups in PRH estates.	Fully met	To be maintained
33	Promote recovery of rechargeable batteries by arranging publicity activities in PRH estates.	Fully met	To be maintained
34	Reduce domestic waste by promoting waste reduction through various publicity campaigns such as EMAC newsletters and activities, and other joint activities with green groups.	Fully met	To be maintained
35	Promote waste separation at source and green management initiatives by <ul style="list-style-type: none"> <li>• implementing source separation of domestic waste programmes in all estates; and</li> <li>• setting up collection point in the PRH estates for collecting domestic recyclable from tenants with incentives such as cash or household sundries for exchange.</li> </ul>	Fully met	To be maintained
36	Use environment-friendly paper for printing of all publicity materials.	Fully met	To be maintained
37	Perform various initiatives to reduce 3% A3 and A4 paper consumption compared to 2013/14 in all the HA offices under comparable operating conditions.	Fully met	To reduce 3.5% compared to 2013/14
38	Perform various initiatives to encourage paper recycling for not less than 37 kg per staff.	Fully met	To be maintained

<sup>1</sup> 4Rs include Reduce, Reuse, Recycle and Replace.



## Water Conservation

	Targets for 2019/20	2019/20 progress	Targets for 2020/21
39	Use 6-litre single or dual flush water-closet suites in all new building projects to reduce flushing water consumption.	Fully met and completed*	--
40	Reduce irrigation water consumption by providing Zero Irrigation Systems (ZIS) or other types of root-zone irrigation systems in all new building projects.	Fully met	To be maintained
41	Perform various initiatives to reduce 2% water consumption compared to 2015/16 for the HA Headquarters under comparable operating conditions.	Fully met	To reduce 2.5% compared to 2015/16

\* Use of water closet of prescribed water efficiency grading registered under Water Efficiency Labelling Scheme has become a mandatory requirement on 1 December 2020 according to the WSD's Circular Letter No.11/2019.

## Social Targets

### Stakeholder Engagement

	Targets for 2019/20	2019/20 progress	Targets for 2020/21
1	Continue the implementation of the Marking Scheme for Estate Management Enforcement in all PRH estates and non-domestic premises to enhance the living and business environment.	Fully met	To be maintained
2	Conduct various initiatives for the HA staff, for example, activities organised by the HA Staff Club.	Fully met	To be maintained
3	Maintain active communications with staff and obtain feedback to enhance operational effectiveness.	Fully met	To be maintained
4	Continue to actively work with relevant stakeholders to promote better understanding of the HA's policies and initiatives through different publicity channels.	Fully met	To be maintained

## Safety Management

	Targets for 2019/20	2019/20 progress	Targets for 2020/21
5	Continue to closely monitor the contractors' performance through mechanisms such as the Performance Assessment Scoring System (PASS), Building Services PASS, Piling PASS, Demolition PASS, Maintenance Assessment Scoring System (MASS), Lift MASS, Housing Authority Safety Auditing System (HASAS), HASAS (Maintenance & Improvement), Surprise Safety Inspection Programme and Housing Authority Lift and Escalator Nominated Sub-contracts Safety Auditing System, surprise safety inspections for building maintenance works, surprise checks of lift works contractors for lift term maintenance and lift modernisation works.	Fully met	To be maintained
6	Continue to tighten monitoring of contractors with high accident rates through occupational injury alerts and warning systems.	Fully met	To be maintained
7	Continue to tighten control measures for high-risk operations on site.	Fully met	To be maintained
8	Continue to hold regular seminars and forums on best safety practices with the participation of contractors and project teams.	Fully met	To be maintained
9	Continue to partner with industry stakeholders in territory- wide safety campaigns and publicity.	Fully met	To be maintained
10	Continue to provide safety training for our works staff, e.g. Refresher Site Safety PASSPORT Web Course for works staff and Occupational Safety & Health Courseware for maintenance works and estate management staff through e-Learning Portal.	Fully met	To be maintained
11	Continue to enhance personal protective equipment for contractors' site personnel and our works staff.	Fully met	To be maintained
12	Continue to develop mobile applications to streamline management of safety, quality and productivity on site.	Fully met	To be maintained
13	Continue to issue best practice alerts to contractors, service providers and frontline staff.	Fully met	To be maintained
14	Continue to implement measures to enhance road and roadside work safety for cleaning and security service providers.	Fully met	To be maintained
15	Continue to improve safety of office operations with potential health and safety risks.	Fully met	To be maintained
16	Continue to study the specification enhancement for provision of sunshade of gondola.	Fully met and completed	--
17	Continue to explore enhancements in contract provisions for safety innovation/measures.	Fully met	To be maintained
18	Continue to review the Integrated Pay for Safety, Environment and Hygiene Scheme.	Fully met	To be maintained
19	Explore enhancements in contract requirements by including good safety measures.	Fully met	To be maintained
20	Continue to develop standardised oral commands with Occupational Safety & Health Council for the pointing- and-calling practice used by contractors in high risk activities.	Fully met	Continue to promote oral commands for the pointing- and-calling practice used by contractors in high risk activities

21	Adopt universal design for all ages and abilities in modular flats, communal facilities and integrated community play areas, and implement barrier-free access to PRH block entrances, strategic estate facilities and transportation nodes to enhance safety, accessibility and spatial equity in the community.	Fully met	To be maintained
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## Economic Targets

	Targets for 2019/20	2019/20 progress	Targets for 2020/21
1	Implement the PRH rent adjustment mechanism.	Fully met	As per established practice, PRH rent is reviewed every two years. The next PRH rent review will be conducted in Q3 2022.
2	Continue to minimise the vacancy of the PRH estates.	Fully met	To be maintained
3	Conduct tenancy control and education campaigns with an aim to reduce abuse of housing resources.	Fully met	To be maintained
4	Continue to review older estates and enhance their preventive maintenance and restoration.	Fully met	To be maintained

# Data Summary



## Environmental Performance

### Energy Consumption

	Energy Consumed
<b>Energy Consumption in Existing Housing Estates (kWh)</b>	
Electricity consumption in public areas of estates	451,105,836
Average electricity consumption in public areas of estates (per flat/month)	50.5
Renewable energy generated from PV panels	947,524
<b>Energy Consumption in HA Office Premises (kWh)</b>	
Electricity consumption in office premises	34,131,896
Average electricity consumption in office premises (per staff)	3,495.69
<b>Energy Consumption by Construction Contractors (GJ)</b>	
Diesel consumption for construction activities	670,948
Diesel consumption for transportation of construction waste	53,980
Electricity consumption for construction activities	52,084
Gasoline consumption for contract cars	11,349

### Greenhouse Gas (GHG) Emissions<sup>3</sup>

	2015/16	2016/17	2017/18	2018/19	2019/20
<b>GHG Emission Intensity in Existing Housing Domestic Blocks (tonnes CO<sub>2</sub>e/m<sup>2</sup>)</b>					
Average of domestic block types	0.026	0.025	0.025	0.024	0.024
<b>GHG Emission Intensity in HA Office Premises (tonnes CO<sub>2</sub>e/m<sup>2</sup>)<sup>4</sup></b>					
Block 3 of HA Headquarters (HAHQ)	0.117	0.123	0.112	0.107	0.113
Lok Fu Customer Service Centre	0.150	0.144	0.140	0.136	0.139

<sup>3</sup> Territory wide default GHG emission factors (0.7) were used based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for buildings (Commercial, Residential or Institutional Purpose) in Hong Kong issued by the Environmental Protection Department, HKSAR in February 2010.

<sup>4</sup> Greenhouse gas emissions figures are disclosed based on finalised carbon audit reports. Latest available reports cover period from 1 August 2019 to 31 July 2020.



## Materials Consumption

	Materials Consumed
Materials Consumption in HA Office Premises	
Paper consumption in office premises (reams/staff)	12.87

## Water Management

	Water Consumed	Water Recycled
Water Consumption in New Works Projects (m <sup>3</sup> )		
New works projects	1,411,772	226,626
Water Consumption in Existing Housing Estates (m <sup>3</sup> )		
Public areas of estates	2,957,328	-
Water Consumption in HA Office Premises (m <sup>3</sup> )		
HAHQ	11,173	-
HAHQ (per staff)	2.80	-

## Waste Management

	Handling Method		
	Recycled	Public fill	Landfill
Amount Handled in New Works Projects (tonnes)			
Hazardous waste	13	-	123
Non-hazardous waste	358,729	1,017,091	80,756
Total waste for new works projects			1,456,699
Amount Handled in Existing Housing Estates (tonnes)			
Non-hazardous waste			
Paper	29,908	-	-
Plastic bottles	2,282	-	-
Aluminium cans	2,130	-	-
Used clothes	949	-	-
Amount Handled in HAHQ (tonnes)			
Hazardous waste			
Toner cartridges	6	-	-
Fluorescent lamps and tubes	4	-	-
Non-hazardous waste			
General waste	-	-	150
Paper	161	-	-

## Social Performance

### Total Workforce (as at 31 March 2020)

Total Number of Staff		9,754
	Male	Female
By Employment Contract		
Civil servants	5,729	3,402
Contract staff	236	387
By Strength		
Directorate staff	41	26
Professional staff	697	313
General staff	2,332	3,038
Site staff	1,851	76
Technical staff	1,044	336
By Age		
Age 20 – 29	599	387
Age 30 – 39	1,588	1,056
Age 40 – 49	1,537	922
Age 50 – 59	2,014	1,306
Age 60 or above	227	118

### New Employee Hires and Employee Turnover

	Male	Female
New Employee Hires <sup>5</sup>		
Age 20 – 29	154	96
Age 30 – 39	114	90
Age 40 – 49	31	26
Age 50 – 59	13	15
Age 60 or above	13	1
Employee Turnover <sup>6</sup>		
Age 20 – 29	45	26
Age 30 – 39	31	36
Age 40 – 49	29	30
Age 50 – 59	53	52
Age 60 or above	260	62

<sup>5</sup> The above figures involve staff (position as at 31 March 2020) with their first appointment date falling within the period from 1 April 2019 to 31 March 2020.

<sup>6</sup> The figures include staff transferred out of the Department from 1 April 2019 to 31 March 2020.

## Governance and Management Body (as at 31 March 2020)

	Male	Female
<b>Non-official HA members</b>		
Age 30 – 39	1	0
Age 40 – 49	6	2
Age 50 – 59	6	5
Age 60 or above	5	1
<b>Non-official Committees and Sub-committees members</b>		
Age 20 – 29	0	0
Age 30 – 39	8	7
Age 40 – 49	4	3
Age 50 – 59	9	6
Age 60 or above	4	4

## Training Hours Breakdown

<b>Total Training Courses (No.)</b>			955
	No. of Staff Attended Training	Training Hours Received (hours)	Training Hours per Staff (hours)
<b>By Strength</b>			
Directorate staff	55	1,519	27.6
Professional and technical staff	2,279	121,352	53.2
General and site staff	6,420	64,274	10.0
<b>By Gender</b>			
Male	5,541	120,785	21.8
Female	3,213	66,360	20.7
<b>Training Regarding Human Rights</b>			
Training on policies and procedures concerning aspects of human rights	516	2,843	5.5

## Occupational Health and Safety

Number of staff injury cases <sup>7</sup>	18
Number of fatalities	0
Staff sick leave granted for injury (days) <sup>8</sup>	669

<sup>7</sup>Staff injury cases is defined as reported cases of occupational injuries, under the Employee's Compensation Ordinance, resulting in death or incapacity for work over 3 days.

<sup>8</sup>The number includes injury-on-duty sick leave days granted to staff in 2019/20 only. Their sick leave extended to 2020/21 was excluded.

## Contractors' Accident Rate

2019	New Works	Maintenance Works
Accident rate (per 1,000 workers)	5.2	5.3
Number of accidents	61	17
Number of fatalities	0	0

# Verification Statement



## Scope and Objective of Verification

Hong Kong Quality Assurance Agency (HKQAA) was commissioned by the Hong Kong Housing Authority (HA) to undertake an independent verification of its Sustainability Report 2019/20 (the Report). The Report highlights HA's major sustainability commitments and performance in terms of environmental, social and economic sustainability from the period of 1 April 2019 to 31 March 2020.

## Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagement 3000 (ISAE 3000) – “Assurance Engagement Other Than Audits or Reviews of Historical Financial Information” issued by the International Auditing and Assurance Standards Board. Our evidence gathering process was designed to obtain a reasonable level of assurance as set out in the standard for the purpose of devising the verification conclusion and the extent of this verification process undertaken was provided for the core aspects of the GRI Standards.

In order to understand the process that HA adopted to ascertain the key sustainability issues and impacts, the Report compilation process was discussed including stakeholder engagement and materiality assessment processes. Also, system and process for collecting, collating and reporting sustainability performance data were verified. Our verification procedure performed covered reviewing of relevant documentation, interviewing responsible personnel with accountability for preparing the report contents and verifying the selected representative sample of data and information. Raw data and supporting evidence of the selected samples were also thoroughly examined during the verification process.

## Independence

HA is responsible for the collection and presentation of the information presented. HKQAA does not involve in calculating, compiling, or in the development of the Report. Our verification activities are independent from HA.



## Conclusion

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is in the opinion that:

- The Report has been prepared in accordance with the Core Option of the GRI Standards;
- The Report illustrates HA's sustainability performance in a structured, balanced and consistent manner; and
- The data and information disclosed in the Report are reliable and complete.

Nothing has come to HKQAA's attention that the selected sustainability performance information and data contained in the Report has not been prepared and presented fairly and honestly, in all material aspects, in accordance with the verification criteria.

## Signed on behalf of Hong Kong Quality Assurance Agency



Jorine Tam  
Director, Corporate Business  
January 2021

# GRI Content Index



## General Disclosure

General Standard Disclosures	Cross-reference/Comments	External Assurance
Organisational Profile		
102-1 Name of the organisation	<a href="#">About the Hong Kong Housing Authority</a>	✓
102-2 Activities, brands, products, and services	<a href="#">About the Hong Kong Housing Authority</a> <a href="#">Annual Report 2019/20 (pg. 1-3)</a>	✓
102-3 Location of headquarters	<a href="#">About the Hong Kong Housing Authority</a> <a href="#">Feedback Form</a>	✓
102-4 Location of operations	Hong Kong Only	✓
102-5 Ownership and legal form	Part of the HKSAR Government	✓
102-6 Markets served	<a href="#">About the Hong Kong Housing Authority</a>	✓
102-7 Scale of the organisation	<a href="#">About the Hong Kong Housing Authority</a> <a href="#">Data Summary</a> <a href="#">Annual Report 2019/20 (pg. 95-99), Financial Review</a>	✓
102-8 Information on employees and other workers	<a href="#">About the Hong Kong Housing Authority</a> <a href="#">Data Summary</a>	✓
102-9 Supply chain	<a href="#">About the Hong Kong Housing Authority</a>	✓
102-10 Significant changes to the organisation and its supply chain	During the reporting period, there was no significant change in the scope, boundary and measurement methods from previous reports.	✓
102-11 Precautionary principle or approach	<a href="#">About the Hong Kong Housing Authority</a>	✓
102-12 External initiatives	<a href="#">About the Hong Kong Housing Authority</a>	✓
102-13 Membership of associations	<a href="#">About the Hong Kong Housing Authority</a>	✓
Strategy		
102-14 Statement from senior	<a href="#">Message from the Chairman</a>	✓
Ethnic and Integrity		
102-16 Values, principles, standards, and norms of behaviour	<a href="#">About the Hong Kong Housing Authority</a>	✓
Governance		

102-18 Governance structure	<a href="#"><u>About the Hong Kong Housing Authority Data Summary</u></a>	✓
<b>Stakeholder Engagement</b>		
102-40 List of stakeholder groups	<a href="#"><u>About the Hong Kong Housing Authority</u></a>	✓
102-41 Collective bargaining agreements	There is no collective bargaining legislation enacted in Hong Kong, but we maintain various staff engagement channels.	✓
102-42 Identifying and selecting stakeholders	<a href="#"><u>About the Hong Kong Housing Authority</u></a>	✓
102-43 Approach to stakeholder engagement	<a href="#"><u>About the Hong Kong Housing Authority</u></a>	✓
102-44 Key topics and concerns raised	<a href="#"><u>About the Hong Kong Housing Authority</u></a>	✓
<b>Reporting Practice</b>		
102-45 Entities included in the consolidated financial statements	<a href="#"><u>About the Hong Kong Housing Authority Annual Report 2019/20 (pg. 95-99), Financial Review</u></a>	✓
102-46 Defining report content and topic boundaries	<a href="#"><u>About This Report</u></a> <a href="#"><u>About the Hong Kong Housing Authority</u></a>	✓
102-47 List of material topics	<a href="#"><u>About the Hong Kong Housing Authority</u></a>	✓
102-48 Restatements of information	There is no restatement of information and data provided in our earlier sustainability reports.	✓
102-49 Changes in reporting	<a href="#"><u>About This Report</u></a>	✓
102-50 Reporting period	<a href="#"><u>About This Report</u></a>	✓
102-51 Date of most recent report	April 2020	✓
102-52 Reporting cycle	<a href="#"><u>About This Report</u></a>	✓
102-53 Contact point for questions regarding the report	<a href="#"><u>Feedback Form</u></a>	✓
102-54 Claims of reporting in accordance with the GRI Standards	<a href="#"><u>About This Report</u></a>	✓
102-55 GRI Content Index	<a href="#"><u>GRI Content Index</u></a>	✓
102-56 External assurance	<a href="#"><u>About This Report</u></a> <a href="#"><u>Verification Statement</u></a>	✓
<b>Management Approach</b>		
103-1 Explanation of the material topic and its boundary	<a href="#"><u>About the Hong Kong Housing Authority</u></a>	✓

## Topic-specific Standards

Material Topics	Indicators	Cross-reference/Comments	External Assurance
Economic Performance (2016)	103-2 Management 103-3 Approach	<a href="#"><u>Economic Performance</u></a> <a href="#"><u>Annual Report 2019-20 (pg. 95-99), Financial Review</u></a>	✓
Economic Performance (2016)	201-1 Direct economic value generated and distributed	<a href="#"><u>Economic Performance</u></a> <a href="#"><u>Annual Report 2019-20 (pg. 95-99), Financial Review</u></a>	✓
Indirect Economic Impacts (2016)	103-2 Management 103-3 Approach	<a href="#"><u>Economic Performance</u></a> <a href="#"><u>Targets and Outlook</u></a>	✓

			<b><u>Annual Report 2019/20 (pg. 14-25), Planning and Allocating – a Better Future</u></b>	
Indirect Economic Impacts (2016)	203-2	Significant indirect economic impacts	<b><u>Economic Performance</u></b> <b><u>Annual Report 2019/20 (pg. 14-25), Planning and Allocating – a Better Future</u></b>	✓
Procurement Practices (2016)	103-2 103-3	Management Approach	<b><u>About the Hong Kong Housing Authority.</u></b>	✓
Procurement Practices (2016)	204-1	Proportion of spending on local suppliers	<b><u>About the Hong Kong Housing Authority.</u></b>	✓
Anti-corruption (2016)	103-2 103-3	Management Approach	<b><u>Social Performance</u></b>	✓
Anti-corruption (2016)	205-3	Confirmed incidents of corruption and actions taken	<b><u>Social Performance</u></b>	✓
Material (2016)	103-2 103-3	Management Approach	<b><u>Environmental Performance</u></b> <b><u>Targets and Outlook</u></b>	✓
Material (2016)	301-1	Materials used by weight or volume	<b><u>Data Summary.</u></b>	✓
Energy (2016)	103-2 103-3	Management Approach	<b><u>Environmental Performance</u></b> <b><u>Targets and Outlook</u></b>	✓
Energy (2016)	302-1	Energy consumption within the organisation	<b><u>Data Summary.</u></b>	✓
Energy (2016)	302-2	Energy consumption outside of the organisation	<b><u>Data Summary.</u></b>	✓
Water and Effluents (2018)	103-2 103-3	Management Approach	<b><u>Environmental Performance</u></b> <b><u>Targets and Outlook</u></b>	✓
Water and Effluents (2018)	301-1	Interactions with water as a shared resource	<b><u>Environmental Performance</u></b> Water consumed is supplied through municipal water supply systems under the Water Supplies Department, who identifies and manages water-related impacts on water sources.	✓
Water and Effluents (2018)	303-2	Management of water discharge-related impacts	Effluents of the HA and HA's contractors are discharged into municipal sewage treatment systems, and fulfil local regulatory standards of effluents discharge.	✓
Water and Effluents (2018)	303-5	Water consumption	<b><u>Data Summary.</u></b>	✓
Biodiversity (2016)	103-2	Management	<b><u>Environmental Performance</u></b> <b><u>Targets and Outlook</u></b>	✓



	103-3	Approach		
Biodiversity (2016)	304-1	Operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	Projects in progress or commenced in 2019/20 were situated away from areas of high biodiversity value and had no significant impact on biodiversity.	✓
Emissions (2016)	103-2	Management	<b><u>Environmental Performance</u></b>	✓
	103-3	Approach	<b><u>Targets and Outlook</u></b>	
Emissions (2016)	305-1	Direct (Scope 1) GHG emissions	<b><u>Data Summary.</u></b>	✓
Waste (2020)	103-2	Management	<b><u>Environmental Performance</u></b>	✓
	103-3	Approach	<b><u>Targets and Outlook</u></b>	
Waste (2020)	306-1	Waste generation and significant waste-related impacts	<b><u>Environmental Performance</u></b>	✓
Waste (2020)	306-2	Management of significant waste-related impacts	<b><u>Environmental Performance</u></b> Waste data has been obtained from waste transfer notes from contracted waste collectors. Regardless of the handling methods, all the waste treatments are conducted offsite.	✓
Waste (2020)	306-3	Waste generated	<b><u>Data Summary.</u></b>	✓
Waste (2020)	306-4	Waste diverted from disposal	<b><u>Data Summary.</u></b>	✓
Waste (2020)	306-5	Waste directed to disposal	<b><u>Data Summary.</u></b>	✓
Environmental Compliance (2016)	103-2	Management	<b><u>Environmental Performance</u></b>	✓
	103-3	Approach		
Environmental Compliance (2016)	307-1	Non-compliance with environmental laws and regulations	There were no significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations during 2019/20.	✓
Labour/ Management Relations (2016)	103-2	Management	<b><u>Social Performance</u></b>	✓
	103-3	Approach	<b><u>Targets and Outlook</u></b>	
Labour/ Management Relations (2016)	402-1	Minimum notice periods regarding operational changes	Following HA's internal circulars, no minimum notice period is required. However, staff are informed and/or consulted regarding significant changes beforehand, and notices are issued as soon as possible.	✓
Occupational Health and Safety (2018)	103-2	Management	<b><u>Social Performance</u></b>	✓
	103-3	Approach	<b><u>Targets and Outlook</u></b>	

Occupational Health and Safety (2018)	403-1	Occupational health and safety management system	<u>Social Performance</u>	✓
Occupational Health and Safety (2018)	403-2	Hazard identification, risk assessment, and incident investigation	<u>Social Performance</u>	✓
Occupational Health and Safety (2018)	403-3	Occupational health services	<u>Social Performance</u>	✓
Occupational Health and Safety (2018)	403-4	Worker participation, consultation, and communication on occupational health and safety	<u>Social Performance</u>	✓
Occupational Health and Safety (2018)	403-5	Worker training on occupational health and safety	<u>Social Performance</u>	✓
Occupational Health and Safety (2018)	403-6	Promotion of worker health	<u>Social Performance</u>	✓
Occupational Health and Safety (2018)	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<u>Social Performance</u>	✓
Occupational Health and Safety (2018)	403-9	Work-related injuries	<u>Social Performance</u>	✓
Training and Education (2016)	103-2	Management	<u>Social Performance</u>	✓
	103-3	Approach	<u>Targets and Outlook</u>	
Training and Education (2016)	404-1	Average hours of training per year per employee	<u>Data Summary.</u>	✓
Training and Education (2016)	404-3	Percentage of employees receiving regular performance and career development reviews	100% of HA staff <sup>1</sup> received performance appraisals during the reporting period, and there is no differential treatment in terms of gender.	✓
Non-discrimination (2016)	103-2	Management	<u>Social Performance</u>	✓
	103-3	Approach		
Non-discrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	There were no reported incidents of discrimination in 2019/20.	✓
Freedom of Association and Collective Bargaining (2016)	103-2	Management	<u>About the Hong Kong Housing Authority.</u>	✓
	103-3	Approach	<u>Social Performance</u>	
Freedom of Association and Collective Bargaining (2016)	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<u>About the Hong Kong Housing Authority.</u> <u>Social Performance</u>	✓

Socioeconomic Compliance (2016)	103-2 Management 103-3 Approach	<b><u>Social Performance</u></b>	✓
Socioeconomic Compliance (2016)	419-1 Non-compliance with laws and regulations in the social and economic area	<b><u>Social Performance</u></b> There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations in the social and economic area during 2019/20.	✓

<sup>1</sup>Including civil servants and HA contract staff

# Feedback Form



Thank you for reading our Sustainability Report 2019/20. We treasure your feedback to help us continuously to improve our performance, services and reporting process. We sincerely hope that you will provide your views as well as comments on this Report, our sustainability initiatives, and our performance before 30 September 2021, by emailing the Feedback Form ([emu@housingauthority.gov.hk](mailto:emu@housingauthority.gov.hk)), or by post to:

Senior Manager/Environment  
Environmental Management Unit  
Hong Kong Housing Authority Headquarters  
33 Fat Kwong Street, Ho Man Tin, Kowloon, Hong Kong

- |  |   |      |          |          |      |
|--|---|------|----------|----------|------|
| 1. What is your overall view of the Report?  | Very Good   | Good | Adequate | Marginal | Poor |
| 2. Do you find the Report information useful?  | Very Good   | Good | Adequate | Marginal | Poor |
| 3. Do you find the Report easy to understand?  | Very Good   | Good | Adequate | Marginal | Poor |
| 4. Which aspect(s) of the Report do you find most useful?                            | About the Hong Kong Housing Authority<br>Environmental Performance<br>Social Performance<br>Economic Performance<br>List of Awards and Community Recognitions<br>Targets and Outlook<br>Data Summary<br>Verification Statement<br>GRI Content Index |      |          |          |      |
| 5. In accordance with the Report, how would you rate our sustainability performance? | Very Good   | Good | Adequate | Marginal | Poor |



6. What information would you like to see in the future?

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7. Other comments:

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8. What group(s) do you belong to? (You can tick more than one box.)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Owner/Tenant in the HA Flat   | <input type="checkbox"/> Green Groups   | <input type="checkbox"/> Education/Academic |
| <input type="checkbox"/> Government Department         | <input type="checkbox"/> Other Public Organisations                               | <input type="checkbox"/> Professionals      |
| <input type="checkbox"/> Non-governmental Organisation | <input type="checkbox"/> Consultant/Construction Industry/<br>Contractor/Supplier | <input type="checkbox"/> Staff of the HA    |
|  |   | <input type="checkbox"/> General Public     |

Others, please specify 

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Name: 

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 Contact Number: 

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E-mail Address: 

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Mailing Address: 

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All personal information will be used in strictest confidence and for communication and statistical purposes only. All personal data are handled in accordance with the provisions of the Personal Data (Privacy) Ordinance.

