

Next let's invite the Gold Award Winner
in 2013 Best Property Management Award
in Occupational Safety & Health - Hong Yip Service Company Ltd.
to share their successful experience in property management with you.
Let's now have their Chief Maintenance Engineer
Mr. Lee Shing Yan start his sharing with us.

Hello everyone.

I am glad to share our company's experience on occupational health and safety (OHS)
with you.

Upholding the spirit of "Building Homes with Heart" of our mother company,
Sun Hung Kai Properties, our company, Hong Yip Service Company Ltd.,
has been providing services in Hong Kong for over 45 years.

At present, we manage over 2,000 blocks of properties,
including private estates, high-end residential properties, shopping malls and so on.
In terms of OHS, our company places great emphasis on the safety of both
employees and customers.

Besides hoping to offer a safe and healthy working environment to employees,
we also want to help them develop an OHS culture.

Our OHS slogan is:

"We will comply with occupational safety and health legislation to ensure the safety
and health of our staff and related parties."

This slogan has been printed on the yellow card on the right.

It is distributed to every employee

to serve as a constant reminder of our policy and requirements.

Furthermore, our company also implements the OHSAS18001 OHS System in the key
properties.

Our company also actively participates in the activities organised by the Occupational
Safety & Health Council and the Labour Department,
such as competitions and talks.

Let me supplement some information about Tsuen Wan Plaza.

Opened in 1991, Tsuen Wan Plaza is a mall wholly owned by Sun Hung Kai
and

its renovation was completed in 2009.

This is the interior appearance of the plaza. It is a seven-storey plaza with a
two-storey car park.

The fifth floor is a space-themed outdoor playground for children.

The whole mall occupies a total area of about 580,000 square feet.

Our OHS structure is divided into 2 levels.

The first is the company level with our chairman leading representatives such as safety officers

and executive directors to launch and devise our OHS policies.

On the building level, our assistant general manager leads us to implement OHS policy.

Our policy and goal are

to have no more than 2% of accidents among our workforce each year

and to have 1% of improvement each year.

The slogan I just mentioned is

“We will comply with occupational safety and health legislation to ensure the safety and health of our staff and related parties.”

It sounds our company is satisfied with simply complying with the law,

but in fact our view on the law is:

the law is our cornerstone.

We hope to develop our OHS culture based on that.

In order to promote the OHS culture,

our staff need to have certain level of knowledge about OHS,

so all of our staff have to take the "Green Card" test when they join our company

and only if they obtain the "Green Card" can they work in our company.

For our maintenance engineers,

100% of our maintenance engineers have safety supervisor qualification.

To provide incentives, our staff will have the full support of the company,

the course fees are fully sponsored and they can attend lessons during working hours.

As for adopting top-down policies at the company level,

we set up a Job Hazard Analysis (JHA) group in every district

to monitor our OHS implementation in the district under the guidance of the Assistant General Manager.

Our daily duties include having mall supervisors to patrol public places

such as corridors, backstairs, washrooms and plant rooms

and keep record on a form.

This form will be reviewed by maintenance engineers and officers.

Each month we will have one core group meeting

to discuss changes in our OHS environment in the previous month.

Furthermore, we will also discuss work injuries occurred in Hong Kong or the mainland

or other places recently and try to avoid reoccurrence of similar incidents.

Safety supervisors will submit reports on the OHS patrol each quarter to see if there are any hazards.

If any, they will submit the relevant reports and handle the issues.

Assistant general managers will have safety committee meetings with frontline staff each quarter

with the aim of listening to the management's opinions on the new OHS policies and understanding the comments of frontline staff on risk assessment and OHS matters related to the frontline level. We seek to achieve two-way communication.

After the discussion, we will issue notes of meeting for staff's information.

In addition, a Safety & Health Circular will be issued for all staffs every quarter.

It talks about the OHS environment of Hong Yip in the last quarter and offers a timely reminder concerning OHS.

For instance, when the rainy summer comes, it will tell you some tips about cutting trees.

Other than that, Hong Yip organises activities regarding OHS inventions which will be mentioned in the circulars.

Each year, we will have safety supervisors and safety officers reviewing the risk assessment.

Hong Yip's way of doing risk assessment is to multiply five different probabilities by six different kinds of severity in a matrix.

Trades are divided into various categories, from very low to very high.

Then we will adopt corresponding measures to eliminate or reduce the risks.

After implementing safety measures, we find that the risks are categorized as very low and low.

As there are many different areas in our property management, such as security, gardening, cleaning and so on, we carry out a specific assessment for each trade.

Take our colleagues in the frontline security as an example.

They have to patrol buildings.

To avoid slipping during patrols, we provide each staff member with slip-resistant shoes.

For security colleagues who have to patrol outside, we will provide them with cooling vests

to prevent heat stroke during summer.

For cleaning companies, we will provide working platforms with proper guardrails and there will be suitable barriers around the work area when working.

As for gardening, apart from offering personal protective equipment,

we also offer tools which are extendable to reduce the chances of working at height. Our staff representatives will attend an annual OHS meeting of our mother company each year

to learn about the company's latest policies.

In August, the annual meeting of this year will be held.

The topic is "Improving Safety Management of Working at Height".

Next we are going to experience the OHS culture of Hong Yip from the perspective of a new technician.

Let's watch a video first.

Good morning.

Good morning. Nice to meet you.

Please have a seat.

I'm Mr. Kwok, an engineer and a safety supervisor of Tsuen Wan Plaza.

You can call me Steven.

Nice to meet you, Steven. Shall we start our work now?

Not so fast. Though work is important, our company values occupational safety and health, the most.

We want to provide a safe working environment for our staff.

We also want you to be responsible.

Just look at how many people are shopping in our mall.

We want you to protect the safety of other tourists as well.

So I hope you can read this document first.

The Undertaking of General Duty by Employees Complying with the Occupational Safety and Health Ordinance?

Yes. It's about our company's requirements for OHS.

We hope that every staff member will do their best in OHS.

Please sign the document after reading and you will officially become one of us.

Signed. Thanks.

After all the high-sounding words, all it takes is a signature only.

Lap, from your look, you seem to be doubtful about our company's OHS requirements.

Not exactly.

In fact, I can understand. When I first joined Hong Yip,

I also thought this Undertaking has no actual value.

But after some time, I found that

Hong Yip turned out to be a company with a rich OHS culture.

Really?

I reckon you may not believe this.

Why don't I explain our daily safety measures to you?

In each area, an information board will be placed in a location where staff members often pass by

to announce our company's latest policies.

In this way, the content will be easily accessible and they can read it again.

So there will be a lot of documents to read.

There's more. We have to develop the OHS culture and manage risks in buildings.

So we set up the JHA group.

JHA group?

Yes. The JHA group is a group composed of regional managers, safety supervisors and frontline staff representatives.

They will use different kinds of severity and probabilities

to assess the risk of each job and they will try to eliminate or reduce the risks

so as to allow everyone to work in a safe environment.

In addition, every engineer of our company has safety supervisor qualification.

Your engineers have to learn a lot of knowledge.

Yes, your OHS awareness is also very important.

So every new colleague has to attend an induction training programme in their district.

This is to help you understand the company's OHS requirements and the buildings' safety facilities.

But there're so many things to remember.

Will we forget about them?

Don't worry. Other than the induction training,

Tsuen Wan Plaza will often provide on-the-job training for staffs.

Besides the content of the induction training,

we will also train staff members to use personal protective equipment

and automated external defibrillator and to handle chemicals, etc.

We are very concerned about the safety of tourists and tenants,

so we organise drills for fires

and for handling violent incidents regularly to help colleagues refresh and update their knowledge about our requirements

so as to internalize and be able to remember the requirements by heart.

Hong Yip's OHS culture even takes care of tenants and tourists.

That's for sure. Every Hong Yip's staff member needs to be considerate towards others as well as themselves.

Only when they take care of themselves first can they take care of others.

So what kind of training does Hong Yip offer to our frontline staff?

First, we provide each staff member with slip-resistant healthy shoes.

We'll also give safety shoes to technicians.

Second, we'll offer one set of personal protective equipment to each person according to his or her trade.

We'll inspect your personal protective equipment regularly to ensure all the tools are in the best condition

There are sufficient equipment.

Not only that. To avoid injuries to frontline staff, there is also other equipment for you.

For example, to control the large flow of people during promotional activities, security staff sometimes have to carry metal railings and barrier posts, so our company provides carts for carrying those items to reduce the chances of getting injured while carrying them.

We're also very concerned about the health of our staff.

For instance, influenza has been prevalent these days.

When staff members arrive for work,

the first thing to do is to take their body temperature and keep a record, hoping to minimize the source of infection.

Hong Yip seems to take good care of its staffs.

So is complying with all the OHS requirements of the law enough?

Hong Yip has already met all the requirements of the law, but we consider the law to be the bottom line for OHS.

Our goal is to do better than what is required by the law.

Really?

Sure. Let me use the air-conditioning plant rooms where technicians often visit as an example.

To understand the risk level of noise, we engage professional environmental consultants regularly to measure noise level so as to reduce potential risks in advance and avoid staff's hearing being impaired without knowing.

This is what should be done.

Be patient, young man.

First, we will post the results of the noise level assessment in a prominent position to let them know the noise level of where they are staying.

For example, the noise level of the chiller pump room is 87 decibels.

According to the law,

employees can ask their employer to provide earmuffs in places with a noise level of

over 85 decibels.

But we require every staff member to wear earmuffs before they enter the chiller pump room.

The law also provides that if the noise level of a place is over 90 decibels, that place has to be designated as an ear protection zone.

To protect frontline staff

and prepare them to be aware of safety all the time, we designated the plant room with only 87 decibels as an ear protection zone.

Other than our staff, commercial tenants and tourists,

I know there're other contractors working for Hong Yip.

How are they monitored?

Lap, I think you should have some more understanding about our industry before you start working.

For the company's contractors, we go through a rigorous screening process in order to have the project quality assured and our OHS standards met.

At the same time, our company will review their performance from time to time and eliminate contractors which cannot fulfil our requirements.

Isn't this what the company level should do?

What is our district level responsible for?

First, at the registration of contractors' workers, we will find out if they are eligible to carry out the projects by checking validity of their licences.

Second, prior to the commencement of projects, we will check whether they meet our OHS requirements before they can start working.

During the projects, we'll carry out surprise checks on their work.

Any sign of non-compliance with our OHS requirements will bring a halt to their work.

Furthermore, to avoid compromising the safety of tourists and commercial tenants, we require the use of double-layered hoarding and fencing with sound-insulating sponge in projects with high level of noise.

It seems that the contractors working for Tsuen Wan Plaza have very high standards of the OHS.

Certainly. Let me take you to walk around our mall.

Great.

Ming, Sing. This is Lap. Today is his first day of work.

He's our new technician.

Hello everyone.

You guys came at just the right time. We wanted to use the lifting platform for work just now.

Since we've already taken it out, let me introduce you to the alarming device.

Alarm system?

Before we start working, we have to first wear safety harnesses, place guardrails and wear safety helmets, and only then can we go up the working platform to work.

This is the alarm system developed by our company.

For general working platforms, if someone gets on it and doesn't buckle the safety harness properly, it will be very dangerous if accidents happen.

Because of this, our company developed this alarm system to ensure that our staff have already buckled up when they get on the working platforms.

If not, there will be a warning sound reminding them to buckle up for their safety.

Lap, do you understand our company's OHS requirements now?

Yup. Hong Yip doesn't just pay lip service to OHS.

It includes so many things, and Hong Yip cares about its staffs.

It's really safe working here and you can also gain a lot of knowledge.

Sure. Employees are the most important asset of our company.

Mr. Kwok, are there still vacancies for technicians?

This company is so nice. I want to recommend my friends to work here.

You should now have an idea of our culture.

Just now we mentioned the lifting platform with the safety and alarm system developed by Hong Yip.

This system is very simple. Basically there's a console, comprises two magnetic sensors and two magnets.

On the console is an alarm with light and sound.

There're storage batteries and electronic panels inside, installed beside the machine.

One of the magnetic sensors is placed at the bottom of the lifting platform.

A magnet will be placed in the corresponding position.

Another magnetic sensor is placed at the position when the safety harnesses are buckled up.

The magnet will be placed on top of the buckle.
It won't ring when the lifting platform is elevating.
But if the safety harnesses are not fastened after the platform is elevated or before the platform goes up,
the alarm will ring until the safety harnesses are fastened.
Its benefit is that we don't have to provide extra electricity.
Another benefit is there's no need to alter the lifting platform.
For the supervision of contractors,
we'll explain clearly to the representatives of contractors before commencing projects
about Hong Yip's OHS requirements
and review their work procedures to see if they meet our OHS requirements.
Regarding daily construction works,
apart from registering their safety cards in our company,
we'll ask about their procedures that day
and they can only start working after providing us with the relevant documents for review.
Let's say they're going to start a project related to electricity.
They have to provide us with the Certificate of Registered Electrical Worker.
In addition, our frontline security guards and technicians
will carry out surprise checks on their construction sites.
These will be put on record for the approval of our engineers and officers.
After the construction projects, we will record their OHS performance
on our company's intranet.
Our company will grade them every twelve months.
Failure to meet our requirements may result in downgrading,
meaning they cannot take up our large-scale projects
or they'll be suspended from tendering.
They may even be removed from the list of Hong Yip's contractors.
As we have a well-developed management system
and a rich OHS culture,
we have achieved a zero-injury record over the past three years.
Besides the Gold Award, we also won an Excellence Award for Hearing Conservation
Best Practices in the same period.
In addition to OHS, we have won the Certificate of
Excellence in Facility Management Award for two consecutive years
to show recognition for our management quality.
We believe that this award will become increasingly difficult to obtain,

showing that the OHS culture of our industry is becoming richer.
That's all for my sharing today. Thank you very much.