

Here is the footage of "Site Safety Forum for Works Contracts and Property Services Contracts 2017" which was held on 6th July 2017.

The speakers are

Executive Director of Nice Property Management Ltd.,

Mr. Ho hoi-fung, operation director.

Nice Property Management Ltd.,

Mr. Kwok Wai-hung, safety manager

Their presentation topic is

"The preventive measures of work at height and off-ground works" and

"Preventive actions to avoid violence in the working places"

Dear friends, everyone.

First of all, I would like to express my thank to the Housing Authority on behalf of my company for invitation of the Forum to

discuss the said topic from the view point of property management.

The theme of the Forum today is "Prevention through Design"

The great poet, Du Fu said,

How can we obtain the sturdy house for the poor intellectual where they are living there happily? No matter how worst is the weather, the buildings are strong enough to sustain it.

Hong Kong is small.

In the last few decades,

the Housing Authority worked hard to provide flats for half of the residents in Hong Kong and these people could live happily in the public housing.

60% of the public housing from the Housing Authority are managed by different property management companies.

We, Nice Property Management, would like to share our management experience with all of you.

How to make frontline employees,

including cleaners, security guards, technicians

and even the property officers can work peacefully.

Residents are living happily

in a healthy environment.

Mr. Kwok will share with all of you in details.

Hello everyone, I am Kwok Wai-hung, I am so honoured to share with you my experience in the property management.

Property management involves working at height.

In recent years, the Housing Department has improved numerous high risk work.

For example, cleaners need to do

the daily cleaning work on the canopy.

The Housing Department has appointed professionals to design and install fall arrest system to protect workers from falling from height.

Workers just need to be trained

and wear a safety harness, lanyard, shuttle buckle and then

they can work on the canopy.

To fulfill the requirement of the Housing Department high risk work, we have been implemented one belt, one work.

For example, a worker works on the canopy,

another worker will assist and monitor on the ground level.

Apart from the monitoring work,

The second worker also takes care of the safety of the nearby residents.

Fall arrest system is installed at the high level

and the roof of covered walkway.

to provide protection for the workers or maintenance personnel.

In view of the gap between the high and low level of the canopy, we shall add a staircase to facilitate the access of the workers.

We provide a railing at the edge of structure

to prevent fall from height.

If found feasible, another way is to modify the existing curb

to form an entrance  
to let workers gain access to and egress from to the canopy directly,  
without climbing over the low wall,  
thus reducing the accidents of tripping and slipping.

For the void of the canopy and the gap between high and low levels,  
railing and cat ladders are installed  
to let workers work more conveniently.

For those new housing estates

railings are installed

at the high level, canopy and the top of covered walkways.

The new design has eliminated the annual inspection of the fall arrest system,  
thus saving the time and cost for training the workers.

Workers do not require to wear full body harnesses and the associated equipment,  
it is much easier for their work.

Nice Property Management also cooperates with the Labour Department and the Housing Department  
on off-ground work requirements by

providing "three treasures off the ground", namely,  
mobile working platform, hop-up platform and step platform.

The above "treasures" can facilitate workers to work off ground in different environment.

In the past, some of the cleaning workers fell into refuse chutes and were trapped there.

In view of it, Nice Property Management provides a temporary fall arrest system

with workers' safety harness and lifelines  
to provide protection against falling.

The Housing Department also revised and reduced the size of the entrance of the refuse chute to  
avoid the re-occurrence of the similar accidents.

The cleaning workers need to go to the bottom of the lift shaft for cleaning purpose.

The procedure will be monitored by the lift company.

Raise up the lift and lock it.

Workers are required to wear the full body safety harness,  
retractable lanyard attached to the anchor point of fall arrest device next to the lift.

When the cleaning workers go to and out from the bottom of the lift shaft,  
it acts as a kind of protection to avoid falling into the lift shaft.

Nowadays, housing estates are built with new design and splendid.

for example, CCTV systems are added in different locations,

to ensure that when an accident occurs,

immediate follow-up action can be made by the management office.

or the relevant departments can be notified for assistance.

For example, the Fire Services Department and the police will be notified when fire occurs,  
so that the safety of residents and frontline staff is guaranteed.

They will also set up CCTV at black spots of throwing objects from heights  
to provide long-term monitoring.

This assists in collecting evidence of throwing objects

and the relevant departments will be informed to follow up

for protecting the safety of residents and employees.

Residents often enter and leave the estate,

so the entrance door will be used frequently and

there is a chance of the entrance door to become loose because of excessive use.

The Housing Department has added chains on both sides of the door frame to prevent falling down of  
the door leaves

to ensure public safety.

Housing Department also set up automatic light sensor

in different locations.

It won't all light up in the evening,

but only lights up when there is a resident entering or exiting,

which not only saves energy,

but also protects the environment and public safety.

Now the environment of the estates is very beautiful.

Planting many plants for greening,  
let residents enjoy the beautiful environment.  
Under the concept of greening and environmental protection,  
Nice Property Management tried to plant citrusa  
in a bid to eliminate or reduce mosquito breeding.  
for protection of the health of residents and employees.

During the management period, there may be frequent exposure to violence.  
There were cases of death.

On 9 May 2010,  
Kwai Shing East Estate was managed by Nice Property Management.  
There was a mentally disordered person  
used a saber to chop 5 people leading to deaths and injuries.  
One of them was our security guard who  
sustained serious injuries.

In addition, there are also two management officers.  
one of them was life-threatening, the other one dead.  
This serious violent incident was shocking.

On 31 January 2012,  
a similar incident occurred in Tin Ping estate, Sheung Shui.  
An insane resident killed a security guard.

After two serious violent incidents,  
the frontline management staff  
no matter he is a cleaner or a security guard  
may be exposed to violence.

Therefore, the HD has designed different new hardware  
to prevent similar events from happening.  
Owing to time constraints, I will explain as soon as possible.

In order to prevent outsiders from entering and  
separate staff and members of the public,  
glass and counter facilities are added which can  
avoid direct contact.

A button for emergency assistance is added in appropriate locations.  
When the staff is threatened,  
they can summon other colleagues to help.

Also, protective shields for self-defence are added.  
The security manager of Nice Property Management is a former disciplined officer,  
who can provide self-defence drills for staff regularly.

Property management personnel,  
no matter he is a manager or a frontline employee,  
will often have contact with residents.

Under social tension and work pressure  
and in the context of complaining culture,  
property management colleagues are under pressure.

If you don't get proper relief,  
it will constitute a certain degree of work stress and emotional distress which  
influence personal and family life.

Nice Property Management pays great attention to this issue,  
we try to find ways to ease employee emotions.

Recently we partner with the Care Culture Center  
to provide some feasible solutions  
on strengthening employee mental and psychological health.

Let colleagues be positive and good mood,  
and continue to work and enjoy life.

We hope to maintain and promote positive energy which  
can improve and maintain normal relationships,  
enhance harmony and reduce conflicts.

The sharing finishes here, thank you.

The following part is the audience answering the questions asked by the speaker.  
Please ask the audience a question.

In the absence of the safest, only safer,  
What is the current fall-arrest measure on a canopy or the roof of covered walkway?

There is a friend over there, please hand in the microphone.

Audience is answering question.

Fence.

Guest response

Correct.

Thank you both.

Disclaimer

## Safe Work· Zero Incident

Site Safety Forum 2017 for Works Contracts and Property Services Contracts

"Careful design can reduce accidents and ensure smooth and safe execution of works"

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