

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/m²/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