



HONG KONG
HOUSING SOCIETY
香港房屋協會

2020/21

SUSTAINABILITY REPORT

可持續發展 報告





**HONG KONG
HOUSING SOCIETY**
香港房屋協會



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CHAIRMAN AND CEO'S MESSAGE

主席和行政總裁的話

As COVID-19 continues to wreak havoc on our economy and community, sustainability has been at the forefront of discussions over the past year when exploring ways for Hong Kong to recover from the pandemic and venture forward under the new normal. Being a responsible organisation with a strong social conscience, Hong Kong Housing Society aspires to be a world-class housing solution provider and innovator with a global vision, contributing to a greener and more liveable city where communities thrive.

The Housing Society is committed to playing its part in bringing about long-term sustainability by minimising our ecological footprint in businesses and daily operations. Through a holistic approach to apply green building principles within our properties' building life cycle, we strive to improve energy efficiency, water conservation, indoor environmental quality of buildings, and minimise waste generation. In addition, we have an ISO 14001 certified Environmental Management System to provide guidance on our daily operations, implementing various environmental initiatives through concerted efforts across divisions for continuous improvement.

With Hong Kong's housing issues and ageing population remain the critical challenges to social sustainability, the Housing Society continues to serve the community by building quality homes and providing housing solutions in tandem with the people's need. For instance, we have been incorporating age-friendly, accessible and adaptable features when designing new residential buildings, so as to address the needs of people at different stages of life. In the recent redevelopment project of Ming Wah Dai Ha, we have adopted the Integrated Redevelopment Model, which aims at integrating various housing types to build neighbourhoods where people of different generations can live harmoniously together.

2019冠狀病毒病疫情持續對香港經濟及社會帶來嚴重的衝擊，令「可持續發展」成為大家在過去一年探索香港如何從疫情中復甦時的重要議題，從而在新常態下砥礪前行。香港房屋協會作為一間重視社會責任的機構，一直致力解決住屋問題和不斷創新，以達致世界級水平，與市民共同建設更環保及宜居的城市，讓社區蓬勃發展。

房協致力在業務發展及日常營運中減少生態足跡，為促進長遠可持續發展作出貢獻。透過因應建築物的生命週期而全面應用綠色建築原則，我們悉力改善能源效益、保護水資源、維持建築物室內環境質素，並盡量減少產生廢物。此外，我們制定獲ISO 14001認證的環境管理系統，為公司的日常營運提供指引，推動各部門攜手合作，實施各項環保措施以持續改善表現。

香港的住屋問題及人口老化趨勢仍然是社會在可持續發展方面的主要挑戰。有鑑於此，房協因應市民的需求建設各類型的優質房屋及探討不同的住屋方案，持續服務社區。例如，我們在設計新的住宅樓宇時加入長者友善、無障礙及可靈活變動的元素，以滿足不同年齡市民的需要。在近期的明華大廈重建項目中，我們採用「綜合重建模式」，旨在結合不同房屋類型，建設一個跨代的和諧共融社區。



Chairman and CEO's Message 主席和行政總裁的話

Recounting the challenges and achievements of 2020, we attribute the Housing Society's continued success to our dedicated and resilient team, especially during the times of stress and crisis. A comprehensive Business Continuity Plan was in place to ensure our critical operations and services can continue during the pandemic. On top of providing community support to our residents in need, we pay careful attention to our staff's physical and mental well-being through a range of wellness initiatives.

Serving as Hong Kong's "housing laboratory", we continue to embrace innovation as the cornerstone of our business development and growth. In the light of the rapidly changing market leading to the post-pandemic future, we have started to reinvent our traditional way of working and project management. Through the application of new technologies, we aim to digitalise our work processes, thus improving work efficiency and service quality.

Further developing on the previous year's materiality assessment, we have engaged our external stakeholders to understand their sustainability concerns and gather feedback on our performances. The findings provide valuable insights for devising the Housing Society's long-term strategies, contributing to Hong Kong's sustainable development. We endeavour to go strength to strength and work closely with our stakeholders to create values for the environment and our society.

回顧二零二零年面對的挑戰及取得的成果，房協的持續成功實在有賴團隊緊守崗位，面對着壓力和危機時仍能迎難而上。我們制定了全面的「企業營運持續計劃」，以確保我們在疫情期間可維持主要業務營運及服務。除了向有需要的居民提供社區支援外，我們還推行多項舉措，關顧員工的身心健康和福祉。

作為香港的「房屋實驗室」，房協將繼續以創新求進作為我們業務發展的基石。為應對疫情後瞬息萬變的市場形勢，我們已開始革新傳統的工作及項目管理方式。我們將透過採用新技術實現數碼化工作流程，以提升工作效率及服務質素。

延續上一年度的重要性評估工作，我們邀請了外部持份者參與討論，以了解其關注的可持續發展議題並收集其對房協表現的反饋意見。評估結果為我們提供了寶貴意見，有助房協制定長遠策略為香港的可持續發展作出貢獻。我們將再接再厲，並與持份者緊密合作，共同為環境及香港社會創造價值。

Walter Chan Kar-lok

Chairman

James Chan Yum-min

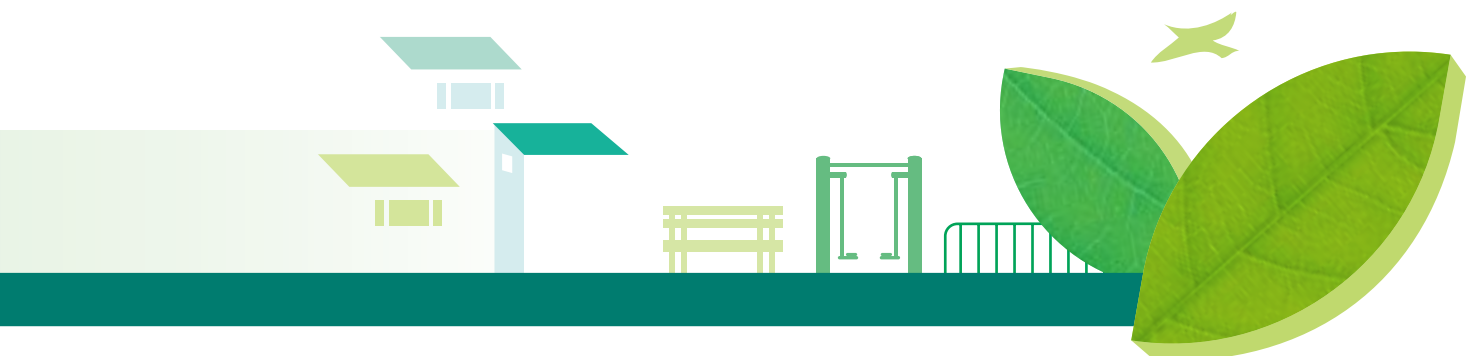
*Chief Executive Officer and
Executive Director*

陳家樂

主席

陳欽勉

*行政總裁兼
執行總幹事*



CORPORATE HIGHLIGHTS

企業年度概要

14*



residential projects have been certified by BEAM or BEAM Plus for New Buildings
個住宅物業發展項目獲得「建築環境評估法」或「綠建環評」(新建建築)認證

* including Provisional and Final
包括暫定及最終評級

Echoing the Low Carbon Charter, the Housing Society commits to reduce 響應低碳約章，房協承諾以二零一二／一三年度作為基準年，在二零二九／三零年度前減少

15%

of our corporate energy consumption by 2029/30 with 2012/13 as the baseline year
企業能源耗量

The Ageing-in-Place Scheme served 「樂得耆所」居家安老計劃於二零二零／二一年度為

121,632

elderly tenants (frequency) in 2020/21 and have established partnership with 名長者住戶(人次)提供服務；自開展以來，已與

360 organisations since launch 間機構建立合作關係

14 projects under planning or construction, which will provide about 正規劃或興建 14 個發展項目，未來十年內將提供約

20,000

residential units in the next 10 years.
個住宅單位



Offered rent concessions and waivers to eligible commercial and residential tenants respectively, totalling over 向合資格商戶及住戶分別提供租金寬減及減免，為逾

84,000

beneficiaries and over HK\$420 million worth of rent foregone
受惠人減免共超過4.2億港元租金金額

Received
獲得

17



awards and certificates in recognition of the community contributions by the Housing Society, our staff and residents
個獎項和嘉許，肯定房協、員工和住戶的社區貢獻

Since 2006, over 自二零零六年以來，「房協獎助學金計劃」已向修讀房屋或長者護理相關學科的學生頒授獎助學金超過

HK\$ 7 million
百萬港元



has been awarded to housing and elderly-care students through the Hong Kong Housing Society Awards

Some
向員工提供近

27,000 #

hours of training and development provided to staff members
小時的培訓和發展機會



For permanent and contract staff
適用於長期及固定任期員工

ABOUT HONG KONG HOUSING SOCIETY

關於香港房屋協會

Hong Kong Housing Society (“Housing Society”) was established in 1948 and is headquartered in Hong Kong. We are an independent, not-for-profit organisation set up by the *Chapter 1059 – Hong Kong Housing Society Incorporation Ordinance*. Being the “housing laboratory” in Hong Kong, the Housing Society develops quality housing and related services to address the ever-changing needs of our people across different socio-economic backgrounds.

Our core businesses include property development, property management, elderly housing and care, and commercial leasing. The Housing Society operates on a self-financing basis. We take a prudent approach in monitoring the expenses in staffing, operations, property development and providing housing-related services to the community with the income generated by property sales, leasing and investments. By managing our financial resources effectively, we are more resilient to market changes and ready for any unexpected risks and opportunities, maintaining a healthy and long-term sustainable growth.

香港房屋協會(「房協」)於一九四八年成立，總部設於香港。我們是根據香港法例《第一零五九章—香港房屋協會法團條例》成立的獨立非牟利機構。作為香港的「房屋實驗室」，房協致力為不同社會經濟背景的市民建設優質居所和提供相關服務，配合他們在住屋上不斷轉變的需求。

我們的核心業務包括物業發展、物業管理、長者房屋及支援、及商業租賃。房協以自負盈虧原則營運；因此，我們須審慎地管理在人力資源、營運、物業發展和為社區提供房屋相關服務的開支，以及在物業銷售、租賃及投資方面的收入。透過有效理財，我們更能適應市場的變動，為任何突如其來的風險和機遇做好準備，以維持房協健康及可持續的長遠發展。

HOUSING SOCIETY'S BUSINESS PROFILE 房協業務摘要

Total number of employees
員工總數

1,545*

* Including permanent, contract and temporary staff 包括長期、固定任期及短期合約員工

100 projects developed and
已發展一百個物業項目，共

74,288

units
個單位

Serving
服務二十個出租屋邨和二十個代管物業中的

126,631

population in 20 rental estates
and 20 managed properties
位居民

Total income
總收入

HK\$ **14.3** billion
港元 十億

Total expense
總支出

HK\$ **6.7** billion
港元 十億

Net surplus
淨盈餘

HK\$ **7.6** billion
港元 十億

Net assets
資產淨值

HK\$ **50** billion
港元 十億

More financial information can be found in the *Financial Management* section of our *Annual Report 2020/21*.
更詳盡的財務資訊已刊載於二零二零／二一年度年報的《財務管理》章節。

OUR APPROACH TO SUSTAINABILITY

可持續發展方針

The Housing Society is committed to serving the needs of the Hong Kong community with the vision of being a world-class housing solution provider and innovator with leadership in quality, value for money and management. We have been upholding our four core values – customer, quality, talent and prudence, as guiding principles when pursuing our continued corporate success. By integrating sustainability practices into our daily operations in housing and related services, we strive to preserve the environment and build inclusive and harmonious communities.

房協致力為香港社會解決住屋問題和不斷創新，以達到世界水平，並在質素、物值及管理方面佔領導地位。房協一直以來秉持四個核心價值—「顧客為本」、「優質為尚」、「人才為基」及「資源為用」，作為我們賴以成功的企業信念。透過將可持續發展行為貫徹於日常的房屋和相關服務營運當中，我們竭力保護環境及構建和諧共融的社區。



OUR CORE VALUES 我們的信念



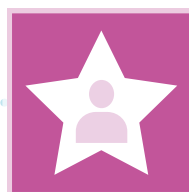
CUSTOMER 顧客為本

Serve and satisfy the expectations of our customers
滿足客戶的要求和期望



QUALITY 優質為尚

Provide quality products and services
提供優質的商品及服務



TALENT 人才為基

Shape an attractive working environment for members and staff
為委員及員工締造良好的工作環境



PRUDENCE 資源為用

Maintain prudent principles
堅守審慎的營運原則

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT 持份者參與活動及重要性評估

Stakeholder feedback is integral to our business development and evaluation process. Regular engagements not only keep us abreast of our stakeholders' ever-changing needs and expectations, but also promote openness and transparency for building trusted relationships. We employ a wide range of engagement channels tailored to specific stakeholder groups for obtaining feedback, which facilitate the continuous improvement of our sustainability performance.

持份者的反饋對於我們的業務發展及評估過程十分重要。定期的持份者參與活動不但有助我們了解持份者與時並進的需要和期望，而且確保我們能以公開、透明的方式與他們溝通，從而建立良好的互信關係。我們按着具體的持份者組別以多種溝通渠道獲取反饋意見，促使我們持續改善機構的可持續發展表現。

Stakeholder Group
持份者組別

Major Engagement Channels
主要溝通渠道



Housing Society Members
房協委員

- Annual General Meeting
- Regular Supervisory Board, Executive Committee and other committee meetings
- Brainstorming session
- Members' activities and publications
- Orientation pack for newly-joined Board/Committee members
- 周年委員大會
- 定期監事會、執行委員會及其他委員會會議
- 集思會
- 委員活動及刊物
- 新監事會／委員會委員就任資料冊



Employees
員工

- Surveys and interviews
- Staff intranet
- Quarterly staff newsletter *Pulsar*
- Training and development programmes
- Staff activities and team-building events
- *Smart Award* – an achievement recognition scheme
- 問卷和訪談
- 員工內聯網
- 季度員工通訊刊物《房協脈搏》
- 培訓和發展課程
- 員工活動及團隊建設活動
- 「醒目獎」－員工嘉許計劃



Residents, Tenants
and Homebuyers
住戶、租戶和置業人士

- Ageing-in-Place Scheme
- Housing Society Community
- *HS Neighbourhood* mobile app
- Resident town halls and consultative meetings [e.g. Mutual Aid Committee meetings]
- Customer satisfaction surveys
- 「樂得耆所」居家安老計劃
- 「房協之友」
- 《房協鄰里》手機應用程式
- 居民會堂及諮詢會議 (例如：互助委員會會議)
- 客戶滿意度調查



Suppliers, Consultants
and Contractors
供應商、設計顧問和承建商

- Regular and ad-hoc meetings
- Audits and inspections
- Tendering process and performance review
- 定期和特設會議
- 審核和巡查
- 招標程序和表現評估

OUR APPROACH TO SUSTAINABILITY 可持續發展方針
 STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT 持份者參與活動及重要性評估

Stakeholder Group
持份者組別

Major Engagement Channels
主要溝通渠道



**Government and
Regulatory Authorities**
政府和監管機構

- Regular and ad-hoc meetings
- Collaborative housing projects and schemes
- 定期和特設會議
- 合作房屋項目和計劃



**Legislators and District
Councillors**
立法會議員和區議員

- Regular and ad-hoc briefings or meetings
- Networking and communication sessions
- 定期和特設簡報或會議
- 交流和溝通活動



**Non-governmental
Organisations**
非政府組織

- Joint community events and service collaborations
- Sponsorship and support to charity and environmental programmes
- 社區活動和服務合作
- 贊助和支持慈善及環保活動



**Industry Associations and
Professional Bodies**
行業協會和專業組織

- Conference, forums and exhibitions
- Exchange visits
- Sponsorship and support to industry events
- Corporate membership in professional bodies
- Participation in awards and recognition schemes
- 會議、論壇和展覽
- 交流參觀活動
- 贊助及支持業界活動
- 以企業成員身份參與專業組織
- 參與獎項和嘉許計劃

Stakeholder Group
持份者組別

Major Engagement Channels
主要溝通渠道



Media
傳媒

- Media briefing, interviews and networking events
- Press releases and publications
- Media enquiry system
- 傳媒簡報、採訪及聯誼活動
- 新聞稿及刊物
- 傳媒查詢系統



Local Community
本地社區

- Publications, website and social media channels
- Public enquiry system
- Elderly Resources Centre
- HKHS Exhibition Centre
- Scholarships and internship placements
- Community engagement programmes
- Outreach education programmes
- Volunteer programmes
- 刊物、網頁和社交媒體渠道
- 公眾查詢系統
- 長者安居資源中心
- 房協展覽中心
- 獎學金及實習計劃
- 社區參與活動
- 外展教育活動
- 義工計劃

For details of the main communication channels of the Housing Society, please refer to the *Connecting with Our Stakeholders* section of our *Annual Report 2020/21*.

Building on the internal stakeholder engagement exercise last year, we extended our reach to all key external stakeholder groups for identifying issues that impose the most significant economic, environmental and social impacts on our business and stakeholders for materiality assessment. An external consultant was commissioned to conduct a survey and in-depth interviews with government officials, district personalities, green groups, industry associations, residents and youth representatives on behalf of the Housing Society.

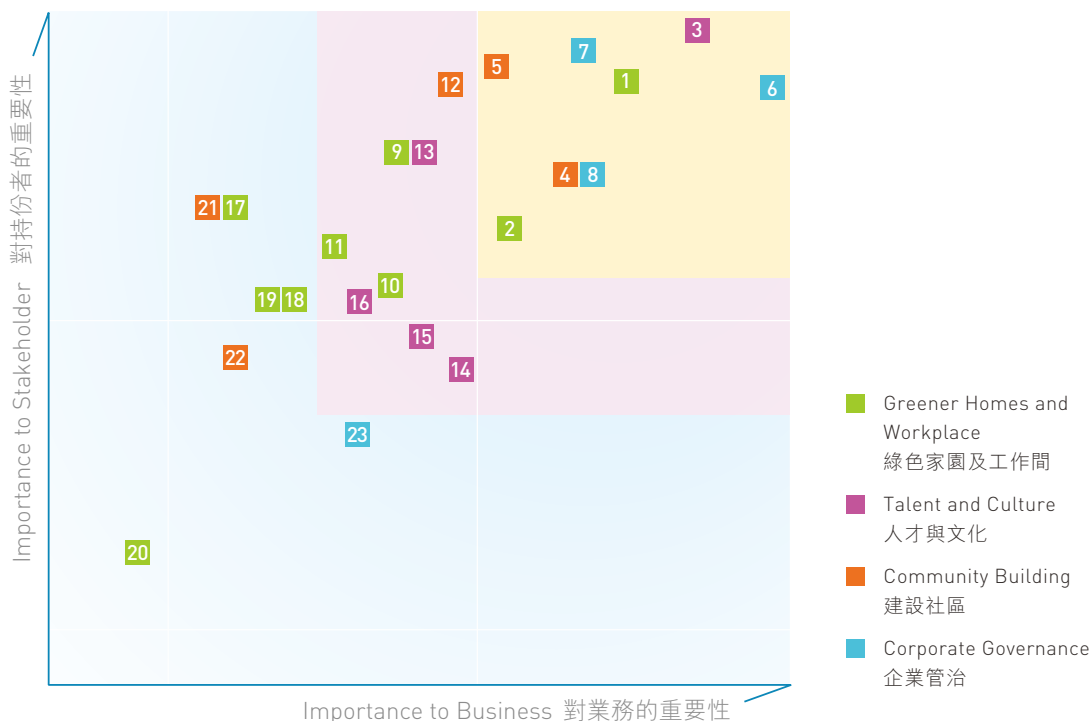
After analysing the stakeholders' feedback, we have mapped the sustainability issues to a materiality matrix, reflecting their importance to our stakeholders and the Housing Society. The material issues identified as Tier 1 are comparatively more important and are focused in this report.

請參閱二零二零／二一年度年報《聯繫持份者》章節，了解更多有關房協與持份者的溝通渠道。

繼去年的內部持份者參與活動，我們進一步邀請所有主要的外部持份者參與其中，以識別對房協及其持份者來說影響最深遠的經濟、環境和社會議題，並進行重要性評估。我們委託了獨立顧問，代表房協與政府官員、地區人士、環保團體、行業協會、居民及青年代表進行問卷調查及深入訪談。

經分析持份者的反饋意見，我們已繪製可持續發展議題重要性矩陣，反映各項議題對持份者及房協的重要性。第一級別的重要議題相對較為重要，將於本報告內重點表述。

OUR APPROACH TO SUSTAINABILITY 可持續發展方針
 STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT 持份者參與活動及重要性評估



List of material issues 重要議題列表

Tier One Issues 第一級別議題

- 1 Environmental Compliance 遵守環境法規
- 2 Green Buildings 綠色建築
- 3 Occupational Health & Safety 職業健康及安全
- 4 Customer Health & Safety/ Well-being 客戶安全與健康／福祉
- 5 Elderly Care 安老護理
- 6 Anti-corruption 防止賄賂
- 7 Customer Privacy 保障客戶私隱
- 8 Corporate Governance 企業管治

Tier Two Issues 第二級別議題

- 9 Waste Management 廢物管理
- 10 Energy 能源
- 11 Material Uses 物料使用
- 12 Sustainable Communities 可持續社區
- 13 Non-discrimination 反歧視
- 14 Training and Development 員工培訓與發展
- 15 Employment 僱傭常規
- 16 Diversity and Inclusion 多元化與包容性

Tier Three Issues 第三級別議題

- 17 Carbon Emissions 碳排放
- 18 Water 水資源
- 19 Climate Change 氣候變化
- 20 Biodiversity 生物多樣性
- 21 Community Investment/ Engagement 社區投資／參與
- 22 Indirect Economic Impact 間接經濟影響
- 23 Supply Chain Management 供應鏈管理

THE UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS 聯合國可持續發展目標

In response to the global sustainability movement, the Housing Society fully supports the United Nations' Sustainable Development Goals ("SDGs"), a universal blueprint for people and the planet's continuous peace and prosperity. While the SDGs and associated targets are set out on a national scale, we have identified six SDGs that the Housing Society can contribute when solving environmental and societal issues. The alignment of our aspirations with SDGs guides us in incorporating sustainability into the planning and operation of our core businesses and daily operations, thereby creating long-term value as a responsible global citizen.

房協以行動響應全球可持續發展運動，全力支持「聯合國可持續發展目標」，就這個以人為本及以世界持續繁榮和平為依歸的藍圖作出貢獻。雖然聯合國可持續發展目標及相關指標主要為國家發展而設，但房協識別了我們在處理環境及社會議題時能作出貢獻的六個可持續發展目標。透過調整我們的願景以配合聯合國可持續發展目標，我們能夠將可持續發展融入公司核心業務的規劃及日常營運之中，從而創造長遠價值，成為一個負責任的世界公民。

SDGs

可持續發展目標

Interpretation and Initiatives by the Housing Society 房協的解讀及行動



To ensure healthy lives of our stakeholders and promote well-being

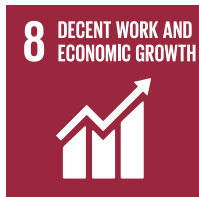
關注持份者的福祉，提倡健康的生活模式



- Providing accessible health and social care services and facilities to the elderly
- Enhancing resident's well-being
- Ensuring occupational health and safety of our staff and contractors
- Promoting physical and mental well-being of our staff at workplace
- 為長者提供便捷的健康和社會服務設施
- 促進住戶的身心健康
- 保障員工及承辦商的職業安全與健康
- 促進員工在工作間的身心健康

To promote decent work for employees and those in the supply chain

讓房協及其供應鏈中的員工擁有體面工作



- Providing an attractive working environment for employees
- Providing training programs for talent development
- Closely monitoring contractors' safety management system through on-site audits and reporting to ensure the safety and security of all construction workers
- 為員工營造良好的工作環境
- 提供培訓計劃助人才發展
- 透過現場審查和匯報，密切監察承建商的安全管理系統，確保所有建築工人的安全

OUR APPROACH TO SUSTAINABILITY 可持續發展方針

THE UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS 聯合國可持續發展目標

To build quality homes for the Hong Kong community through innovation

以創新方法為香港社會建設優質房屋



- Developing innovative housing projects, services and adopting novel construction methods as Hong Kong's "housing laboratory"
- Identifying gaps in local housing policies and pioneering solutions to address unmet housing needs
- 作為香港的「房屋實驗室」，發展創新的房屋項目和服務，及採用嶄新的建築方法
- 針對本地房屋政策中未能配合市民期望的範疇，試行具前瞻性的創新解決方案

To promote sustainability and neighbourhood harmony in the Hong Kong community

於香港社會提倡可持續發展及和諧社區



- Providing affordable housing and related services to the Hong Kong community
- Improving the energy efficiency of our housing developments by adopting green building designs
- Improving neighbourhoods and raising our resident's environmental awareness
- 為香港社會提供可負擔的房屋及相關服務
- 於住宅項目中應用綠色建築設計，提升能源效益
- 改善社區及提升住戶的環保意識

To preserve resources and procure responsibly in project development and property management

於物業發展和管理中，採取珍惜資源和負責任的採購方式



- Minimising consumption and maximising reuse of resources throughout housing development and daily operations
- Selecting environmentally friendly products and services as far as possible during procurement process
- Encouraging responsible consumption behaviours of our residents in waste reduction and recycling
- 在房屋發展項目和日常營運中，減少消耗並盡量善用既有資源
- 在採購過程中盡可能選擇環保的產品和服務
- 鼓勵居民負責任地消費，減少廢物和增加回收

To take action on climate change and its impacts

採取行動應對氣候變化及其影響



- Reducing carbon emissions through energy optimisation in building designs and investing into the enhancement of energy performance of existing buildings
- Establishing guidelines for energy-efficient operation practices throughout the organisation
- Committing to the Business Environment Council's *Low Carbon Charter* with energy reduction targets set
- 優化建築的能源設計以減少碳排放，並投放資源提升現有建築的能源效益
- 為確保日常營運的能源效益，訂立相應規範及指引
- 簽署商界環保協會的「低碳約章」，設定能源節約目標

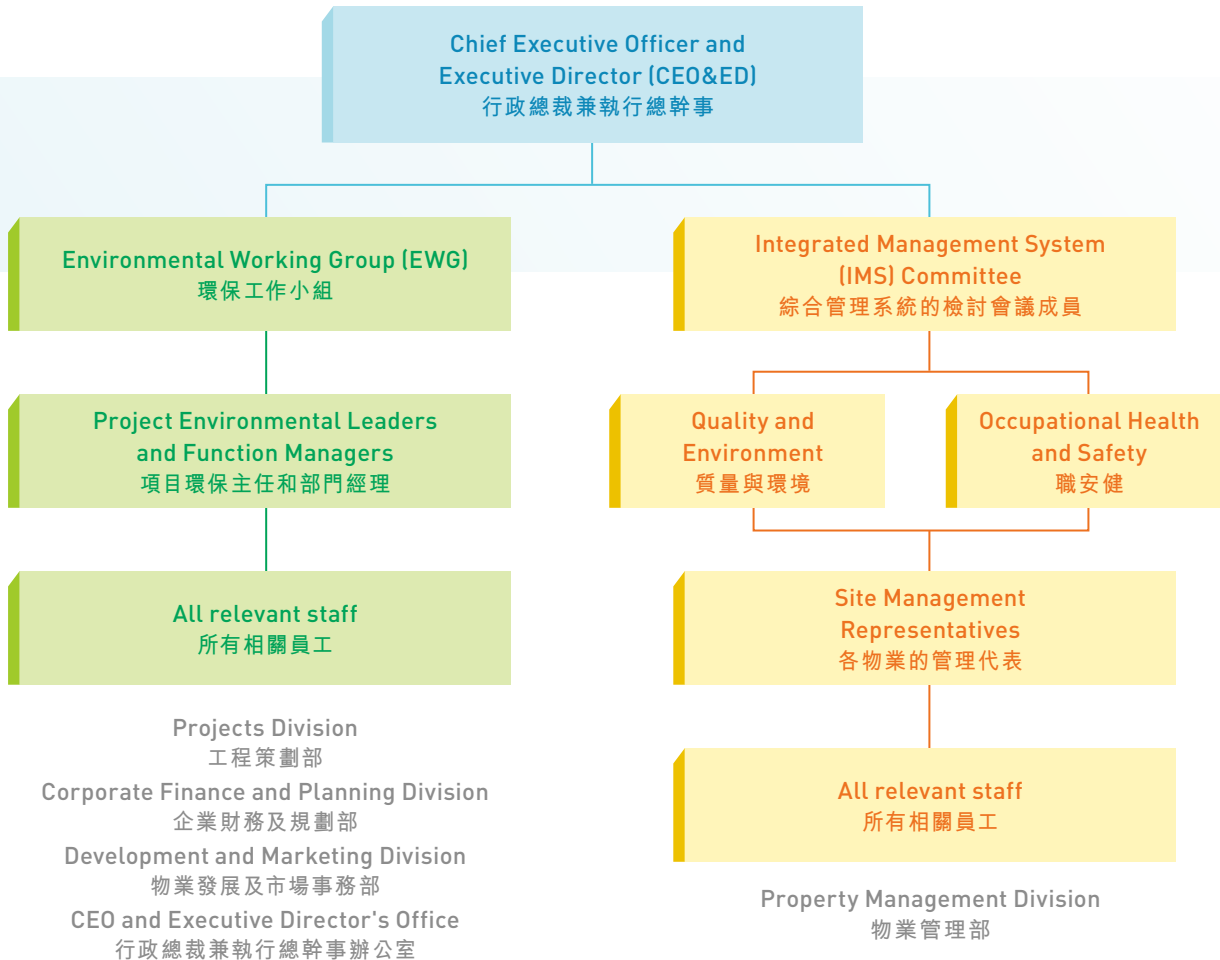
CORPORATE GOVERNANCE 企業管治

Effective corporate governance is crucial to the long-term sustainability of our business. The Housing Society's two-tier corporate governance structure comprises a Supervisory Board and an Executive Committee, separating the roles of direction setting and operations management in strategy formation and implementation. Further information on the corporate governance structure, committees and related details can be found in the *Corporate Governance* section of our *Annual Report 2020/21*.

To monitor our environmental performance and manage our accountability in sustainability, the Housing Society established the Environmental Working Group ("EWG") and Integrated Management System ("IMS") to oversee the efforts across divisions.

企業管治與業務的長遠可持續發展性息息相關。房協採用的雙層企業管治架構，由監事會及執行委員會組成，藉此在策略制定與執行過程中釐清訂定方向與營運管理的角色。請參閱二零二零／二一年度年報《企業管治》章節以了解更多企業管治架構、委員會及相關的資料。

為監察我們的環境表現及管理我們的可持續發展責任，房協已設立環保工作小組及綜合管理系統，以監督不同部門的工作情況。



Environmental Working Group

Established in 2002, the EWG comprises senior management staff from Projects Division, Corporate Finance and Planning Division, Development and Marketing Division and the Chief Executive Officer and Executive Director's Office. It reports to the CEO&ED and evaluates the performance with regular meetings quarterly. The core functions of the EWG include:

- Providing leadership in the pursuit of environmental sustainability and establishing environmental management systems, objectives and programmes;
- Ensuring effective implementation of environment-related operational controls and management programmes;
- Facilitating internal communication of environmental matters between management and employees and promoting environmental awareness among staff; and
- Reviewing complaints records, non-conformities, corrective action reports and the adoption of corrective actions as necessary.

Integrated Management System

Our Property Management Division's sustainability performance is managed by the IMS, which incorporates *ISO 9001:2015* Quality Management System, *ISO 14001:2015* Environmental Management System and *ISO 45001:2018* Occupational Health and Safety Management System.

As part of the IMS, all management staff in the Property Management Division are responsible for ensuring the system remains suitable, effective and adequate in managing the services under the Division. The IMS management review meeting is held annually, chaired by the Director (Property Management).

環保工作小組

環保工作小組於二零零二年成立，成員來自工程策劃部、企業規劃及財務部、物業發展及市場事務部及行政總裁兼執行總幹事辦公室。小組每季度舉行會議以評估工作表現，並向行政總裁兼執行總幹事匯報。環保工作小組職能主要包括：

- 帶領機構的環境可持續發展，建立環境管理體系、目標及計劃；
- 確保有效執行環境方面的營運控制和管理計劃；
- 促進管理層與員工之間就環境議題進行內部溝通，提高員工的環保意識；及
- 必要時檢視環境相關投訴、違反行為、修正行動報告及實際措施。

綜合管理系統

我們的物業管理部以「綜合管理系統」監察其可持續發展的表現。該系統按*ISO 9001:2015* 品質管理系統、*ISO 14001:2015* 環境管理系統和*ISO 45001:2018* 職安健管理系統標準設立。

作為「綜合管理系統」的一部分，物業管理部的所有管理級別員工均負責確保系統能適切、有效和完善地管理部門所提供的服務。「綜合管理系統」每年進行檢討會議，由總監（物業管理）主持。

Case Study 案例分享

Building Effective Governance through Digitalisation

透過數碼化建立有效管治

Digital technologies are reshaping conventional business processes and corporate governance. To improve business agility in this fast-paced environment, we have invested heavily in upgrading our information technology infrastructure, which improves our operating efficiency and effectiveness while addressing the evolving business needs. The process of digitalisation lays the foundation for an effective governance which support our sustainable growth and continued success.

數碼技術正在重塑傳統業務流程及企業管治。為提高業務靈活性以適應節奏快速的環境，我們在提升資訊科技基礎設施方面大舉投資，以應對不斷變化的業務需求，同時改善我們的營運效率及效用。數碼化流程為有效管治奠定基礎，進而支持我們的可持續發展及持續成功。

Examples of Digitalisation Initiatives: 數碼化措施例子：



- Upgrading the infrastructure network performance capability to cater for the growing information traffic
- 提升基礎設施網絡性能，適應不斷增加的資訊流量



- Integrating ISO 27001 certified cloud technologies into our data management process
- 在數據管理流程中融入經ISO 27001認證的雲端技術



- Establishing new accounting system to streamline workflow and maintain systemic records
- 建立新的會計系統，簡化工作流程及保存系統記錄



- Replacing the existing legacy system with a new Human Resources system to enhance staff experience and enable data analytics
- 以新的人力資源系統替代已有的舊版系統，改善員工使用體驗及進行數據分析



- Implementing an e-tendering system to reduce paper usage and support Green IT
- 實施電子招標系統，減少紙張使用及支持綠色資訊科技



- Organising awareness campaigns with periodic internal communications and phishing simulation test to prevent cyber attacks
- 舉辦有關防止網絡攻擊的宣傳活動，定期進行內部溝通及網絡釣魚攻擊模擬測試

Ethics and integrity

The Housing Society is committed to the highest standard of professional ethics and business integrity. Our values, principles, and standards are outlined in the *Code of Conduct*, which set out our staff's key legal and ethical obligations, and provide guidelines for ethical decision-making at work. All our staff is required to maintain the highest level of integrity, honesty and fairness in operations.

Anti-corruption

As a statutory body under the *Chapter 201 – Prevention of Bribery Ordinance*, the Housing Society has zero-tolerance for bribery and corruption. Our *Code of Conduct* clearly states the responsibility of our staff in complying with the relevant laws and regulations. Through orientation training, we increase our staff's knowledge of anti-corruption measures to uphold honesty, fairness, and professional ethics in operations.

To ensure our staff are aware of possible corruption risks in the ever-changing business environment, we arranged refresher workshops for our staff by inviting officers from the Independent Commission Against Corruption, the Office of the Privacy Commissioner for Personal Data, the Equal Opportunities Commission and the Office of the Ombudsman, equipping our staff the latest legislation pertaining to anti-corruption, personal data, equal opportunities and the implementation of the *Code on Access to Information*. In the reporting year, no legal cases regarding corruption were brought against the Housing Society or its employees.

Protecting Privacy

The Housing Society respects our stakeholders' legal right to privacy and comply with the requirements of the *Chapter 486 – Personal Data (Privacy) Ordinance*. Stringent procedures have been undertaken to protect the privacy of our stakeholders from unauthorised or accidental access, processing erasure or other uses. To provide our staff with clear instructions on data privacy, we have developed various corporate guidelines on CCTV surveillance practice and data breach handling on required security and privacy standards when collecting, handling and use of personal data across all operations. During the reporting period, there were no confirmed substantiated complaints or losses of customer data.

專業操守及誠信

房協秉承最高標準的職業道德及商業信譽。《職員行為守則》概述我們的價值觀、原則及準則，並詳述員工在法律和道德上的主要責任，為日常工作上的決策提供道德指引。我們要求所有員工在日常營運中保持最高水平的操守、誠信和公平性。

防止貪污

房協是一個法定機構，須遵守香港法例《第201章—防止賄賂條例》，對賄賂和貪腐採取零容忍態度。我們的《職員行為守則》明確規定職員有責任遵守相關法律法規。我們透過入職培訓提升員工對防止貪污措施的認識，從而在日常營運中秉持誠信、公平及專業操守。

為確保員工了解在不斷轉變的企業環境中可能存在的貪污風險，我們邀請了廉政公署、個人資料私隱專員公署、平等機會委員會及申訴專員公署的代表，為員工開展重溫課程，協助員工了解在反貪污、個人資料、平等機會方面的最新法規及《公開資料守則》的實施情況。在報告年度，房協沒有任何針對機構或員工貪污的法律訴訟。

保障私隱

房協尊重持份者的合法私隱權，並遵守香港法例《第486章—個人資料(私隱)條例》的規定。我們已採取嚴格的程序，以保障持份者的私隱，防止未經授權或意外的存取、處理、刪除或其他用途。我們已制定多項關於閉路電視監控措施及資料外洩處理的企業指引，確保各營運部門在收集、處理及使用個人資料時能恪守嚴格的安全和私隱標準，從而為員工提供關於資料私隱的明確規則。於報告期內，我們沒有收到經證實的相關投訴或遺失客戶資料的事件。

GREENER HOME AND WORKPLACE

綠色家園及工作間



Environmental sustainability is at the core of the Housing Society's commitment to provide quality housing and related services. We strive to minimise our carbon footprint in property development, property management and office operations. Our six environmental protection principles provide guidance to our management approach and decision-making process.

房協致力為香港社會提供優質居所及相關服務，並堅持以環保和可持續的理念為核心。我們力求將物業發展、物業管理及辦公室運作的碳足跡盡量減少。房協以六個環保原則為方針，建立環境管理系統及引領企業決策。

SIX ENVIRONMENTAL PROTECTION PRINCIPLES 六大環保原則

The Housing Society systematically implements environmental initiatives and reviews their effectiveness via the *ISO 14001:2015* certified Environmental Management Systems, which have been set up for both property development and property management.

房協為物業發展及物業管理工作設立了獲 *ISO 14001:2015* 認證的環境管理系統，從而有序地管理環保措施和審視成效。

Environmental concerns in regards to our daily operations in construction sites, property management and office are addressed with their respective guidelines and procedures. An internal guideline is also available for housing development, which provides guidance on the incorporation of environmental considerations. There were no significant fines or sanctions levied for noncompliance with environmental laws and regulations in the reporting period.

房協就建築工地、物業管理和辦公室的日常運作，訂立工作指引及程序，以管理各種受關注的環境議題。我們亦就房屋發展項目設置內部指引，在策劃此類項目時充分考慮環境因素。報告期內，房協沒有任何違反環境法規或被罰款事件。

- GHG emission reduced by 29.5 per cent
- 溫室氣體排放量減少了百分之二十九點五
- Non-hazardous waste diverted from landfill: 3,624 tonnes
- 回收無害廢棄物以避免送往填區三千六百二十四公噸

OUR ENVIRONMENTAL PROTECTION PRINCIPLES 我們的環保原則



Integrate into Operations 將環保融入日常

To integrate environmental considerations in the housing development and property management operations
在房屋發展及物業管理營運方面加入環保的考慮因素



Legal Compliance 遵從環境法例

To comply with all legal requirements and related obligations on environmental protection where applicable
遵守所有適用的環境法例及有關的責任



Engage Stakeholders 與持份者合作

To encourage co-operation from our suppliers, consultants, contractors, residents and tenants in environmental protection and collaborate with them in the promotion and implementation of good environmental management practices

鼓勵供應商、設計顧問、承建商／承辦商、居民及租戶合作，共同推廣及採取良好的環保管理措施



Conserve Resources 保護天然資源

To prevent pollution and to protect the environment by conserving natural resources and minimising waste
珍惜天然資源和減少浪費以防止污染及保護環境



Raise Awareness 提升環保意識

To enhance environmental awareness through internal and external communication of our policy and knowledge sharing with our staff members, suppliers, consultants, contractors and other stakeholders

透過內外溝通及分享資訊，向員工、供應商、設計顧問、承建商／承辦商及其他持份者推廣環保政策，以提升他們的環保意識



Continuous Improvement 持續改善成效

To seek continuous environmental improvements through environmental objectives and continual improvement of the environmental management system
透過訂立環境管理目標和持續改善環保管理體系，務求不斷提升環保成效



GREEN BUILDINGS 綠色建築

The Housing Society strives to reduce our carbon footprint by integrating environmental considerations into the building life cycle of our developments, from planning, design and construction, to operation and maintenance. A holistic housing development guideline is available for our project team, consultants and contractors to improve environmental performance, encompassing all the key green building parameters from energy to materials, water, indoor environmental quality ("IEQ") and landscape design.

To benchmark the overall environmental performance of our buildings, all our housing development projects launched after 2004 are required to participate the Hong Kong Green Building Council's Building Environment Assessment Method (BEAM or BEAM Plus) for building assessment and certification.

房協在規劃、設計、建造、營運及維修房屋項目時，會在建築物生命週期各階段將環境因素納入考慮，力求減少碳足跡。我們的項目團隊、設計顧問及承建商均參考房協整體的房屋發展指引，妥善處理綠色建築中所有的重要參數，包括能源、物料、水、室內環境質素及園景設計等，從而改善環境表現。

為衡量房協建築項目的整體環保表現，我們於二零零四年後啟動的所有房屋發展項目均須參與香港綠色建築議會的「建築環境評估法」或「綠建環評」評核及認證。

Environmental-friendly Features in Projects 項目中的環保元素



Integrate sustainability considerations into the planning and design stages to minimise environmental impact, optimise the use of resources and create a pleasant neighbourhood when the building comes into the subsequent stages of operation.

將可持續發展性納入規劃及設計階段中的考慮因素以減少對環境的影響，從而優化資源利用，為建築物的後期營運階段打造環境怡人的社區。

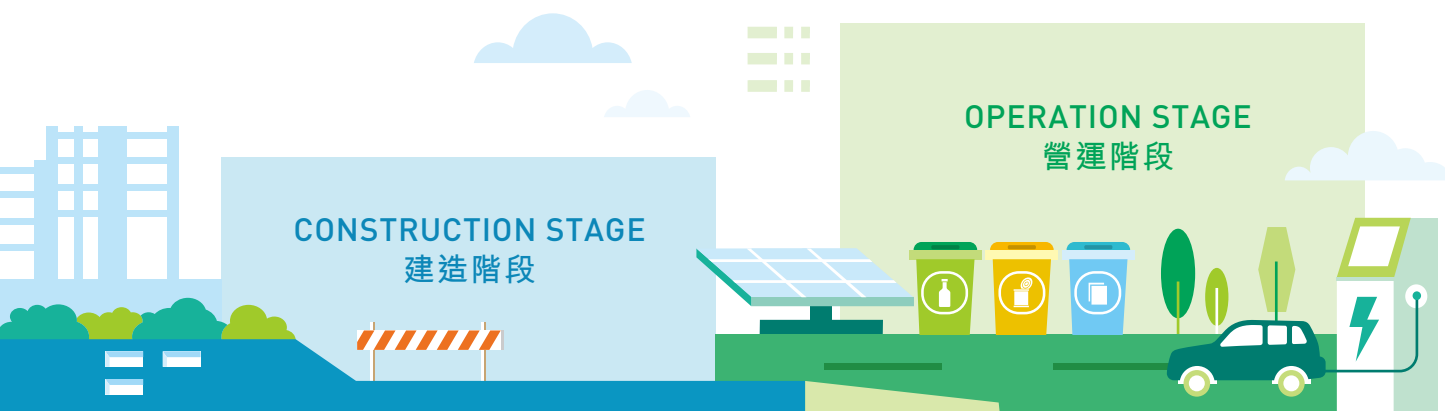
Our measures: 具體措施：

- Optimising energy efficiency through active and passive designs
藉助主動式及被動式設計，優化能源效益
- Installing acoustic windows to mitigate the impact of traffic noise
安裝隔音窗以減低交通噪音帶來的影響
- Installing photovoltaic panel systems for generating Vrenewable energy
安裝光伏板系統，以生產可再生能源
- Allowing natural ventilation to improve indoor air quality for occupants' health and comfort
善用天然通風設計以改善室內空氣質素，確保住戶的健康與舒適度
- Maximising green landscape area and giving priority to native plant species
增加綠化空間及優先選用原生物種



Number of BEAM or BEAM Plus (New Buildings) Certified Projects
獲得「建築環境評估法」或「綠建環評」(新建建築)認證的項目數量

	Provisional 暫定	Final 最終
Platinum 鉑金級	-	8
Gold 金級	3	1
Bronze 銅級	1	1



Monitor the environmental impact arising from the construction activities and minimise the disturbance caused to the vicinity.
監測施工活動產生的環境影響，盡量減輕對附近居民及社區的滋擾。

Our measures: 具體措施：

- Ensuring contractors comply with environmental laws and regulations through Environmental Management Plan
制定環境管理計劃，確保承建商遵守環境法規
- Adopting prefabrication and modularisation construction methods to reduce waste and material consumption
採用預製組件及標準化組裝的建築方法，減少廢料及物料消耗量
- Conducting environmental mitigation measures to minimise air emissions, noise, wastewater discharge from construction activities
採取環保措施，盡量減少施工活動產生的廢氣排放、噪音、廢水排放

Continuously improve the environmental performance through maintenance, facility upgrades as well as awareness-raising.
透過開展維修、設施升級及提高屋邨環保意識，不斷改善環境表現。

Our measures: 具體措施：

- Regular maintenance and inspection to ensure system efficiency
定期開展維修及檢查，確保系統高效運行
- System replacement with energy and water-efficient models during renovations and retrofitting
在翻新及改裝工程中，以節能、節水型產品更換原有系統
- Providing waste recycling facilities to divert waste from landfills
設置廢料分類回收設施，減少須棄置於堆填區的廢物
- Awareness raising and recycling campaigns
提高屋邨環保意識及回收活動

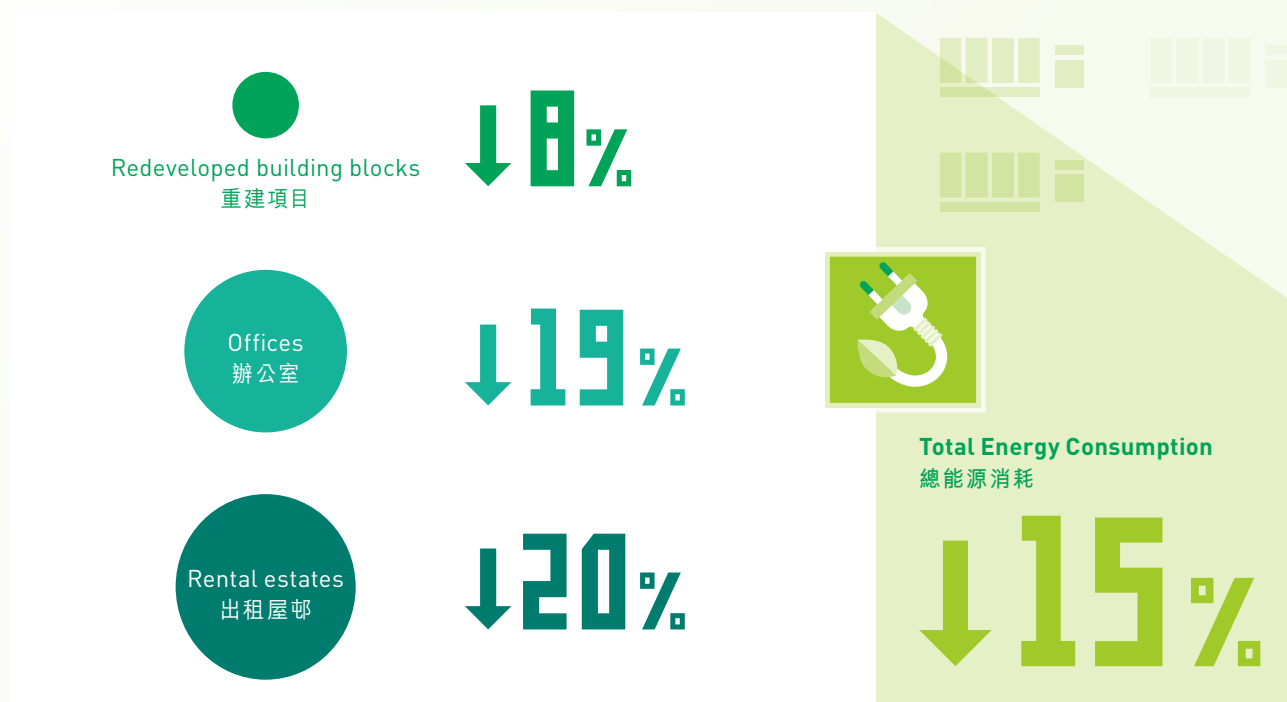
ENERGY AND EMISSIONS 能源與排放

The Housing Society is committed in our decarbonisation endeavours by pledging to set carbon reduction targets under the Business Environment Council's *Low Carbon Charter*. By 2029/2030, we aim to lower energy consumption by 15% across our operations, with 2012/13 as the baseline year. Separate targets are assigned to our redeveloped building blocks, rental estates and offices. We are closely monitoring our progress and taking the necessary measures to ensure we meet our targets.

房協致力減少碳排放，根據商界環保協會的「低碳約章」訂立減碳目標。以二零一二／一三年度作為基準年，我們的目標是在二零二九／三零年度前減少所有營運上百分之十五的能源消耗量。我們亦同時為重建項目、出租屋邨及辦公室設定了獨立目標。我們會繼續密切監察進度並採取適當的措施以確保達致目標。

Total energy consumption reduction target for the Housing Society by 2029/30*

房協在二零二九／三零年度前的總能源耗量減少目標 *



* In addition to our total energy consumption reduction targets, we have also set a carbon reduction target of 13 per cent covering our Scope 1, 2 and 3 (including emissions due to electricity for processing fresh water and methane generation at landfill due to disposal of paper waste) carbon emissions under the Business Environment Council's *Low Carbon Charter*.

* 除了我們的總能源消耗量減少目標外，我們還根據商界環保協會的「低碳約章」按範圍一、二和三(包括處理食水時耗用電力所致的溫室氣體排放及廢紙在堆填區所產生的甲烷)的碳排放量訂立了百分之十三的減碳目標。

Project Development

The Housing Society is mindful of the carbon footprint inherent to our development projects' building life cycle. We have adopted a variety of energy efficient designs and installations in our development projects for the reduction of greenhouse gas emissions. For instance, we take into account the building's orientation during daylight hours, solar shading and glazing properties, and adopt passive design strategies to reduce the cooling and lighting demand of our buildings.

Property and Office Management

The Housing Society makes every effort to minimise energy consumption when managing our properties and offices. With our managed properties being the largest source of energy consumption, we strive to enhance their equipment, operating systems, and procedures continuously. In the reporting year, the Housing Society carried out major improvement works (MIWs) to maximise energy efficiency, including the following MIWs of which were committed, are in progress or have completed:

項目發展

房協在規劃房屋項目時，會將建築物生命週期各階段的碳足跡納入考慮。我們已在發展項目中採用多種節能設計和設備，以減少溫室氣體排放。例如，我們會考慮建築物的座向，就日照時段、日光、遮蔭和玻璃的特性作出減少建築物製冷和人工照明需求的被動式設計。

物業及辦公室管理

房協致力減少在物業管理及辦公室運作中的用電量。作為房協用電量最大的核心業務，我們在管理物業時持續引入能源效益更佳的設備、運作系統及營運程序。於報告期內，房協實施了多個能源效益改善工程，包括以下我們已經立項、正在進行或已完成的工程：



Replacement of water pumps with higher efficiency motors:

更換水泵時採用有較高效能電動機的水泵：



Jat Min Chuen	乙明邨
Ka Wai Chuen	家維邨
Kwun Lung Lau	觀龍樓
Kwun Tong Garden Estate	觀塘花園大廈
Lai Tak Tsuen	勵德邨
Lok Man Sun Chuen	樂民新村



Replacement of lifts/escalators with new models using the Variable Voltage Variable Frequency ("VVVF") drive system:

將舊式升降機／自動電梯更換為採用變壓變頻驅動系統的新型號產品：

Bo Shek Mansion	寶石大廈
Cho Yiu Chuen	祖堯邨
Jat Min Chuen	乙明邨
Kwun Tong Garden Estate	觀塘花園大廈





Replacement of light-emitting diodes ("LED") at staircases, corridors and outdoor areas:

更換樓梯、走廊及室外範圍的發光二極管：

Cho Yiu Chuen

祖堯邨

Kwun Lung Lau

觀龍樓

Lai Tak Tsuen

勵德邨

Lok Man Sun Chuen

樂民新村

Sha Tau Kok Chuen

沙頭角邨



Provision of electric vehicle (EV) charging facilities:

In support of the Government's policy to promote a wider use of electric vehicles, we have gradually installed more medium chargers at existing carparks and pioneered the use of new charging technology by reserving dedicated facilities exclusively for electric vehicles. Over 37 parking spaces with EV charging facilities are available in 20 carparks under the Housing Society's management.

提供電動車充電設施：

為響應政府推廣電動車使用的政策，我們已逐步在現有停車場安裝更多中速充電器，並率先使用新式充電技術，為電動車提供專用充電設施。於房協轄下的二十個停車場中，有超過三十七個車位裝有電動車充電設施。



Replacement of chillers with oil-free centrifugal chillers of higher energy efficiency:

把傳統冷水機組更換為具備更佳能源效益的無油離心式冷水機組：

Kai Tak Garden

啟德花園



At our office premises, we have gradually opt for high-efficiency LED light panels and installed motion sensors to minimise energy wastage. In the reporting period, office enhancement works including the replacement of fluorescent tubes with LED at Dragon Centre Office are completed. Also at the new King's Road 1063 Operations Headquarters, all areas have installed LED lighting, lower partitions are also adopted for better air circulation, thus reducing the demand for air conditioning. In addition, centralised waste and recycle stations are adopted at the new office to encourage waste reduction and recycling.

Our offices and managed properties also actively participate in various energy-saving initiatives, such as the "Energy Saving Charter" launched by the Environment Bureau and the Electrical and Mechanical Services Department, Green Sense's "No Air Con Night" and the World Wide Fund's "Earth Hour", encouraging our stakeholders to take a step further in energy conservation.

在辦公室管理方面，我們已逐步安裝高效能的二極管照明系統及動態感應器，盡可能減少能源浪費。於報告期內，已經完成的辦公室改善工程包括將龍濤苑辦事處的熒光燈管更換為發光二極管。此外，英皇道1063號營運總部的所有區域都使用二極管照明；隔牆高度亦已降低以促進空氣流通，從而減少對空調的需求。新辦事處亦會採用中央廢棄物及回收站以鼓勵減少廢物及循環回收。

房協管理的物業和辦公室亦積極參與不同的節能計劃，例如環境局和機電工程署舉辦的「節能約章計劃」、環保觸覺的「無冷氣夜」及世界自然基金會的「地球一小時」等，鼓勵持份者踴躍參與節能環保行動。

WASTE MANAGEMENT AND MATERIAL USE 廢物管理及物料使用

The Housing Society intends to minimise the waste it generates by adopting effective waste management solutions centred around reducing, reusing and recycling. Eco-friendly materials and equipment are given priority in our procurement process. To further mitigate our environmental impact, we have leveraged innovative technologies and incorporated industry best practices in our operations and construction procedures.

Project Development

In a project of housing development, efficiency and waste reduction start in the design phase. The Housing Society engages with stakeholders to identify user preferences concerning layouts and finishing, such as conducting surveys among potential buyers. In 2021, we have set up a mock up site and invited industry experts to provide feedback on the universal design elements to be incorporated into our residential units. Delivering on our buyers' needs and meeting their expectations minimise the risk of future corrective interventions and renovations after the flat handover. During the construction stage, policy measures are put forward to ensure appropriate green practices are taken into consideration when developing properties, including:

房協積極採取有效的廢物管理策略，以減少、重用及回收為主要措施來推動減廢。在採購過程中，我們會優先考慮環保材料和設備；亦會在營運及建造流程中採用創新技術並引進行業的最佳實踐方法，進一步降低對環境的影響。

項目發展

房協在項目發展的設計階段已將效益和減少廢物定為工作目標。我們會就房屋設計和裝修的偏好與持份者溝通，例如跟潛在業主進行問卷調查。我們於二零二一年設立了示範單位展覽場地，展示將會套用於住宅單位的通用設計，並邀請業界專家提供意見。透過了解置業者的需求和期望，可減少在單位交收後進一步裝修或修正的情況。在建築階段，我們訂立了相應政策，確保在工程期間採取適當的減廢措施，例如：

Timber products used for domestic furnishings like cabinets and doors are sourced from vendors that are certified by the Forest Stewardship Council for their sustainable forest management practices. Timber formwork in construction sites is phased out as far as possible.

家居木器產品（例如櫥櫃和門）均購自獲森林管理委員會發出可持續森林管理認證的供應商。我們盡可能減少使用建築地盤所需的木材模板。



Site contractors required to formulate waste management plans, set limits for construction waste productions and propose monitoring measures throughout the process of construction or renovation. They are encouraged to adopt industry best practices for handling different types of waste generated on site.

要求地盤承建商制定廢棄物管理計劃，限制建築廢棄物產量，並在整個建築或裝修過程中進行監察措施。地盤承建商亦採用行業的最佳實踐方法來處理地盤產生的不同廢棄物。



Sorting facilities for metal, plastic and paper waste are available at construction sites to facilitate proper waste disposal.

地盤設有金屬、塑膠及廢紙分類設施，以助適當處理廢棄物。



Case Study 案例分享

Adopting novel technologies in construction 在建築中採用新技術

Being a "housing laboratory", the Housing Society is keen to apply cutting-edge technologies which improve our construction process. Digitalisation in project design and work supervision, and modular construction are the converging technology trends that will enhance workers' safety and construction efficiency, as well as reduce environmental impacts during the construction process.

作為「房屋實驗室」，房協堅持不懈地應用最先進技術來改善我們的施工過程。施工數碼化建築設計和施工監督，及組件合成建築是兩個互相融合的技术趨勢，將有助提高工人安全和施工效率，並減少施工過程中造成的環境影響。

Building Information Modelling (BIM): 建築信息模擬(BIM)：

BIM is a technology using three-dimensional building modelling software to manage and visualise construction information. We have applied BIM in all Dedicated Rehousing Estate development projects, facilitating better project management and construction process control. These enable us to efficiently reduce the construction and demolition waste by avoiding improper design, inefficient material handling and rework.

BIM是一種使用三維建築模擬軟件來管理和視象化建築信息的技術。我們已在所有專用安置屋邨發展項目中應用BIM技術，以便提升項目管理及控制施工過程。這使我們避免不合適設計、低效的物料處理及重新修改工程，從而有效地減少或虛耗施工和拆卸廢料。



Volumetric Precast Kitchen/Bathroom (VPK/VPB) and Modular Integrated Construction (MiC): 預製廚房／浴室組件及「組裝合成」建築法：

These innovative construction methods transfer certain or substantial portions of on-site wet trade construction processes or activities to an off-site factory. As building components are manufactured in a controlled factory environment with higher precision and better quality, we can greatly reduce abortive work and material wastage during construction. To date, five of our projects in pipeline will be adopting VPK/VPB and/or MiC technology.

藉助該等創新的建造方法，我們得以將適量或大部份需要現場施工的泥水建築工藝或流程轉移到場外工廠處理和製作。建築組件在可控工廠環境下以高精度及高質量建造而成，因而我們可以大幅減少施工過程中的翻工和物料浪費。迄今為止，我們計劃在五個項目中採用預製廚房／浴室組件及／或「組裝合成」建築法。

GREENER HOME AND WORKPLACE 綠色家園及工作間
WASTE MANAGEMENT AND MATERIAL USE 廢物管理及物料使用

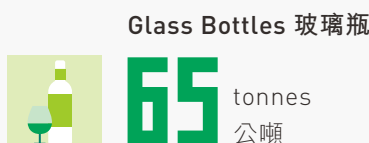
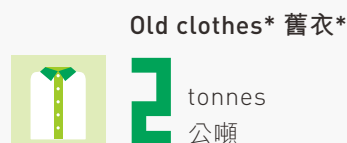
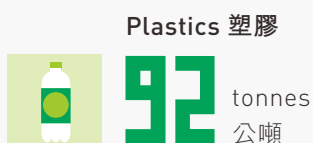
Property and Office Management

Our efforts to integrate waste minimisation measures in our daily operations and general office practices are reflected in our company policies. In our rental estates and managed properties, the Housing Society Community ("HSC") coordinates the waste management and recycling initiatives. Recycling facilities are easily accessible, and residents can engage in a range of environmental programmes focused on reducing and recycling waste and heightening awareness.

物業及辦公室管理

房協的政策協助員工將減廢措施融入日常營運和一般辦公室運作當中。在我們的出租屋邨和管理物業中，「房協之友」負責協調廢棄物管理和回收計劃。我們並提供各種回收設施和安排多元化環保活動，以促使居民實踐減廢和回收及提升環保意識。

In 2020/21, we recycled 於二零二零／二一年，我們共回收了：



* In view of the safety of the public and our staff during COVID-19 pandemic, the service of recycling used clothes was suspended from August 2020 to February 2021

* 於2019冠狀病毒病疫情期間，為保障市民及房協員工的個人安全，我們於二零二零年八月至二零二一年二月期間暫停舊衣回收服務

All our major offices provide waste sorting facilities and recycling bins for toner cartridges and fluorescent lights. Whenever possible, outdated office and IT equipment are donated to charities. Furthermore, tablets are available in the main committee room at World Trade Centre Corporate Office for viewing documents during meetings, reducing the amount of printed paper used for meetings.

Our efforts at World Trade Centre Corporate Office have been recognised with the "Excellence Level" label for Wastewi\$e, an initiative established to encourage organisations to reduce waste generation on premises or in their products offered.

房協主要的辦事處均設有廢棄物分類設施、碳粉盒回收箱和螢光燈回收箱，亦盡可能將過時的辦公室和電子設備捐贈予慈善機構。此外，我們在世貿中心企業辦事處的委員會會議室中設有平板電腦，以方便會議時查看文件，從而節省用於打印會議文件的紙張。

世貿中心企業辦事處的環保工作獲得了由環境運動委員會頒發的「卓越級別」減廢標誌，該計劃旨在鼓勵組織減少其物業內或服務中所產生的廢物。



ENVIRONMENTAL INITIATIVES AT OUR ESTATES

轄下屋邨的環保措施



Food For Good Education Truck 齊惜福教育車

Food For Good Educational Truck visited Jat Min Chuen and engaged over **356** residents in promoting the concept of cherishing food and food waste reduction. Educational exhibition and interactive game were set up in the truck to raise the awareness of our residents.

齊惜福教育車來到乙明邨，向超過**三百五十六**位居民宣傳了珍惜食物和減少食物浪費的觀念。教育車設有宣傳展覽和互動遊戲，以提升居民的惜食意識。



No Plastic Hong Kong 2020 無塑香港2020

The Chinese YMCA held the "No Plastic Hong Kong 2020" campaign at **40** estates to raise our residents' awareness of plastic pollution and share tips for reducing disposable plastic bottles in daily life.

香港中華基督教青年會在**四十**個屋邨舉辦了「無塑香港2020」活動，旨在提升居民對於塑膠污染的意識，並與居民分享在日常生活中減少使用用完即棄膠樽的小貼士。

Reverse Vending Reward Scheme 「逆向」自動售賣機激勵計劃

Collaborating with Tai Po Environmental Association, HSC has installed the reverse vending machine at Kwun Tong Garden Estate, encouraging residents to recycle plastic bottle and earn credits for redeeming rewards. In the reporting period, some **30,800** pieces of plastic bottles were collected through the reverse vending machine.

房協之友與大埔環保會合作，在觀塘花園大廈設置了回收機，鼓勵居民回收膠樽，賺取積分及兌換獎品。於報告期內，透過回收機收集了約**三萬零八百**個膠樽。



WATER CONSERVATION 保護水資源

Water is a precious resource. The Housing Society endeavours to minimise water use via facility upgrades and wastewater recycling. We appeal to personal responsibility in the stewardship of natural resources, by reminding our stakeholders of the benefits of mindful water usage, in the hope of fostering green habits in our daily lives.

Project Development

The Housing Society has improved its management of water resources by fielding a variety of incisive measures, including the adoption of water efficient shower heads, taps, sink mixers and basin mixers with Water Efficiency Labels, as well as the installation of rainwater harvesting systems. Construction wastewater is also recycled at our construction sites for vehicle wheel washing and other construction activities.

水是珍貴的資源，因此房協透過改善物業內的設施及重用廢水，減少總用水量。我們呼籲各持份者在保護自然資源方面承擔個人責任，提醒他們留意水資源使用量，希望大家在日常生活中養成環保習慣。

項目發展

房協採取了多種有效措施改善水資源管理，包括採用有「用水效益標籤」的節水花灑頭、水龍頭、水槽龍頭和浴缸龍頭，以及在屋苑安裝雨水回收系統。我們亦會於建築地盤中回收工地廢水，經處理後用於清洗車輪及其他施工用途。



◀ Aerobic Wastewater Treatment System
[Anderson Road Quarry R2-2 site]
耗氧污水處理系統(安達臣道石礦場R2-2地盤)

Property and Office Management

We closely monitor the water consumption level of our managed properties and office. Apart from using water-efficient sanitary fittings, we place “Save Water” stickers near taps to remind staff to turn off faucets. To prevent wastage due to water leakage, we conduct periodic checks and maintenance of water plumbing system at our managed properties. We are also exploring the use of Internet of Thing (IoT) technology to identify water leakage due to pipe cracks.

物業及辦公室管理

我們密切監測房協管理物業及辦公室的用水量。除使用節水衛生設施外，我們於水龍頭旁邊貼上「節省用水」標示以提醒員工將水龍頭關上。為避免因漏水而造成浪費，我們定期對管理物業的水管系統進行檢查及維修。我們亦正研究使用物聯網技術來識別管道破裂導致的漏水。

COMMUNITY BUILDING 建設社區

For over seven decades, the Housing Society has been a dedicated housing provider for the people in Hong Kong, creating quality yet affordable homes to address the changing housing needs of our community. In addition, we have launched various social schemes and programmes for the promotion of social inclusion, communal harmony and sustainability.

70 多年來，房協致力為香港市民建造優質且可負擔的房屋，以滿足市民與時並進的住屋需求。除此之外，我們積極推行多元化的社會服務計劃和項目，促進社會共融、社區和諧及可持續發展。



Care for the Community 關愛社區
To build close-knitted communities
建設和睦社區

Serving Hong Kong 服務香港

To foster the sustainable development of our city
促進城市的可持續發展

Care for the Elderly 關愛長者

To provide an ideal environment for
the elderly to age in place
為長者提供理想生活環境，實現「居家安老」



CARE FOR THE ELDERLY 關愛長者

Population ageing in Hong Kong is accelerating on an unprecedented scale. As a pioneer of housing solutions and related services, the Housing Society is charged with addressing the subsequent housing needs, so that the elderly are sufficiently supported with community care and services to live with dignity in their senior years.

To help the elderly from across the different socio-economic backgrounds to achieve "ageing in place", we have developed the corresponding housing projects and schemes to fulfil their housing needs. We strive to foster a welcoming and elderly-friendly environment so that our tenants and residents can stay in their homes as far as possible, promoting the senses of security, belonging and worthiness.

香港人口正以前所未見的速度續漸老化。房協作為提供房屋及相關服務的先行者，肩負著滿足長者日後住屋需求的責任，好讓他們獲得足夠的社區關愛及服務，並有尊嚴地安享晚年。

為協助不同社會經濟背景的長者實現「居家安老」，我們制定了相應的房屋項目和計劃，以滿足他們的住屋需求。我們致力營造一個親切及長者友善的環境，延長租戶和居民在自身居所居住的時間，並提升他們的安全感、歸屬感和價值感。



Ageing-in-Place Scheme

Launched in 2012, the Ageing-in-Place (“AIP”) Scheme provides a one-stop service and concern network for elderly tenants with housing, healthcare and social support, empowering the elderly to live in their own homes as far as possible, and raising their quality of life. The AIP Scheme aims to promote elderly tenants’ well-being and resilience to health decline, avoiding premature institutionalisation through the following five domains of services:

「樂得耆所」居家安老計劃

房協自二零一二年起推行「樂得耆所」居家安老計劃，為長者租戶提供一站式服務及關懷網絡，以支援他們在住屋、醫療護理及身心社交等方面的需要，讓他們居家安老，並提高他們的生活質素。計劃共有五大服務範疇，旨在強化長者租戶的身心健康以延緩衰退及避免過早入院舍：



COMMUNITY BUILDING 建設社區
CARE FOR THE ELDERLY 關愛長者

Now one of our core property management services, the AIP Scheme serves all elderly tenants living in our 20 rental estates. Through collaborating with various community partners, we have created a strong estate-based network to support those in need. Highlights of the AIP Scheme during the reporting year include:

計劃目前是我們主要物業管理服務之一，為二十個出租屋邨的所有長者租戶提供服務。我們已與多家機構合作，策動以屋邨為本的緊密社區關懷網絡，以照顧長者租戶的需要。「樂得耆所」居家安老計劃於報告期內的摘要：

Highlights of the AIP Scheme during the reporting year include
「樂得耆所」居家安老計劃於報告期內的摘要

Served
自計劃展開以來服務了



elderly residents since its inception
名長者住戶

Conducted
進行



home modification assessments
次家居改裝評估

Carried out
進行



homes modifications and remodeling
所房屋改造和改建

Partnered with more than
與逾



organisations
間機構合作

Elderly Housing Developments

For Hong Kong's rapidly ageing population, the Housing Society strives to continue contributing to the elderly housing supply, filling the gap between the private market and the Government.

發展長者房屋

面對香港人口迅速老化，房協將一如既往，繼續為長者房屋的供應出謀獻策，填補私人發展商與政府之間的缺口。

Ming Wah Dai Ha has completed its first phase of redevelopment in 2021. The entire project is expected to complete in 2035, adopting an Integrated Redevelopment Model with Elderly Persons' Flats and units under the Senior Citizen Residences Scheme (SEN).

明華大廈第一期重建項目已於二零二一年完成。整個重建項目採用「綜合重建模式」，預計於二零三五年落成，屆時將提供年長者居住單位和「長者安居樂」住屋計劃單位。



The third SEN project at **Lee Kung Street** in Hung Hom is expected to complete in 2022, providing 312 elderly-friendly residential units under "long lease" arrangement.

位於紅磡**利工街**的第三個「長者安居樂」項目預計於二零二二年落成，屆時將提供三百一十二個「長期租約」的長者住宅單位。

Chung Yuet Lau, which its name symbolises longevity and delight, is a new 10-storey elderly housing block annex to Ming Yiu Lau, now undergoing foundation works at Jat Min Chuen. Its completion is scheduled for 2023, providing 64 age-friendly rental units.

松悅樓為乙明邨新建的長者房屋項目，接連明耀樓，樓高十層。項目取名寓意入住的長者長壽健康、充滿喜悅。項目現正開展地基工程，預計於二零二三年落成，屆時將提供六十四個長者出租單位。



Elderly Resources Centre

The Elderly Resources Centre (“ERC”) and its MIND-Friendly Home Exploration Centre are both the first of its kind exhibition centre promoting the concept of “age-friendly home” and the understanding of the challenges faced by dementia patients in life. The two centres raise awareness towards the elderly’s housing needs, and offer practical resources to help the elderly, caregivers and the wider community through educational tours and consultation services.

長者安居資源中心

「長者安居資源中心」及「智友善」家居探知館皆為全港首創，旨在推廣「長者友善家居」的概念及讓大眾了解認知障礙症患者在生活上面對的困難。透過教育導賞團及專業諮詢服務，參觀者可加深其對長者住屋需求的認知，而長者、照護者及社區人士更可獲得實用資訊。

Highlights of ERC during the reporting year

「長者安居資源中心」於報告期內的摘要

Visitors
訪客人數



13,686

Beneficiaries under the
“Mind-Friendly Home”
Campaign
「智友善家居計劃」中的
受惠人士

262



Engaged
為

327



social workers and
healthcare professionals in
its training programmes
名社工及專業醫護人員提供
訓練計劃

Recognising ERC’s commitment to promoting the “Age-friendly City” message, the Hong Kong Council of Social Service (HKCSS) has presented the “Golden Star Award” to ERC, which is the highest honour in the *Age-Friendly Appreciation Scheme 2020-2021*.

香港社會服務聯會為嘉許「長者安居資源中心」推廣「長者友善社區」的承諾，在「2020-2021長者友善措施致意行動」中向其頒發「金星獎」最高榮譽。



Case Study 案例分享

Integrating novel age-friendly technologies and concepts in ERC 在「長者安居資源中心」中融入最新的樂齡科技和概念

To keep up-to-date with the changing users' needs and technology, the ERC has completed a major revamp in 2020 to enhance exhibition contents, tour options, training and consultation services. As part of the renovation process, ERC engaged the elderly, caregivers, occupational therapists, designers and students studying architecture through a co-design workshop, exchanging experience and knowledge in developing new elderly-friendly show flats. New features of ERC include:

「長者安居資源中心」已於二零二零年完成全面翻新，引進更豐富的展覽內容、導賞團、培訓和諮詢服務，以緊貼科技及用戶不斷變化的需求。為籌備「長者安居資源中心」的翻新計劃，我們舉辦了共創工作坊，邀請長者用戶、照顧者、職業治療師、設計師及建築學系學生等，交流發展新一代「樂齡安樂窩」的經驗及知識。「長者安居資源中心」的新增項目包括：

Two show flats with sizes of 150 and 200 square feet designed with the ideas collected from the co-design workshop, illustrating how gerontechnology and age-friendly design can facilitate the daily living of independent elderly and relatively more dependent elderly in a compact living environment.

兩個面積分別為150平方呎的「齡活家居」和200平方呎的「樂活家居」，設計靈感來自共創工作坊，展示了樂齡科技及設計如何在緊湊的生活環境中促進獨立長者和相對需要照顧的長者的日常生活。



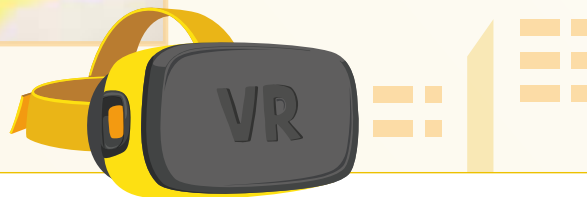
Five thematic Health Exploration Tours are designed to offer advice to create a more age-friendly living environment. The elderly can join the health screening session to test their body functions, including brain health, visual health, joint health, sarcopenia and fall prevention.

五個主題健康探索團，為長者提供建議，以創造更適合長者的生活環境。長者可參加健康篩查，以測試他們的身體機能，包括大腦健康、視力健康、關節健康、肌肉減少症及預防跌倒。



An "Explor-age Zone" for young generations to understand the ageing process, the essentials of an age-friendly home, and the functions of gerontechnology through virtual facilities, augmented reality and mobile applications.

「耆妙生活展區」藉虛擬設施、擴增實境及流動應用程式，讓年輕一代了解老化過程、基本的長者友善家居以及樂齡科技的功能。



CARE FOR THE COMMUNITY 關愛社區

The Housing Society strives to foster the community's well-being by bringing our residents together within a vibrant neighbourhood. Through engagement activities and scholarships, we develop stronger intergenerational connections and promote inclusiveness in the community, thereby creating the ideal place for residents of all ages to grow up and grow old.

Housing Society Community

The Housing Society Community (HSC) was established in 2003 to connect residents in our rental estates and managed properties together. By organising a wide range of leisure and volunteer activities, HSC fosters a sense of belonging and social network within the neighbourhood.

HSC also invests in nurturing our young residents by providing scholarships to encourage the pursuit of academic excellence. Based on the recipients' performance in the Hong Kong Diploma of Secondary Education Examination, the HSC Scholarship Programme awards HK\$5,000 to students with good results, and provide bonus scholarships to those attaining outstanding results.

房協積極為社區注入活力，推動睦鄰互助關愛，促進社區健康發展。透過社區活動和獎學金，我們致力促進跨代共融，締造互相包容的和諧社區，進而為各年齡層的居民提供理想的成長和安老場所。

房協之友

「房協之友」於二零零三年成立，旨在讓出租屋邨及代管物業的居民能融洽相處。「房協之友」透過多元化的休閒及義工活動，促進居民對社區的歸屬感和擴闊其社區內的社交網絡。

「房協之友」亦提供獎學金予年輕居民，鼓勵他們勤奮向學。「房協之友獎學金」表揚於香港中學文憑考試獲得理想成績的同學，向他們頒發五千港元的獎學金以示鼓勵。成績優異的學生更會獲得額外獎學金。

Highlights of the Year 年度摘要



Community Activities 社區活動

- **441** community activities and events were organised for more than **98,800** participants
- 為逾**九萬八千八百**名參加者舉辦了**四百四十一**個社區活動



HSC Scholarship 「房協之友獎學金」

- **10** young residents from eight rental estates received HSC Scholarship with one outstanding results of over 30 points granted the "Award for Excellence"
- **十**名來自八個出租屋邨的年輕住戶獲頒「房協之友獎學金」，其中一人以三十分以上的優異成績獲頒「優秀獎」

HSC also makes every effort to raise the environmental awareness of our residents and coordinates waste management initiatives in our rental estates and managed properties. Please refer to *Greener Homes and Workplace* in this report for details.

Due to the outbreak of COVID-19 pandemic, many festival celebration programmes were suspended. By way of continuing to spread the festive joy, HSC organised home visits and distributed "caring gift bags" to singleton elderly residents.

「房協之友」亦致力提高居民的環保意識，並在出租屋邨及代管物業中推動回收減廢。詳細內容可參閱本報告《綠色家園及工作間》章節。

因應2019冠狀病毒病疫情，很多節日慶祝活動都須要暫停。為繼續傳遞節日的喜悅，「房協之友」安排上門探訪服務，並向獨居長者住戶派發「愛心禮品袋」。

Case Study 案例分享

Upgrading facilities with novel technologies to combat pandemic 透過最新科技提升設施效能以協助抗疫

In view of the COVID-19 pandemic, the Housing Society has taken the initiative to help alleviate our residents' risks of infection. We are gradually upgrading our facilities, including the improvement of drainage designs and the adoption of touchless technology to safeguard the health of our residents.

面對2019冠狀病毒病疫情，房協主動協助居民減低感染風險。我們正逐步提升設施，包括改善排水設計和採用非接觸技術，以保障居民的健康。

Improving the design of drainage pipes

We are gradually retrofitting the toilet and kitchen floor drainage pipes of our existing rental housing estates with W-trap systems, which automatically refill water in the water traps and prevent the spread of virus across the building. The W-trap system has also been applied in the newly completed Ming Wah Da Ha Phase 1.

改進排水管設計

我們正分階段為出租屋邨單位的廁所及廚房地台排水管改裝「W型」聚水器，以自動補充聚水器內的水，防止病毒在建築物內擴散。新落成的明華大廈一期亦已採用「W型」聚水器設計。



Adopting touchless technology

To help our residents minimise physical contact with public facilities, we have introduced touchless technology in our rental estates. We have upgraded the building entrance access control system and selective elevator buttons with a card recognition system and automatic sensors respectively. In addition, we have also added a license plate recognition system to some 40 car parks under our management to provide a touchless experience when the carpark users enter and exit our car parks.

採用免接觸技術

我們在出租屋邨應用免接觸技術，以減少居民與公共設施接觸的需要。我們分別為大廈的出入口安裝卡識別系統，及為個別屋邨的升降機增設按鈕自動感應器。此外，我們亦為轄下約四十個停車場加裝牌照識別系統，讓使用者無接觸地進出停車場。



Hong Kong Housing Society Academy Alumni Club 房協獎學金同學會

Set up in July 2019, the Hong Kong Housing Society Academy Alumni Club (“Alumni Club”) acts as an exchange platform for the past awardees of various scholarship and bursaries schemes of the Housing Society (including Hong Kong Housing Society Awards, HSC Scholarship and Scholarship and Bursary Award Scheme for Employee’s Children). The Alumni Club aims to promote the continuous growth of its members by providing professional development and volunteering opportunities, thus grooming the youths to be future leaders.

房協於二零一九年七月成立「房協獎學金同學會」(「同學會」)，作為凝聚歷屆房協各獎學金計劃得獎者(包括「房協獎助學金計劃」、「房協之友獎學金」及「房協員工子女獎／助學金計劃」)的平台。透過專業發展活動和義工服務，同學會旨在推動成員的持續成長及培育他們成為明日領袖。



In the reporting year, four professional development and 18 community service programmes were held for Alumni Club members, with 1,381 service hours benefitting over 4,700 people.

於報告期內，我們為同學會成員舉辦了四項專業發展及十八項社區服務活動，服務時數達一千三百八十一個小時，受惠人數超過四千七百人。

Used Book Recycling Campaign

The Alumni Club launched the “Used Book Recycling Campaign” social service programme to promote the reading habit of children and students. Over 5,000 books were collected across our estates and managed properties and donated to the children from underprivileged families through 10 NGOs, benefitting over 800 people.

Besides, members of the Alumni Club also hosted three online story-telling sessions for 90 children to share the joy of reading

舊書回收活動

同學會推出「舊書回收」社會服務計劃，讓兒童及學生養成閱讀習慣。我們在轄下屋邨及代管物業共回收超過五千本書，並透過十個非政府組織捐贈給弱勢社群家庭的兒童，惠澤八百多人。



此外，同學會成員亦舉辦了三次網上講故事活動，與九十名小朋友分享了閱讀的樂趣。

HKHS Gerontech Competition

We organised the HKHS Gerontech Competition to promote the gerontechnology and intergenerational harmony concepts, as well as to support STEM education. Workshops, experts sharings as well as visits were organised to enhance students' understanding of technology and the needs of the elderly during the seven-month contest. More than 750 students from nearly 150 teams participated in this competition.



「創科樂『耆』中」樂齡科技設計比賽

我們舉辦了「創科樂『耆』中」樂齡科技設計比賽，支持STEM教育，並推廣樂齡科技及長幼共融的概念。在為期七個月的比賽中，我們舉辦了工作坊、專家交流會以及參觀活動，以加深學生對科技的認識及了解長者的需要。來自近一百五十個團隊的七百五十多名學生參加了這次比賽。

Outreach Education Programme

To inspire future leaders in tackling housing issues in Hong Kong, we have organised various educational initiatives and youth development programmes to instil the Housing Society's mission in the younger generation. In the reporting year, we have engaged over 1,600 teachers and students in knowledge sharing. Due to the pandemic, we also utilise our online education platform "HS e-Academy" which recorded a hit rate of over 160,000 in this reporting year.



外展教育活動

為鼓勵未來領袖關注香港的房屋問題，我們舉辦了多項教育活動和青年發展計劃，向年輕一代傳達房協的使命。於報告期內，我們跟逾一千六百名師生分享知識。面對疫情，我們亦推出網上教學平台「房協學苑」，於本報告期內點擊率突破十六萬。



Investing into Industry Development and Community Initiatives

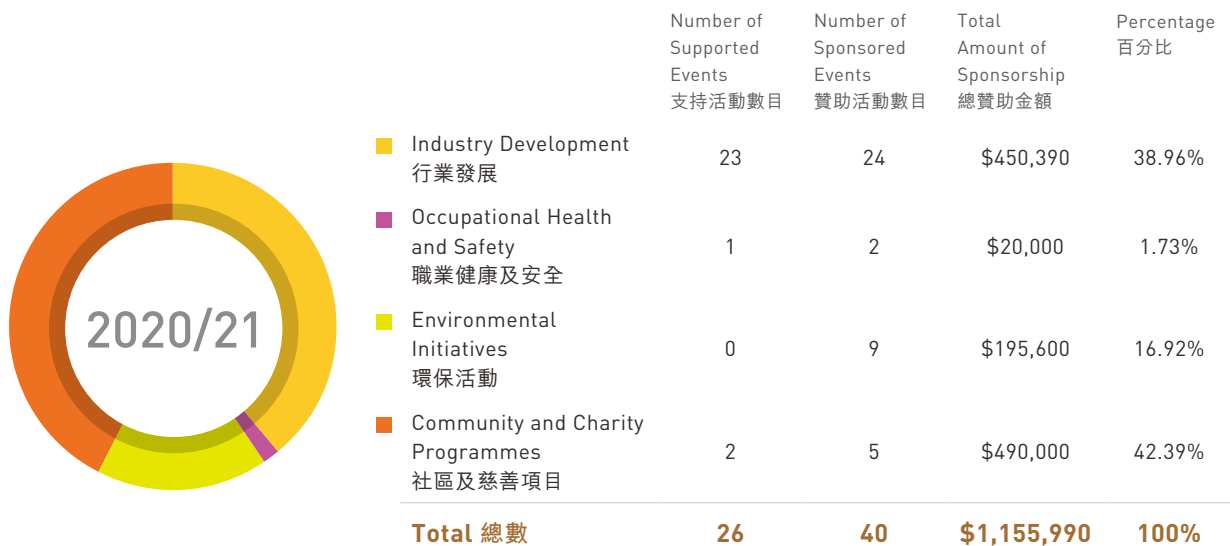
The Housing Society continues to support the industry and community development through donation and sponsorship. In the reporting year, we have invested over HK\$1.1 million in financial and promotional support to various industry partners, academic institutions, charitable organisations and green groups.

支持行業發展及社區項目

房協繼續透過捐款和贊助，支持行業和社區發展。於報告期內，我們已投入超過一百一十萬港元，向業界夥伴、學術機構、慈善組織和環保團體提供財政和宣傳上的支援。

Sponsorship and Supported Events by Nature

按性質分類的贊助及支持活動



Case Study 案例分享

Collective efforts to overcome economic impacts arising from COVID-19 同心協力克服2019冠狀病毒病疫情對經濟造成的影響

Over the past year, COVID-19 posed immense challenges to the Hong Kong economy and our people's livelihood. As a socially responsible and caring organisation, the Housing Society has mobilised our resources and worked collaboratively with other community groups to support our residential and commercial tenants, as well as underprivileged families.

過去一年，2019冠狀病毒病疫情為香港經濟和民生帶來巨大挑戰。作為對社會負責任和關愛的組織，房協調配資源與與其他社區團體合作，支援住宅和商業租戶以及弱勢社群家庭。

Highlights of Initiatives:

We have launched a dollar-for-dollar matching donation activity to encourage our senior management to help people in need of emergency assistance due to the severe social and economic impact of the pandemic. The matching fund programme successfully raised a total of HK\$443,800. With the Housing Society donating the same amount, the programme made a total of HK\$887,600.

Five food banks were identified to receive HK\$90,000 each to support their operational needs.



- Kwun Tong Methodist Social Service 循道衛理觀塘社會服務處
- Food for Good 齊惜福
- TWGHs Food-for-all Kitchen 東華三院「善膳軒」
- Food Grace 食德好
- Food Angel 惜食堂

The remaining of the matching donation was reserved as "Housing Society Neighbourhood Fight COVID-19 Fund", which offered one-off instant financial assistances to 50 pandemic-related cases identified by our estates' service coordinators.

活動摘要：

我們發起等額配對捐款活動，鼓勵管理層幫助因疫情對社會和經濟造成嚴重影響而需要緊急援助的人士。配對基金計劃成功籌資四十四萬三千八百港元，加上房協的等額捐款，該計劃共籌得八十八萬七千六百港元。

五間食物銀行各獲九萬港元資助，以支援其營運需要。

其餘配對捐款撥作「房協鄰里抗疫基金」，為屋邨服務協調主任主動發現的五十宗疫情相關個案提供一次性的即時財務援助。



Case Study 案例分享

The “**Bounce Back Together**” Shopping Promotion Campaign was launched to support our staff and tenants to recover from the economic downturn brought by the pandemic. All eligible participants were given one set of cash coupons of HK\$100 for use during the campaign period.

The Housing Society also extended the rent concession schemes to our commercial and residential tenants, as well as granted a one-month rent waiver to all domestic tenants in the reporting period, providing relief to over 83,000 beneficiaries.

房協推出「同心・再撐起」消費推廣活動，旨在幫助員工和租戶應對疫情帶來的經濟衰退。所有合資格參加者均可獲贈一套一百港元的現金券，供活動期間使用。

房協亦將商業及住宅租戶的租金寬免計劃延展，並於報告期內給予所有住宅租戶一個月的租金寬免，令超過八萬三千名租戶受惠。



The “Bounce Back Together” Shopping Promotion Campaign benefited some 76,500 individuals and near 300 commercial tenants.

「同心・再撐起」消費推廣活動惠及約七萬六千五百人及近三百名商戶。



SERVING HONG KONG 服務香港

As a non-government public housing organisation with a social conscience, the Housing Society has gone to great lengths to fulfil the increasing expectations of the community for better housing and related services. While the Housing Society explores different kinds of transitional housing and affordable homes options, we invest in the next generation and the wider community, building an equitable and sustainable future for Hong Kong.

作為非政府公共房屋組織，房協肩負社會責任，務求竭盡全力滿足市民對改善房屋及相關服務的期望。房協在探索不同過渡性房屋和可負擔的住所外，亦不忘投放資源於年青一代和廣大社區，為香港建設一個公平和可持續發展的未來。

Housing projects in pipeline 在建房屋項目

14 projects with providing about
個項目提供約 **20,000** units
個單位



Projects 項目		Anticipated Completion Year 預計落成年份	Housing Units 房屋單位
Kai Tak Development 2B1 Site	啟德發展計劃2B1地盤		
Anderson Road Quarry R2-2, R2-3, R2-4 Site	安達臣道石礦場R2-2、R2-3、R2-4地盤	2025 - 2026	5,214
Jockey Club Road, Fanling	粉嶺馬會道		
Ming Wah Dai Ha	明華大廈		
Shek Pai Wan Road, Tin Wan Decanting Site (for Yue Kwong Chuen redevelopment)	田灣石排灣道調遷地點 (用於漁光村重建項目)	2021 - 2035	3,924
Ting On Street, Ngau Tau Kok Decanting Site (for Kwun Tong Garden Estate Redevelopment)	牛頭角定安街調遷地點 (用於觀塘花園大廈重建項目)		
Lee Kung Street, Hung Hom	紅磡利工街	2022	312
Kai Tak Development 1E1 Site (for Chun Seen Mei Chuen Redevelopment and Dedicated Rehousing Estate)	啟德發展計劃1E1地盤 (用於真善美村重建項目及專用安置屋邨項目)		
Pak Wo Road, Fanling	粉嶺百和路	2024 - 2029	8,805
Hung Shui Kiu	洪水橋		
Kwu Tung North	古洞北		
Open space next to Ming Yiu Lau, Jat Min Chuen	乙明邨明耀樓鄰近用地	2023	64

T-Home

To better utilise the existing housing resources and provide temporary relieve to those with unfavourable living conditions, the Housing Society initiated the “Transitional Housing Scheme” in July 2018 to provide a temporary accommodation option for eligible households who have been on the waiting list of public rental housing for three years or above, offering an immediate option to improve living conditions before securing permanent housing. In the reporting year, Trakside Villas (an MTR property under the Housing Society’s temporary management) and Chun Seen Mei Chuen offered a total of over 200 T-Home units.

暫租住屋

為善用現有房屋資源，並為居住條件欠佳的人士提供短期援助，房協於二零一八年七月推出「過渡性房屋計劃」，為已輪候公屋三年或以上的合資格人士提供暫時的住屋選擇，讓他們可在獲得永久住屋前得到即時改善生活環境的機會。於報告期內，「策誠軒」(由房協臨時管理的港鐵物業)及真善美村共提供超過二百個暫租住屋單位。



◀ Trakside Villas
策誠軒



- Subsidised Sale Flats
資助出售房屋項目
- ▲ Estate Redevelopment
屋邨重建項目
- ▬ Senior Citizen Residences Scheme
「長者安居樂」住屋計劃
- ◻ Dedicated Rehousing Estate
專用安置屋邨項目
- ▬▬▬ Jat Min Chuen Modular Block
for Elderly
乙明邨「組裝合成」長者房屋項目

TALENT AND CULTURE 人才與文化



At the Housing Society, we attribute our success to the contributions from each and every individual staff member. With talent as one of our core values, we take a systematic approach in managing our staff effectively so as to accomplish our collective mission of providing world-class housing and related services to the Hong Kong community. We strive to cultivate a caring corporate culture, providing a happy and healthy working environment that embraces diversity and professional growth.

房協的成功有賴每一位員工所作出的貢獻。作為房協的核心價值之一，我們本着人才為基的信念有系統及有效地管理員工，以實現為香港市民提供世界級房屋及相關服務的共同使命。我們致力創造企業關愛文化，為員工提供快樂健康的工作環境，實現多元化和專業發展。

TALENT MANAGEMENT 人才管理

Our human resources philosophies aim to build a professional and competent workforce with a strong sense of belonging. To this end, we seek to create an inclusive, caring, and fair work environment for nurturing our staff.

我們的人力資源理念旨在建立一個專業、能幹、有強烈歸屬感的團隊。為此，我們努力創造一個包容、關愛和公平的工作環境，以培育我們的員工。

Employment

To attract and retain high calibre staff, we offer a comprehensive benefit package, including competitive remunerations, medical insurance, marriage leave, maternity and paternity leave, and performance-based bonuses. We regularly review our staff benefits and compensations by benchmarking market trends and collecting staff feedbacks, so as to stay competitive in the market.

Fairness and equality are our core principles behind human resources management, which are outlined in our *Equal Opportunities Ordinance Policy Statement and Guidelines*. We strictly comply with relevant ordinances on sex, disability, family status and race discrimination, as well as other existing anti-discrimination laws and regulations in Hong Kong. These policies and guidelines are communicated to our staff members through induction programmes and staff handbook. In the reporting year, there were no confirmed incidents of non-compliance with such laws or regulations.

人力資源

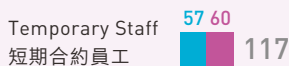
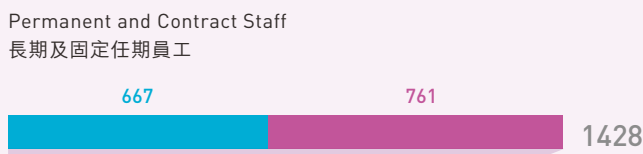
為吸引和挽留高質素員工，我們提供完善的福利待遇，包括具競爭力的薪酬、醫療保險、婚假、產假和侍產假以及績效獎勵等。我們以市場趨勢為基準並收集員工反饋，定期檢討員工福利及薪酬，以保持在市場上的競爭力。

公平與平等是我們人力資源管理的核心原則，該等原則概述於《平等機會條例政策聲明及指引》。我們嚴格遵守香港有關性別、殘疾、家庭崗位及種族歧視的相關條例以及其他現有反歧視法規。員工可透過入職迎新課程及職員手冊，了解相關政策和指引。於報告期內，房協沒有任何與歧視相關的違規事件。

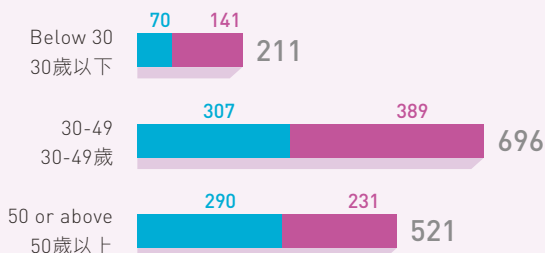
EMPLOYMENT PROFILE 房協員工概覽



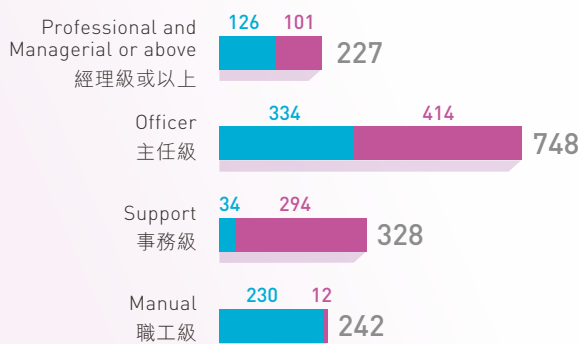
By Contract Type 按合約類型分類



By Age* 按年齡分類*



By Level 按職級分類



Male 男性 Female 女性

(as of 31 March 2021) (截至二零二一年三月三十一日)

* Temporary staff not included 不包括短期合約員工

Staff Development

We are committed to providing career development and learning opportunities to all staff members in pursuit of excellent work performance, as well as staff retention. A comprehensive framework is adopted to offer flexible learning modes that fit our staff members' needs and preferences, ranging from in-house training activities, sponsored external training and education, to tuition and professional membership sponsorship.

員工發展

我們致力為全體員工提供專業發展和學習機會，以助追求卓越的工作表現及挽留員工。我們設立完善的框架，為員工提供靈活的學習模式，以滿足他們的需要和喜好，內容涵蓋內部培訓、資助研修外部課程、贊助學費和專業會籍等。



Job Skills 工作技能

Building staff members' capacity in job-related topics and skills:

透過下列方式培養員工在工作相關議題和技能方面的能力：

- ISO 14001 educational seminar
ISO 14001教育講座
- Seminar on minimising COVID-19 risks in operations
關於在營運中盡量減少2019冠狀病毒病疫情風險的研討會
- Seminar by the Office of the Ombudsman
申訴專員公署舉辦的講座
- Seminar on building safety
樓宇安全講座
- Programme on elderly services re-enablement in care model
自立支援照顧模式課程
- Legal seminar on contract law
關於合同法的法律研討會



▲ Seminar by the Office of the Ombudsman
申訴專員公署舉辦的講座



Technical Knowledge 技術知識

Equipping staff members with the necessary technical skills for our core businesses and latest information technologies:

讓員工掌握核心業務所需的技術技能和最新資訊科技：

- Property management training and development programme for officer trainees
見習主任的物業管理學習及發展課程
- Elderly-care professional certification programme
安老護理專業認證課程
- Application of IoT and 5G in property management Workshop and BIM training
在物業管理的物聯網和5G應用工作坊及BIM培訓
- Building planning regulations introduction workshop
建築規劃法規簡介工作坊
- Transitional social housing workshop
過渡性社會房屋工作坊



▲ Property management training and development programme for officer trainees
見習主任的物業管理培訓和發展課程



◀ Quality customer services workshop
優質客戶服務工作坊



Individual Effectiveness 員工效率

Accelerating staff members' professional development and personal effectiveness:
促進員工專業發展和提高個人效率：

- Workplace communication skills and business English writing workshops
工作場所溝通技巧和商務英語寫作工作坊
- Media training for senior executives
高級管理人員媒體培訓
- Effective communications and interpersonal dynamics training
有效溝通及人際關係動態培訓
- Raising adversity quotient and resilience training
提高逆境商數和韌性訓練
- Effective negotiation and complaints handling training
有效磋商及投訴處理培訓
- Time management workshop and Buzan memory training
時間管理工作坊及博贊記憶力訓練



Management Development 管理人員發展

Enhancing executive and managerial staff members' overall leadership and management competencies:
提升行政及管理人員的整體領導及管理能力：

- Management toolbox
管理工具箱
- Fostering curious and flexibility in disruptive times workshop
在顛覆性時代培養好奇心及靈活性工作坊
- "Project Management Essentials for Success" workshop
「取得成功所需項目管理要素」工作坊
- Managing communication with stakeholders training
管理與持份者的溝通培訓
- Strategy workshop in the digital age
數碼時代下的策略工作坊
- Young managers workshop
年輕經理工作坊

▶ Fostering curious and flexibility in disruptive times workshop
在顛覆性時代培養好奇心及靈活性工作坊



Case study 案例分享

Promoting lifelong training with eLearning resources 利用網上學習資源鼓勵終生學習

Apart from offering standard training workshops and programmes, we encourage lifelong training at the Housing Society. Various online learning resources are available to allow more flexibility for our staff members to acquire knowledge and skills around their work schedules.

除提供標準的培訓工作坊和課程外，房協還鼓勵員工終生學習，提供各種網上學習資源，讓員工更靈活地因應工作日程自行安排學習知識和技能的時間表。



We sponsor our staff members the subscription to LinkedIn eLearning account. This online platform offers a variety of training topics such as business, creativity and technology, enabling our staff members to stay up to date with market trends and evolving technologies.

我們資助員工訂閱LinkedIn網上學習賬戶。該網上平台提供商業、創意和科技等各種培訓主題，讓員工能夠緊貼市場趨勢及持續發展的科技。



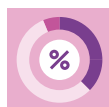
We have established an in-house Learning Management Platform and a library that provides an abundant eLearning resources. Apart from digital books, e-Courses are also available to help our staff members develop interests in different fields for lifelong success.

我們設立內聯網學習平台和網上圖書館，為員工提供豐富的網上學習資源。除電子書外，我們還提供網上課程，協助員工培養不同領域的興趣愛好，邁向終身成功。



**Training man-days
per employee**
每名員工培訓日數

2.4



Training costs
培訓開支佔總薪酬支出的

0.9%
of payroll



**Average training hours
per employee***
平均每名員工培訓時數*

19.1

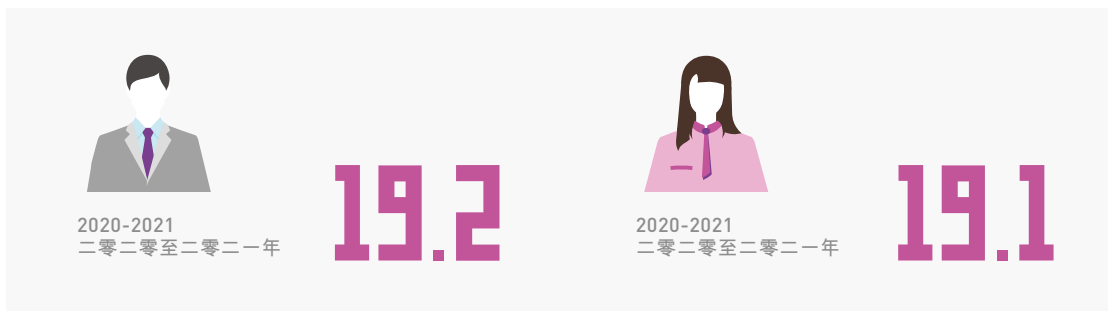
* for permanent and contract staff only

* 僅適用於長期及固定任期員工

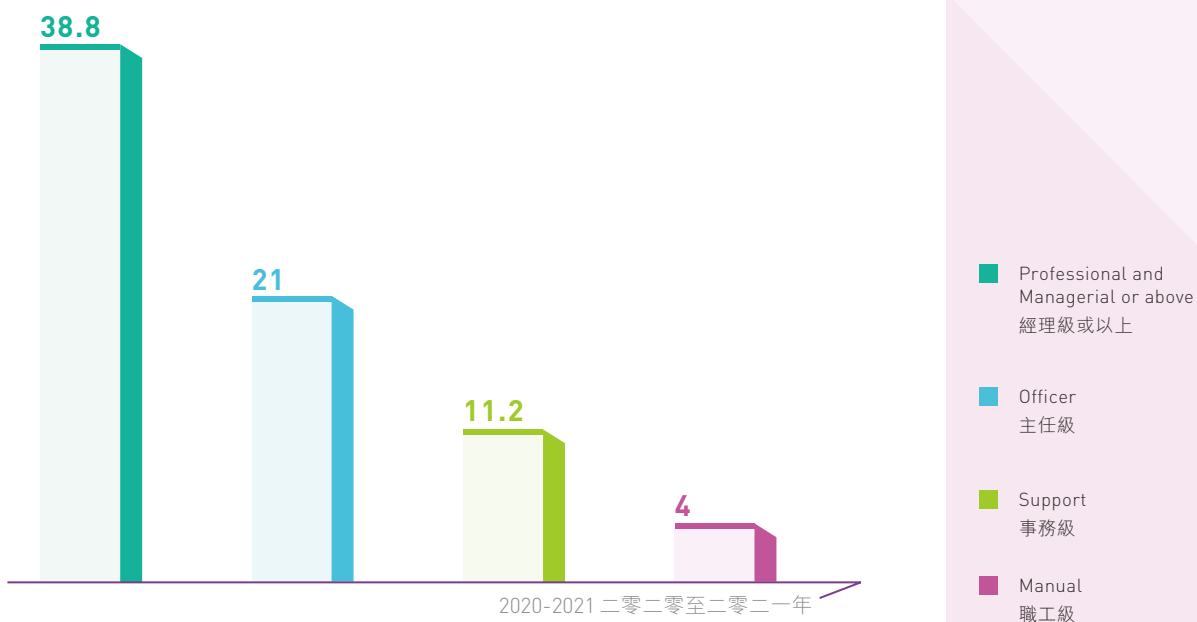
Average Training Hours 平均培訓時數*



By Gender 按性別分類



By Level 按職級分類



* for permanent and contract staff only

* 僅適用於長期及固定任期員工

Staff Support and Recognition

We value our staff's all-round wellbeing and encourage them to pursue work-life balance. We have implemented a wide range of family-friendly and wellness measures to create a caring culture and boost staff morale. In recognition of our efforts in creating an inclusive and diverse working environment, this year, we have been recognised by the Labour Department's "Good Employer Charter 2020" accredited as the "Manpower Developer" by the Employees Retraining Board and honoured the "Partner Employer Award 2020" by the Hong Kong General Chamber.

We have also been repeatedly recognised as "Mental Health-Friendly Organisation" by the Department of Health, "Family-Friendly Employer" by the Family Council, "Happy Organisation" by Hong Kong Productivity Council, and honoured "Employer of Choice Award" by JobMarket.

員工支援及嘉許

我們重視員工的全面健康，鼓勵他們實踐工作與生活平衡。我們推出多項家庭友善及健康措施，以營造關愛員工的文化，及提升員工士氣。今年，我們榮獲勞工處「好僱主約章」、獲僱員再培訓局評為「人才企業」及獲香港總商會「友商有良2020」嘉許，肯定我們為建立包容及多元化工作環境所付出的努力。

我們亦多次榮獲衛生署「精神健康友善機構」、家庭議會「家庭友善僱主」、香港生產力促進局「開心機構」及求職廣場「卓越僱主大獎」。



Nursing Room 母乳餵哺室

Nursing rooms are available at World Trade Centre Corporate Office, Dragon Centre Office, and King's Road 1063 Operations Headquarters to support working mothers.

世貿中心企業辦事處、龍濤苑辦事處及英皇道1063號營運總部均設有供在職母親使用的母乳餵哺室。



Staff Activity Fund 員工活動津貼

Special allowances are given to staff members for organising team-building activities to enhance staff communication and relation.

給予特別津貼予同事舉辦團隊活動，既可增進同事之間的溝通，又可提升凝聚力。

Housing Society Scholarship and Bursary Award Scheme for Employee's Children

房協員工子女獎／助學金計劃

Since its inception in 2006, the Scheme encourages the children of our staff members to achieve academic excellence and provides financial assistance through scholarship and bursary awards respectively. A total of eight scholarships and 41 bursary awards were awarded in the reporting year.

此計劃自二零零六年推出以來，向員工子女發放獎／助學金，藉此鼓勵他們勤奮向學，及幫助有經濟需要的家庭。於報告期內，共頒發了八項獎學金及四十一項助學金。



Smart Award 房協「醒目獎」

Smart Awards are presented to staff members and teams giving exceptional efforts, whom exemplify our core values. 63 *Smart Awards* were given out to 884 staff members during the year in celebration of their achievements.

設立「醒目獎」以表揚員工和團隊付出努力，鼓勵同事發揚房協核心價值。於報告期年內，房協頒發了六十三個「醒目獎」，讚揚八百八十四名員工的成就。



The COVID-19 pandemic posed tremendous challenges to the Housing Society in the past year. As a responsible employer, we have implemented office measures to ensure our staff's well-being is well taken care of. Apart from regular cleaning and disinfection at our facilities and offices, we have also implemented special work arrangements. For instance, staff members were allowed to work from home and attend office under flexible hours. In addition, sufficient anti-pandemic supplies were provided to our frontline employees who held fast to their posts during the harshest of times.

過去一年，2019冠狀病毒病疫情為房協帶來不少挑戰。作為負責任的僱主，我們採取各項辦公室措施，確保員工健康得到妥善照顧。除定期清潔及消毒房協的設施及辦公室外，我們亦作出了特別工作安排。例如，我們允許員工在家工作及彈性時間上班等。此外，我們為在這最艱難時期堅守崗位的前線員工提供充足的防疫物資。

Case study 案例分享

HS Wellness Campaign 「房協健康之旅」活動

The Housing Society has always placed a heavy emphasis on the all-round physical, psychological and mental wellness of our staff members through a wide range of activities under four distinctive themes: Health, Safety, Care and Fitness. In 2020, we launched "HS Wellness", a wellness flagship programme for our staff members with a series of initiatives.

房協一向重視員工的身心健康，定期就健康、職安、關愛及體魄四個主題舉辦多項活動。二零二零年，我們推出「房協健康之旅」旗艦健康項目，並舉辦了一系列活動。

Wellness tips 健康貼士

We shared wellness tips of healthy lifestyles and positive attitude with our staff members through intranet page "HS Wellness" and staff newsletters to enhance their awareness on the importance of physical and mental wellbeing.

我們透過特別設計的「房協健康」內聯網及員工通訊，與員工分享健康的生活方式和積極的態度，讓他們認識到身心健康的重要性。



Fitness Friday 週五健身日

To create a healthy work environment and boost team morale, we invited key opinion leaders from sports, media and public relations sectors to share their real-life experiences with tips on positive thinking during the pandemic.

為創造健康的工作環境，提升團隊士氣，我們邀請了體育、傳媒及公關領域的關鍵意見領袖分享他們在疫情期間的自身經歷和正面思維的心得。

Mindfulness Workshop 靜觀減壓工作坊

We introduced mindfulness exercise techniques and practiced mindfulness exercises with our staff members, helping them build internal resilience.

我們透過工作坊介紹靜觀練習技巧，並與員工進行靜觀練習，協助他們提升心理健康。



8,000 Steps Challenge 日行8,000步挑戰

To encourage our staff to make exercise a habit, we launched the 8,000 Step Challenge Reward Scheme in which our staff can pledge for their step targets with their family and friends. Those who walked for more than 8,000 steps per day can compete for special awards. Over 290 staff members with their family and friends participated in this challenge.

為鼓勵員工養成運動的習慣，我們推出「日行8,000步」挑戰獎勵計劃，讓員工與親朋好友共同承諾達到步行目標。每天步行超過八千步的員工即可競逐特別獎項，超過二百九十名員工及其親朋好友參加了這項挑戰。

Family Fun Day 2020 家庭同樂日2020

Given the pandemic, we made alternative arrangements to “HKHS Family Fun Day 2020”, and offered shopping coupons to staff members before Chinese Lunar New Year, encouraging them to go shopping and share the festive joy with their family members. Around 3,500 staff and their family members participated in the event.

因應疫情關係，我們就「家庭同樂日2020」作出了特別安排，在農曆新年前向員工派發購物禮券，鼓勵員工與家人一起購物，分享節日歡樂。活動約有三千五百名員工及其家人參與。



OCCUPATIONAL HEALTH AND SAFETY 職業健康及安全

Occupational health and safety ("OHS") is of significant importance to the Housing Society as a healthy and productive workforce serves as the foundation of our operations. Our established OHS policies provide guidance on preventing work-related hazards and minimising associated risks of employees at our offices, construction sites and managed properties. All necessary OHS information and instructions are conveyed to staff members through trainings and regular communication channels. At the same time, supervision is provided promptly to ensure all employees' safety and wellness at work.

職業健康及安全(「職安健」)對房協來說極為重要，因為健康及高效率的員工團隊是我們營運的基礎。我們建立了職安健政策，為員工提供具體指引以預防日常工作時發生危險事故，從而降低員工於辦公室、建築地盤及管理物業中的安全風險。房協透過安排培訓和定期溝通渠道，向員工傳達所有必要的職安健信息和指引。與此同時，房協透過及時監督確保所有員工在工作時的安全和健康。

Occupational Health and Safety Management System

Our Health and Safety Management System ("SMS"), which is established based on the corporate health and safety policy, sets out the framework for our staff members at all levels to work together and achieve health and safety targets. We regularly review and assess the SMS to ensure effective implementation. In 2020, our Property Management Division completed an audit for its Integrated Management System in compliance with the certificate requirements of the new standard of *ISO 45001:2018* (Occupational Health and Safety), which puts more focus on employee participation and consultation, risks and opportunities identification, as well as health and safety consideration for all stakeholders.

職安健管理系統

房協根據企業健康及安全政策設立了健康與安全管理系統，以制定框架予各職級的員工共同實踐職安健目標。我們會定期檢討及評估管理系統，以確保其有效實施。二零二零年，物業管理部按照 *ISO 45001:2018* (職業健康及安全) 新標準的證書要求，完成了綜合管理系統的審核，加強了員工參與及諮詢、風險和機會識別以及對所有持份者的健康和 safety 考慮。

The Housing Society's Safety Organisation

房協職業健康安全架構



Prevention and hazard analysis are the prerequisites of an effective safety management system. Our Safety Committees across different divisions are responsible for ongoing hazard identification and risk assessment for routine and non-routine activities. The identified risks will be incorporated in a register that is maintained and updated regularly. The register serves to inform our management and staff members the potential risks in the workplace, as well as to communicate the changes of workflow at our workplace and facilities.

If risks are identified with significant implications to health and safety, appropriate procedures will be implemented to prevent, minimise and manage those hazards and risks. Safety-related policies and manuals are available on the staff intranet for review at any time.

Our Safety Committees also play the role of planning and initiating OHS awareness-raising measures within the Housing Society. In the reporting year, the Committees in General Offices and Property Management Division arranged staff visits, training programmes and OHS slogan competitions to deepen staff understanding of the topic.

Construction Sites

With the relatively high OHS risks at construction sites, we put health and safety at the forefront of our project management process. The Projects Division closely monitors the safety-related issues of all projects under construction. It requires all our contractors to comply with applicable laws and regulations on OHS. Once incidents are reported, site contractors must identify the corresponding high-risk areas and implement mitigation measures immediately under the supervision of our site and consultants' representatives.

In 2020/21, seven independent site safety audits were undertaken by the Occupational Safety and Health Council for evaluating site contractors' safety performance systematically and identify imminent risks for rectification and improvement. We have also organised 13 site safety workshops, 15 risk management workshops and seven integrity workshops to enhance safety and health awareness of workers and management staff.

預防和危害分析是有效安全管理系統的先決條件。各部門的安全委員會負責檢視恆常和非恆常活動中有可能出現的危害，以及評估相關事故會為員工或持份者帶來的潛在風險。相關人員會保存和定期更新職安健危害識別及風險評估總表，列入已識別的風險，以供管理層及員工參考，並傳達工作場所及設施的工作流程變更。

一旦發現對健康和 safety 有重大影響的風險，我們會採取合適措施以預防、減少和管理有關危害及風險。員工可隨時在內聯網查閱與安全相關的政策和工作指引。

安全委員會亦負責策劃及推行提高房協員工職安健意識的措施。於報告期內，總辦事處及物業管理部轄下的委員會安排員工參觀、培訓活動及職安健標語比賽，以加深員工對職安健的認識。

建築地盤

由於建築地盤的職安健風險相對較高，我們會在項目管理過程中首要考慮健康及安全事項。工程策劃部密切監察所有在建項目的安全事宜，並要求所有承建商嚴格遵守適用的職安健法規。當有意外發生時，承建商必須確定相應的高風險範圍，並在房協及設計顧問的地盤代表人員監督下立即採取緩解措施。

二零二零／二一年度，職業安全健康局進行了七次獨立的地盤安全審查，系統性地評估地盤承建商的安全表現，並找出迫切的風險，以作糾正和改善。我們亦舉辦了十三場地盤安全工作坊、十五場風險管理工作坊及七場誠信工作坊，以提高工人及管理人員的安全及健康意識。

A safety incentive scheme was put in place to reward construction safety practices on site. Under the scheme, site workers with good safety practices are presented with awards as a form of incentive and recognition. The overall accident rate at our construction sites was 3.6 per thousand workers in the reporting year.

Managed Properties and Offices

The Health and Safety Management System of the Property Management Division obtained the latest *ISO 45001:2018* certifications this reporting year, demonstrating the Division's commitment to OHS. The Division's Safety Committee holds quarterly meetings to discuss OHS issues with the site representatives at different levels of our rental estates and managed properties. In case of any safety incidents, on-site operational representatives are required to report immediately to the estate-in-charge. Investigations will be carried out by safety supervisors of the sites in accordance with established *Accident or Incident Investigation Procedures* with appropriate follow-up actions. Based on accident reports submitted by site safety supervisors, as well as the latest industry safety standards and legal requirements, we regularly assess and review identifiable risks in our property management operations to ensure proper procedures are in place to minimise the occurrence of accidents.

At our offices, the Safety Committee for General Offices coordinates various OHS initiatives for all staff members, including routine safety inspections, work environment monitoring (e.g. indoor illumination and ambient measurement), as well as staff engagement activities to raise awareness of the importance of a safe and healthy work environment.

房協推行安全獎勵計劃，鼓勵在地盤採取建築安全措施，向安全表現良好的地盤工人頒發獎項以作獎勵和嘉許。報告期內，房協建築地盤的千人意外率為三點六。

管理物業及辦公室

物業管理部的職安健管理系統於本年度獲得最新的 *ISO 45001:2018* 認證，顯示該部門對職安健的承諾。該部門的安全委員會每季度會面一次，與來自各個出租屋邨及代管物業的代表人員共同商討職安健議題。一旦發生任何安全事故，現場的工作人員會立即向該物業的屋邨主管匯報。安全督導員將根據《意外或事故調查程序》開展調查及其他後續跟進行動。根據安全督導員提交的事務調查報告，以及最新的行業安全標準和法例要求，我們會定期評估及檢視在物業管理上可識別的安全風險，確保我們實施合適的程序以避免事故發生。

在辦公室內，總辦事處安全管理委員會負責協調員工的職安健措施和相關事宜，包括辦公室的恆常安全檢查、工作環境監測(如室內照明和環境測量)以及舉辦不同活動予員工參加，提高員工對安全及健康工作環境的認識。

The following initiatives are implemented in our managed properties and offices

房協在其管理物業及辦公室採取的措施如下



Rental Estates and Managed Properties
出租屋邨及代管物業

- Contractors are required to submit safety plans during the tendering process and comply with all applicable laws and specific safety guidelines set up by the Housing Society
承建商必須在招標過程中提交安全計劃，並遵守所有適用法規和房協制定的實務守則
- Conduct regular and ad-hoc inspections to monitor our site contractors' implementation of safety procedures
進行定期和突擊巡查，以監察承建商執行安全措施的情況
- OHS e-quizzes related to toolbox training are held quarterly for staff from the Property Management Division
每季度為所有物業管理部的員工舉辦有關職安健工具箱培訓的電子有獎問答遊戲
- Explore alternative options of equipment such as cordless vacuum to reduce tripping accidents from cleaning works
研究選用其他設備(如無線吸塵器)，以減少清潔工作絆倒事故
- Conduct improvement projects for water pipes and pressure tanks to minimise the risks of regular maintenance works
進行水管及加壓缸改善工程，以減低定期維修工程的風險



Offices
辦公室

- Fire drills are organised at selected offices annually
每年在特定的辦事處舉行防火演習
- Representatives from each division are trained to conduct risk assessments for Display Screen Equipment within their divisions
各部門均有受培訓的代表，為該部門員工進行電子屏幕設備風險評估
- OHS-related quizzes are organised annually on staff newsletter
每年於員工通訊舉辦職安健問答遊戲
- Luncheon talks about OHS are held twice annually
每年舉辦兩次職安健午間講座



▲ OHS-related quiz in staff newsletter
員工刊物內的職安健問答遊戲

◀ Promoting construction safety on sites
在工地宣傳建築安全訊息



Case study 案例分享

Promoting Health and Safety Best Practices in Property Management 推廣物業管理健康及安全最佳作業

The Housing Society strives for excellence in maintaining a healthy and safe living environment for our residents. Apart from our comprehensive health and safety management system, we also facilitate knowledge exchange by encouraging sharing of best practices within the Property Management Division. We organise an annual health and safety sharing session in which representatives from different housing estates are invited to share their best practices on health and safety prevention and mitigation measures.

房協致力為居民維持健康及安全的居住環境。除了完善的健康及安全管理系統外，我們亦鼓勵物業管理部的員工分享最佳作業，促進知識交流。我們每年舉辦健康和安分享會，邀請各屋邨代表就預防和緩解健康和安全方面作個案分享。



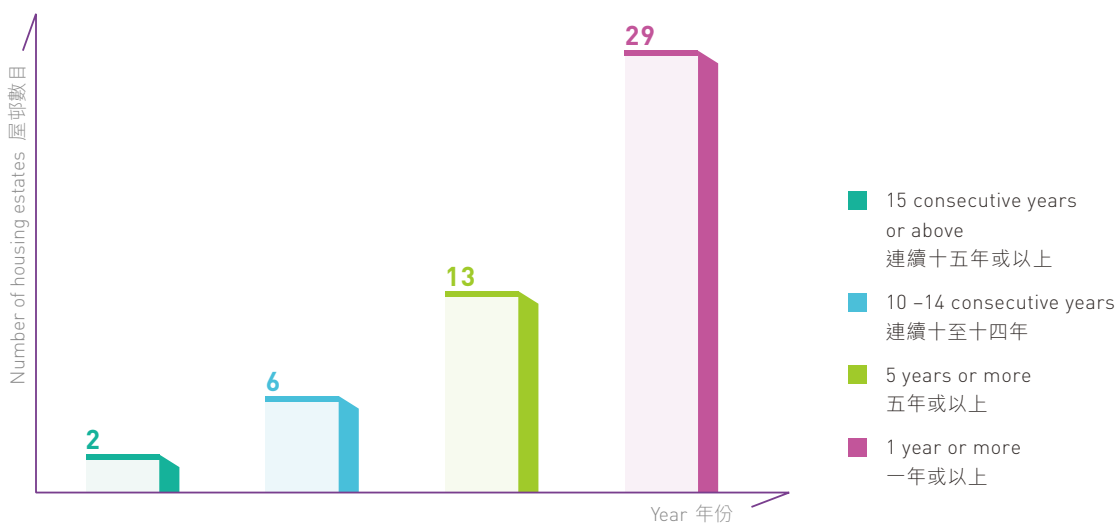
The Housing Society's efforts and contributions in safety management at our managed properties are recognised by the Occupational Safety and Health Council. Four of our housing estates, namely Serenity Place, The Pinnacle, Lakeside Garden and Jolly Place, received "Outstanding Performance" under the Hong Kong Safe & Healthy Estate Accreditation Scheme.

房協在管理物業的安全管理方面所作出的努力和貢獻，得到職業安全健康局嘉許。我們的怡心園、疊翠軒、翠塘花園及樂頤居均榮獲「香港安健屋邨確認計劃」下的「傑出安健屋邨」。



Number and year of zero-injury housing estate

「零受傷」屋邨數目和年份



Training and Communications

Noting that training and communications are part and parcel of a safety culture, we have adopted a collaborative approach to promote safety awareness. On top of regular team briefings and meetings on key OHS topics and issues, we partnered with the Labour Department to organise seminars and learning sessions.

The Housing Society also equips staff members with essential skills through various safety training programmes. In consideration of different levels of responsibility, ability and risk, relevant OHS trainings are provided to all staff members, particularly to new recruits and those who are transferred to new assignments. On-the-job coaching and counselling on OHS emergency preparedness, and certification courses are also available for staff members.

In the reporting year, we organised training programmes on topics including:

培訓與溝通

我們深明培訓與溝通是安全文化的重要組成部分，因此透過團隊合作的方式提高員工的安全意識。除定期舉行團隊簡介會及會議以討論職安健主要議題和事項外，我們亦與勞工處合作舉辦研討會及學習課程。

房協亦開辦各類安全培訓課程，讓員工掌握基本技能。因應員工的職責、能力和在工作上面對的風險，我們為所有員工，尤其是新入職及調至新崗位的員工，提供他們所需的職安健培訓，在職安健事故應變方面的在職指導和輔導，以及認證課程。

於報告年內，我們舉辦了以下主題的培訓：

Basic training 基本培訓

- Government-recognised Green Card safety training for all job related Property Management staff
為所有工作相關的物業管理員工提供獲政府承認的「平安咭」訓練課程
- Safety inductions included in orientation sessions
入職安全教育

Regular training 定期培訓

- Integrated Management System on-the-job training
綜合管理系統在職培訓
- OHS awareness topics included in monthly toolbox talks for Property Management Division staff
物業管理部的每月工具箱座談會涵蓋職安健意識主題

Topic-based training 主題培訓

- Safety training in elderly care duties
長者護理工作安全培訓
- Training in tree management
樹木安全管理課程
- Safety and health supervisor training
安全及健康督導員課程
- Safe use of abrasive wheel training
安全使用磨輪培訓
- Heatstroke prevention seminar by the Labour Department
勞工處舉辦的預防中暑講座
- Competence in display screen equipment assessment course to help colleagues assess the risks of using display screen in the workplace
顯示屏幕設備評估課程，以協助同事評估在工作場所使用顯示屏的風險



ABOUT THIS REPORT

關於本報告

Reporting Period

This Sustainability Report ("the Report") of the Hong Kong Housing Society covers the period 1 April 2020 to 31 March 2021.

Reporting Scope

This Report provides an overview of the Housing Society's commitment and management approaches towards sustainability and summarises our stakeholder engagement exercises and sustainability-related initiatives. The reporting boundary includes our core business operations and activities in providing housing and related services in Hong Kong.

Reporting Standard and Assurance

This Report has been prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Core option. Data and information presented in this Report have been independently assured by the Hong Kong Quality Assurance Agency ("HKQAA") to ensure accuracy and credibility. For details, please refer to the independent Verification Statement.

報告期

香港房屋協會可持續發展報告(「報告」)涵蓋二零二零年四月一日至二零二一年三月三十一日期間的工作。

報告範圍

本報告詳述了房協在可持續發展方面的貢獻及管理措施，並總結了持份者參與的結果和與可持續發展相關的工作。報告範圍覆蓋我們在香港的房屋發展及其他相關服務的核心營運活動。

報告標準及保證

本報告乃根據全球報告倡議組織標準之核心選項編製。本報告所載數據及資料已獲香港品質保證局獨立保證，確保其準確且可信。詳情請參閱單獨的核實聲明。



We welcome your feedback and enquiries on our sustainability report. Please contact us at:

我們歡迎您對本報告提出意見或查詢。如欲聯絡我們，請電郵至：

enquiry@hkhs.com

AWARDS AND RECOGNITIONS

獎項及嘉許

Property Management 物業管理

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
The British Standards Institution 英國標準協會	<ul style="list-style-type: none"> • Certificate of <i>ISO 45001</i> Occupational Safety and Health (OSH) Management System <i>ISO 45001</i>職業健康與安全管理體系證書 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會
Hong Kong Association of Gerontology 香港老年學會	<p>Year 2019-2020 Carers Election 2019-2020年度全港優秀護老者選舉</p> <ul style="list-style-type: none"> • Outstanding Award in the “Estate Property Management” Category 屋苑物業管理員獎 	<ul style="list-style-type: none"> • Frontline staff of the Housing Society 房協前線員工
Kowloon West Regional Crime Prevention Office 西九龍總區防止罪案辦公室	Kowloon West Best Security Services Awards 2019 2019年度西九龍總區最佳保安服務選舉	
	<ul style="list-style-type: none"> • Honorable Managed Property 榮譽管理物業 	<ul style="list-style-type: none"> • Cascades 欣圖軒 • Chun Seen Mei Chuen 真善美村 • Jubilant Place 欣榮花園 • Ka Wai Chuen 家維邨 • Prosperous Garden 駿發花園
	<ul style="list-style-type: none"> • Outstanding Managed Property 最佳管理物業 	<ul style="list-style-type: none"> • Lok Man Sun Chuen 樂民新村
	<ul style="list-style-type: none"> • Best Managed Property 優異管理物業 	<ul style="list-style-type: none"> • Heya Aqua 喜漾 • Heya Crystal 喜蒼 • Heya Delight 喜盈
	<ul style="list-style-type: none"> • Outstanding Managed Public Carpark 最佳管理公眾停車場獎 	<ul style="list-style-type: none"> • Chun Seen Mei Chuen Carpark 真善美村停車場 • Jubilant Place Carpark 欣榮花園停車場 • Ka Wai Chuen Carpark 家維邨停車場 • Lok Man Sun Chuen Carpark 樂民新村停車場 • Prosperous Garden Carpark 駿發花園停車場
	<ul style="list-style-type: none"> • Outstanding Security Award 最佳保安員獎 	<ul style="list-style-type: none"> • One Senior Building Attendant at Prosperous Garden 駿發花園一名高級大廈管理員
	<ul style="list-style-type: none"> • Best Security Award 優異保安員獎 	<ul style="list-style-type: none"> • One Building Supervisor at Ka Wai Chuen 家維邨一名大廈主管 • One Assistant Building Supervisor of Jubilant Place 欣榮花園一名助理大廈主管 • One Building Attendant at Cascades 欣圖軒一名大廈管理員

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Occupational Safety and Health Council 職業安全健康局	Hong Kong Safe and Healthy Estate Accreditation Scheme 香港安健認證計劃	
	<ul style="list-style-type: none"> Safe and Healthy Estate with Outstanding Performance 傑出安健屋邨 	<ul style="list-style-type: none"> Jolly Place 樂頤居 Lakeside Garden 翠塘花園 Serenity Place 怡心園 The Pinnacle 疊翠軒
Office of the Ombudsman, Hong Kong 香港申訴專員公署	The Ombudsman's Awards 2020 2020年申訴專員嘉許獎	
	<ul style="list-style-type: none"> Awards for Officers of Public Organisations 申訴專員嘉許獎公職人員獎 	<ul style="list-style-type: none"> One Assistant Manager (Property Management) at Ming Wah Dai Ha 明華大廈一名助理經理(物業管理)
Regional Crime Prevention Office of Hong Kong Island 港島總區防止罪案辦公室	Hong Kong Island Best Security Services Awards 2019-2020 2019-2020年度港島總區最佳保安服務選舉	
	<ul style="list-style-type: none"> Outstanding Security Services – Residential Property 優異保安服務－住宅物業 	<ul style="list-style-type: none"> Kwun Lung Lau 觀龍樓
<ul style="list-style-type: none"> Outstanding Security Personnel 優秀保安員 	<ul style="list-style-type: none"> One Building Supervisor at Kwun Lung Lau 觀龍樓一名大廈主管 One Building Supervisor at Ming Wah Dai Ha 明華大廈一名大廈主管 	
Regional Crime Prevention Office of Kowloon East 東九龍總區防止罪案辦公室	Kowloon East Best Security Services Awards 2019-2020 2019-2020年度東九龍總區最佳保安服務選舉	
	<ul style="list-style-type: none"> Best Partner Property 最佳伙伴物業 	<ul style="list-style-type: none"> Lakeside Garden 翠塘花園
<ul style="list-style-type: none"> Best Security Guard 最佳保安員 	<ul style="list-style-type: none"> One Assistant Building Supervisor at Lakeside Garden 翠塘花園一名助理大廈主管 	
Regional Crime Prevention Office of New Territories South 新界南總區防止罪案辦公室	New Territories South Best Security Personnel Awards 2019-2020 2019-2020年度新界南總區最佳保安服務選舉	
	<ul style="list-style-type: none"> Outstanding Security Personnel Award – Residential Property 優秀保安員獎－住宅組 	<ul style="list-style-type: none"> One Building Supervisor, one Assistant Building Supervisor and one Senior Building Attendant at Clague Garden Estate 祈德尊新邨一名大廈主管、一名助理大廈主管及一名高級大廈管理員 One Building Supervisor at Cho Yiu Chuen 祖堯邨一名大廈主管

AWARDS AND RECOGNITIONS 獎項及嘉許

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
The Hong Kong Institute of Housing 香港房屋經理學會	HKIH Elite Awards 2020 香港房屋經理學會精英大獎	
	<ul style="list-style-type: none"> Public Housing – Outstanding Manager 公營房屋－傑出經理 	<ul style="list-style-type: none"> One Manager at The Tanner Hill 雋悅一名經理
	<ul style="list-style-type: none"> Public Housing – Outstanding Officer 公營房屋－傑出主任 	<ul style="list-style-type: none"> One Senior Officer at The Tanner Hill 雋悅一名高級主任

Environmental Initiatives 環保工作

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
ALBA Integrated Waste Solutions (Hong Kong) Limited 歐綠保綜合環保(香港)有限公司	E-waste Recycle Campaign 2020 廢舊電器回收計劃2020	
	<ul style="list-style-type: none"> Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> Healthy Village, Jat Min Chuen, Jubilant Place, Ka Wai Chuen, Kingston Terrace, Kwun Lung Lau, Serenity Place, The Tanner Hill 健康村、乙明邨、欣榮花園、家維邨、景新臺、觀龍樓、怡心園、雋悅
Chinese YMCA of Hong Kong 香港中華基督教青年會	No Plastic Hong Kong 2019 “No Plastic Ocean” 無塑香港2019：無塑海洋	
	<ul style="list-style-type: none"> Certificates of Appreciation 感謝證書 	<ul style="list-style-type: none"> 38 rental estates and managed properties 三十八個出租屋邨及管理物業 Elderly Resources Centre 長者安居資源中心 Housing Society Community 房協之友 Property Management Division Office 物業管理部辦事處 Property Management Maintenance Office 物業管理保養辦事處
	No Plastic Hong Kong 2020 “7 Day Challenge” 無塑香港2020：七天無塑挑戰	
<ul style="list-style-type: none"> Certificates of Appreciation 感謝證書 	<ul style="list-style-type: none"> 40 rental estates and managed properties 四十個出租屋邨及管理物業 Elderly Resources Centre 長者安居資源中心 Housing Society Community 房協之友 Maintenance Section 物業保養組 Property Management Division Office 物業管理部辦事處 	

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
EcoPark 環保園	Friends of EcoPark 2020 環保園之友2020	
	<ul style="list-style-type: none"> • Certificates of Appreciation 感謝證書 	<ul style="list-style-type: none"> • 14 rental estates and managed properties 十四個出租屋邨及管理物業 • Hong Kong Housing Society 香港房屋協會 • Housing Society Community 房協之友
Electrical and Mechanical Services Department 機電工程署	Code of Practice for Energy Efficiency of Building Services Installation 2015 Edition 屋宇裝備裝置能源效益實務守則2015年版	
Environmental Bureau 環境局	<ul style="list-style-type: none"> • Certificates of Appreciation 感謝證書 	<ul style="list-style-type: none"> • The Tanner Hill 雋悅
	Energy Saving Charter 2020 節能約章2020	
<ul style="list-style-type: none"> • Certificate 參與證書 	<ul style="list-style-type: none"> • 8 offices, 40 rental estates and managed properties (office and public area) of the Housing Society 香港房屋協會轄下八個辦事處、四十個出租屋邨及管理物業(辦事處及公用空間) 	
Environmental Campaign Committee 環境運動委員會	2019 Hong Kong Awards for Environmental Excellence 香港環境卓越大獎	
	<ul style="list-style-type: none"> • Public and Community Services – Certificate of Merit 公共及社區服務－優異獎 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會
	Hong Kong Green Organisation Certification 香港綠色機構認證	
	<ul style="list-style-type: none"> • Hong Kong Green Organisation 香港綠色機構 	<ul style="list-style-type: none"> • Jat Min Chuen 乙明邨 • Ka Wai Chuen 家維邨 • Kwun Lung Lau 觀龍樓 • Lai Tak Tsuen 勵德邨 • Yue Kwong Chuen 漁光村
	<ul style="list-style-type: none"> • “Excellence Level” Wastewi\$e Certificate 減廢證書「卓越級別」 	<ul style="list-style-type: none"> • Bo Shek Mansion 寶石大廈 • Cho Yiu Chuen 祖堯邨 • Jat Min Chuen 乙明邨 • Ka Wai Chuen 家維邨 • Kwun Lung Lau 觀龍樓 • Lok Man Sun Chuen 樂民新村
<ul style="list-style-type: none"> • “Basic Level” Wastewi\$e Certificate 減廢證書「基礎級別」 	<ul style="list-style-type: none"> • Sha Tau Kok Chuen 沙頭角邨 	
<ul style="list-style-type: none"> • “Basic Level” Energywi\$e Certificate 節能證書「基礎級別」 	<ul style="list-style-type: none"> • Kwun Lung Lau 觀龍樓 • Lakeside Garden 翠塘花園 • Yue Kwong Chuen 漁光村 	

AWARDS AND RECOGNITIONS 獎項及嘉許

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Environmental Protection Department 環境保護署	<ul style="list-style-type: none"> • Certificate in support of “Rechargeable Battery Recycling Programme” 「充電池回收計劃」感謝證書 	<ul style="list-style-type: none"> • Bo Shek Mansion 寶石大廈
	<ul style="list-style-type: none"> • Certificates of Appreciation in support of “Fluorescent Lamp Recycling Programme 2020-2021” 「慳電膽及光管回收計劃2020-2021」感謝證書 	<ul style="list-style-type: none"> • Lakeside Garden 翠塘花園
	Commendation Scheme on Source Separation of Domestic Waste 2019/20 2019/20年度「家居廢物源頭分類獎勵計劃」	
	<ul style="list-style-type: none"> • Certificate of Merit 優異獎 	<ul style="list-style-type: none"> • Yue Kwong Chuen 漁光村
	Indoor Air Quality Objectives 室內空氣質素指標	
	<ul style="list-style-type: none"> • Indoor Air Quality Certificate – Good Class 室內空氣質素檢定證書－良好級 	<ul style="list-style-type: none"> • The Residents Club and Joyous Hub of The Tanner Hill 雋悅住客會所及雋悅·滙
	Waste Electrical and Electronic Equipment Recycling Campaign 2020 廢電器電子產品回收計劃2020	
<ul style="list-style-type: none"> • Active Participation Award 踴躍參與大獎 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會 	
<ul style="list-style-type: none"> • Bronze Award 銅獎 	<ul style="list-style-type: none"> • Jat Min Chuen 乙明邨 	
Feeding Hong Kong 樂餉社	Food Drive 食物募捐活動	
<ul style="list-style-type: none"> • Letter of Appreciation 感謝信 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會 	
Food Angel 惜食堂	Christmas Food Transfer Program 2020 聖誕食品募捐行動2020	
	<ul style="list-style-type: none"> • Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> • 9 rental estates and managed properties 九個出租屋邨及管理物業 • Housing Society Community 房協之友
	Cook Chilled Vending Machine 速凍餐自助提取機	
	<ul style="list-style-type: none"> • Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> • 9 rental estates and managed properties 九個出租屋邨及管理物業 • Hong Kong Housing Society 香港房屋協會 • Housing Society Community 房協之友 • Kwun Tong Garden Estate 觀塘花園大廈
	Surplus Mooncake Food Drive 2020 中秋禮品月餅轉贈計劃2020	
<ul style="list-style-type: none"> • Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> • 17 rental estates and managed properties 十七個出租屋邨及管理物業 • Housing Society Community 房協之友 	

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Friends of the Earth (HK) Charity 香港地球之友慈善有限公司	Toner & Ink Cartridges Recycling & Reuse Programme 碳粉匣及墨盒回收再生計劃 <ul style="list-style-type: none"> Letter of Appreciation 感謝信 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
Green Sense 環保觸覺	No Air Con Night 2020 無冷氣夜2020 <ul style="list-style-type: none"> Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> 38 rental estates and managed properties 三十八個出租屋邨及管理物業 Elderly Resources Centre 長者安居資源中心 Property Management Division (Dragon Centre Office) 龍濤苑物業管理部
Kwun Tong Community Green Station 綠在觀塘	Rebag Recycling Campaign 善「袋」Rebag舊袋回收計劃 <ul style="list-style-type: none"> Certificates of Appreciation 感謝證書 	<ul style="list-style-type: none"> Housing Society Community, Bo Shek Mansion, Chun Seen Mei Chuen, Ka Wai Chuen, Ming Wah Dai Ha and Moon Lok Dai Ha 房協之友、寶石大廈、真善美村、家維邨、明華大廈、滿樂大廈
Technological and Higher Education Institute of Hong Kong 香港高等教育科技學院	ECF Yard Waste 3R Pilot Scheme for Private Housing Estates 環保基金園林廢物新角度－私人屋苑先導計劃 <ul style="list-style-type: none"> Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> The Pinnacle and The Pinnacle Management Office 疊翠軒及疊翠軒管理處
The Hongkong Electric Co Ltd 香港電燈有限公司	<ul style="list-style-type: none"> Renewable Energy Certificate 可再生能源證書 	<ul style="list-style-type: none"> Kwun Lung Lau 觀龍樓 Yue Kwong Chuen 漁光村
Vitasoy 維他奶	Carton Clean Recycling Programme 2020 乾淨紙包回收計劃2020 <ul style="list-style-type: none"> Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> 29 rental estates and managed properties 二十九個出租屋邨及管理物業

AWARDS AND RECOGNITIONS 獎項及嘉許

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Water Supplies Department 水務署	Quality Water Supply Scheme for Buildings – Flushing Water 大廈優質供水認可計劃－沖廁水	
	• Gold Certificate 金證書	<ul style="list-style-type: none"> • Kwun Tong Garden Estate – Lotus Tower 1, Lotus Tower 2, Lotus Tower 3, Lotus Tower 4, Hung Cheuk Lau, Pak Ling Lau, Hay Cheuk Lau, Wah Mei Lau, Yin Chee Lau 觀塘花園大廈－玉蓮臺第一座、玉蓮臺第二座、玉蓮臺第三座、玉蓮臺第四座、孔雀樓、百靈樓、喜鵲樓、畫眉樓、燕子樓 • Sha Tau Kok Chuen – Block 1-51 沙頭角邨－1至51座 • Yue Kwong Chuen – Shun Fung Lau, Pak Sha Lau, Hoy Kong Lau, Ching Hoy Lau, Hoy Au Lau 漁光村－順風樓、白沙樓、海港樓、靜海樓、海鷗樓
	• Silver Certificate 銀證書	<ul style="list-style-type: none"> • Jat Min Chuen – Ming Yiu Lau (High Block), Ming Yiu Lau (Low Block), Ming Shun Lau (High Block), Ming Shun Lau (Low Block), Ming Yan Lau (High Block), Ming Yan Lau (Low Block) 乙明邨－明耀樓(高座)、明耀樓(低座)、明信樓(高座)、明信樓(低座)、明恩樓(高座)、明恩樓(低座)
	• Blue Certificate 藍證書	<ul style="list-style-type: none"> • Sha Tau Kok Chuen – Ying Hoi Lau 沙頭角邨－迎海樓
	Quality Water Supply Scheme for Buildings – Fresh Water (Management System) 大廈優質供水認可計劃－食水(管理系統)	
• Gold Certificate 金證書	<ul style="list-style-type: none"> • Cho Yiu Chuen – Kai Him Lau, Kai King Lau 祖堯邨－啟謙樓、啟敬樓 • Chun Seen Mei Chuen 真善美村 • Sha Tau Kok Chuen – Block 4-24, 28-35, 37-41 沙頭角邨－4至24座、28至35座、37至41座 	

Community Relations 社區關係

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Agency for Volunteer Service 義務工作發展局	• Certificate for Appreciation 嘉許狀	• HS Academy Alumni Club 房協獎學金同學會
Haven of Hope Christian Service 基督教靈實協會	Qile Cake Charity Sale 2020 耆樂餅「友鄰共鳴－社區籌款比賽」2020	
	• Champion 最高善款大獎(冠軍)	• Kwun Tong Garden Estate 觀塘花園大廈

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Hong Kong Red Cross 香港紅十字會	Red Twinkle Star Campaign 2020/21 小紅星獎勵計劃2020/21	
	<ul style="list-style-type: none"> • Certificate of Recognition 感謝證書 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會
Labour and Welfare Bureau – Community Investment and Inclusion Fund 勞工及福利局社區投資共享基金	Social Capital Builder Awards 2020-22 社會資本動力獎2020-22	
	<ul style="list-style-type: none"> • Social Capital Builder Logo Award 社會資本動力標誌獎 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會
Social Welfare Department – The Steering Committee on Promotion of Volunteer Service 社會福利署推廣義工服務督導委員會	Caring Estate Programme in 2020 「社區是我家」2020	
	<ul style="list-style-type: none"> • Silver Award 義務工作嘉許狀銀獎 	<ul style="list-style-type: none"> • Elderly Resources Centre 長者安居資源中心
	<ul style="list-style-type: none"> • Gold Award 義務工作嘉許狀金獎 	<ul style="list-style-type: none"> • HS Academy Alumni Club 房協獎學金同學會
	<ul style="list-style-type: none"> • 2019 Caring Estate with Highest Service Hours Award (Group 2) – 1st Runner-up 2019愛心屋苑最高義工服務時數獎 (組別二) – 亞軍 	<ul style="list-style-type: none"> • Kwun Lung Lau 觀龍樓
	<ul style="list-style-type: none"> • Award of 10,000 Hours for Volunteer Service 10,000小時義工服務獎 	<ul style="list-style-type: none"> • Elderly Resources Centre 長者安居資源中心
	<ul style="list-style-type: none"> • Leading Caring Estate 2019 卓越愛心屋苑2019 	<ul style="list-style-type: none"> • Kwun Lung Lau 觀龍樓 • Ming Wah Dai Ha 明華大廈 • Yue Kwong Chuen 漁光村
	<ul style="list-style-type: none"> • 2019-2020 “Hong Kong Citizen Hong Kong Heart” Volunteer Ambassador Programme 2019-2020《香港人•香港心》義工大使行動 	<ul style="list-style-type: none"> • HS Academy Alumni Club 房協獎學金同學會
The Hong Kong Council of Social Services 香港社會服務聯會	Age-Friendly City Appreciation Scheme 2020-21 2020-2021長者友善措施致意行動	
	<ul style="list-style-type: none"> • Gold Star Award 金星獎 	<ul style="list-style-type: none"> • Ageing-in Place Scheme 「樂得耆所」居家安老計劃 • Elderly Resources Centre 長者安居資源中心
<ul style="list-style-type: none"> • Sustaining Promotion Award 持續推動大獎 	<ul style="list-style-type: none"> • Ageing-in Place Scheme 「樂得耆所」居家安老計劃 	
The Hong Kong Jockey Club Charities Trust 香港賽馬會慈善信託基金	Jockey Club Age-Friendly City Partnership Scheme 2020 賽馬會齡活城市「全城·長者友善」計劃2020	
	<ul style="list-style-type: none"> • Certificate 感謝證書 	<ul style="list-style-type: none"> • Kwun Tong Garden Estate 觀塘花園大廈

AWARDS AND RECOGNITIONS 獎項及嘉許

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Yan Chai Hospital 仁濟醫院	Yan Chai Charity Fortnight 2020 仁濟慈善雙週2020	
	<ul style="list-style-type: none"> Certificate for Appreciation 感謝證書 	<ul style="list-style-type: none"> Bo Shek Mansion – Block 3 寶石大廈－3座

Corporate Awards 企業獎項

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Hong Kong Institute of Certified Public Accountants 香港會計師公會	Best Corporate Governance Awards 2020 最佳企業管治大獎2020	
	<ul style="list-style-type: none"> Commendation on Progress in Corporate Governance and Sustainability 提升企業管治及可持續發展嘉許獎 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
JobMarket 求職廣場	Employer of Choice Award 2020 卓越僱主大獎2020	
	<ul style="list-style-type: none"> E-Contribution Award 電子供款獎 MPF Support Award 積金推廣獎 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
Mandatory Provident Fund Schemes Authority 強制性公積金 計劃管理局	Good MPF Employer Award 2019-20 「積金好僱主」嘉許計劃2019-20	
	<ul style="list-style-type: none"> Good MPF Employer Award 積金好僱主 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
MerComm, Inc. of the United States	Astrid Awards 2020 Astrid大獎2020	
	<ul style="list-style-type: none"> “Annual Report – Online: Non-profit Organisation” – Honors Award 「年報(網上版)：非牟利機構」組別優異獎 	<ul style="list-style-type: none"> Annual Report 2018/19 二零一八／一九年度年報
	Galaxy Awards 2020 Galaxy大獎2020	
	<ul style="list-style-type: none"> “Print: Real Estate Development Services” – Silver Award 「印刷：房地產發展服務」組別銀獎 	<ul style="list-style-type: none"> Annual Report 2018/19 二零一八／一九年度年報
Office of the Privacy Commissioner for Personal Data, Hong Kong 香港個人資料 私隱專員公署	Privacy-Friendly Awards 2021 私隱之友嘉許獎2021	
	<ul style="list-style-type: none"> Gold Certificate 金獎狀 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會

PERFORMANCE SUMMARY

可持續發展表現摘要

Environmental Performance 環境表現

		Unit 單位	Total 總數	Major offices 主要辦公室	Properties under management ^{1,2} 管理物業 ^{1,2}	Projects under construction ³ 興建中的物業 ³
Energy consumption⁴		能源耗量⁴				
Purchased electricity	採購電力	kWh 千瓦小時	49,653,718	1,644,434	47,015,340	993,944
		GJ 吉焦耳	193,124	5,920	169,255	17,949
Diesel oil	柴油	L 公升	1,907,645	-	-	1,907,645
Gasoline	汽油	L 公升	15,707	15,707	-	-
Total energy consumption	總能源耗量	GJ 吉焦耳	252,328	6,463	169,255	76,609
Energy intensity	能源強度	GJ/m ² 吉焦耳 (每平方米)	-	1.12	-	-
		GJ/flat 吉焦耳 (每住屋單位)	-	-	3.28	11.48
Greenhouse gas (GHG) emissions⁵		溫室氣體排放⁵				
Direct GHG emissions (Scope 1)	直接溫室氣體排放量 (範圍一)	Tonnes CO ₂ e 公噸二氧化碳當量	5,034	42	-	4,992
Indirect GHG emissions (Scope 2)	間接溫室氣體排放量 (範圍二)	Tonnes CO ₂ e 公噸二氧化碳當量	22,547	1,168	20,783	597
Total GHG emissions (Scope 1&2)	總溫室氣體排放量 (範圍一及二)	Tonnes CO ₂ e 公噸二氧化碳當量	27,581	1,209	20,783	5,588
GHG emissions intensity	溫室氣體排放強度	Tonnes CO ₂ e/m ² 公噸二氧化碳當量 (每平方米)	-	0.21	-	-
		Tonnes CO ₂ e/flat 公噸二氧化碳當量 (每住屋單位)	-	-	0.40	0.84
Materials used		物料使用				
Concrete	混凝土	Tonnes 公噸	27,705	-	-	27,705
Metal	金屬	Tonnes 公噸	5,041	-	-	5,041
Paper ⁴	紙張 ⁴	Tonnes 公噸	11	11	-	0.29
Total material used	總使用物料	Tonnes 公噸	32,757	11	-	32,746
Water		耗水量				
Water consumption – municipal ⁷	都市耗水量 ⁷	m ³ 立方米	896,979	2,528	162,761	731,690

PERFORMANCE SUMMARY 可持續發展表現摘要

		Unit 單位	Total 總數	Major offices 主要辦公室	Properties under management ^{1,2} 管理物業 ^{1,2}	Projects under construction ³ 興建中的物業 ³
Waste⁸	棄置⁸					
Waste disposal (Non-hazardous)	無害廢 棄物棄置					
Total non-hazardous waste disposal	總廢棄物棄置	Tonnes 公噸	86,041	-	39,006	47,034
Waste recycling (Hazardous)	有害 廢棄物回收					
Chemical waste	化學廢棄物	kg 公斤	140	-	-	140
Toner cartridges	墨粉盒	Pieces 件	370	307	63	-
Fluorescent lamps and tubes	日光燈管	Pieces 件	5,157	1,593	3,564	-
Waste recycling (Non-hazardous)	無害 廢棄物回收					
Metal	金屬	Tonnes 公噸	1,668	0.06	52	1,616
Paper	紙張	Tonnes 公噸	1,716	9	1,706	0.44
Plastic	塑膠	Tonnes 公噸	92.49	0.06	92	-
Glass	玻璃	Tonnes 公噸	65	-	65	-
Timber	木材	Tonnes 公噸	-	-	-	-
Textile	紡織物	Tonnes 公噸	83	-	83	-

Social Performance 社會表現

		Unit	單位		
Workforce	僱員				
Total workforce	總僱員	Number	人數	1,545	-
By gender	按性別劃分				
Male	男性	Number	人數	724	47%
Female	女性	Number	人數	821	53%
By age group (Permanent and contract staff only)	按年齡劃分 (僅限長期及 固定任期員工)				
Below 30	三十歲以下	Number	人數	211	15%
30 - 49	三十至四十九歲	Number	人數	696	49%
50 & above	五十歲或以上	Number	人數	521	36%
By contract type	按合約類型劃分				
Permanent and contract	長期及固定任期	Number	人數	1,428	92%
Temporary	短期合約	Number	人數	117	8%

		Unit	單位		
By Level		按職級劃分			
Professional and Managerial or above	經理級或以上	Number	人數	227	15%
Officer	主任級	Number	人數	748	48%
Support	事務級	Number	人數	328	21%
Manual	職工級	Number	人數	242	16%
Average training hours of employees (Permanent and contract staff only)		平均僱員受訓時數 (僅限長期及固定任期員工)			
				Male男性	Female女性
By Employment Level and Gender		按職級及性別劃分			
Professional and Managerial or above	經理級或以上	Hours	小時	40.3	36.8
Officer	主任級	Hours	小時	20.8	21.1
Support	事務級	Hours	小時	19.5	10.6
Manual	職工級	Hours	小時	4.1	2.2
Occupational Health and Safety		職安健			
Hours worked	工作時數	Hours	小時	3,110,120	
Work-related fatalities	與工作相關的死亡數目	Number	人數	0	
		Rate (per 200,000 hours worked)	比率 (每二十萬工作小時)	0	
High-consequence work-related injuries ⁹	高風險工傷個案 ⁹	Number	人數	1	
		Rate (per 200,000 hours worked)	比率 (每二十萬工作小時)	0.1	
Recordable work-related injuries ¹⁰	匯報之須予記錄的工傷個案 ¹⁰	Number	人數	19	
		Rate (per 200,000 hours worked)	比率 (每二十萬工作小時)	1.2	

Supply Chain Management 供應鏈管理

		Unit	單位	
Total number of suppliers ¹¹	供應商總數 ¹¹	Number	數目	847
Percentage of Expenditure on Different Types of Suppliers		各類供應商之相關開支之百分比		
Property Leasing and Management Operations	物業租賃及管理			37%
By type	按類別劃分			
Consultants	顧問			2.5%
Contractors	承辦商			89.4%
Suppliers	供應商			7.9%
Others	其他			0.2%
Construction Projects	建築項目			63%
By type	按類別劃分			
Consultants	顧問			12.7%
Contractors	承建商			79.4%
Sub-contractors	分判商			7.1%
Suppliers	供應商			0.8%

Community Investment 社區投資

		Unit	單位	
Total cash donation/sponsorship	總現金／贊助金額	HK\$	港元	1,158,009
Employee volunteer service hours	員工義工服務時數	Hours	小時	1,381
Scholarships and Bursary		獎助學金		
Hong Kong Housing Society Award	房協獎助學金計劃	Number	人數	104
Housing Society Scholarship and Bursary Scheme for Employee's Children	房協員工子女獎／助學金計劃	Number	人數	49
HSC Scholarship Programme	房協之友獎學金	Number	人數	10
Internship and Placements		實習計劃		
Summer Internship Programme	暑期實習生計劃	Number	人數	52
Other Job Placement Programmes	其他實習計劃	Number	人數	8

- 1 The coverage of properties under management includes 20 rental estates and rural public housings, and 20 properties under various housing schemes managed by the Housing Society in Hong Kong.
管理物業的報告範圍包括二十個出租屋邨和郊區公共房屋，以及由房協管理的二十個屬於不同房屋計劃的物業。
- 2 Figures for energy consumption, GHG emissions and water consumption refer to the consumption in public areas of housing estates or properties.
能源消耗量、溫室氣體排放量和耗水量代表屋邨或物業公共範圍的消耗。
- 3 The coverage of projects under construction includes 8 housing estates and properties which are being developed by the Housing Society in Hong Kong.
興建中的物業包括八個房協在香港興建中的項目。
- 4 Heating consumption, cooling consumption, steam consumption, electricity sold, heating sold, cooling sold and steam sold are not applicable to Housing Society's operation.
供熱消耗、製冷消耗、製冷消耗、出售的電力、出售的供熱、出售的製冷及出售的蒸汽均不適用於房協的運作。
- 5 GHG emissions calculated included carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and hydrofluorocarbons (HFCs). Perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and nitrogen trifluoride (NF₃) were excluded as they are not in a significant amount. There are not biogenic CO₂ emissions in metric tons of CO₂ equivalent from Hong Kong Housing Society operation.
計算出的溫室氣體排放量包括二氧化碳 (CO₂)、甲烷 (CH₄)、一氧化二氮 (N₂O) 和氫氟烴 (HFC)。全氟化碳 (PFC)、六氟化硫 (SF₆) 和三氟化氮 (NF₃) 的含量不高故不在計算之內。房協的運作沒有涉及以公噸二氧化碳當量計算的生物二氧化碳排放。
- 6 The amount of paper usage is estimated by the amount of paper purchased during the reporting year.
紙張使用量根據報告年度內購買的紙張數量估算。
- 7 Water consumption data are not available for World Trade Centre Corporate Office and King's Road 1063 Operations Headquarters. Water consumption charges for both offices are included in the office management fee.
耗水量數據不適用於世貿中心企業辦事處及英皇道1063號營運總部，其耗水量已包含在辦公室管理費中。
- 8 All waste disposal is sent to Hong Kong's landfills while the waste diverted from disposal is recycled offsite.
所有棄置的廢棄物都被送往香港的堆填區，而從棄置中轉移的廢物則在房協運作的場地外回收。
- 9 Work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within 6 months
導致死亡或受傷的工傷而令工人不能、不會或預計不會在六個月內完全恢復到受傷前的健康狀態。
- 10 Work-related injury or ill health that results in any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, or loss of consciousness; or significant injury or ill health diagnosed by a physician or other licensed healthcare professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness
與工作有關的傷害或不佳的健康狀況，導致以下任何一種情況：死亡、休假、工作受限或調動至另一份工作、急救以外的治療或失去知覺；或由醫生或其他有執照的醫療保健專業人員診斷出的嚴重傷害或不佳健康狀況，即使它不會導致死亡、缺勤、工作受限或工作調動、急救以外的治療或喪失意識。
- 11 All Housing Society's suppliers are based in Hong Kong.
所有房協的供應商均位於香港。

CORPORATE MEMBERSHIP

機構會籍

Organisation 主辦機構	Membership Type 會籍性質
Agency for Volunteer Service 義務工作發展局	Corporate Member 團體會員
Business Environment Council 商界環保協會	General Member 一般會員
Data Protection Officers' Club 保障資料主任聯會	Organisational Member 機構會員
Employers' Federation of Hong Kong 香港僱主聯合會	Member 會員
Hong Kong Computer Society 香港電腦學會	Corporate Member 團體會員
Hong Kong Green Building Council 香港綠色建築議會	Institutional Member 機構會員
Hong Kong Institute of Human Resources Management 香港人力資源管理學會	Corporate Member 公司會員
Hong Kong Public Relations Professionals' Association 香港公共關係專業人員協會	Corporate Member 機構會員
IT Service Management Forum IT服務管理論壇	Corporate Member 機構會員
Master Insights 灼見名家	Corporate Member 企業會員
The Hong Kong Association of Property Management Companies 香港物業管理公司協會	Full Member 會員
The Hong Kong Council of Social Service 香港社會服務聯會	Agency Member 機構會員

(By alphabetical order)
(按英文字母排序)

GRI CONTENT INDEX

全球報告倡議組織內容索引

GRI Indicator GRI標準披露	Description 內容	References and Remarks 參考及備註	Page No. 頁數
GRI 102 General Disclosures 2016 一般披露2016			
102-1	Name of the organisation 組織名稱	About Hong Kong Housing Society 關於香港房屋協會	5
102-2	Activities, brands, products and services 活動、品牌、產品與服務	About Hong Kong Housing Society 關於香港房屋協會	5
102-3	Location of headquarters 總部位置	About Hong Kong Housing Society 關於香港房屋協會	5
102-4	Location of operations 營運活動地點	About Hong Kong Housing Society 關於香港房屋協會	5
102-5	Ownership and legal form 所有權與法律形式	About Hong Kong Housing Society 關於香港房屋協會	5
102-6	Markets served 提供服務的市場	About Hong Kong Housing Society 關於香港房屋協會	5
102-7	Scale of the organisation 組織規模	About Hong Kong Housing Society 關於香港房屋協會	5
102-8	Information on employees and other workers 員工與其他工人的資訊	Performance Data Summary 可持續發展表現摘要	73-74
102-9	Supply chain 供應鏈	Performance Data Summary 可持續發展表現摘要 Our supply chain consists of various suppliers such as professional consultants, contractors, and sub-contractors who provide goods and services for our construction projects, property leasing and management services. 我們的供應鏈由各種供應商組成，例如專業顧問、承包商和分包商，他們為我們的建築項目、物業租賃和管理服務提供商品和服務。	75
102-10	Significant changes to the organisation and its supply chain 組織與其供應鏈的重大改變	There were no significant changes to size, structure or ownership during the reporting period. 報告期內，機構的規模、結構或擁有權沒有發生重大變化。	N/A

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GRI Indicator GRI標準披露	Description 內容	References and Remarks 參考及備註	Page No. 頁數
102-11	Precautionary Principle or approach 預警原則或方針	Risk management is a fundamental element of our corporate governance and strategic planning. We have adopted an Enterprise Risk Management (ERM) framework to proactively identify and manage strategic and operational risks, including sustainability-related risks in community and corporate governance (for details, please visit the <i>Enterprise Risk Management</i> section in our <i>Annual Report 2020/21</i>). We also apply precautionary principle through our commitment to our environmental protection principles. 風險管理是我們企業管治及策略規劃的基本要素。我們採納「企業風險管理」框架以積極辨識及管理策略及營運風險，包括與可持續發展相關的社區及企業管治風險（詳情請參閱二零二零／二一年度年報中的《企業風險管理》章節）。我們亦採納預警原則，承諾履行環境保護原則。	N/A
102-12	External initiatives 外部倡議	Awards and Recognition 獎項及嘉許	63-71
102-13	Membership of associations 公協會的會員資格	Corporate Membership 機構會籍	77
102-14	Statement from senior decision maker 決策者的聲明	Chairman and CEO's Message 主席和行政總裁的話	2-3
102-16	Values, principles, standards and norms of behavior 價值、原則、標準及行為規範	Our Approach to Sustainability – Corporate Governance 可持續發展方針－企業管治	14-16
102-18	Governance structure 治理結構	Our Approach to Sustainability – Corporate Governance 可持續發展方針－企業管治	14
102-40	List of stakeholder groups 利害關係人團體	Our Approach to Sustainability – Stakeholder Engagement and Materiality Assessment 可持續發展方針－持份者參與活動及重要性評估	8-10
102-41	Collective bargaining agreements 集體談判協議	All employees of the Housing Society are in Hong Kong where there is no statutory recognition of collective bargaining agreements. 我們所有的員工均身處香港，因此並沒有法定的集體談判程序。	N/A

GRI Indicator GRI標準披露	Description 內容	References and Remarks 參考及備註	Page No. 頁數
102-42	Identifying and selecting stakeholders 鑑別與選擇利害關係人	Our Approach to Sustainability – Stakeholder Engagement and Materiality Assessment 可持續發展方針－持份者參與活動及重要性評估	7
102-43	Approach to stakeholder engagement 與利害關係人溝通的方針	Our Approach to Sustainability – Stakeholder Engagement and Materiality Assessment 可持續發展方針－持份者參與活動及重要性評估	8-10
102-44	Key topics and concerns raised 提出之關鍵主題與關注事項	Our Approach to Sustainability – Stakeholder Engagement and Materiality Assessment 可持續發展方針－持份者參與活動及重要性評估	10-11
102-45	Entities included in the consolidated financial statements 合併財務報表中所包含的實體	About Hong Kong Housing Society 關於香港房屋協會	5
102-46	Defining report content and topic Boundaries 界定報告書內容與主題邊界	Our Approach to Sustainability – Stakeholder Engagement and Materiality Assessment 可持續發展方針－持份者參與活動及重要性評估	11
102-47	List of material topics 重大主題列表	Our Approach to Sustainability – Stakeholder Engagement and Materiality Assessment 可持續發展方針－持份者參與活動及重要性評估	11
102-48	Restatements of information 資訊重編	About This Report 關於本報告	62
102-49	Changes in reporting 報告變更	About This Report 關於本報告	62
102-50	Reporting period 報告期間	About This Report 關於本報告	62
102-51	Date of most recent report 上一次報告書的日期	<i>Sustainability Report 2019/2020</i> was published on 3 September 2020. 《可持續發展報告2019/20》於二零二零年九月三日出版。	N/A
102-52	Reporting cycle 報告週期	Our sustainability reports are published on an annual basis. 我們每年發表可持續發展報告。	N/A
102-53	Contact point for questions regarding the report 可回答報告書相關問題的聯絡人	About This Report 關於本報告	62

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GRI Indicator GRI標準披露	Description 內容	References and Remarks 參考及備註	Page No. 頁數
102-54	Claims or reporting in accordance with the GRI Standards 依循GRI準則報導的宣告	About This Report 關於本報告	62
102-55	GRI content index 全球報告倡議組織內容索引	GRI Content Index 全球報告倡議組織內容索引	78-84
102-56	External assurance 外部保證／確信	Verification Statement 核實聲明	85-86
GRI 205 Anti-corruption 2016 反貪腐2016			
103-1 103-2 103-3	Management approach 管理方針	Our Approach to Sustainability – Corporate Governance 可持續發展方針－企業管治	17
205-2	Communication and training about anti-corruption policies and procedures 有關反貪腐政策和程序的溝通及訓練	Our Approach to Sustainability – Corporate Governance 可持續發展方針－企業管治	17
205-3	Confirmed incidents of corruption and actions taken 已確認的貪腐事件及採取的行動	Our Approach to Sustainability – Corporate Governance 可持續發展方針－企業管治	17
GRI 301 Materials 2016 物料2016			
103-1 103-2 103-3	Management approach 管理方針	Greener Homes and Workplace – Waste Management and Material Use 綠色家園及工作間－廢物管理及物料使用	25-28
301-1	Materials used by weight or volume 所用物料的重量或體積	Performance Data Summary 可持續發展表現摘要	72
GRI 302 Energy 2016 能源2016			
103-1 103-2 103-3	Management approach 管理方針	Greener Homes and Workplace – Energy and Emissions 綠色家園及工作間－能源與碳排放	22-24
302-1	Energy consumption within the organisation 組織內部的能源消耗量	Performance Data Summary 可持續發展表現摘要	72
302-3	Energy intensity 能源密集度	Performance Data Summary 可持續發展表現摘要	72
GRI 303 Water and Effluent 2018 水及放流水2018			
103-1 103-2 103-3	Management approach 管理方針	Greener Homes and Workplace – Water Conservation 綠色家園及工作間－保護水資源	29
303-3	Water withdrawal 取水量	Performance Data Summary 可持續發展表現摘要	72

GRI Indicator GRI標準披露	Description 內容	References and Remarks 參考及備註	Page No. 頁數
GRI 305 Emissions 2016 排放2016			
103-1 103-2 103-3	Management approach 管理方針	Greener Homes and Workplace — Energy and Emissions 綠色家園及工作間—能源與碳排放	22-24
305-1	Direct (Scope 1) GHG emissions 直接(範疇一)溫室氣體排放	Performance Data Summary 可持續發展表現摘要	72
305-2	Energy indirect (Scope 2) GHG emissions 能源間接(範疇二)溫室氣體排放	Performance Data Summary 可持續發展表現摘要	72
305-4	GHG emissions intensity 溫室氣體排放密集度	Performance Data Summary 可持續發展表現摘要	72
GRI 306 Waste 2020 廢棄物2020			
103-1 103-2 103-3	Management approach 管理方針	Greener Homes and Workplace — Waste Management and Material Use 綠色家園及工作間—廢物管理及物料使用	25-28
306-1	Waste generation and significant waste-related impacts 產生的廢棄物及廢棄物相關的重大影響	Greener Homes and Workplace — Waste Management and Material Use 綠色家園及工作間—廢物管理及物料使用	25-28
306-2	Management of significant waste-related impacts 按類別及處置方法劃分的廢棄物	Greener Homes and Workplace — Waste Management and Material Use 綠色家園及工作間—廢物管理及物料使用	25-28
		Performance Data Summary 可持續發展表現摘要	73
306-3	Waste generated 產生的廢棄物	Greener Homes and Workplace — Waste Management and Material Use 綠色家園及工作間—廢物管理及物料使用	25-28
		Performance Data Summary 可持續發展表現摘要	73
306-4	Waste diverted from disposal 處置分流的廢棄物	Greener Homes and Workplace — Waste Management and Material Use 綠色家園及工作間—廢物管理及物料使用	25-28
		Performance Data Summary 可持續發展表現摘要	73
306-5	Waste directed to disposal 處置廢棄物	Performance Data Summary 可持續發展表現摘要	73

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GRI 307 Environmental Compliance 2016 有關環境保護的法規遵循2016			
103-1 103-2 103-3	Management approach 管理方針	Greener Homes and Workplace 綠色家園及工作間	18
307-1	Non-compliance with environmental laws and regulations 違反環保法律及規例	Greener Homes and Workplace 綠色家園及工作間	18
GRI 401 Employment 2016 勞僱關係2016			
103-1 103-2 103-3	Management approach 管理方針	Talent and Culture – Talent Management 人才與文化－人才管理	47
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees 提供給全職員工 (不包含臨時或兼職員工)的福利	Talent and Culture – Talent Management 人才與文化－人才管理	52-55
GRI 403 Occupational Health and Safety 2018 職業安全衛生2018			
103-1 103-2 103-3	Management approach 管理方針	Talent and Culture – Occupational Health and Safety 人才與文化－職業健康及安全	56-58
403-1	Occupational health and safety management system 職業安全衛生管理系統	Talent and Culture – Occupational Health and Safety 人才與文化－職業健康及安全	56-58
403-2	Hazard identification, risk assessment, and incident investigation 危害辨識、風險評估及事故調查	Talent and Culture – Occupational Health and Safety 人才與文化－職業健康及安全	57-58
403-3	Occupational health services 職業健康服務	Talent and Culture – Occupational Health and Safety 人才與文化－職業健康及安全	59
403-5	Worker training on occupational health and safety 有關職業安全衛生之工作者訓練	Talent and Culture – Occupational Health and Safety 人才與文化－職業健康及安全	57-59
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 預防和減輕與業務關係直接相關聯之 職業安全衛生的衝擊	Talent and Culture – Occupational Health and Safety 人才與文化－職業健康及安全	57-59

GRI Indicator GRI標準披露	Description 內容	References and Remarks 參考及備註	Page No. 頁數
403-9	Work-related injuries 職業傷害	Performance Data Summary 可持續發展表現摘要	74
403-10	Work-related ill health 職業病	Performance Data Summary 可持續發展表現摘要	74
GRI 404 Training and Education 2016 訓練與教育2016			
103-1 103-2 103-3	Management approach 管理方針	Talent and Culture – Staff Development 人才與文化－員工發展	48
404-1	Average hours of training per year per employee 每名員工每年接受訓練的平均時數	Performance Data Summary 可持續發展表現摘要	74
404-2	Programs for upgrading employee skills and transition assistance programs 提升員工職能及過渡協助方案	Talent and Culture – Staff Development 人才與文化－員工發展	48-50
GRI 406 Non-discrimination 2016 不歧視2016			
103-1 103-2 103-3	Management approach 管理方針	Talent and Culture – Talent Management 人才與文化－人才管理	47
406-1	Incidents of discrimination and corrective actions taken 歧視事件以及組織採取的改善行動	Talent and Culture – Talent Management 人才與文化－人才管理	47
GRI 418 Customer Privacy 2016 客戶私隱2016			
103-1 103-2 103-3	Management approach 管理方針	Our Approach to Sustainability – Corporate Governance 可持續發展方針－企業管治	17
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯客戶私隱及遺失客戶資料的投訴	Our Approach to Sustainability – Corporate Governance 可持續發展方針－企業管治	17

VERIFICATION STATEMENT

核實聲明

VERIFICATION STATEMENT

Scope and Objective of Verification

Hong Kong Quality Assurance Agency ("HKQAA") has been commissioned by the Hong Kong Housing Society ("HKHS") to undertake an independent verification of its Sustainability Report 2020/21 ("the Report"). The Report stated the economic, environmental and social performance of HKHS in the period of 1st April 2020 to 31st March 2021 for its operations in Hong Kong. The objective of this verification is to provide a reasonable assurance on the reliability of the report content in accordance with the Core Option of the Global Reporting Initiative Sustainability Reporting Standards ("GRI Standards").

Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements 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. The extent of this verification process covered the criteria set in the Core Option of the GRI Standards.

The verification process included verifying information relevant to reporting and management procedures, including stakeholder engagement methods and result, and materiality assessment processes. In addition, system and process for collecting, collating and reporting sustainability performance data were verified. Raw data and supporting evidence of the selected representative samples were also thoroughly examined during the verification process.

Independence

Hong Kong Housing Society 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 HKHS.

Conclusion

Based on the verification results, 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 the sustainability performance of HKHS in a balanced, clear, reliable and timely manner; and
- The data and information disclosed in the Report are reliable and complete.

Nothing has come to HKQAA attention that the selected sustainability performance information and data contained in the Report has not been prepared and presented fairly and honestly, in material aspects, in accordance with the verification criteria. In conclusion, the Report reflects truthfully the sustainability commitments, policies and performance of Hong Kong Housing Society, and discloses transparently their sustainability performance that is commensurate with their sustainability context and materiality.

Signed on behalf of Hong Kong Quality Assurance Agency



Jorjie Tam
Director, Corporate Business
July 2021



核實聲明

範圍及目的

香港品質保證局獲香港房屋協會（下稱「房協」）委託對其《可持續發展報告2020/21》（下稱「報告」）的內容進行獨立驗證。該報告陳述了香港房屋協會於2020年4月1日至2021年3月31日在香港的業務有關經濟、環境和社會方面各項工作的表現。此核實聲明的目的是對報告所記載之內容提供合理保證。報告是根據全球報告倡議組織（GRI）的《可持續發展報告標準》的「核心」選項的要求編製。

保證程度和核實方法

此次驗證工作是依據國際審計與核證準則委員會（International Auditing and Assurance Standards Board）發布的《國際核證聘用準則 3000（修訂版）- 歷史財務資料審計或審閱以外的核證聘用》（International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information）執行。收集核實證據的幅度是參考國際準則所訂定進行合理保證的原則而制定以確保能擬定核實結論。此外，核實的內容是按照 GRI《可持續發展報告標準》的「核心」選項而定。

核實過程包括核對有關編制報告和管理流程的資料、與持份者溝通的方法及結果、重要的可持續發展範疇、有關可持續發展表現數據的計算方法、記錄和匯報程序與及收集、整理和報告可持續發展表現數據的流程和檢查程序。具代表性的原始數據和支持證據亦於核實過程中經過詳細審閱以確保其計算方法、記錄、整理和報告過程為合理可信。

獨立性

房協負責收集和準備報告內陳述的資料。香港品質保證局不涉及收集和計算此報告內的數據或參與編撰此報告。香港品質保證局的核實過程是獨立於房協。

結論

基於是次核實結果，香港品質保證局對報告作出合理保證並總結：

- 報告按照 GRI 的《可持續發展報告標準》的「核心」選項的要求編製；
- 報告平衡、清晰、可靠和及時地闡述房協的可持續發展表現，包括對所有重要和相關的可持續發展範疇闡述；
- 報告內的數據和資料可靠完整。

根據核實準則，香港品質保證局沒有發現在報告內闡述的可持續發展表現信息和數據並非公平和如實地按照主要範疇作出披露。總括而言，報告如實地載述了香港房屋協會的可持續發展承諾、方針和表現，並且清晰地披露與其可持續發展情況和重要性相稱的表現。

香港品質保證局代表簽署

譚玉秀
企業業務總監
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