



嘉怡

物業管理有限公司

工程和物業管理安全研討會2020

主題：「物業管理服務員工職安健的風險管理」

講者：(1) 何開鳳先生，MH（行政總監）

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Mr. KWOK Wai-hung, Kendy (Safety Manager)



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物業管理有限公司

- 為房委會超過15個公共租住屋邨，商場及工廈提供物業管理服務
- 上述房委會合約的僱員人數超過1,500人
- 今年大會其中一主題為「物業管理服務員工職安健的風險管理」，在此同大家交流及分享實際經驗



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物業管理涵蓋的工序：



物業保安



環境清潔



園藝



維修及保養



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物業管理前線員工 清潔及保安的 職安健風險



前線員工職安健風險 高空及離地工作

簷篷頂

有蓋行人橋頂



前線員工職安健風險 高空及離地工作

清掃斜坡

使用梯具

其他高位



梯台
Step Platform



流動工作台
Mobile Working Platform



前線員工職安健風險



體力處理



防疫健康

電力安全

電力工作安全三步曲
關掣上鎖貼告示

3 STEPS TO ELECTRICAL WORK SAFETY:
SWITCH OFF • LOCK UP • POST NOTICE



關電源
SWITCH OFF

上鎖
LOCK UP

貼告示
POST NOTICE

電力工作進行中
切勿開啟電源
ELECTRICAL WORK IN PROGRESS
KEEP POWER OFF

勞工處
Labour Department

職安健查詢熱線：2559 2297
Occupational Safety and Health Enquiry Hotline: 2559 2297

職安健投訴熱線：2542 2172 (所有投訴均會絕對保密)
Occupational Safety and Health Complaint Hotline: 2542 2172
(All complaints will be treated in the strictest confidence)

清潔劑 勿亂溝
Never Mix Cleansing Agents Haphazardly



化學物品種類多
亂溝容易惹出禍
Mixing incompatible chemicals
may lead to
serious accidents

勞工處職安健查詢熱線：2559 2297
Labour Department's Occupational Safety and Health Enquiry Hotline: 2559 2297

勞工處職安健投訴熱線：2542 2172 (所有投訴均會絕對保密)
Labour Department's Occupational Safety & Health Complaint Hotline: 2542 2172
(All complaints will be treated in the strictest confidence)

職業安全健康局 勞工處 職業安全及健康部

化學物品

前線員工職安健風險

機械使用



密閉場也



工作間暴力

東方日報 2018年6月8日 星期五

兩黑青闖大廈遭拒 棍毆女保安

【本報訊】兩黑青闖大廈遭拒棍毆女保安。前晚十時許，一名年約十多歲的男青年，偕同一名年紀相若的男朋友，前往上址欲進入大廈，因他們不是住客，遂呼喚當值的姓黎（五十五歲）女保安員開門，惟遭對方拒絕，青年偕友人悻然離去。

未幾，兩名青年取來一支約一點五呎長的木棍折返，推撞黎及用木棍施襲，黎猝不及防手部受傷，逞兇者傷人後逃去，事主驚魂甫定後報警求助。警方接報趕至，在附近兜截惜無發現，黎由救護車送院治理。警方初步調查後，案件列作襲擊致造成實際身體傷害。

秀茂坪警區情報組人員接手調查，昨午約二時卅分，以涉嫌襲擊致造成實際身體傷害，拘捕一名姓劉（十八歲）青年及其姓李（十七歲）男朋友，經初步調查後，兩名疑犯均有三合會背景，案件交由秀茂坪警區反三合會行動組人員跟進。



一名疑犯被帶署扣查。

00 6600

營業部電郵：sales@on.cc

職安健風險管理系統

Plan Do Check Act (PDCA)

計劃Plan

- 聘請專業安全從業員協助公司推行職安健政策
- 包括制訂各項職安健守則及各項監控措施
- 推廣安全文化，以減少意外事故發生機會

職安健風險管理系統(PDCA)

執行Do

- 向各級職員提供有關的安全訓練及進行各項風險評估及制訂控制措施
- 例如採用各項機械方法控制高風險工序如使用電動升降台流動工作台；起渠蓋機；流動繫穩裝置；梯台等設施
- 同時為建立安全文化，亦設立職安健資訊站，確保員工經常可以接觸各項職安健事項，加強各項員工對職安健的認知



職安健風險管理系統 (PDCA)

執行Do(續)

- 同時為建立安全文化，亦設立職安健資訊站
- 加強員工對職安健的認知，參加外界機構舉辦的職安健事項如職安局之好心情@健康工作間約章；物業管理大獎；香港HKQAA之「企業同心」健康社區大使計劃等

感謝狀 Token of Appreciation

感謝
Presented to

嘉怡物業管理有限公司
NICE PROPERTY MANAGEMENT LIMITED

參與「企業同心」健康社區大使計劃 2020
與員工攜手推動及實踐健康社區
For your participation in
Community Health Ambassador Personnel Registration Scheme 2020
(參考編號 Reference No.: A20-0043)



香港品質保證局
Hong Kong Quality Assurance Agency

主席
Chief Executive Officer

Date: 13 August 2020





好心情@健康工作間約章 Joyful@Healthy Workplace Charter

嘉怡物業管理有限公司
Nice Property Management Limited

約章內容

我們重視員工擁有快樂和健康。
我們相信擁有快樂和健康的員工是機構長久成功的基石。
我們承諾推廣員工的身心健康，並以下列領域為重點：

1. 健康飲食
2. 體能活動
3. 心理健康

Charter Statement

We value having a joyful and healthy workforce.
We believe that having a joyful and healthy workforce is the cornerstone for the long term success of the organisation.
We pledge to promote physical and mental well-being among ourselves with emphasis on the following areas:

1. Healthy eating
2. Physical activity
3. Mental well-being

16-10-2019

職安健風險管理系統 (PDCA)

執行 Do (續)

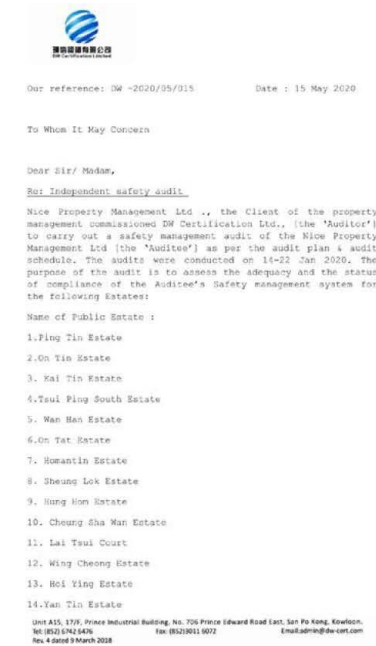
- 透過坐談會互相溝通了解大家關注及需要事項
- 演練以應付緊急及突發事故
- 提倡精神健康及積極思維
- 協助保持身心健康及推動正面能量



職安健風險管理系統(PDCA)

查核 Check

- 為確保管理系統在正確軌道上，公司會定期進行下列內審工序：
- 每年定期由顧問公司進行「獨立安全審核」Independent Safety Audit
- 2020共15條屋邨進行了上述審核
- 亦在本年內進行了綜合管理系統：ISO: 9001, 14001, 45001 & 10002之認證工序
- 由外界提供專業意見去改善各項管理及職安健事項



職安健風險管理系統(PDCA)

行動Act

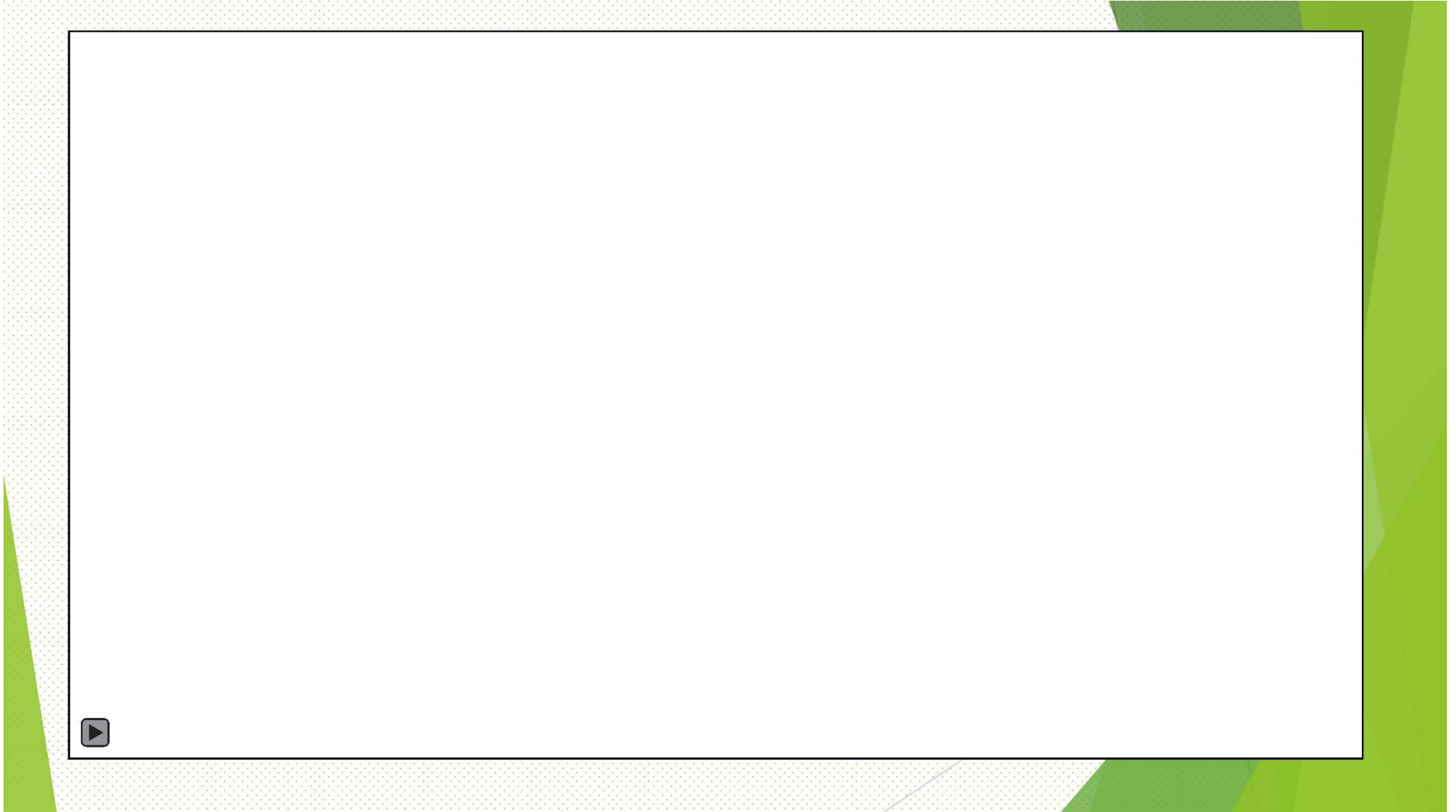
- 公司管理層定期檢視過去的管理承諾
- 因為相信一個能持續完善的安全管理制度，才可以保障公司管理人員，員工，屋邨居民及訪客的安全及健康

職安健風險管理系統(PDCA)

總結：

- 當公司管理層決定職安健政策，各重要訊息需傳達至各級管理人員直至前線員工
- 全體員工均要遵守公司的方針，亦要負責自己所屬的責任，亦可向上層提出及反映意見

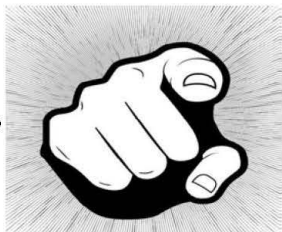
前線員工及前線管理 對職安健的訴求





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物業管理有限公司

職安健無界限
在乎  行唔行



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物業管理有限公司

—多謝—

Title: Safety Forum 2020 for Works Contracts and Property Management Services Contracts

Super Safety Forum 2020 for Works Contracts
and Property Management Services Contracts
2 November 2020

VO: Here is the footage from
“Safety Forum 2020 for Works Contracts and Property Management Services Contracts”
which was held on 2 November 2020

Super Mr. HO Hoi-Fung, Executive Director & Mr. KWOK Wai-hung, OSH Manager of
Nice Property Management Limited
Topic: “Risk Management of Property Management Services and
Occupational Safety and Health of Employees”

VO: The speaker are
Mr. HO Hoi-Fung, Executive Director of Nice Property Management Limited
and Mr. KWOK Wai-hung, OSH Manager of Nice Property Management Limited
Their presentation topic is
“Risk Management of Property Management Services and Occupational Safety and Health of
Employees”

Mr. Ho: Hello, everyone
Firstly, thanks the Housing Authority (HA) for inviting our company again
to the Safety Forum 2020 for Works Contracts and Property Services Contracts
My name is Ho Hoi-fung, Executive Director of Nice Property Management

Mr. Kwok: Hello, I am Kenny Kwok
Occupational Safety and Health (OSH) Manager at Nice Property Management
We are honoured to be invited by HA again
to the Forum this year
to have the chance to learn from and share our experiences with everyone

Mr. Ho: Kenny, what is our theme today?

Mr. Kwok: One of the themes of the forum this year is
risk management for property management services and employee OSH

Mr. Ho: That is right. Our company is now providing property management services to
over 15 HA estates (including shopping centres and factory buildings)
This includes the bridge at Hoi Ying Estate built by Yau Lee Construction Company Limited
which one of the speakers has mentioned
Our company has been managing that bridge too
So, in terms of risk management,
our company has been doing a good job
The estates we have been managing are incident-free
We also directly provide security and/or cleaning services
for many HA estates
As a result of all the contracts I have mentioned, we have over 2,000 employees
For our office staff, they experience relatively low OSH risks
But most of our frontline staff cover a range of different job natures
and their OSH risks are relatively high
Kenny, you have been part of OSH department of our company
for quite some time now, right?

Mr. Kwok: Yes, that is right

Mr. Ho: Maybe you can tell our audience: for the frontline staff in property management what kind of jobs have the highest OSH risk?
And what is our policy of our company on risk management?

Mr. Kwok: OK, first, let us talk about our day-to-day work in property management
It includes security services, environmental hygiene
gardening, as well as maintenance
Our theme today concerns our frontline staff
so we will focus on the OSH risks that our cleaning and security staff face
As we all know, Hong Kong has an aging population
and especially the frontline working population is ageing too
Their health, reaction time and activity level may be deteriorating
This may affect their daily work and accidents may happen more easily
Let us first look at what risks and hazards
our frontline staff face in their daily work
Take our cleaning staff, for example
They might need to clean the top of canopies or covered walkways
and if the estate has certain facilities situated on slopes
our staff would need to clear the grass and the drainage works on the slopes too
They also need to use suitable ladders to work above ground
both indoors and outdoors
They need to work at height using suitable mobile working platforms
The biggest risk or hazard associated with working above ground or at height
is falling from height, which could cause serious accidents, even death
Other frontline staff may also face risks and hazards
for example, while moving equipment around
Cleaning staff have to remove bulky rubbish or unwanted furniture
as our staff would need to use their physical strength, they face certain risks
Also, they may need to use certain electrical appliances,
such as commercial floor scrubbers, which could bring electrical safety risks
The most common risks are the detergent that our cleaning staff use every day
more specifically, the chemical risks that our staff are exposed to
Furthermore, given that we are facing the pandemic in society right now
our cleaning staff also have to consider pandemic-prevention and health issues

Mr. Ho: On this topic, Kenny, can I interrupt you for a bit?
Right now, the total number of COVID cases in Hong Kong has exceeded 5,000
and the frontline staff in our property management industry
such as our cleaning and security staff
are exposed to high risk, as we all know
Yet the number of COVID cases is relatively low compared to other professions
I think the main reason for this is because
property management companies like us put into place very strict preventive measures
The HA has given us a lot of timely information and guidelines
They have given us updated prevention guidelines recently
So, our company takes preventive measures with the utmost seriousness

Mr. Kwok: In fact, the HA has also done a lot for the frontline staff
During the pandemic, for example
transparent plastic boards were erected at each security guard counter
so that the security guard would not have direct contact with the general public
We also hand out facemasks to frontline cleaning staff regularly
to protect their health and safety

Other frontline staff could also face other risks and hazards
They might use certain machineries
such as electrical elevated platforms or vertical elevated platforms
to carry out work at height
If there are underground pipes or water tanks in our estates
that would be a confined space
In addition, our frontline staff often come into contact with the general public,
due to certain misunderstandings, they could receive threats or abuse
and some were even violently attacked while at work
As time is limited, we will briefly describe how such risks are managed
We use a management system called 'Plan Do Check Act'
First, 'Plan'
Our company employs safety personnel
who help us to implement all kinds of OSH policies
Mr HO, do you know how many registered safety personnel are there in our company?

Mr. Ho: Of course I do!
We have hired 4 professional registered safety personnel to help us with OSH

Mr. Kwok: Yes, their main duty is to of course enhance OSH
and also help the company devise strategies and monitoring measures
to ensure a safe and healthy work environment for our frontline staff
The team is also responsible for promoting safety culture
hoping that providing more information could help reduce accidents
We also make sure to offer enough safety training to our staff
so that they have the ability to handle their day-to-day work
At the same time, we carry out all kinds of risk assessment
upon which we devise control measures for high-risk work processes
We also try to use plant machinery when carrying out high-risk tasks
such as electrical and mobile elevated work platforms
and transportable temporary anchor devices for working at height
If certain tasks demand physical strength, such as opening a manhole cover
We will use a manhole cover lifter to help us
We provide step platforms for our frontline staff
for simple, above-ground work
Nonetheless, we try to build a safety culture
by setting up a safety information website
where employees can frequently access all kinds of OSH information
thereby enhancing their understanding of OSH
The next part is 'Do'
To enhance our employees' understanding of safety culture
we often participate in external OSH events
such as the OSHC's Joyful@Healthy Workplace Programme
Through health workshops about
'Healthy Eating', 'Physical Activity' and 'Mental Well-being'
we want to provide employees with a healthier workplace
We join the OSHC's Best Property Safety Management Award every year
for exchanging views with and learning from other organisations
Due to the recent pandemic
We have also joined an enterprise and social health scheme (企業同心健康社區計劃)
organised by Hong Kong Quality Assurance Agency (HKQAA)
The aim is to encourage employees to pay attention to personal hygiene,
and help to spread messages about pandemic prevention to residents and the community
Through seminars, we communicate all kinds of safety topics
to ensure that our staff understand their responsibilities

We also do regular drills to let our trainees handle certain emergency situations, such as landslides or situations requiring first-aid
We also provide training, guidance and protective equipment to let our staff learn how to handle emergency attacks
Next is 'Check'
To ensure that our company can carry out its work properly and systematically every year, we do the planning work (耐心工序) for the next year
For example, we ask a consultant company to carry out an independent safety audit for us every year
This year, we did an independent safety audit for all the 15 estates mentioned just now
The results were excellent
Furthermore, our company implements quality management systems, so that we are certified for ISO9001, ISO14001, ISO45001 and ISO10002
Mr HO, here is a question for you:
how many consultant firms have we engaged for this certification work?

Mr. Ho: This year, we hired two certification consultant firms to carry out certification work

Mr. Kwok: That is right. In fact, we really hope that we can receive external professional advice to help us improve our OSH
The last part is 'Act'
The company management regularly reviews our management promises and policies because a continually improving safety management system can help safeguard the health and safety of our management team employees, residents and visitors
Lastly, when the management team has confirmed various OSH policies the key messages are delivered to all levels of management all the way down to the frontline staff
The frontline staff must follow the strategy and policies of the company and shoulder certain responsibilities
Of course, if they have suggestions or opinions, they can raise to the managers
Here are some OSH aspirations of our frontline managers and employees

Worker A: Safety is a must! Do not give any excuses!

Worker B: Safety is easy! Unsafe act is hazardous!

Worker C: Stand firm! If we do not act, we will fail for sure

Workers: Pay attention to your work to protect yourself and others
Follow the rules to minimise hazard and risk
Safety first! All safety rules must be adhered to

Mr. Kwok: Yes, OSH really applies to everyone
The key thing is whether we are willing to execute and implement it
Thank you!

VO: Thank You For Watching