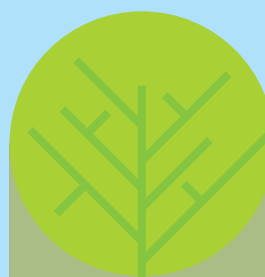
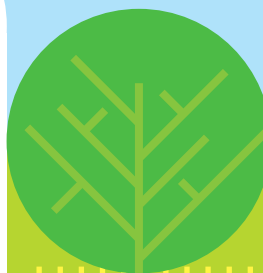
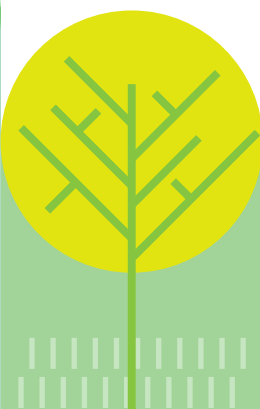
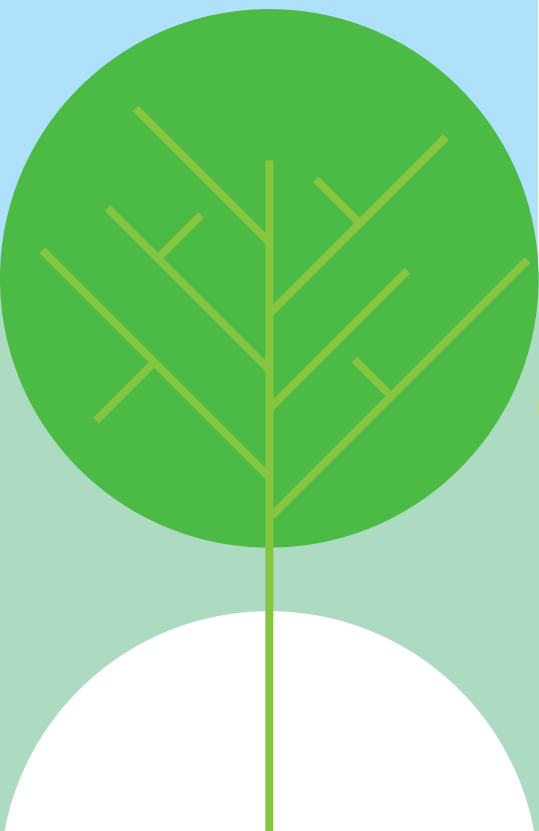




HONG KONG
HOUSING SOCIETY
香港房屋協會



2021/22

SUSTAINABILITY REPORT

可持續發展報告



**HONG KONG
HOUSING SOCIETY**
香港房屋協會





Contents 目錄

02	Chairman and CEO's Message	主席和行政總裁的話
04	Corporate Highlights	企業概要
05	About Hong Kong Housing Society	關於香港房屋協會

Our Approach to Sustainability

可持續發展方針

07	Stakeholder Engagement and Materiality Assessment	持份者參與活動及重要性評估
12	The United Nations' Sustainable Development Goals	聯合國可持續發展目標
15	Corporate Governance	企業管治

Greener Home and Workplace

綠色家園及工作間

22	Six Environmental Protection Principles	六大環保原則
24	Green Buildings	綠色建築
28	Waste Management and Material Use	廢物管理和物料使用
32	Energy and Emissions	能源與排放
35	Water Conservation	保護水資源
36	Climate Change and Resilience	氣候變化與復元力

Community Building

建設社區

39	Care for the Elderly	關愛長者
43	Care for the Community	關愛社區
55	Serving Hong Kong	服務香港

Talent and Culture

人才與文化

58	Talent Management	人才管理
69	Occupational Health and Safety	職業健康及安全
78	About This Report	關於本報告
79	Awards and Recognitions	獎項及嘉許
91	Performance Summary	可持續發展表現摘要
96	Corporate Membership	機構會籍
97	GRI Content Index	全球報告倡議組織內容索引
107	Verification Statement	核實聲明

Chairman and CEO's Message 主席和行政總裁的話



2021/22 was another pivotal yet challenging year. Combating the waves of COVID-19 pandemic and coping with unprecedented difficulties in our economy, business resilience and social responsibility have come under the spotlight. In the face of these challenges and difficulties, Hong Kong Housing Society remains committed to providing affordable housing attuned to the social needs under the belief of “Create Home • Revive Communities”. With the aspiration of becoming a world-class housing solution provider and innovator, we are acutely aware of our role in driving long-term sustainability and creating a better living environment for our community with a greater emphasis on health and wellness.

As a “housing laboratory”, the Housing Society actively embraces innovative thinking and technologies, leading the way in our sustainability journey by reducing the carbon footprint and environmental impacts in daily operations. To advocate and support the Government’s goal of achieving carbon neutrality before 2050 as stated in *Hong Kong’s Climate Action Plan 2050*, we have taken steps forward to improve the building quality and enhance our climate resilience. Through the adoption of green building principles in our properties’ building life cycle with advanced technologies such as Modular Integrated Construction (“MiC”) and Building Information Modelling (“BIM”), we have enhanced the efficiency and productivity of housing development in Hong Kong, among which, including the application of MiC in steel for a 10-storey building for the elderly in Jat Min Chuen, and MiC in concrete for the Subsidised Sale Flats (“SSF”) project that would involve a 27-storey building in Hung Shui Kiu.

Beyond environmental compliance and technological applications, we also scaled up our positive influence within the community we operate in to improve our resident’s quality of life. Given the critical social challenges of housing issues and the ageing population in Hong Kong, the Housing Society continues to explore possibilities in intergenerational living and

二零二一／二二年是另一個充滿挑戰的關鍵年度。在數輪新冠肺炎疫情的衝擊下，社會正面對前所未有的經濟困難，企業的復原力及社會責任成為大家關注的焦點。面對重重挑戰及困難，香港房屋協會（房協）本著「創宜居•活社區」的理念，致力為香港市民提供可負擔的房屋，以滿足其住屋需求。房協竭誠為香港社會解決住屋問題和不斷創新，以達到世界級水平。我們亦深切意識到自身的責任，希望在推動社區的長遠可持續發展出一分力，並為市民創造更宜居的環境，尤其在提倡健康生活方面。

作為香港的「房屋實驗室」，房協積極採納創新求進的思維和技術，減少日常營運中的碳足跡及環境影響，在可持續發展道路上砥礪前行。為倡導及支持政府《香港氣候行動藍圖2050》所訂下在二零五零年前實現碳中和的願景和目標，我們已積極提高建築質素，增強抵禦氣候變化的能力。我們亦在建築物的生命週期中秉承綠色建築原則，積極採用「組裝合成」(MiC)建築法和「建築信息模擬」(BIM)等先進技術，以提高香港房屋發展的效率及產能。其中，我們在乙明邨採用鋼結構「組裝合成」建築法興建樓高十層的長者房屋，並應用混凝土「組裝合成」建築法興建位於洪水橋樓高二十七層的資助出售房屋。

除遵守環保規定及應用先進技術外，我們亦在業務所屬社區帶來正面影響，致力改善居民生活質素。香港在住屋及人口老化議題上正面對嚴峻的社會挑戰。為此，房協積極研究跨代共居的實踐方法，旨在解決

provide housing solutions in tandem with the people's need. Currently, there are 25 housing projects in the pipeline, including the elderly housing project "Chung Yuet Lau" and the redevelopment project of Ming Wah Dai Ha, which have adopted the Integrated Redevelopment Model.

Upholding "talent" as one of our core values, the Housing Society recognises that people are the centre of business excellence. We are committed to fostering a pleasant workplace for our employees and building a caring culture, especially during the pandemic. During the reporting year, we have implemented several measures to take care of the wellbeing of our staff, including work-from-home or flexible work arrangements, provision of anti-pandemic items, such as face masks and hand sanitisers. Besides, we have organised various corporate-wide team building training programmes for our staff members. Under the theme of "New Dimensions, Together We Achieve", we cultivated better team spirit and extended our care to the wider community.

Not only do we support our employees, but we also endeavour to serve our residents with excellence. With a total population of 123,900 living in properties managed by the Housing Society, we are dedicated to improving the living quality of our residents through maintenance, upgrading, redevelopment and provision of new rental units. On top of our efforts on improving the overall living environment, the Housing Society also provided rent concession for residential and commercial tenants to help them navigate through difficult times. We believe that these much-needed lifelines have improved the wellbeing of our tenants and spread positivity in our community. Furthermore, we are committed to protecting the health and safety of our residents throughout the pandemic, and have done so through deploying innovative technologies, such as self-sanitising door handles, "TEMI" — the disinfection robot, NANO HEPA air purifiers, to combat COVID-19 and assist our residents in adjusting to the "New Normal".

Building on the foundation of the previous year's materiality assessment, we reviewed the list of material issues that are relevant to our business and stakeholders by taking into consideration the latest regulatory development, market trends, our internal policies and strategic roadmaps. Through our assessment, we have identified and updated the material topics that are most significant to our stakeholders, which we believe could help devising the Housing Society's long-term strategies and contributing to the sustainable development of Hong Kong.

Going forward, we remain fully committed to enhancing the relationship with our stakeholders, building a more sustainable environment for future generations, and providing better housing solutions to build a more resilient community.

住屋問題的同時，滿足市民的需求。現時房協共有二十五個房屋項目正在籌建，包括長者房屋項目「松悅樓」，以及採用「綜合重建模式」的明華大廈重建項目。

房協秉持「人才為基」作為核心價值之一，堅信卓越的業務建立在以人為本的基礎上。我們致力為員工打造愉快的工作環境，創造友愛共進的團隊文化，尤其是在疫情期間。於報告年度，我們為員工實施多項防疫支援措施，包括在家辦公或彈性工作安排，並提供防疫物品，如口罩及消毒液等，以保障他們的健康。此外，我們還為全體員工舉辦各種團隊建立培訓活動。我們透過舉辦「新常態，新維度，眾合作，達成功」的主題活動，培養良好的團隊精神，並將我們的關懷延伸至社區。

我們不僅支持我們的員工，而且還努力為我們的居民提供卓越的服務。我們致力透過維修、設備提升、重建及提供新的出租單位，改善居住在房協管理的物業內十二萬三千九百名住戶的生活質素。除了改善整體居住環境外，房協還為住宅及商業租戶提供租金寬免措施，幫助他們度過艱難時期。我們相信，這些急需的支援措施能改善租戶的福祉，並為社區帶來正面影響。此外，我們在整個疫情期間致力保護居民的健康和安全，透過引入創新技術，如自動消毒門把手、「TEMI」—消毒機器人及NANO HEPA空氣淨化器等，對抗新冠肺炎疫情，幫助居民適應「新常態」。

在去年重要性評估的基礎上，我們考量了最新的監管發展、市場趨勢、內部政策及策略路線圖，並檢討了與房協業務及持份者相關的重要議題列表。經過評估，我們確定並更新了對持份者有重大影響的重要議題，我們相信這些議題有助房協制定長遠發展策略，並為香港的可持續發展作出貢獻。

展望未來，我們會繼續全力以赴，加強與持份者的關係，為下一代建立一個可持續發展的環境，制定更好的住房解決方案，建立更能靈活應對逆境的社區。

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 企業概要

 **18***

residential projects have been certified by The Building Environmental Assessment Method ("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



Adhering to 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

 **13%**

of our corporate carbon emissions by 2029/30 with 2012/13 as the baseline year
碳排放量

25 projects in pipeline, which will provide more than

正在籌建 **25** 個項目，在未來二十年提供超過

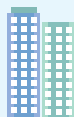
40,000

residential units in the coming 20 years
個住宅單位



Offered rent concessions and waivers to eligible commercial and residential tenants respectively, totalling over 自二零一九年十月首次實施以來，向合資格商戶及住戶分別提供租金寬減及減免共超過

 HK\$ **700** million
百萬港元



worth of rent foregone since first introduced in October 2019 的租金

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\$ **8.7** million
百萬港元

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

During the year under review: 於回顧年度內：

Through the adoption of smart solutions, the year-on-year energy consumption intensity of our construction projects 透過應用智能方案，建築工程能源消耗強度按年

↓9.2%



Invested over 投入超過
HK\$ **1.3** million
百萬港元

in financial and promotional support to industry partners, academic institutions, philanthropic organisations, and green groups
向業界夥伴、學術機構、慈善組織及環保團體提供財政及宣傳上的支援

Some 向員工提供近
 **30,000**[#]

hours of training and development provided to staff members
小時的培訓及發展課程

[#] for permanent and contract staff
適用於長期及固定任期員工

Offered internship opportunity to 向

62 

secondary and tertiary students who aspire to pursue a career in housing and related fields
名有志於從事房屋管理及相關領域工作的大專生及中學生提供實習機會



Established the Sustainability Working Group
設立可持續發展工作小組



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 provides property management services to address the ever-changing needs of 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物業管理服務，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、長者房屋及支援和商業租賃。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

1,423*

* Including permanent, contract and temporary staff
包括長期及合約員工

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

74,290 units
個單位



Serving around
服務二十個出租屋邨和二十個
代管物業中約

123,900

population in 20 rental estates
and 20 managed properties
位居民

Total income
總收入

HK\$ **1.064** billion
港元 十億

Total expense
總支出

HK\$ **2.324** billion
港元 十億

Net deficit
淨虧損

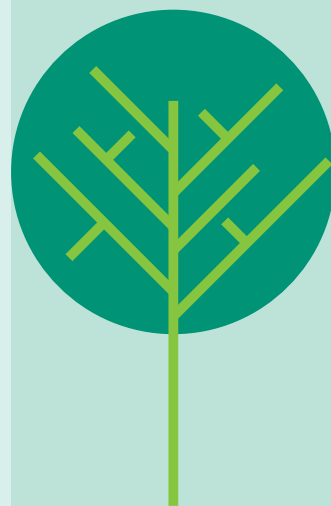
HK\$ **1.26** billion
港元 十億

Net assets
資產淨值

HK\$ **48.7** billion
港元 十億

More financial information can be found in the *Financial Management* section of our *Annual Report 2021/22*.
更詳盡的財務資訊已刊載於二零二一／二二年度年報的《財務管理》章節。

Our Approach to Sustainability 可持續發展方針



The Housing Society cares deeply about the needs of our community and the impact we make on the people around us. Aspired to be a world-class housing solution provider and innovator with leadership in quality, value for money and management, the Housing Society has been upholding customer, quality, talent and prudence as the core values that support our guiding principles. We embrace sustainability as an integral part of our daily operations in housing and related services, and endeavour to preserve the environment and build inclusive communities for ensuring our continued corporate success.

房協深切關注社會的房屋需求及業務對市民的影響。房協致力不斷創新，以達世界水平，並在質素、物值和管理方面佔領導地位，因此一直以「顧客為本」、「優質為尚」、「人才為基」及「資源為用」四個核心價值，作為我們的企業信念。我們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，竭力保護環境及構建和諧社區，確保房協的工作持續創造佳績。








OUR CORE VALUES 我們的信念



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

The Housing Society values stakeholders' feedback when evaluating our corporate performance and planning for future developments. Through a wide range of engagement channels, we reach out to our stakeholders proactively to keep abreast of their ever-changing needs and expectations, as well as to promote openness and transparency, for building trusted relationships and facilitating the continuous improvement of our sustainability performance.

房協於評估企業表現及規劃未來發展過程中重視持份者的反饋。我們通過多種溝通渠道主動聯繫持份者，了解他們與時並進的需求和期望，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，促進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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Surveys and interviews Staff intranet Quarterly staff newsletter <i>Pulsar</i> Training and development programmes Staff activities and team-building events Smart Award – an achievement recognition scheme 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> CES (Caring, Engaging and Smart) Team outreach programmes <i>HS Neighbourhood</i> mobile app Resident town halls and consultative meetings (e.g. Mutual Aid Committee meetings) Customer satisfaction surveys 	<ul style="list-style-type: none"> 「房協友里」團隊外展計劃 《房協鄰里》手機應用程式 居民及諮詢會議(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 	<ul style="list-style-type: none"> Regular and ad-hoc meetings Audits and inspections Tendering process and performance review 	<ul style="list-style-type: none"> 定期和特設會議 審核和巡查 招標程序和表現評估
Government and Regulatory Authorities 政府和監管機構 	<ul style="list-style-type: none"> Regular and ad-hoc meetings Collaborative housing projects and schemes 	<ul style="list-style-type: none"> 定期和特設會議 合作房屋項目和計劃

Stakeholder Group 持份者組別	Major Engagement Channels 主要溝通渠道
Legislators and District Councillors 立法會議員和區議員 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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
Media 傳媒 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 2021/22*.

請參閱二零二一／二二年度年報《聯繫持份者》章節，了解更多有關房協與持份者的溝通渠道。

By way of revisiting our list of material issues annually, we have commissioned an external consultant this year to engage internal stakeholders through in-depth interviews and round table discussions, and obtained their views on the Housing Society's approach to sustainability. With reference to the global sustainability agenda, international standards, the latest regulatory development and market trends, we have made adjustments and introduced a new material topic that impose the most significant economic, environmental and social impacts on our business and stakeholders for materiality assessment.

Among which, "Sustainable Communities" (Tier 1) and "Climate Change" (Tier 2) are moved up one tier in recognition of the Housing Society's growing commitment in creating sustainable communities, and the increasing societal concern about climate change and extreme weather events respectively. A new material topic "Innovation and Technology" is included as a Tier 3 issue to reflect our investment in innovation and technology to enhance operational efficiency.

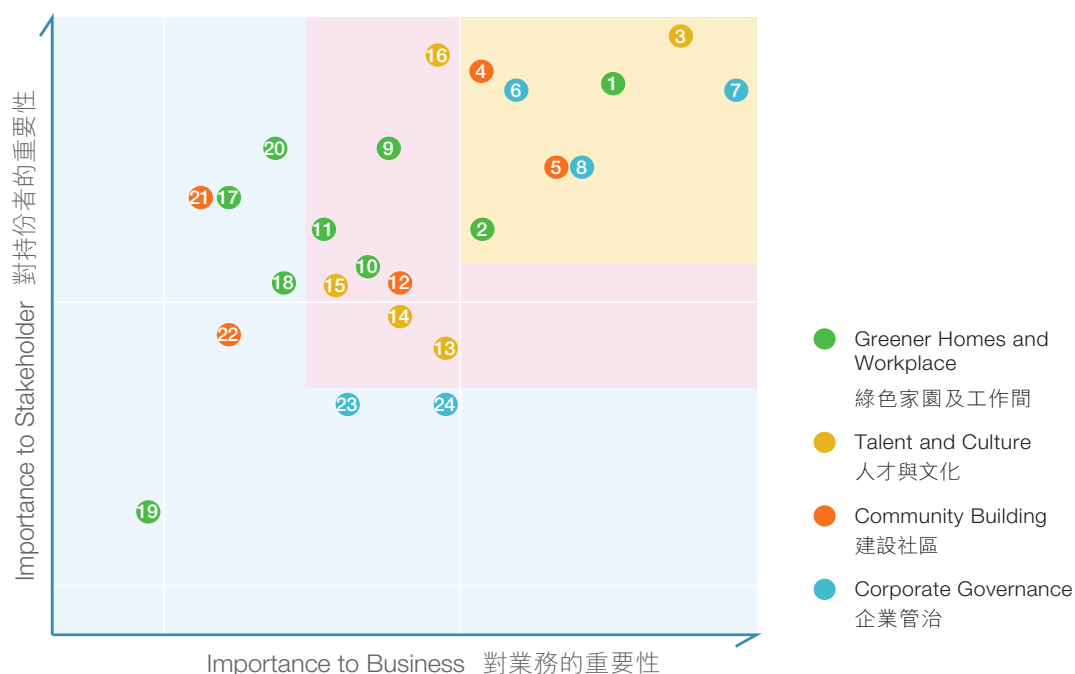
The below materiality matrix reflects the importance of the respective material issues to the Housing Society and our stakeholders. Those identified as Tier 1 are comparatively more important and are the key focuses of this report.

我們每年重新審視重要議題列表，並於本年委託外部顧問與內部持份者進行深入訪談和圓桌討論，了解他們對房協可持續發展方針的意見。我們參照全球可持續發展議程、國際標準、最新監管發展和市場趨勢，作出調整和引入會對我們業務和持份者造成最重大經濟、環境和社會影響的重要新議題，並進行重要性評估。

其中，「可持續社區」(第一級別)和「氣候變化」(第二級別)上調一級，以反映房協不斷致力創建可持續社區，以及社會對氣候變化和極端天氣事件的關注日增。新的重要議題「創新科技」歸類為第三級別議題，反映我們為提高營運效率而投資創新科技領域。

以下的重要性矩陣說明各項重要議題對房協及持份者的重要性。第一級別的議題相對較為重要，將於本報告內重點表述。





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 Building 綠色建築
3	Occupational Health & Safety 職業健康及安全
4	Elderly Care 安老護理
5	Customer Health & Safety/ Wellbeing 客戶安全與健康/福祉
6	Sustainable Communities 可持續社區
7	Anti-corruption 防止賄賂
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	Climate Change 氣候變化
13	Training and Development 員工培訓與發展
14	Employment 僱傭常規
15	Diversity and Inclusion 多元化與包容性
16	Customer Privacy 保障客戶私隱

Tier Three Issues
第三級別議題

17	Carbon Emission 碳排放
18	Water 水資源
19	Biodiversity 生物多樣性
20	Non-discrimination 反歧視
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
24	Innovation and Technology 創新科技

THE UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS

The global sustainability agenda has gained much momentum over the past years, especially in the wake of the COVID-19 pandemic. 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 their associated targets are outlined in a national context, we have identified six SDGs that the Housing Society can support in our unique way when contributing to a more sustainable city, thereby creating long-term value as a responsible global citizen.

聯合國可持續發展目標

全球可持續發展議程在過去數年不斷發展，尤其是於新冠肺炎疫情爆發後更為明顯。房協全力支持「聯合國可持續發展目標」，擁護這個以人為本及以世界持續繁榮和平為依歸的藍圖。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創建可持續社區時能作出獨有貢獻的六個可持續發展目標，從而創造長遠價值，成為一個負責任的世界公民。

SDGs Interpretation and Initiatives by the Housing Society

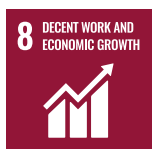
可持續發展目標 房協的解讀及倡議



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 our residents
- Ensuring occupational health and safety of our staff and contractors
- Promoting physical and mental well-being among our staff and residents
- 為居民提供便捷的健康和社會服務設施
- 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 working environment 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環境

- 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

SDGs

可持續發展目標

Interpretation and Initiatives by the Housing Society

房協的解讀及倡議



To build quality homes for the Hong Kong community through innovative solutions

- 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
- Exploring the feasibility of Universal Design and Barrier Free Access provisions in housing projects

以創新解決方案為香港社會建設優質房屋

- 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
- 探討於房屋項目中使用通用設計和無障礙設施的可行性



To promote sustainability and neighbourhood harmony in the Hong Kong community

- 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

於香港社會提倡可持續發展及和諧社區

- 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

- 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

於物業發展和管理中，採取珍惜資源和負責任的採購方式

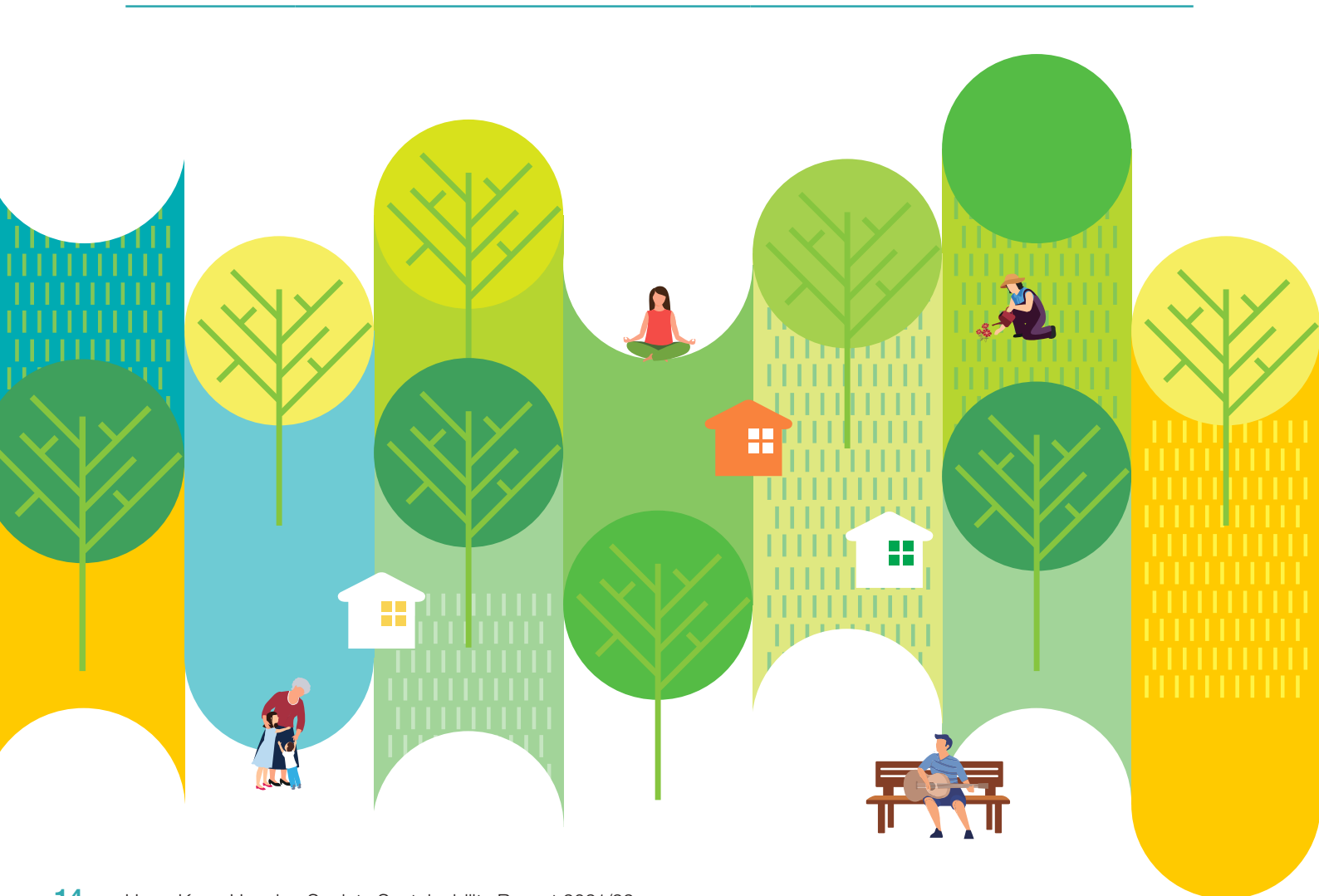
- 在房屋發展項目和日常營運中，減少消耗並盡量善用既有資源
- 在採購過程中盡可能選擇環保的產品和服務
- 鼓勵居民負責任地消費，減少廢物和增加回收



To take action on climate change and manage 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 carbon reduction targets set
- Partaking in the Environment Bureau's "Carbon Neutrality" Partnership
- 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」，設定減碳目標
- 成為環境局「碳中和」的夥伴



CORPORATE GOVERNANCE

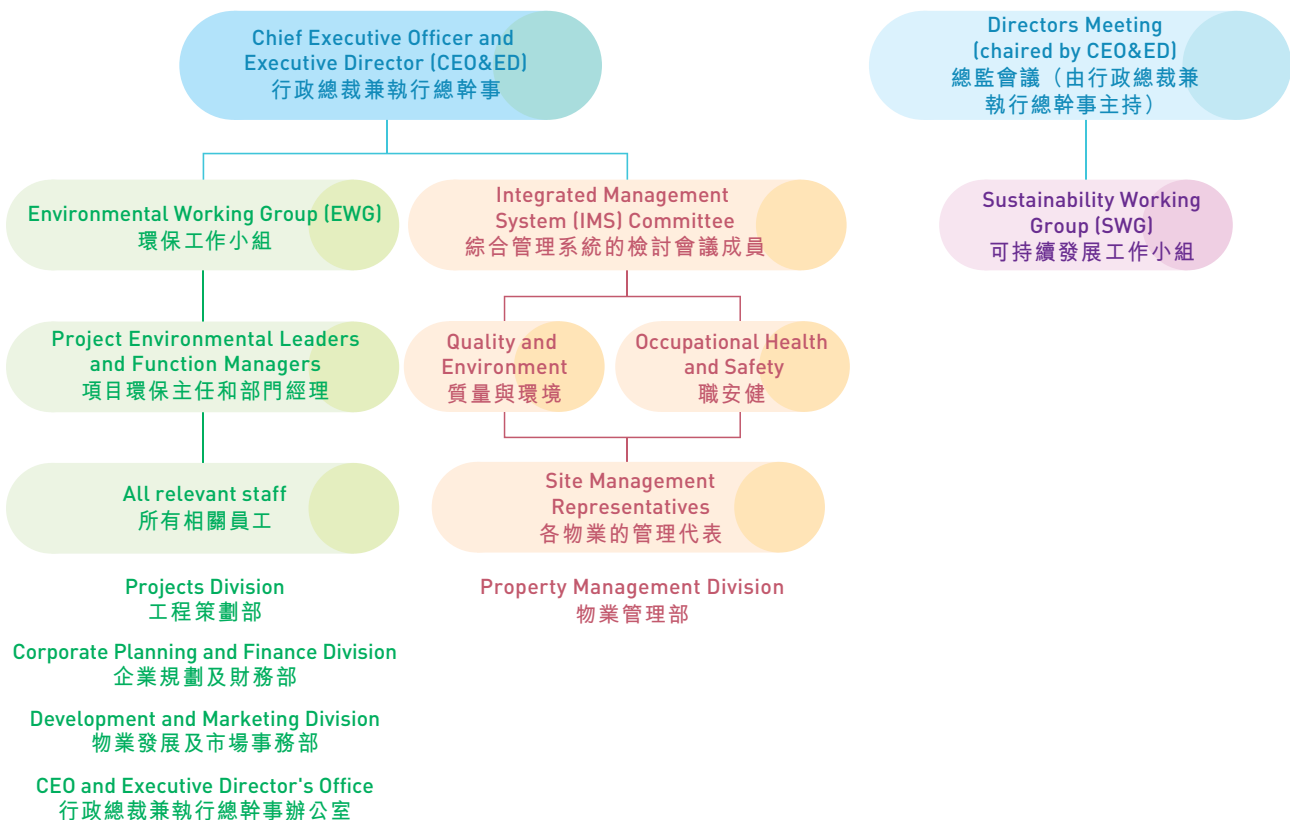
In pursuit of effective corporate governance for long-term business sustainability, the Housing Society adopts a two-tier board structure, comprises a Supervisory Board and an Executive Committee, drawing members from all walks of life to offer professional expertise and industry knowledge. It separates the roles of direction setting and operations management in strategy formation and implementation. Details of the corporate governance structure, committee members, and other relevant information are available in the *Corporate Governance* section of our *Annual Report 2021/22*.

To monitor our environmental performance across divisions and manage our accountability in sustainability, the Housing Society established the Sustainability Working Group (SWG), the Environmental Working Group (“EWG”) and an Integrated Management System (“IMS”) Committee.

企業管治

為實現有效的企業管治，促進業務長遠可持續發展，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，成員來自社會各界，為房協提供專業技術和行業知識。該架構為策略制定與執行過程釐清訂定方向和運營管理的角色。請參閱二零二一／二二年度年報《企業管治》章節以了解更多企業管治架構、委員會委員及其他相關的資料。

為監察我們不同部門的環境表現及管理我們的可持續發展責任，房協已設立可持續發展工作小組、環保工作小組及綜合管理系統。



Sustainability Working Group

Under the direction of Directors Meeting, the SWG was formed in 2022 to oversee the integration of sustainability into the Housing Society's business operations. It comprises senior management representatives from the Chief Executive Officer and Executive Director ("CEO&ED")'s Office, Corporate Planning and Finance Division, Development and Marketing Division, Projects Division, and Property Management. Its core functions include:

- Advising sustainability priorities, strategies, targets and initiatives that are compatible with the strategic direction and context of the Housing Society;
- Monitoring the development and implementation of the sustainability targets and initiatives;
- Reviewing sustainability risks and opportunities derived from core businesses; and
- Promoting sustainability awareness among staff members and foster corporate culture on sustainability.

Environmental Working Group

The EWG, formed in 2002, comprises senior management staff from Projects Division, Corporate Planning and Finance Division, Development and Marketing Division and the Chief Executive Officer and Executive Director ("CEO&ED")'s Office. The EWG holds performance evaluation meetings quarterly. Its core functions 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 when necessary.

Integrated Management System ("IMS")

The sustainability performance of our Property Management Division is managed by the IMS, which has taken reference to the International Organization for Standardization ("ISO") and obtained certifications of *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).

可持續發展工作小組

在總監會議的帶領下，可持續發展工作小組於二零二二年成立，負責監督房協將可持續發展概念貫徹於業務營運之中。該小組由高級管理人員代表組成，成員來自行政總裁兼執行總幹事辦公室、企業規劃及財務部、物業發展及市場事務部、工程策劃部及物業管理部。小組職能主要包括：

- 根據房協的策略方向和業務範疇，就可持續發展的優先議題、策略、目標和行動提供建議；
- 監察可持續發展目標和行動的制定和實施；
- 審視核心業務與可持續發展相關的風險和機遇；及
- 提高員工對可持續發展的意識，並建立相關的企業文化。

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。該小組每季度舉行績效評估會議。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，系統參考國際標準化組織設立，並獲 *ISO 9001:2015* 品質管理系統、*ISO 14001:2015* 環境管理系統和 *ISO 45001:2018* 職安健管理系統認證。

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。

Improving Operational Efficiency through Digitalisation

Technological advancement and innovative solutions have transformed the conventional business processes and corporate governance practices. The Housing Society continuously invests in new technologies and adopts innovative solutions to enhance our business resilience and operational effectiveness. These digitalisation initiatives and solutions include:

透過數碼化提升營運效率

科技發展及創新解決方案革新了傳統的業務流程及企業管治措施。房協不斷投資於新科技，並採用創新的解決方案，提高業務復元力及營運效率。這些數碼化措施及解決方案包括：



Robotic solutions

機械人技術解決方案

Improved the overall productivity, efficiency, and accuracy by adopting robotic solutions to automate repetitive work.

透過機器人自動化技術取代重複性工作，以提高整體生產力、效率及準確性。



Digital transformation

數碼化轉型

Adopted cloud-based solutions to facilitate inter-departmental communications and enhance business efficiency.

採用雲端的解決方案，促進部門間溝通並提高業務效率。



Internet connectivity at the rental estates

出租屋邨的互聯網連接

Embraced and supported the Hong Kong Smart City Blueprint 2.0 by enabling internet connectivity at our rental estates.

在房協轄下出租屋邨啟用互聯網連接，支持香港智慧城市藍圖2.0。



Internet Of Things ("IoT") solutions

物聯網解決方案

Enhance our elderly services and facility management capability through IoT solutions.

透過物聯網解決方案，提升房協長者服務及設施管理能力。



Remote access to IT infrastructure

遙距接達資訊科技基礎設施

Provided staff members with remote access to our IT infrastructure to ensure uninterrupted services to the public during the pandemic.

為員工提供遙距接達房協資訊科技基礎設施，確保疫情期間的公共服務不受影響。



Aerial Survey and Artificial Intelligence ("AI") technologies

航空測量及人工智能技術

Introduced Aerial Survey and AI technologies in property development and maintenance activities.

為物業發展及維修活動引入航空測量及人工智能技術。



Customer Relationship Management (“CRM”)

客戶關係管理

Implemented CRM solutions for rental estate outreach services.

為出租屋邨外展服務實施客戶關係管理解決方案。



Pressure reducing valves at the rental estates

出租屋邨的減壓閥

Installed and deployed pressure reducing valve sensors to monitor water pressure on the plumbing systems at 11 rental estates.

安裝及運用減壓閥感測器，以監測十一個出租屋邨水管系統的水壓。



Setting up Pilot Innovation Technology Seed Fund

設立創新科技種子基金先導計劃

Set up a Pilot Innovation Technology Seed Fund and approved three applications totalling over HK\$1.1 million during the reporting year to encourage staff innovation.

設立創新科技種子基金先導計劃，並於報告期內批准三項申請，款項總額超過一百一十萬港元，以鼓勵員工創新。



Adoption of various construction technologies

採用各種建築技術

Adopted various construction technologies, such as Building Information Modelling, Modular Integrated Construction and digital inspection system in the property development activities.

在物業發展活動中採用各種建築技術，例如「建築信息模擬」、「組裝合成」建築法及數碼檢測系統。



Ethics and integrity

The Housing Society is committed to the highest standard of professional ethics and business integrity, and has zero tolerance for dishonesty and unethical behaviours. Our values, principles, and standards outlined in the *Code of Conduct* clearly state our expectations on the legal and ethical obligations of our staff, which provide guidelines for decision-making on a range of issues, such as conflict of interest, competition and antitrust, record keeping, and use of social media.

All our staff is required to maintain the highest level of integrity, honesty, and fairness across all aspects of our business. Any concerns about suspected or actual improprieties at work are asked to be reported to ensure compliance with the ethical provisions set out in the *Code of Conduct*. Our internal processes and policies are reviewed regularly to ensure the effectiveness of our anti-fraud controls and response procedures.

During the reporting year, there were no reported cases regarding breaches of the *Code of Conduct*.

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.

Orientation trainings and refresher courses are provided to equip our staff with knowledge of anti-corruption measures to uphold honesty, fairness, and professional ethics in operations. We regularly invite professional speakers from the Independent Commission Against Corruption (“ICAC”), the Office of the Privacy Commissioner for Personal Data (“PCPD”), the Equal Opportunities Commission (“EOC”) and the Office of the Ombudsman to share their insights on the latest legislation pertaining to anti-corruption, personal data privacy, equal opportunities and the implementation of the Code on Access to Information. These training sessions serve to equip our staff with clear guidance on the professional ethics while performing their day-to-day duties. During the reporting year, we have organised five seminars and delivered online e-Refresher courses to over 270 staff members, preparing them for possible corruption risks in the ever-changing business environment.

During the reporting year, no legal cases regarding corruption were brought against the Housing Society, our employees or our business partners.

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，對不誠實和不道德的行為採取零容忍態度。《職員行為守則》概述我們的價值觀、原則及準則，並詳述我們在法律和道德義務上對員工的期望，為工作上的一系列決策（如利益衝突、競爭和反壟斷、記錄保存及使用社交媒體等）提供指引。

我們要求所有員工在業務的各個方面保持最高水平的操守、誠信和公平性，並匯報工作中任何疑似或實際的不當行為，以確保遵守《職員行為守則》中的道德規定。我們定期審查內部流程和政策，以確保我們的反詐騙控制措施和應對程序行之有效。

在報告年度內，房協沒有關於違反《職員行為守則》的事件報告。

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。

我們提供入職培訓和重溫課程，讓員工掌握防止貪污措施的知識，從而在日常營運中秉持誠信、公平及專業操守。我們定期邀請廉政公署、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專業講者，分享他們對有關反貪污、個人資料私隱、平等機會方面的最新法規及《公開資料守則》實施情況的見解。這些培訓課程旨在讓員工能在履行其日常職責時，獲得明確的職業道德指引。在報告年度，我們舉辦了五次研討會，並為逾二百七十名員工提供線上重溫課程，裝備他們應對瞬息萬變商業環境中可能出現的貪污風險。

在報告年度內，房協沒有任何針對機構、員工或業務夥伴貪污的法律訴訟。

Data on anti-corruption 反貪污數據

	Unit 單位	2021/22
Anti-corruption policies and procedures have been communicated to our governance bodies 已接受房協反貪污政策和程序溝通及說明的管治架構成員	%	100%
Anti-corruption policies and procedures have been communicated to our employees 已接受房協反貪污政策和程序溝通及說明的員工	%	100%
Total training hours on anti-corruption related topics 與反貪污主題相關的總培訓時數	hours 小時	2,549.5
Employees that have received training on anti-corruption 已接受反貪污培訓的員工		
Managerial 經理級	%	65.8%
Officer 主任級	%	79.7%
Support 事務級	%	75.2%
Manual 職工級	%	74.3%

Protecting Privacy

The Housing Society respects the legal right to privacy of our stakeholders and fulfils our privacy and data protection obligations under applicable laws and regulations, including the *Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong)*. Stringent procedures are in place 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, data breach handling on required security and privacy standards when collecting, handling and using personal data across all operations and departments. In March 2021, the Housing Society received the Gold Certificate at the inaugural "Privacy — Friendly Awards 2021" from PCPD, in recognition of our efforts in protecting personal data privacy.

保障私隱

房協尊重持份者的私隱保障，並根據適用的法律法規，包括《個人資料(私隱)條例》(香港法例第486章)，履行我們保護私隱和個人資料的義務。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。二零二一年三月，房協於香港個人資料私隱專員公署舉辦的首屆「私隱之友嘉許獎2021」中獲頒金獎狀，以表揚我們在保護個人資料私隱方面的努力。



During the reporting year, there were no confirmed substantiated complaints concerning breaches of customer privacy or losses of customer data.

在報告年度內，我們沒有收到經證實的侵犯客戶隱私的相關投訴或遺失客戶資料的事件。

Industry Recognition of Our Quality Management

業界認可我們的品質管理

During the reporting year, the Housing Society has received a number awards in recognition of our quality management, corporate strategy, and commitment to sustainable development. We strive to pursue operational excellence while embracing innovation when addressing the housing issues in Hong Kong, and at the same time support industry development by nurturing the younger generations. Looking ahead, we will continue to contribute with our best efforts when building sustainable homes and inclusive communities for a brighter future.

在報告年度內，房協獲頒多個獎項，我們的品質管制、企業策略和對可持續發展的投入備受認可。我們致力追求卓越的營運，在解決香港房屋問題時亦著力創新，同時通過培育年輕一代來支持業界發展。展望未來，我們將繼續竭力建造可持續的房屋和共融的社區，締造更美好的未來。



◀ The Excellence Award of the 2021 HKMA Quality Award by the Hong Kong Management Association
獲香港管理專業協會頒發二零二一年度「優質管理獎—卓越獎」



▲ The Outstanding Corporate Strategy Awards 2021 by the East Week Magazine
奪得由《東周刊》頒發的「傑出企業策略大獎2021」



▲ The Greater Bay Area Corporate Sustainability Awards 2021 by the Metro Finance and HKQAA
榮獲由新城財經台及香港品質保證局合頒的「灣區企業可持續發展大獎2021」

For more information on the awards and recognitions received by the Housing Society and our staff members, please refer to the *Awards and Recognitions* section of this report.

請參閱本報告的《獎項及嘉許》章節，了解更多有關房協和其員工所獲獎項及嘉許。

Greener Home and Workplace 綠色家園及工作間



The Housing Society embraces environmental sustainability as a fundamental value when providing quality housing and related services to the Hong Kong community. Our six environmental protection principles provide clear guidance to our management approach and decision-making process, ensuring all divisions are operating in an environmentally responsible manner with an aim to minimise our carbon footprint in property development, property management and office operations.

房協為香港社會提供優質居所及相關服務時，堅持以環保和可持續的理念為核心。房協以六個環保原則為方針，為管理及決策過程提供清晰的指引，確保所有部門的營運均顧及對環境的影響，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。



SIX ENVIRONMENTAL PROTECTION PRINCIPLES

六大環保原則

Abiding by the *ISO 14001:2015* certified Environmental Management Systems, the Housing Society systematically formulates and evaluates the various environmental initiatives in both property development and property management.

房協採用獲*ISO 14001:2015*認證的環境管理系統，從而有序地制訂及評估物業發展及物業管理方面的各項環保措施。

Specific guidelines and procedures are in place to manage and mitigate environmental concerns arisen from the daily operations in construction sites, housing properties, and offices. Moreover, an internal housing development guideline is available to provide guidance on integrating environmental considerations into projects under our purview.

房協已訂立工作指引及程序，來管理及解決建築工地、住宅物業和辦公室日常運作引起的環境憂慮。我們亦就房屋發展項目制訂內部指引，在策劃此類項目時充分考慮環境因素。

During the reporting year, there were no significant fines or sanctions levied for non-compliance with environmental laws and regulations.

報告年度內，房協沒有任何違反環境法規或被罰款事件。

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。



Conserve Resources 保護天然資源

To prevent pollution and to protect the environment by conserving natural resources and minimising waste.
透過節省天然資源和盡量減少廢物，防止污染及保護環境。



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。



Continuous Improvement 持續改善成效

To seek continuous environmental improvements through setting clear environmental objectives and continual improvement of the environmental management system.
透過訂立清晰明確的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。



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、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。



GREEN BUILDINGS

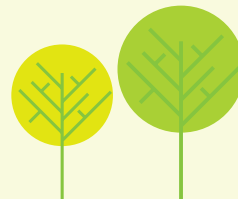
Buildings account for 90 per cent of electricity used in Hong Kong, generating over 60 per cent of Hong Kong's carbon emission. As one of the major public housing providers in Hong Kong, we are prepared to take up responsibility of addressing this issue, striving to reduce our carbon footprint for a greener city. Through innovation and technology, we closely monitor the environmental performance of our buildings, and think of ways to reduce carbon emission in our projects and housing properties.

By way of benchmarking the environmental performance of our housing developments, all projects launched after 2004 are subject for building environmental assessment and certification by the BEAM Society Limited ("BEAM") and the Hong Kong Green Building Council's BEAM Plus.

綠色建築

建築物的用電量佔全港用電量百分之九十，碳排放量則佔全港碳排放量逾百分之六十的。作為香港主要的公共房屋供應商之一，我們準備好負起解決這問題的責任，力求減少碳足跡，建設綠色城市。我們以創新方法和科技，密切監測建築的環保表現，並制定措施減少項目和房屋物業的碳排放。

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建築環保評估協會有限公司及香港綠色建築議會的「綠建環評」認證。





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	5	2
 Silver 銀級	—	1
 Bronze 銅級	1	1

Leveraging Technologies for Smart and Green Construction

In a typical project development process, the Housing Society carefully reviews the environmental concerns throughout a building's life cycle, from design and planning to construction and operation; and applies the appropriate construction practices and building technologies to lessen our impact on the environment.

As an avid advocate of technology-enabled construction, we acknowledge the significant gain from applying Modular Integrated Construction ("MiC") and Building Information Modelling ("BIM"). Our project team, consultants, and contractors utilise a holistic housing development guideline to enhance our environmental performance in key green building parameters such as energy, materials, water, Indoor Environmental Quality (IEQ), and landscape design. By incorporating these smart and green building features throughout our building's life cycle, we can improve the living quality of our residents while contributing to a greener city.

採用技術興建智慧和綠色建築

在一般項目開發過程中，房協會仔細審視建築物從設計、規劃、建造到營運階段整個生命周期的環境因素，並運用恰當的建築方式和技術，減少對環境的影響。

房協提倡應用技術進行施工，深知「組裝合成」建築法和「建築信息模擬」帶來的莫大裨益。我們的項目團隊、設計顧問及承建商參考整體房屋發展指引，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。我們將智慧和綠色建築特點融入建築物生命周期的各階段，設法改善居民的生活質素，建設綠色城市。

Through the adoption of smart solutions, the year-on-year energy consumption intensity of our construction projects
透過應用智能方案，建築工程能源消耗強度按年

↓ 9.2%





BIM Application

應用「建築信息模擬」

- Identifying problematic terrains through the Visualisation of underground geological conditions to 以視像方式呈列地面下的地質狀況，確定有問題的地帶
- Streamlining the conceptual design by 3D Clash Analysis, 4D Design for Buildability, and precise Drawings Production 通過三維碰撞分析、四維可建造性設計和精確的圖紙製作，簡化「組裝合成」建築法的概念設計
- Extending BIM application to enhance accuracy and quality of building construction 廣泛應用「建築信息模擬」，提高的準確度和品質

Environmental-friendly

Building Features

環保建築特點

- Optimising energy efficiency through active and passive designs 以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 renewable 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

MiC & Other Technology

Application

應用「組裝合成」建築法及其他技術

- Adopting MiC methodology to reduce waste and material consumption 採用「組裝合成」建築法技術，減少廢料及物料消耗量
- Employing offsite fabrication to enhance quality control and workmanship 實行場外組裝，提高工程品質管制和做工
- Enabling onsite installation of MiC modulation units to reduce total project construction time and waste 現場進行移交及進行合成安裝，減少項目的建築時間及廢料
- Adopting Global Position System ("GPS") for logistics of MiC to facilitate real-time tracking of modules to enhance overall efficiency of the construction 採用全球定位系統實時監測「組裝合成」建築法中所使用組件的運送，提高施工整體效率

Monitoring and Building

Compliance

監測建築合規性

- Ensuring the contractors comply with environmental regulations through Environmental Management Plan 制定環境管理計劃，確保承建商／承辦商遵守環境法規
- Requiring contractors to adopt Battery Energy Storage System ("BESS") 要求承建商／承辦商採用電池儲能系統
- Conducting environmental mitigation measures to minimise emission, noise and wastewater discharged 採取環保措施，盡量減少廢氣排放、噪音和廢水排放
- Using Digitalised Work Site Supervision ("DWSS") system to digitalise the entire workflow and make data tracking and management more convenient 使用數碼工程監督系統，使施工過程數碼化，以更便捷方式跟蹤和管理資料

Technologies Adopted in a Building's Life Cycle 建築生命週期中應用的技術



Building Management Features

建築管理特點

- Ensuring system efficiency through regular maintenance and inspection to 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、節水型產品替換原有系統
- Providing waste recycling facilities to divert waste from landfills
設置廢料分類回收設施，減少於堆填區棄置廢物
- Awareness raising and recycling campaigns
提高屋邨環保意識及舉行回收活動
- Adopting computer-based Building Management System with Internet of Things ("IoT") technology to monitor energy management
採用電腦建築管理系統與物聯網技術監測能源管理

What is BIM?

甚麼是「建築信息模擬」？

BIM is the process of generating and managing building data during its design, construction and during the building or assets life cycle. It is an advanced technology to facilitate project management, better construction process control, cross-disciplinary collaboration, communication with external stakeholders, decision support and risk management.

「建築信息模擬」是指在建築設計、施工及整個建築或資產生命週期中提供並管理建築資訊的過程。該技術利用嶄新科技協助項目管理、調控建造程序、跨界別合作、對外溝通、決策支援及風險管理等。



What is MiC?

甚麼是「組裝合成」建築法？

MiC is a construction methodology that free-standing integrated modules completed with finishes and fittings are manufactured in an offsite prefabrication factory and then transported to site for installation in a building.

「組裝合成」建築法是一種建築技術，將獨立的「組裝合成」組件轉移至場外工廠預先製造，其後運送至工地進行建築安裝。



▲ Steel MiC modules for Jat Min Chuen's Chung Yuet Lau.
鋼製組件的「組裝合成」建築法組件將於乙明邨松悅樓進行安裝。



Case Study 案例分享

In Conversation with Housing Society Member: “Buildings in a Pandemic” 與房協委員對談：疫下知「築」

By way of nurturing next-generation leaders and inspiring them in building a sustainable future, the Housing Society Academy Alumni Club organised a webinar and invited Professor Wong Bay, Housing Society Executive Committee Member and Adjunct Professor at the Faculty of Architecture of The University of Hong Kong, to share his valuable insights on the latest green building trends and the interplay between building designs and public health, especially during times of a pandemic.

為培育下一代領袖，並啟發他們對建設可持續發展未來的關注，房協獎學金同學會舉辦網上分享會，邀請房協執行委員會委員及香港大學建築學院客席教授黃比教授分享其於疫情下對最新綠色建築趨勢的見解，並探討樓宇設計與公共衛生安全之間的關係。

Over 50 student alumni studying architecture, surveying, building design and property management joined the interactive webinar and exchanged ideas through rounds of in-depth discussions. The Housing Society will continue to explore new opportunities to engage the younger generations, and promote sustainability in areas of construction and property management.

超過五十多名建築、測量、建築設計和物業管理系的學生校友參與互動網上分享會，在多輪深入討論環節中交流意見。房協將繼續發掘與年輕一代交流的機會，促進建築和物業管理領域的可持續發展。



WASTE MANAGEMENT AND MATERIAL USE

The Housing Society embraces “reduce”, “reuse” and “recycle” (the “3Rs” principle) when devising waste management solutions in all parts of our operations. In a typical procurement process, higher priorities will be given to suppliers that offer eco-friendly materials and equipment. Following the latest industry best practices, we also leverage new construction technologies and innovate in our business approaches to further mitigate our impact to the environment.

Project Development

Throughout the project development cycle, we plan our operation as efficient as possible to minimise waste generated. When designing for a project, the Housing Society frequently engages the different stakeholders to learn their needs and expectations, such as surveys with potential residents on the design layout and finishing. By meeting our customers’ needs and expectations, we strive to reduce the likelihood of future corrective interventions and renovations after the flat handover, minimising any unnecessary wastes brought by our designs.

廢物管理和物料使用

房協於各業務部門制定廢物管理方案時，均採取「減少 (Reduce)」、「重用 (Reuse)」和「回收 (Recycle)」原則 (「3R」原則)。在一般採購過程中，我們將優先選擇提供環保物料和設備的供應商，並引進行業的最佳實踐方法，採用新的建築技術和創新業務模式，進一步降低對環境的影響。

項目發展

在整個專案開發周期，我們盡可能以高效規劃營運流程，減少廢物產生。房協設計項目時會時常與不同持份者溝通，以了解他們的需求和期望，例如會就房屋設計和裝修跟潛在業主進行問卷調查。我們透過滿足顧客的需求和期望，減少在單位交收後進一步裝修或修正的情況，以免造成浪費。

Policy measures are also in place to ensure the appropriate green practices are properly implemented during the construction of projects.

我們亦已制定政策措施，確保在項目施工期間正確實施適當環保措施。

Timber products used for domestic furnishings, such as 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 are required to devise waste management plans, set limits for construction waste generation, and propose monitoring measures throughout the construction or renovation process. They are also encouraged to implement industry best practices when 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。

Our Green Practices 我們的環保措施

Sorting facilities for metal, plastic and paper waste are available at construction sites to encourage proper waste disposal. Smart bins are also planning for in new development projects, to facilitate the separation of solid domestic wastes and recycling materials.

地盤設有金屬、塑膠及廢紙分類設施，以助適當處理廢棄物。我們亦計劃在新的發展項目中引入智慧垃圾桶，以促進分類固體住宅廢物和回收材料。



Site contractors are required to adopt battery energy storage system ("BESS") to replace on-site diesel generators for a safer and healthier working environment, while maximising the efficiency of energy use in construction sites.

我們要求地盤承建商採用電池儲能系統取代柴油發電機，為員工提供更安全健康的工作環境，同時提高地盤的能源利用效率。

In 2021, we created mock-up flat prototypes that adopt universal design with barrier free access provision. Practitioners and industry experts were invited to comment on the potential inclusion of such design elements in our future projects, and provide further suggestions on enhancing the designs.

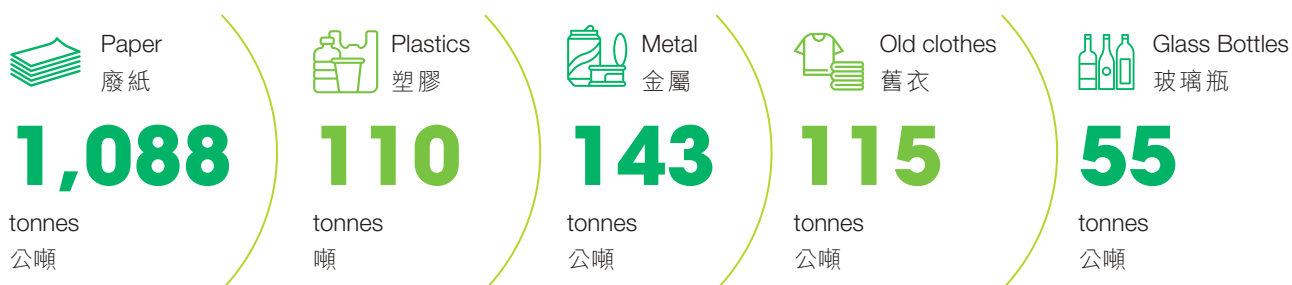
我們於二零二一年創建了示範單位原型，單位採用通用設計及無障礙設計，並邀請業界專家人員對這些可能將於未來項目採用的設計發表意見，提供優化建議。



Property and Office Management

The Housing Society places a heavy emphasis on the integration of waste minimisation measures into our daily office practices and property operations. In our rental estates and managed properties, our Property Management Division engages residents in waste management and recycling initiatives. Through conveniently placed recycling facilities and a range of environmental programmes, we aim to induce a change of habit for a greener lifestyle.

During the reporting year, we recycled:



Waste sorting facilities and recycling bins for toner cartridges and fluorescent lights are placed in all our major offices to promote the “3Rs” principle and sustainability in the workplace. Outdated office and IT equipment is also donated to charities whenever possible, giving them a second life in the hands of the underprivileged.

物業及辦公室管理

房協非常重視將減廢措施融入一般辦公室運作及物業營運當中。在我們的出租屋邨和管理物業中，物業管理部鼓勵居民參與廢物管理和回收活動。我們希望通過提供各種回收設施和安排多元化環保活動，鼓勵居民改變習慣，養成更環保的生活方式。

在報告年度，我們共回收了：

房協主要的辦事處均設有廢棄物分類設施、碳粉盒回收箱和光管回收箱，在工作場所推廣「3R」原則和可持續發展。過時的辦公室和電子設備亦會盡可能捐贈予慈善機構，讓弱勢社群賦予設備第二次生命。

In 2021/22, we have donated a total of

在二零二一／二二年，我們共捐贈



used computer equipment, including desktop computers, notebook computers, printers, LCD monitors, etc.

合舊電腦設備，包括桌上電腦、筆記型電腦、打印機、液晶顯示屏等。

Moreover, with an aim to reduce any unnecessary consumption of printed papers, tablets are provided for viewing documents during internal meetings at our King’s Road 1063 Operations Headquarters and World Trade Centre Corporate Office.

此外，為減少列印不必要的文件，我們在英皇道1063號營運總部和世貿中心企業辦事處設有平板電腦，以方便內部會議時查看文件。

In recognition of our continuous efforts in waste reduction, World Trade Centre Corporate Office received the “Excellence Level” label from Hong Kong Green Organisation’s Wastewi\$e for 10 consecutive years, an initiative which encourages organisations to reduce waste generation on premises or in their products offered whenever possible.

獲香港綠色機構連續十年向世貿中心企業辦事處頒發「卓越級別」減廢證書，嘉許其多年來在減廢方面的努力。該計劃旨在鼓勵機構減少其物業內或服務中所產生的廢棄物。

ENVIRONMENTAL INITIATIVES AT OUR ESTATES

轄下屋邨的環保措施

Becoming the Earth's Best Friend through Recycling 通過回收成為地球摯友

By way of encouraging our residents to recycle household wastes as far as possible, the Housing Society has been partnering with the Government and NGOs to promote green living through various initiatives, such as Proper Recycling of Regulated Electrical Equipment Programme, Free Plastic Bottles Collection Services, Old Textiles Recycling Programme, and Toner & Ink Cartridges Recycling & Reuse Programme, etc. Highly accessible recycling facilities are placed around the estates, so that our residents can conveniently drop their recyclables and help reduce the amount of trash going to landfills.

房協鼓勵居民盡可能回收家居廢物，並與政府和非政府組織合作，實施多項計劃推廣綠色生活，例如四電一腦回收計劃、免費膠樽回收服務、舊衣回收計劃和碳粉匣及墨盒回收再生計劃等。我們在屋邨周圍設置便利的回收設施，有便於居民投放回收物品，減少棄置到堆填區的垃圾。

During the reporting year, all participating estates were nominated as "Friends of Environmental Group 2021" by the Environmental Protection Department in recognition of our collective effort in promoting corporate social responsibility and sustainable living in our community.

在報告年度內，參與的屋邨均榮獲環境保護署提名為「環保園之友2021」，肯定我們為促進企業社會責任和社區可持續生活所付出的努力。



Cook Chilled Vending Machine 速凍餐自助提取機

In support of Food Angel's Jockey Club Food Assistance Programme to rescue surplus vegetables and dried food while helping the underprivileged in our society, the Housing Society has installed Automated Food Dispensers ("AFDs") at two rental estates to provide a flexible and convenient meal option for people working irregular hours.

為響應「惜食堂」的「賽馬會逆境同行食物援助計劃」，支持回收剩餘的蔬菜和乾貨食品及幫助社會弱勢群體，房協於兩個出租屋邨安裝「自在食」速凍餐自助提取機，為工作不定時的人士提供靈活方便的膳食選擇。

Eligible members in the community can scan the QR code or use a pre-registered Octopus card to pick up cook-chilled meals from the food dispensers.

社區合資格人士可掃描二維碼或使用預先登記的八達通卡，到自助提取機拿取速凍餐。



ENERGY AND EMISSIONS

In our journey of decarbonisation, the Housing Society pledged to set carbon reduction targets under the Business Environment Council's *Low Carbon Charter*. We are committed to reducing energy consumption by 15 per cent across our operations by 2029/2030, using 2012/13 as the baseline year. Specific targets are also separately set for our redeveloped building blocks, rental estates, and offices. We regularly review our progress and take necessary actions to ensure that we are on the right track to achieve the set targets.

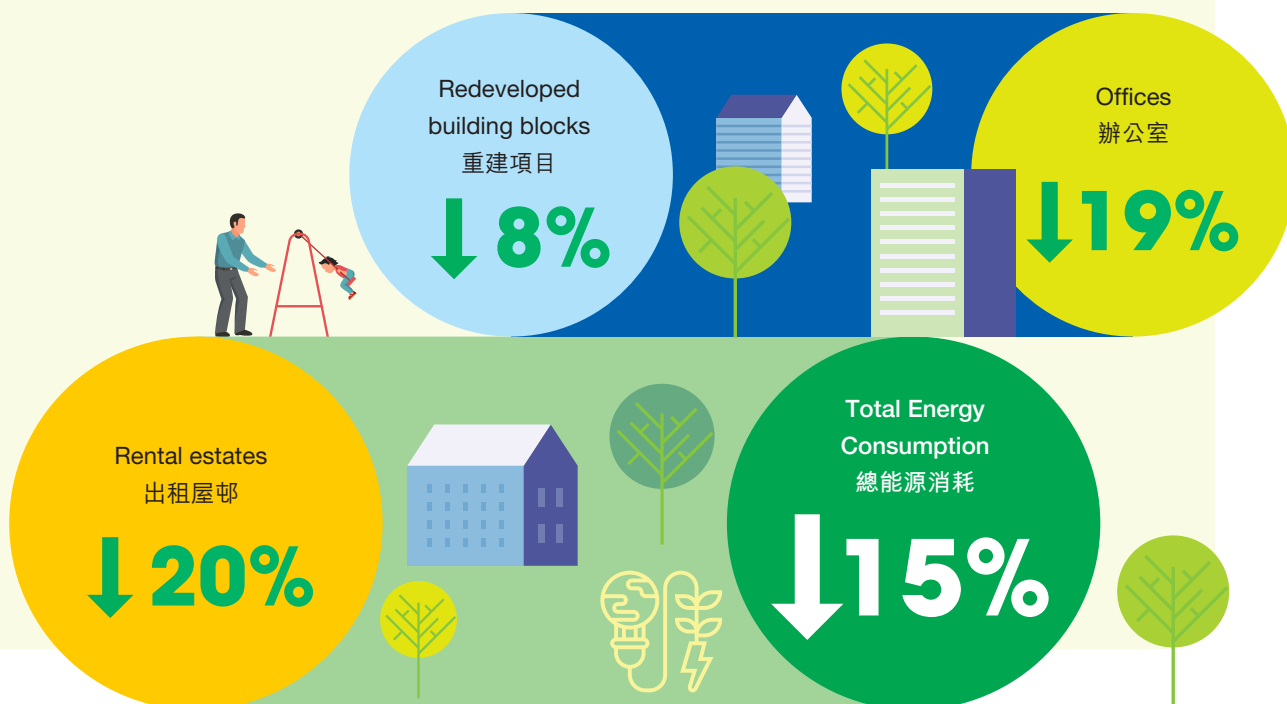
能源與排放

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、出租屋邨及辦公室分別設定了具體目標。我們會定期監察進度並採取適當的措施以確保達致目標。



Using 2012/13 as the baseline year, total energy consumption reduction target for the Housing Society by 2029/30*

以二零一二／一三年度作為基準年，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 Scope 1, 2 and 3 (only apply to the scope 3 emissions arise from the electricity used to process 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（僅適用於處理食水時耗用電力所致的範圍三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

Conscious of the carbon footprint inherent to our development projects' building life cycle, the Housing Society adopts a myriad of energy-efficient designs and installations in our development projects with an aim to reduce greenhouse gas emissions. For example, we adopt energy efficient central air conditioning systems for commercial portions of new development projects, especially for projects in locations with District Cooling System.

Passive designs and energy efficient installations are adopted in consideration of building orientations, glazing properties, length of daylight, etc. These include utilising daylight to meet the lighting demand of our buildings and reduce electricity consumption, installing solar shading windows to enhance the cooling efficiency of our offices, and installing appliances with relevant energy labels to ensure energy efficiency.

Property and Office Management

Since a major portion of our energy consumption stems from managing properties, the Housing Society continuously enhances the equipment, operating systems and procedures in our managed properties and offices, so as to improve energy efficiency. To this end, the Housing Society has carried out major improvement works ("MIWs") during the reporting year, including the below committed, in progress, or completed projects:

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量。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，我們在新發展項目的商用部分尤其裝有區域供冷系統的地方，採用節能的中央冷氣系統。

我們會考慮建築物的座向、玻璃特性、日照長短等因素，並採用被動式設計和節能裝置，包括利用日光滿足建築物的照明需要以減少電耗、安裝遮陽窗提高辦公室冷卻效率，以及安裝貼有相關能源標籤的電器以確保能源效益。

物業及辦公室管理

由於物業管理所耗的能源最多，房協因此不斷加強管理物業及辦公室的設備、運作系統及營運程序，從而提高能源效益。為此，房協於報告年度內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:

將水泵更換為效能較高的電動水泵：

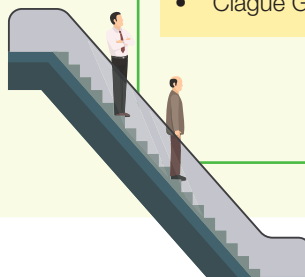


- **Jat Min Chuen** 乙明邨
- Ka Wai Chuen 家維邨
- Lai Tak Tsuen 勵德邨
- Lok Man Sun Chuen 樂民新村
- Verbena Heights 茵怡花園

Replacement of lifts/escalators with new models using the Variable Voltage Variable Frequency ("VVF") 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
- Clague Garden Estate 祈德尊新邨



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
- Tui Min Hoi Chuen 對面海邨
- Lakeside Garden 翠塘花園
- Yue Kwong Chuen 漁光村
- Healthy Village 健康村
- Ka Wai Chuen 家維邨



Provision of electric vehicle (“EV”) charging facilities:
提供電動車充電設施：

In support of the Government’s policy to promote a wider use of EVs, we have been collaborating with power companies to expand the EV charging network proactively at existing carparks based on demand and technical feasibility. As of 31 March 2022, we are providing EV charging facilities at about 285 parking spaces in 33 estates. We are also gradually upgrading the standard chargers to medium chargers to address the overwhelming demand.

In addition, we had pioneered the use of licence plate recognition technology to optimise the management and control of these much sought-after facilities by reserving dedicated charging facilities exclusively for EVs in 21 carparks under the Housing Society’s management.

為響應政府推廣電動車使用的政策，我們持續與電力公司合作，根據需求和技術可行性，積極在現有停車場擴大電動車充電網路。截至二零二二年三月三十一日，我們為三十三個屋邨的約二百八十五個停車位提供電動車充電設施。我們已逐步將標準充電器升級至中速充電器，滿足社會的龐大需求。

此外，我們率先引進車牌識別技術，以更好管理及控制這些備受歡迎的充電設施，並在房協管理的二十一個停車場中預留電動車專用的充電設施。



At our office premises, the Housing Society strives to minimise energy wastage while providing a greener and more comfortable workplace environment for our staff members. For instance, at our new King’s Road 1063 Operations Headquarters opened in June 2021, we have incorporated a variety of green design elements, including LED lights with motion sensors, lower partitions for better air circulation, and usage of fit-outs made of recycled and sustainable materials. Green living walls and potted plants are also placed in different areas to make the workplace fresher and visually inviting.

在辦公室管理方面，房協盡可能減少能源浪費，並為員工提供環保舒適的工作環境。例如，在二零二一年六月啟用的英皇道1063號新營運總部融入多個綠色設計元素，包括安裝帶有動態感應器的二極管照明系統、降低隔牆高度以促進空氣流通，以及使用回收再造和可持續的裝修物料。我們亦於不同區域設置綠色生活牆和放置盆栽，使工作間更舒適宜人。

On the hardware side, centralised waste and recycling stations are placed in our new headquarters to encourage our employees to participate in waste reduction and recycling. We have also deployed IoT sensors and cloud-based management platform to monitor the energy efficiency performance.

During the reporting year, our new operations headquarters has attained a “Good Class” certification under the Indoor Air Quality Certification Scheme of the Environmental Protection Department.

To promote green living within our community and encourage our stakeholders to conserve energy, the Housing Society actively participates in energy-saving initiatives including “No Air Con Night” by Green Sense, “Earth Hour” by World Wide Fund, “Energy Saving Charter” by the Environment Bureau and the Electrical and Mechanical Services Department.

WATER CONSERVATION

Water is a valuable resource to us. To reduce unnecessary water usage, the Housing Society upgrades its water facilities and recycles wastewater whenever possible. At the same time, we appeal to our stakeholders the importance of individual efforts in natural resource stewardship and promote the benefits of mindful water usage, in the hope to instil green habits in the daily lives of our residents, employees and contractors.

Project Development

Conscious of the water consumption in our project developments, we continuously improve our water resource management by implementing innovative measures, including the installation of rainwater harvesting systems and the adoption of water efficient shower heads, taps, sink mixers, and basin mixers with Water Efficiency Labels. Meanwhile, our construction sites also recycle construction wastewater for vehicle wheel washing use and pre-treat it before discharging.

Property and Office Management

While constantly keeping track of the water consumption level at our managed properties and offices, we also actively take mitigation measures such as using water-saving sanitary fitting and placing “Save Water” stickers near water taps to remind employees to turn them off after use. Moreover, periodic checks and maintenance works of the water plumbing systems in our managed properties are also carried out to prevent any unnecessary wastage and damages due to water leakage.

在設備方面，我們在新總部放置中央廢棄物及回收站，鼓勵員工減少廢物和循環回收。我們亦安裝物聯網感測器和雲端管理平台，以監測能源效益表現。

在報告年度內，我們的新營運總部獲得環境保護署室內空氣質素檢定計劃的「良好級」認證。

房協積極參與節能計劃，包括環保觸覺的「無冷氣夜」、世界自然基金會的「地球一小時」、環境局和機電工程署舉辦的「節能約章計劃」等，鼓勵持份者踴躍參與節能環保行動，並於社區推廣綠色生活。

保護水資源

水是珍貴的資源。房協改善物業內的供水設施及盡可能重用廢水，減少不必要的用水。我們亦呼籲各持份者在保護自然資源方面承擔個人責任，宣傳謹慎用水的好處，希望居民、員工和承建商／承辦商在日常生活中養成環保習慣。

項目發展

我們重視發展項目的用水量，因此實施創新的措施持續優化水資源管理，包括安裝雨水回收系統，以及採用有「用水效益標籤」的節水花灑頭、水龍頭、水槽龍頭和浴缸龍頭。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。

物業及辦公室管理

我們密切監測房協轄下管理的物業及辦公室的用水量，並積極實行其他節水措施，例如使用節水衛生設施及於水龍頭旁邊貼上「節約用水」標示以提醒員工將水龍頭關上。此外，我們定期對管理物業的水管系統進行檢查及維修，防止因漏水而造成任何不必要的浪費和損壞。

During the reporting year, 11 rental estates of the Housing Society piloted sensors for pressure reducing valves at water pipes. The sensors detect abnormal pressures and alert the relevant personnel for taking appropriate actions as soon as possible. Equipped with the latest technologies, our property management teams will be able to have better control over various facilities across the properties, allowing us to provide timely and appropriate services to residents.



在報告年度，房協於十一個出租屋邨試行為水管減壓閥安裝感測器。感測器一旦檢測到異常壓力，便會向相關人員發送警報，以便盡快採取適當行動。在最新技術的支持下，我們的物業管理團隊將能更有效地控制物業的各種設施，及時為居民提供適當的服務。

CLIMATE CHANGE AND RESILIENCE

To advocate and support the Government's Climate Action Plan 2050 of achieving carbon neutrality before 2050, the Housing Society has joined the "Carbon Neutrality" Partnership led by the Environment Bureau with other 60 partners from different sectors, including property development, public utilities, finance and other professional bodies. Threats brought by climate change is imminent. With more frequent occurrence of extreme weather events, such as typhoons, flooding and storms, our operations and residents are exposed to greater risks. Thus, the Housing Society has incorporated climate risks when formulating its sustainability strategy to ensure that appropriate precautions and measures are in place. Based on our assessment, we have identified the climate risks that are relevant to us in the following page.

Currently, the Housing Society has taken respective measures to mitigate climate-related risk, believing that the potential impact of climate changes listed above will not result in a material impact to our operations. We will continuously monitor and assess the latest situation and formulate respective measures to minimise our exposure to the climate-related risks.

氣候變化與復元力

為提倡和配合政府在二零五零年前實現碳中和的氣候行動計劃，房協與其他來自不同界別的六十個夥伴，包括物業發展、公用事業、金融和其他專業團體，加入了由環境局牽頭的「碳中和」夥伴。氣候變化的威脅迫在眉睫。隨著颱風、洪水和風暴等極端天氣事件頻繁發生，我們的業務和居民將面臨更大的風險。因此，房協在制定可持續發展策略時，將氣候風險納入考慮因素，以確保採取適當預防措施。根據評估，我們在下一頁確定了與我們相關的氣候風險。

目前房協已採取相應措施，減輕氣候變化所帶來的相關風險。我們相信上述氣候變化的潛在影響不會對營運造成重大影響。我們將持續監察和評估最新情況，並制定相應措施，盡量減少氣候相關風險對我們的影響。

- **Specific Risk:** Extreme weather conditions, such as typhoons and flooding

特定風險：極端天氣事件，如颱風和洪水

- **Impact:** Increased occurrences of typhoons and floodings affects the overall construction process, and the normal operations and the residents of our managed properties.

影響：颱風和洪水頻繁發生，影響施工過程，以及管理物業的正常運作和居民。

- **Our response:** Application of MiC reduces the impacts of extreme / adverse weather conditions during the construction period.

我們的應對措施：施工期間應用「組裝合成」建築法，減少極端/惡劣天氣狀況帶來的影響。



Acute Risk
急性實體風險

Chronic Risk
慢性實體風險

Transition Risk
過渡風險

Reputation Risk
聲譽風險

- **Specific Risk:** Regulatory compliance risk

特定風險：監管合規風險

- **Impact:** With more stringent environmental regulations and requirements in the foreseeable future, it increases the overall capital and operational expenditure of the Housing Society as well as non-compliance risks.

影響：隨著未來環境法規和要求日益嚴格，房協整體資本和營運支出將增加，亦須面臨不合規風險。

- **Our response:** The Housing Society shall keep abreast of the latest regulatory development regarding building standards and other applicable regulations to avoid any violations of laws.

我們的應對措施：房協會緊貼相關建築標準和其他適用法規的最新發展，避免任何違法行為。

- **Specific Risk:** Sustained higher temperature

特定風險：持續高溫

- **Impact:** Sustained higher temperature leads to a greater consumption in electricity of our managed properties and office, reduction in the labour productivity in construction sites, as well as potential health issues of our residents and tenants.

影響：持續高溫導致我們管理物業和辦公室的耗電量增加，建築地盤的勞動生產力下降，以及引發居民和租戶的潛在健康問題。

- **Our response:** Energy-savings initiatives are implemented by the Housing Society to reduce impact arising from sustained higher temperatures. Furthermore, our Caring, Engaging and Smart ("CES") Team provides health care and social support to our residents and tenants whenever potential health issues emerge.

我們的應對措施：房協會實施節能措施，減少持續高溫帶來的影響。此外，當居民和租戶出現潛在的健康問題，我們的房協友里團隊將為他們提供醫療健康和社會支援。

- **Specific Risk:** Reputational risk

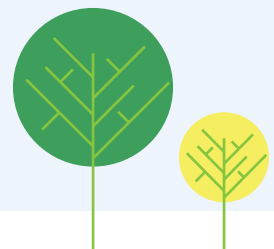
特定風險：聲譽風險

- **Impact:** Frequent non-compliance with laws and regulations will negatively affect the reputation of the Housing Society.

影響：經常違反法律法規將對房協聲譽產生負面影響。

- **Our response:** The Housing Society shall continue to transform its operations into low-carbon operation and align with our sustainability strategy so as to avoid negative perception of the organisation due to lack of progress.

我們的應對措施：房協會繼續促進業務向低碳營運轉型，以配合可持續發展策略，從而避免機構因進度緩慢而產生負面的觀感。



Community Building 建設社區



Community building is at the heart of what we do. For over seven decades, the Housing Society has been serving the people of Hong Kong with a social conscience, looking for ways to improve the quality of life for people of all ages and abilities. We strive to build dynamic and sustainable communities through the promotion of social inclusion and harmony. Furthermore, in order to assist the community and lessen the impact of the COVID-19 epidemic, we have implemented a variety of relief measures to assist the communities in overcoming this adversity.

建設社區是我們工作的核心。七十多年來，房協一直肩負社會責任，為香港人服務，設法為不同年齡和能力的人士改善生活質素。我們透過促進社會共融及和諧，努力建立有活力及可持續的社區。此外，為幫助社區並減輕新冠肺炎疫情帶來的影響，我們已實施各種紓困措施，幫助社區克服逆境。



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

Hong Kong is facing an unprecedented challenge posed by the rapidly ageing population, with the number of elderly aged 60 and above contributing almost 30 per cent of our total population. To this end, the Housing Society strives to innovate when addressing the increasing demand for elderly housing and related services, so as to enable the elderly from various socio-economic backgrounds to age in place and enjoy a quality life in their senior years.

關愛長者

人口急劇老化為香港帶來前所未有的挑戰，六十歲及以上的長者人數佔總人口近三成。為此，房協在滿足長者對住屋及相關服務與日俱增的需求時，也著力創新，好讓不同社會經濟背景的長者能夠居家安老，安享晚年。

Low-income Group 低收入長者

- **New Elderly Block at Rental Estate**
於出租屋邨興建長者大樓

Currently undergoing superstructure construction, Chung Yuet Lau is a 10-storey elderly housing block annexed to Ming Yiu Lau at Jat Min Chuen. It is scheduled to be completed in 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。項目正進行上蓋工程，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。

Middle-income Group 中產階層長者

- **Senior Citizen Residences Scheme**
「長者安居樂」住屋計劃

Located on Lee Kung Street in Hung Hom, the Housing Society's third project under the Scheme will be completed in 2022, providing 312 elderly-friendly residential apartments on a "long lease" basis. This building is equipped with a range of recreational amenities, including podium garden areas, a reading room, and a gym, allowing residents to maintain an active social lifestyle. A medical centre, a rehabilitation centre, and an elderly residential care facility will also be available to tenants who require special care.



房協第三個「長者安居樂」項目位於紅磡利工街，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。項目設有各種康樂設施，包括平台花園、閱讀室及健身室，讓住戶保持積極的社交生活。醫療中心、復康中心及安老院舍亦將為需要特殊照顧的租戶提供服務。



Elderly with better affordability 經濟能力較佳的長者

- **Quality Elderly Housing Projects**
優質長者房屋項目

The Tanner Hill, a non-subsidised elderly housing project launched in 2015, has been serving the senior tenants with quality age-friendly facilities and services. During the reporting year, all 588 residential units were fully occupied with 87 per cent of the tenants currently on long-term leases.

Embracing the values of “Enjoying with Friends”, “Health is Happiness”, “Financial Independence”, “Better Family Relationship”, and “Worry-free Living”, the Housing Society has provided management services of the highest standard in the Joyous Circle, which includes a Residential Care Home for the Elderly (“RCHE”), a Day Care and Training Centre, and a Rehabilitation Centre.

In recognition of its innovative and quality services provided to the elderly, Joyous Circle was awarded the “Best Home Care Operator” in the 9th Asia Pacific Eldercare Innovation Awards 2021 organised by Ageing Asia in Singapore.

雋悦是二零一五年推出的非資助長者房屋項目，為長者租戶提供優質的長者友善設施及服務。於報告期內，所有五百八十八個住宅單位已全部入住，目前已有百分之八十七的租戶簽訂長期租約。

房協秉承「樂」、「康」、「盈」、「家」、「活」五大價值，在「雋康天地」提供最高水準的管理服務，設有護理安老院舍、日間照護及訓練中心和復康中心。

於新加坡亞洲安老協會主辦的二零二一年「第九屆亞太區創新老年照護項目大獎」中，「雋康天地」項目奪得「最佳家居照護服務營運者」獎項，表揚房協為長者提供的創新及優質的服務。



Case Study 案例分享

Advocating Intergenerational Living through Universal Design and Barrier Free Access 透過通用設計及無障礙設施倡導跨代共居

By way of reviewing the existing provisions in the domestic units of our different housing schemes, the Housing Society commissioned a feasibility study in 2021 to examine the space planning, efficiency, design and safety considerations, and technological applications in housing units under Public Rental Housing (“PRH”), Subsidised Sale Flats (“SSF”), and Senior Citizen Residences Scheme.

房協於二零二一年進行一項可行性研究，檢討不同房屋計劃的現有住宅單位規定，探討公共租住房屋、資助出售房屋及「長者安居樂」住屋計劃下房屋單位的空間規劃、效率、設計及安全考慮，以及技術應用。

Referencing the latest legal regulatory framework and international best practices, one mock-up flat prototype was created under each of the three housing types. The prototypes incorporate universal elements and barrier free access provisions through design features such as wheelchair manoeuvring space, knee clearance under the kitchen countertop, window operator, bathroom and kitchen sliding doors, height-adjustable basin, and more. Not only do these designs bring convenience to the elderly’s everyday living, they also help mitigate home safety hazards and keep the elderly safe.

我們參照最新法律監管框架及國際作業守規，為上述三種房屋類型各搭建一個模擬單位雛形，內裡結合通用設計和提供無障礙設施，例如供輪椅移動的空間、廚房操作枱檯面下容納膝蓋的空間、窗戶操作器、浴室和廚房趟門、可調節高度的洗手盆等。這些設計不僅為長者的日常生活帶來便利，亦有助減輕家居安全隱患，保障長者的安全。

Industry leaders and practitioners from government departments, elderly-care service providers, professional and academic institutions are invited to visit the mock-up flats and exchange ideas on how to further improve the design concepts and their applications.

我們邀請來自政府部門、安老護理服務機構、專業及學術機構的行業領袖及從業人員參觀模擬單位，並就如何進一步改良設計概念及其應用交流意見。



Elderly Resources Centre

The Housing Society set up the Elderly Resources Centre (“ERC”) and its MIND-Friendly Home Exploration Centre with an aim to increase public understanding of the elderly’s housing needs through education, health screening, professional consultation, and research by occupational therapists and social workers. Apart from introducing the concept of “age-friendly home” to general visitors, the two centres also provide practical resources to the elderly and their caregivers, such as the latest gerontechnology and smart ageing applications.

During this reporting year, we are honoured to have received international recognition from the 9th Asia-Pacific Eldercare Innovation Awards 2021, which named the MIND-Friendly Home Exploration Centre as the best dementia care model solution implementation that demonstrates an improvement in older adults’ quality of life.



長者安居資源中心

房協設立「長者安居資源中心」及「智友善」家居探知館，旨在透過教育、健康檢查、專業諮詢以及職業治療師及社工的研究，加深大眾對長者住屋需求的認知。除向一般參觀者介紹「長者友善家居」的概念外，兩家中心亦為長者及其照護者提供實用資源，例如最新的樂齡科技及智能安老應用。

於報告期內，房協很榮幸得到國際認可，在二零二一年「第九屆亞太區創新老年照護項目大獎」中，憑「智友善」家居探知館項目奪得「年度最佳創新獎－認知障礙症照護方案」，反映項目能提高長者的生活質素。



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

31,214



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

262

Engaged
為



1,083

social workers and healthcare professionals engaged in its training programmes

名社工及專業醫護人員提供培訓計劃



Despite a temporary halt following the outbreak of COVID-19, the ERC continued its outreach via the different online platforms, including Facebook, ZOOM, WhatsApp, and YouTube. Our website for elderly services has also been upgraded to a community education platform, providing educational videos on home safety tips, elderly physical exercises, the latest gerontechnological products, and more.

儘管「長者安居資源中心」在新冠肺炎疫情爆發後暫停開放，中心仍透過不同網上平台（包括Facebook、ZOOM、WhatsApp及YouTube）提供服務。房協的長者服務網站亦已升級為社區教育平台，提供有關家居安全貼士、長者鍛鍊、最新樂齡科技產品等教育影片。

CARE FOR THE COMMUNITY

The Housing Society is dedicated to fostering inclusive and sustainable communities through the provision of elderly care services and intergenerational engagement programmes. We actively encourage social participation in the neighbourhood, helping our residents of all ages to build an ideal living environment for growing up and growing old.

關愛社區

房協致力透過提供安老護理服務及跨代參與計劃，締造互相包容及可持續的社區。我們積極鼓勵公眾參與社區活動，幫助各年齡層的居民建立適合新一代成長和長輩安老的環境。

Intergenerational Living

The concept of “intergenerational living” is of paramount importance when promoting inclusiveness in the community. The Housing Society strives to strengthen the intergenerational links at our rental estates through cross-sectoral cooperation and communal activities.

跨代共居

「跨代共居」概念對促進社區共融極為重要。房協致力透過跨界別合作及社區活動，加強出租屋邨的跨代聯繫。

We have commissioned The Chinese University of Hong Kong to conduct an 18-month intergenerational living study this reporting year, with the goal of exploring new intergenerational living models and housing prototypes that can better meet our city's needs, which are expected to be piloted in our rental estates.

於本報告期內，我們委託香港中文大學進行為期十八個月的跨代共居研究，從而探討更符合香港需求的新跨代共居模式及住房原型，並有望於房協的出租屋邨內試行。

Case Study 案例分享

Bridging Generations with Creativity 發揮創意拉近不同世代的距離

With an aim to strengthen ties among residents of all ages, the Housing Society has been initiating a wide range of community programmes to foster intergenerational solidarity. Among which, two Finnish activities, Mölkky and Nordic Walking, have proven popular in our rental estates, igniting a shared interest and forging bonds between people of all ages through a series of entertaining sports and games. These programmes not only close the gaps between generations, but also help the participants stay healthy during COVID-19 through physical exercises in safe environments.

為加強各年齡層居民之間的聯繫，房協推出各種社區計劃，促進各代人之間的關係。其中兩項源自芬蘭的活動－芬蘭木棋及北歐式健步行，廣受出租屋邨居民歡迎，各種有趣的運動及遊戲激發了不同年齡層居民的共同興趣和促進彼此聯繫。這些計劃不僅拉近了各代人之間的距離，參與者亦能在安全的環境下鍛鍊身體，有助在新冠肺炎疫情期間保持健康。



▲ Nordic Walking was introduced at Jat Min Chuen, with trainers providing instructions to people of all ages.
乙明邨推出北歐式健步行活動，由導師為各年齡層居民提供指導。



▲ 12 rental estates have already formed Mölkky teams, comprising both the elderly and the young, to compete in inter-estate Mölkky tournaments.

十二個出租屋邨的長者及年輕人組成芬蘭木棋小組，參加跨屋邨芬蘭木棋比賽。



Case Study 案例分享

Preserving memories for future generations — Ming Wah Dai Ha **為新世代留下回憶 — 明華大廈**

Standing in Shau Kei Wan for over six decades, Ming Wah Dai Ha (“MWDH”) has been a place that brings together thousands of neighbours from various generations, carrying a plethora of wonderful and heartfelt memories that will last a lifetime.

明華大廈在筲箕灣屹立六十多年來，為數千名來自不同年代的居民提供居住空間，承載著無數的美好回憶，這些回憶將伴隨他們一生。

As MWDH is undergoing redevelopment, pieces of the past are preserved as artefacts and will be placed in its Phase II Redevelopment to carry forward the legacy of the past, such as old letter boxes and granite tiles from the demolished estate fence. A Ming Wah Garden is also included in the design of MWDH Phase II Redevelopment to showcase the treasured objects from the MWDH community.

在明華大廈的重建過程中，一些舊有物件會保留下來，例如舊信箱和從清拆後的屋邨圍欄拆下來的花崗石磚，並將放置在第二期重建項目的不同角落，以延續歷史印記。明華大廈第二期重建項目的設計中亦包括了明華花園，以展示明華大廈社區的珍貴物品。

To better preserve the intangible memories, we have launched the “Story of Ming Wah Dai Ha” website, which chronicles the people and the history of MWDH. It is hoped that the spirit of MWDH can be preserved and reach a broader audience through the stories told by our residents and employees.

為更好地保存這些無形的回憶，房協推出「細說明華」專題網頁，記錄明華大廈街坊的故事及歷史。我們希望透過居民及員工的故事分享，把明華大廈的精神保存下來，並引起更多人關注。



Caring, Engaging and Smart Team

Building on the success of the Ageing-in-Place Scheme, Housing Society Community, and our team of Service Coordinators, the CES (Caring, Engaging and Smart) Team was founded in January 2021. Through case management, therapeutic activities and mutual support networks, the CES Team addresses our rental estate tenants' concerns arisen from housing, health, and social aspects of life.

In particular, our partnership with government departments, welfare organisations, and healthcare service providers helps to maximise our tenants' social capital brought by the mutual support networks, and at the same time assists senior residents to age in place. Our elderly service team has served over 38,700 tenants since 2012, with approximately 1,530 of them being first-time participants in 2021/22.

「房協友里」團隊

有見「樂得耆所」居家安老計劃、「房協之友」及服務協調主任團隊卓有成效，房協便於二零二一年一月成立「房協友里」團隊。「房協友里」團隊透過個案處理、治療活動及互助網絡，為房協出租屋邨租戶解決住房、健康及社交生活方面的問題。

而且，房協與政府部門、社福機構及醫療服務機構合作，盡可能增加互助網路為租戶提供的社會資本，同時協助長者居民居家安老。自二零一二年以來，我們的長者服務團隊已服務了超過三萬八千七百名租戶，其中約一千五百三十名租戶於二零二一／二二年度首次接受服務。

Case Study 案例分享

Celebrating “Senior Heroes” in Rental Estates 表揚出租屋邨的「長者英雄」



In celebration of the annual Senior Citizens Day on 21 November, “senior heroes” from 20 rental estates were invited by the CES Team to share their stories about living in the neighbourhood, such as the times they participated in voluntary works, performed for their neighbours, or cared for their next-door companions' health.

為慶祝一年一度的長者日(十一月二十一日)，「房協友里」團隊邀請二十個出租屋邨的「長者英雄」分享各自的社區生活小故事，例如參與義工工作、為鄰里演出或關心鄰居夥伴的健康。



Storybooks were made out of these inspiring stories and displayed at booths in rental estates on 19 November. The “senior heroes” also shared their stories in person to promote community participation and neighbourhood love.

我們把這些鼓舞人心的故事匯集成書，並於十一月十九日在多個出租屋邨的攤位上展出。「長者英雄」亦現身分享自己的故事，希望促進社區參與及鄰里友愛。

In the face of the challenges brought by COVID-19, the CES Team did all necessary to assist our residents. Highlights of their services during the reporting year include:

面對新冠肺炎疫情帶來的挑戰，「房協友里」團隊竭盡所能，為居民提供協助。報告期內的服務摘要如下：

- 455 cases
- 1,517 referrals
- Regular support to 915 Elderly Persons' Flat households

- 455宗個案
- 1,517宗轉介
- 為915個年長者居住單位的家庭提供定期支援

Case Management
個案處理

Housing Support
房屋支援

- 651 home modification assessments
- 645 home modifications
- 112 home remodelling

- 651次家居改裝評估
- 645次房屋改裝
- 112次房屋改建



- 2,003 therapeutic groups and activities

- 2,003次治療小組及活動

Health Care and Social Support
醫療護理和社區支援



Cross-sectoral Collaboration
跨界別合作

- 397 partners and collaborators (since 2014)

- 397個合作夥伴及機構 (自二零一四年以來)

- 9 young residents from 8 estates received CES Scholarship, including 3 "Award for Excellence" granted to students with outstanding results at the Hong Kong Diploma of Secondary Education Examination

- 來自8個屋邨的9名年輕居民獲得「房協友里」獎學金，其中3名在香港中學文憑考試中取得優異成績的學生獲頒「卓越表現」獎

CES Scholarship
「房協友里」獎學金



Mutual Support Network
互助網絡

- 20 Mutual Support Networks established under 6 key themes ("Health Management", "Mental Wellness", "Carers' support", "Neighbourhood Mutual Support", "Inter-generational Harmony" and "Home Living Support")
- 663 tenants trained as volunteer leaders

- 按六大關鍵主題(「健康自家管理」、「心靈健康」、「照顧者支援」、「鄰里互助支援」、「跨代共融」及「家居支援」)建立的20個互助網絡
- 663名租戶接受義工領袖培訓

Case Study 案例分享

Combating COVID-19 pandemic with robotics innovations and automated technologies **利用創新機械人及自動化技術應對新冠肺炎疫情**

Our residents' health and safety is of the highest priority, especially during the COVID-19 Pandemic. The Housing Society has collaborated with community partners to provide a range of anti-pandemic products to address our residents' everyday needs. Our CES Team also proactively reaches out to tenants via concern calls, online programs, and encouraging them to stay connected with their families and neighbours.

居民的健康和安全是我們的首要考慮，特別是在新冠肺炎疫情爆發期間。房協攜手社區夥伴提供一系列防疫產品，滿足居民的日常需要。「房協友里」團隊亦透過電話、網上計劃主動聯絡租戶，鼓勵他們與家人及鄰里保持聯繫。

The following products were designed and deployed to mitigate infection risks and assist our residents in adjusting to the "New Normal".

我們設計和利用以下產品降低感染風險，幫助居民適應「新常態」。



▲ CleanTech J1 Disinfection Device CleanTech J1 消毒裝置

Offers comprehensive and automated health and safety checks, including temperature monitoring, visitor mask compliance, and full-body disinfection
提供全面及自動化的健康安全檢查，包括體溫監測、訪客口罩檢查及全身消毒



▲ Self-sanitising door handle 自動消毒的門把手

Uses UV light to kill germs 24/7
使用紫外光全天候二十四小時殺滅細菌



▲ Sterile Air conditioning Ultraviolet Systems 無菌空調紫外線系統

Improves indoor air quality by removing dust, pollen and other large airborne particles, while killing bacteria and viruses at the same time
清除灰塵、花粉及空氣中的其他大型微粒，從而改善室內空氣質素，同時殺滅細菌和病毒



▲ TEMI the Robot 機械人 TEMI

Conducts disinfectant spraying automatically and regularly as programmed
按照程式自動定期噴灑消毒劑



▲ NANO HEPA air purifier NANO HEPA 空氣淨化器

Purifies air by removing dust, pollen, and airborne particles while kill bacteria, germs and virus
清除灰塵、花粉及空氣中的微粒來淨化空氣，同時殺滅細菌、病菌和病毒



▲ Anti-pandemic coating spray 防疫塗層噴霧

Applies a protective nano-layer coating against bacteria, germs and virus
採用納米保護塗層，抵抗細菌、病菌和病毒侵入

Hong Kong Housing Society Academy Alumni Club

The Hong Kong Housing Society Academy Alumni Club (“Alumni Club”) was established in July 2019 with an aim to nurture next generation leaders through professional development and volunteering opportunities. It serves as a networking platform for previous award recipients of various scholarship and bursaries schemes of the Housing Society (including Hong Kong Housing Society Awards, CES Scholarship and Scholarship and Bursary Award Scheme for Employee’s Children).

In the reporting year, seven professional development and eight community service programmes were held for Alumni Club members, with around 3,000 hours benefitting over 36,000 needy people.

房協獎學金同學會

房協獎學金同學會(「同學會」)於二零一九年七月成立，旨在透過專業發展活動和義工服務培育新一代領袖。同學會是凝聚歷屆房協各獎學金計劃(包括「房協獎助學金計劃」、「房協友里獎學金」及「房協員工子女獎／助學金計劃」)得獎者的平台。

於報告期內，我們為同學會成員舉辦了七項專業發展及八項社區服務活動，服務時數約三千小時，受惠人數超過三萬六千人。

“Reminiscences: Life in Ming Wah Dai Ha” 明華「相」當年

In collaboration with H.K.S.K.H. Holy Nativity Church Ming Wah Centre, members of the Housing Society Academy Alumni Club paid visits to elderly households in Ming Wah Dai Ha. The elderly reminisced about their past and created Fotomo works to show the estate and the community they love with the help of the volunteers. Their designs were then showcased during an early Christmas party, where the elderly participants shared their joyous life stories with one another and the volunteers.

「房協獎學金同學會」與香港聖公會主誕堂明華活動中心合作，由同學會成員探訪房協出租屋邨明華大廈的長者。長者回憶明華生活點滴，並在義工的幫助下把他們喜愛的大廈及社區製成立體相。他們的作品之後在聖誕聯歡會上展示，長者們亦互相分享並向義工講述自己的生活趣事。





HKHS Gerontech Competition

「創科樂『耆』中」樂齡科技設計比賽

The Housing Society is holding the second Gerontech Competition this academic year, inviting students from secondary schools and tertiary institutions to design products that improve the elderly's quality of life via innovative uses of technology and gerontology.

房協於本學年舉辦第二屆樂齡科技設計比賽，邀請中學生及大專學生發揮創意，善用科技和老年學的知識，設計可提高長者生活質素的产品。



During the reporting period, a number of online and offline activities were held to equip participants with the knowledge of ageing in place and gerontechnology, so that they can design with the elderly's needs in mind. The competition drew around 700 student participants from over 160 teams.

於報告期內，我們以網上及實體形式舉辦多次活動，協助參賽者認識居家安老和樂齡科技，以便在設計時可以考慮長者的需要。比賽共吸引了一百六十多個團隊約七百名學生參賽。





Kwun Tong Garden Estate (“KTGE”) Community Photo Competition “Time • Place • People” 觀塘花園大廈時。地。人社區攝影比賽

In collaboration with Kwun Tong Methodist Social Service, Timeless Estates HK and Hong Kong Reminiscence, the Housing Society launched the KTGE Community Photo Competition “Time • Place • People” in late 2021.

房協與循道衛理觀塘社會服務處、公共屋邨圖片集、香港遺美合作，於二零二一年底舉辦觀塘花園大廈「時•地•人」社區攝影比賽。

With the estate set to be redeveloped in 2026, the Competition invited contribution of photos telling the stories of KTGE over the past 50+ years. Between the “Story-telling photos” and “Thematic photos” categories, the Competition attracted over 340 entries. The Competition was successfully concluded with an online award ceremony in early 2022.

隨著觀塘花園大廈將於二零二六年重建，比賽邀請參加者拍攝一輯照片，訴說觀塘花園大廈過去五十多年的故事。比賽分為「相片說故事組」和「主題攝影組」兩個組別，一共接獲三百四十多件參賽作品。比賽於二零二二年初圓滿結束，並舉行網上頒獎禮。





Transmedia Learning Experience

跨媒介的學習體驗活動

By way of continuing our outreach education efforts and experiential learning activities amid the pandemic, the HKHS Exhibition Centre offers a combination of in-person, hybrid and remote outreach options, in conjunction with the “HS e-Academy” online education platform. Through guided tours and interactive courses, we help the students to learn about the Housing Society and our city’s history of housing development. In the reporting year, we provided flexible services to over 44,000 people.



為在疫情下繼續房協的外展教育工作及學習體驗活動，房協展覽中心配合網上教學平台「房協學苑」以面對面、混合及遙距形式提供導賞活動及互動課堂，協助學生了解房協及香港的房屋發展歷史。我們於報告期內，為逾四萬四千人提供靈活的服務。

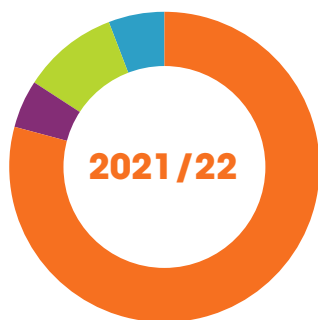
Investing into Industry Development and Community Initiatives

支持行業發展及社區項目

The Housing Society continues to support the industry and community development through donations and sponsorships. During the reporting year, we have invested more than HK\$1.3 million in financial and promotional support to industry partners, academic institutions, philanthropic organisations, and green groups.

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，我們已投入超過一百三十萬港元，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



	Number of Supported Events 支持活動數目	Number of Sponsored Events 贊助活動數目	Total Amount of Sponsorship 總贊助金額 (HK\$ 港元)	Percentage 百分比
● Industry Development 行業發展	34	36	1,063,704	79.09%
● Occupational Health and Safety 職業健康及安全	4	6	70,000	5.20%
● Environmental Initiatives 環保活動	2	8	133,800	9.95%
● Community and Charity Programmes 社區及慈善項目	2	8	77,400	5.76%
Total 總數	42	58	1,344,904	100%

Battling Against the COVID-19 Pandemic in our Community

In view of the continuous challenge brought by the COVID-19 pandemic, the Housing Society rolled out a series of financial-relief and community initiatives during the reporting year to offer timely support to our residential and commercial tenants, and the wider community in need.

On top of rent concessions for alleviating the financial burdens of our tenants who got hit hard by the pandemic, we have also launched a second round of “Bounce Back Together” Shopping Promotion Campaign in August 2021 to encourage vaccinations and boost local consumption, as well as a Community Care Campaign in March 2022 to provide anti-epidemic, financial and mental health support to people in need.



應對社區的新冠肺炎疫情

新冠肺炎疫情來勢洶湧，房協於報告期內推出一系列財政紓困措施及社區活動，為住宅及商業租戶和社會上有需要的人士提供及時支援。

除了透過提供租金寬減減輕受影響租戶的經濟負擔外，我們亦於二零二一年八月推出第二輪「同心•再撐起」消費推廣活動，鼓勵疫苗接種及促進本地消費。另外，我們於二零二二年三月推出「抗疫同行燃希望」社區關懷行動，為有需要的人士提供抗疫、經濟及心理健康支援。



50,000 anti-epidemic packs, containing test kits, masks

50,000 個防疫包，包括測試套裝、口罩



HK\$1.4 million donation to over 20 food banks and community centres which provide emergency food assistance

向20多家提供緊急食物援助的食物銀行及社區中心捐贈
140萬港元



Some HK\$20 million worth of shopping coupons distributed

發放價值約**2,000萬港元**的購物券



HK\$100 million of rental concession pledged as the sixth round rent concession for commercial tenants from April to September 2022¹

承諾於二零二二年四月至九月推出第六輪租金寬免計劃，為商業租戶提供共**1億港元**的租金寬免



HK\$700 million of total rental income forgone since rent concession for commercial tenants was first introduced in October 2019

自二零一九年十月首次寬免商業租戶租金以來，共免租**7億港元**

¹ The Housing Society has pledged to offer HK\$100 million worth as its sixth round of rental concession to the people in need.
房協在第六輪租金寬免計劃中承諾向有需要人士寬免一億港元租金。

The Housing Society will continue to monitor the pandemic closely and offer timely assistance to help the community tide over the difficulties. We believe that with the spirit of mutual support, resilience and perseverance, Hong Kong will rise above all challenges.

房協將持續密切關注疫情發展，及時提供援助，幫助社區度過難關。我們相信，只要秉承相互扶持、堅韌不屈、百折不撓的精神，香港將能戰勝一切挑戰。

Case Study 案例分享

“Bounce Back Together” Campaign: Housing Society Relaunches Shopping Promotion Campaign to Stimulate Economy and Encourage Vaccination

「同心•再撐起」活動：房協再度推出消費推廣活動，藉此刺激經濟並鼓勵疫苗接種

By way of encouraging vaccination to better protect our community, the Housing Society launched another round of “Bounce Back Together Shopping Promotion Campaign” in August 2021. Nearly HK\$20 million worth of shopping coupons were distributed to tenants of rental estates and elderly housing developments, as well as staff and stakeholders, contributing to the stimulation of local consumption and the wider economy.

房協於二零二一年八月推出新一輪「同心•再撐起」消費推廣活動，藉此鼓勵疫苗接種，加強社區保護。我們向出租屋邨及長者房屋項目的租戶、員工和持份者發放價值近二千萬港元的購物券，希望刺激本地消費，為整體經濟作出貢獻。

Eligible individuals who were vaccinated before 31 August 2021 would be given extra sets of shopping coupons depending on the number of jobs received. Every set of vouchers also included custom-designed ASTM Level 3 masks depicting our city’s must-try food and destinations, encouraging shoppers to mask-on and stay safe when enjoying themselves outside.

視乎疫苗接種劑數，於二零二一年八月三十一日之前完成疫苗接種的合資格人士，將獲得額外購物券。每套購物券內附參照香港必吃美食和必到景點特別設計的ASTM Level 3口罩，藉以鼓勵消費者在外出時戴上口罩，做好防護。



SERVING HONG KONG

The Housing Society proudly serves as a not-for-profit public housing organisation with a social conscience. We value stakeholder feedback and has made significant efforts to address the community's rising needs for better housing and related services. While the Housing Society continues to offer various types of transitional housing and affordable home options, we also invest in the next generation and the wider community to ensure our city's equitable and sustainable future.

Housing projects in the pipeline



服務香港

作為非牟利公共房屋組織，房協肩負社會責任，並引以為傲。我們重視持份者的反饋，竭力滿足社區對更優質房屋及相關服務不斷增加的需求。房協在繼續提供不同過渡性房屋和可負擔的住所外，亦不忘投放資源培育年青一代和發展社區，為香港建設一個公平和可持續的未來。

在籌建房屋項目

PROJECTS UNDER CONSTRUCTION 建築中的項目

Property 物業	Location 地區	Expected Completion Year [#] 預計落成年份 [#]	No. of Flats [#] 單位數目 [#]
Senior Citizen Residences Scheme 「長者安居樂」住屋計劃			
Lee Kung Street 利工街	Hung Hom 紅磡	2022	312
Rental Estate Development 出租屋邨發展項目			
Jat Min Chuen (Additional Flats) 乙明邨(額外單位)	Sha Tin 沙田	2023	64
Shek Pai Wan Road (Rehousing Site) 石排灣道(調遷地點)	Aberdeen 香港仔	2024	600
Ting On Street (Rehousing Site) 定安街(調遷地點)	Ngau Tau Kok 牛頭角	2025	371
Dedicated Rehousing Estate 專用安置屋邨項目			
Hung Shui Kiu / Ha Tsuen New Development Area (Phase I) 洪水橋/廈村新發展區 (第一期)	Hung Shui Kiu 洪水橋	2024	675
Pak Wo Road 百和路	Fanling 粉嶺	2024	1,467
Kai Tak Area 1E Site 1 啟德第1E區1號用地	Kai Tak 啟德	2025	2,158
Hung Shui Kiu / Ha Tsuen New Development Area (Phase II) 洪水橋/廈村新發展區 (第二期)	Hung Shui Kiu 洪水橋	2026	962



Property
物業

Location
地區

Expected
Completion Year[#]
預計落成年份[#]

No. of Flats[#]
單位數目[#]



Subsidised Sale Flats Project 資助出售房屋項目

Anderson Road Quarry Site R2-2	安達臣道石礦場R2-2號用地	Kwun Tong	觀塘	2025	1,400
Anderson Road Quarry Site R2-3	安達臣道石礦場R2-3號用地	Kwun Tong	觀塘	2025	420
Jockey Club Road	馬會道	Fanling	粉嶺	2026	644
Kai Tak Area 2B Site 1	啟德第2B區1號用地	Kai Tak	啟德	2027	1,800



PROJECTS UNDER PLANNING

規劃中的項目

Property
物業

Location
地區

Expected
Completion Year[#]
預計落成年份

No. of Flats[#]
單位數目



Subsidised Sale Flats Project 資助出售房屋項目

Anderson Road Quarry Site R2-4	安達臣道石礦場R2-4號用地	Kwun Tong	觀塘	2026	960
Yuen Lung Street	元龍街	Yuen Long	元朗	2028	510



Dedicated Rehousing Estate 專用安置屋邨項目

Kwu Tung North	古洞北	Kwu Tung	古洞	2027	2,868
Ma Tau Kok Link Site	馬頭角連接用地	To Kwa Wan	土瓜灣	2027	1,100
Hung Shui Kiu / Ha Tsuen New Development Area (Phase III)	洪水橋 / 廈村新發展區 (第三期)	Hung Shui Kiu	洪水橋	2029	960



Urban Squatter Areas 市區寮屋區

Chuk Yuen United Village	竹園聯合村	Wong Tai Sin	黃大仙	2028-31	1,520
Ngau Chi Wan Village	牛池灣村	Ngau Chi Wan	牛池灣	2032-33	2,780
Cha Kwo Ling Village	茶果嶺村	Kwun Tong	觀塘	2032-34	4,500



Rental Estate Redevelopment 出租屋邨重建項目

Ming Wah Dai Ha Redevelopment (Phase II)	明華大廈重建項目 (第二期)	Shau Kei Wan	筲箕灣	2028	1,595
A Kung Ngam Road	阿公岩道	Shau Kei Wan	筲箕灣	2028	646
Ming Wah Dai Ha Redevelopment (Phase III)	明華大廈重建項目 (第三期)	Shau Kei Wan	筲箕灣	2035	1,358

[#] The figures are subject to amendments at the detailed design stage.
上述數字或會於詳細設計階段中稍作修改。

T-Home

The Housing Society launched the “Transitional Housing Scheme” in July 2018 to better utilise existing housing resources and provide temporary relief to those with unfavourable living conditions. The scheme provides a temporary housing option for eligible households who have been on the waiting list for public rental housing for three years or more, providing an immediate option to improve their living conditions before securing a permanent housing. During the reporting year, we renovated 112 vacant units that fall under Ming Wah Dai Ha’s Phase 3 redevelopment, and converted them into 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」。該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，我們翻新了明華大廈重建項目（第三期）一百一十二個空置單位，並改造為暫租住屋。



Talent and Culture 人才與文化



As a caring and responsible employer, the Housing Society has placed our talent front and centre. Staff members are our invaluable assets driving business growth and success. In pursuit of the mission to create an inclusive, caring and healthy working environment, we have taken a holistic approach to attract, develop and retain talents in order to become a world-class housing solution provider and innovator with leadership in quality, value for money and management. In the Housing Society, diversity, mutual support, the provision of development opportunities and the promotion of health and safety are all deeply rooted in our culture, safeguarding the well-being of all our staff members.

房協作為關懷僱員和負責任的僱主，一直把我們的人才置於企業核心價值。員工是我們推動業務增長和實現成功的寶貴資產。為員工創造包容、關愛及健康的工作環境，是我們致力追求的使命，因為我們深知，只有在各個方面吸引、培養及挽留人才，我們才可在解決住屋需求以及創新意念上達致世界水平，並在質素、物值及管理方面佔領導地位。房協致力保障全體員工的福祉，堅守多元化、相互協作、提供職業發展機遇、推廣健康及安全的信念，並將其植根於我們的企業文化中。

TALENT MANAGEMENT

Adhering to our “people-centric” human resources philosophy, the Housing Society continues to build and invest in a strong and diverse pool of talent that demonstrates professional attitudes, excellent performance and a strong sense of belonging. To this end, we are committed to fostering an inclusive workplace where employees can achieve their full potential.

人才管理

我們的人力資源管理秉承「以人為本」的理念，持續投資以建立一個強大且多元化的人才庫，並以培養專業態度、優秀表現及強烈歸屬感為宗旨。為此，我們致力於創造一個包容性的工作環境，令員工能夠充分發揮他們的潛能。

Employment

The Housing Society aims to retain high calibre personnel by offering comprehensive benefit packages, which include competitive remunerations, medical insurance and performance-based bonuses. We also offer a wide range of leave entitlements, such as paid annual leave, marriage leave, examination leave, maternity and paternity leave. Our Management and the Human Resources Committee conduct regular reviews on the overall compensation and benefits strategy by benchmarking against the market and collecting feedback from our employees.

The Housing Society strictly complies to all relevant labour laws and regulations in Hong Kong, with all employees are covered by the *Employment Ordinance* (Cap. 57 of the Laws of Hong Kong), irrespective of their designated job titles or working hours, are entitled to statutory rights and protection such as wage payment, restriction on deductions from wages and granting of statutory holidays, etc. To protect the employees' rights and interests, we also strictly abide by local laws and regulations, namely the *Employees' Compensation Ordinance* (Cap. 282 of the Laws of Hong Kong).

人力資源

為吸引和挽留高質素員工，房協提供完善的福利待遇，包括具競爭力的薪酬、醫療保險以及績效獎賞等。除此之外，員工還可享受有薪年假、婚假、考試假、產假和陪產假等假期。我們的管理層及人力資源委員會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。

房協嚴格遵守香港所有相關的勞工法例及法規，所有員工均受《僱傭條例》(香港法例第五十七章)保障，不論其工作時數，也不論他們獲聘用的職位名稱，均可享有條例下，例如工資支付、工資扣除的限制，以及放取法定假期的權益和保障。為保障員工的權益，我們亦嚴格遵守本地法律及法規，如《僱員補償條例》(香港法例第兩百八十二章)。

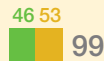
EMPLOYMENT PROFILE 房協員工概覽

By Contract Type 按合約類型分類

Permanent and Contract Staff
長期及固定任期員工



Temporary Staff
短期合約員工



By Age* 按年齡分類*

Below 30
30歲以下



30-49
30-49歲



50 or above
50歲以上



By Level* 按職級分類*

Professional and Managerial or above
經理級或以上



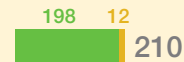
Officer
主任級



Support
事務級



Manual
職工級



■ Male 男性 ■ Female 女性

(as of 31 March 2022) (截至二零二二年三月三十一日)

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

We acknowledge the importance of workplace equality, which are key principles behind our human resources management. To prevent discrimination and mistreatment, we have implemented the *Equal Opportunities Ordinance Policy Statement and Guidelines* to promote equal opportunity, inclusiveness, and diversity within our operations. We strictly comply with relevant ordinances on age, sex, ethnicity, disability, religion, family status and race discrimination, as well as other existing anti-discrimination laws and regulations in Hong Kong. These policies and guidelines are clearly illustrated and communicated to our staff members through induction programmes and the *Code of Conduct*.

During the reporting year, there were no confirmed incidents of non-compliance with such laws or regulations.

Staff Development

People are at the heart of a business's sustainable development and success. At the Housing Society, we are committed to providing career development and learning opportunities to all staff members in pursuit of professional knowledge and skills. We have developed a comprehensive framework which offers flexible learning modes tailor-made for our staff members' needs and preferences, ranging from in-house training activities, sponsored external training and education, to tuition and professional membership sponsorship.

Apart from offering standard training workshops and programmes, various online learning resources are available to allow more flexibility for our staff members to learn around their busy work schedules. For instance, we sponsor our staff members' subscription to the LinkedIn e-Learning platform, which offers a variety of training topics, such as business, creativity and technology, enabling them to stay up-to-date with market trends and emerging technologies. We have also established an in-house Learning Management Platform and a library that provides abundant online learning resources. Apart from digital books, e-Courses are also available to help our staff members develop interests in different fields for lifelong success.

工作場所的平等性是我們人力資源管理遵循的重要原則。為防止歧視和不當對待，我們實施了《平等機會條例政策聲明及指引》，以增強我們業務中的平等機遇、包容性和多樣性。我們嚴格遵守香港有關年齡、性別、種族、殘疾、宗教、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。我們透過入職培訓課程和《職員行為守則》，將這些政策和準則明確講解並傳達給員工。

於報告期內，房協沒有任何違反該等法律法規的違規事件。

員工發展

員工是企業可持續發展和成功的核心。房協致力為全體員工提供專業發展及學習機會，讓員工獲得專業知識及技能。我們制定了一個全面的框架，為員工提供靈活的學習模式，以滿足他們的需要和喜好，內容涵蓋內部培訓活動、資助研修外部課程、贊助學費和專業會籍等。

除了提供標準的培訓工作坊及課程外，我們亦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。例如，我們資助員工訂閱領英網上學習賬戶。該網上平台提供商業、創意及科技等各種培訓主題，讓員工能夠緊貼市場趨勢及新興科技。我們亦設立內聯網學習管理平台及網上圖書館，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。

1

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 Internal Auditor Training
ISO 14001 內部審核員培訓
- Yearly Corporate Governance Seminar by the Office of the Ombudsman
申訴專員公署舉辦的年度企業管治講座
- Legal seminars on Law of Tort & Property Management Issues
關於侵權法及物業管理問題的法律研討會
- Pilot Corporate Governance Seminar on Competition Ordinance
有關競爭條例的企業管治先導講座
- Certificate in Advanced Certificate Training for Health Workers
保健員高級證書培訓證書
- Building Control in Planning & Construction Non-harmful Control & Breakaway Training
規劃及興建中的樓宇控制暴力行為控制及脫身法培訓
- Cross Divisions Job Swap Program for Managers
經理層級的跨部門職位交換計劃



2

Technical Knowledge
技術知識

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

讓員工掌握我們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培訓及發展課程
- BIM Awareness Seminar & Workshop 2.0
「建築信息模擬」意識講座和工作坊2.0
- Autodesk BIM/Construction Cloud
Autodesk「建築信息模擬」/建築雲端課程
- Youth Mental Health First Aid
青少年心理健康急救
- Hazard Identification Workshop
危害辨識講座
- Robotic Process Automation
機器人流程自動化
- Tableau for Data Visualization & Business Analysis Workshop
Tableau數據可視化及商業分析講座



3

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：

- Bite Size Luncheon Language Learning Sessions
小型午間語言學習講座
- English & Chinese Writing Workshops
中英文寫作工作坊
- Effective communications and interpersonal dynamics training
有效溝通及人際關係動態培訓
- Effective negotiation and complaints handling training
有效溝通及處理投訴培訓
- The Power of Assertiveness
自信的力量
- Business Etiquette
商務禮儀
- Critical Thinking & Reverse Thinking
批判性思維及逆向思維
- Mediation & Conflict Management
調解及衝突管理
- Problem Solving & Decision Making
問題解決與決策



4

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
- Young Managers Workshop
年輕經理工作坊
- Leadership Essential Workshop
核心領導力工作坊



Case Study 案例分享

The Triennial Corporate-wide Team Building Programme 三年一度的全企業團隊培訓計劃

The COVID-19 pandemic has fundamentally changed the status quo in both our ways of living and working, we took bold and innovative steps to reshape ways of delivery in the past. Under the new normal, we firmly believe that only by working together can better achieve the escalating and evolving business goals with synergy. We aim to foster a sense of team spirit, innovation and creativity through action-based team building activities, where all these values thrive among happy and willing employees as well as leaders to unleash their potentials and increase productivity.

儘管新冠肺炎疫情徹底改變了我們生活及工作方式，我們敢於大膽創新，打破一貫的營運模式。在新常態下，我們堅信只有透過緊密合作才能實現提升及推動業務的目標，發揮協同效應。我們希望透過行動為本的團隊建設活動，培養團隊精神、創新和創造力，讓這些價值在快樂和積極的員工及領袖身上得以實現，並釋放他們的潛力以提高生產力。

- Themed “New Dimensions, Together We Achieve”, the Program had taken a new approach, offering 12 types of activities in 34 different sessions that suit colleagues’ preferences and schedules at their choice between November 2021 and January 2022 under the strict social distancing rule.

以「新常態，新維度，眾合作，達成功」為主題，計劃採用新方法，在二零二一年十一月至二零二二年一月期間，嚴格遵守社交距離規則前提下，在三十四個不同時段提供十二種類型的活動，以滿足同事們的喜好及時間安排。

- The activities were divided into four categories, namely serving the community, art and creativity, exploring the unknowns and win-win cooperation to strive for excellence. Apart from cultivating cross divisions team spirit, the activities also encouraged staff members to give back to the community.

活動劃分為四類，包括服務社區、藝術與創作、探索未知和合作共贏，以不斷追求卓越。除了培養跨部門的團隊精神，活動還鼓勵員工回饋社會。

- The programme received overwhelmingly positive feedback from some 1000 staff participants, with an overall score of 4.6 out of 5 in the post-event survey.

在活動後的調查中，該計劃獲得約一千名員工參與者的積極回應，總體評分為四點六分（滿分為五分）。



 Training Data 培訓數據：


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

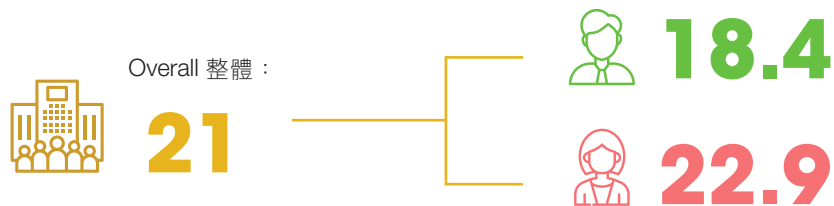
2.8


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

21

 Average Training Hours 平均培訓時數(2021/2022)*

Average Training Hour per Employee
 平均每名員工培訓時數



Frequency of Staff Attended Training*

參加員工培訓的總人次*

By Employment Level 按職級分類

Professional and Managerial
 or above 經理級或以上

 1,265  1,277

Overall 整體：2,542

Officer 主任級

 2,712  4,595

Overall 整體：7,307

Support 事務級

 254  2,420

Overall 整體：2,674

Manual 職工級

 555  16

Overall 整體：571

Average Training Hours*

平均培訓時數*

By Employment Level 按職級分類

Professional and Managerial
 or above 經理級或以上

 26  27.8

Overall 整體：26.8

Officer 主任級

 22.3  25.8

Overall 整體：24.2

Support 事務級

 19.6  17.8

Overall 整體：18.0

Manual 職工級

 7.4  4

Overall 整體：7.2

* for permanent and contract staff only

* 僅適用於長期及固定任期員工

Staff Support and Recognition

The Housing Society takes care the physical and mental wellbeing of our staff members. With a wide range of leisure, family-friendly and wellness activities, we strive to promote a healthy work-life balance, boosting staff morale and solidifying the bonds among colleagues. In recognition of our efforts in creating an inclusive and diverse working environment, this year, we have been awarded the “Partner Employer Award 2021” by the Hong Kong General Chamber. As a supportive employer during the tumults of the pandemic, we are honoured to receive the “COVID-19 Caring Employer” in the Employer of Choice Award 2021 held by JobMarket.

With a successful demonstration of our outstanding talent management strategies and human resources practices, we have also been repeatedly honoured the “Employer of Choice Award” by JobMarket.

員工支援及嘉許

我們重視員工的身心健康。透過推出多項休閒、家庭友善及健康措施，以營造健康的工作與生活平衡文化，提升員工士氣及凝聚力。今年，我們榮獲香港總商會「友商有良2021」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。我們還榮獲JobMarket舉辦的「卓越僱主大獎」下的「同心抗疫，關懷僱主大獎」，表彰我們在疫情艱難時刻積極為員工提供支援。

憑藉我們展示出的優異人才管理策略和人力資源實踐，我們還多次被JobMarket授予「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。



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 pursue academic excellence by providing financial assistance through scholarships and bursary awards. A total of 5 scholarships and 29 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，共頒發了五項獎學金及二十九項助學金。



Smart Awards

房協「醒目獎」

Smart Awards are presented to staff members and teams giving exceptional efforts, whom exemplify our core values. 49 Smart Awards were given out to 645 staff members during the year in celebration of their achievements.

房協設立「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，房協頒發了四十九個「醒目獎」，表彰六百四十五名員工的成就。



HS Wellness Campaign

At the Housing Society, we appreciate the contribution, commitment, and dedication of our employees. At the same time, we also recognise the importance of maintaining a healthy work-life balance. Therefore, we have a structured and comprehensive initiative in place called “HS Care For U”, where we organised a wide-range of well-being activities under the following themes.

「房協健康之旅」活動

房協向來重視員工的貢獻、付出及奉獻。同時，我們亦意識到保持工作與生活平衡的重要性。為此我們精心策劃，廣泛開展名為「房協關懷您」的計劃，據此開展眾多員工福祉活動。

H

Healthy 健康

Promoting healthy living style
提倡健康生活方式



S

Safety 安全

Prioritising safety and well-being
優先考慮安全和福祉



C

Care 關愛

Showing care to our community
關懷社區行動



F

Fitness 健身

Encouraging fitness and building body strength
鼓勵健身，增強體質



Case Study 案例分享

The Journey to Wellness: “Green Living. Go Green”

踏上健康旅程：「綠色生活環保實踐」

By way of encouraging our staff members to embrace green living and go green, the Housing Society launched a series of “HS Wellness Healthy Journey” programmes in the reporting year. Led by professionals such as registered social worker and registered dietitian, over 250 participants learnt and experienced the benefits of a greener lifestyle through horticulture and vegetarian culinary.

為鼓勵我們員工採納綠色生活及實踐環保，房協在報告年度推出一系列的「房協健康之旅」活動。在註冊社工及註冊營養師等專業人士的帶領下，有超過二百五十名參與者透過園藝及素食烹飪，學習和體驗綠色生活方式的好處。



To advocate the concept of paperless office, the Human Resources Team also organised a webinar on “Decluttering”. A certified professional organiser shared with our employees the strategies and benefits of reducing clutter and organising space, inviting over 350 colleagues to start their own decluttering journeys.



為支持無紙化辦公的概念，人力資源部門舉辦了關於「斷捨離」的網絡講座。一家註冊專業籌辦方與我們的員工分享了減少廢物及整理空間的策略和好處，並邀請三百五十多名同事開始自己的整理之旅。

Over the past year, the COVID-19 pandemic posed tremendous challenges to the Housing Society and the entire community. As a responsible employer, we have implemented a range of measures to protect and safeguard our staff’s wellbeing. 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 or attend the office under flexible hours. In addition, sufficient anti-pandemic supplies were provided to our frontline employees who held fast to their posts during the worst times of the pandemic. To protect our stakeholders from the virus, vaccination pass and vaccination leave arrangements were implemented to encourage staff members to get vaccinated.

過去一年，新冠肺炎疫情給房協及整個社區帶來巨大挑戰。房協作為負責任的僱主，已實施多項措施保護及保障我們員工的健康。除了對我們的設施及辦公室進行定期清潔及消毒外，我們還實施特殊的工作安排。例如，允許員工在家工作或在辦公室實行彈性上班時間安排。此外，我們還向前線員工提供充足的抗疫物資，讓他們在疫情最嚴重的時候堅守崗位。為保護我們的持份者免受感染，我們實施疫苗通行證及疫苗接種假安排，以鼓勵員工接種疫苗。

OCCUPATIONAL HEALTH AND SAFETY

As a responsible employer, the Housing Society strictly abides by the *Occupational Safety and Health Ordinance* as well as all relevant laws and regulations in Hong Kong. We understand that a healthy and productive workforce is the foundation of our operations. Therefore, we put significant effort into protecting employees and contractors in the workplace from accidents, injuries, and exposure to harmful substances. A set of occupational health and safety (“OHS”) policies has been established to guide the appropriate procedures of handling work-related hazards and minimising associated risks of employees at our workplaces in the 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, prompt supervision is provided to ensure the safety and wellness of all employees. Our contractors are also provided with appropriate safety guidelines, ensuring workplace safety.

During the reporting year, there were no significant complaints and no major incidences of injury at works received.

Occupational Health and Safety Management System

Our Health and Safety Management System (“SMS”), 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. The Housing Society performs regular reviews on the progress and targets by assessing the effectiveness of SMS to ensure that it is implemented properly. In 2021, our PMD conducted an audit for its IMS in compliance with the certificate requirements of the international standard of *ISO 45001:2018* (Occupational Health and Safety). A stronger emphasis on employee participation and consultation, risks and opportunities identification, as well as health and safety consideration for all stakeholders were taken into consideration in our SMS. In the reporting year, two awareness training classes were organised for PMD staff to refresh their knowledge in the IMS requirements. Hong Kong Quality Assurance Agency (“HKQAA”) trainers were also invited to conduct a webinar on the migration of the *ISO 45001* for internal auditors in order to enhance their competence at work.

職業健康及安全

房協作為一個負責任的僱主，嚴格遵守香港《職業安全及健康條例》以及所有相關的法律和條例。我們明白，一個健康及高效率的員工團隊是我們營運的基礎。因此，我們致力保護僱員及承建商在工作場所免受事故、傷害及接觸有害物質。我們制定了一套職業健康及安全（職安健）政策，以指導員工按照相應程序在辦公室、建築地盤及管理物業的工作場所，處理工作相關的危險和盡量減少相關風險。我們透過安排培訓及定期溝通渠道，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及健康。我們的承建商亦需遵守相關安全準則，確保工作場所的安全。

於報告期內，房協沒有收到重大投訴及發生重大工傷事故。

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。房協會透過評估系統的有效性，定期檢討進程和目標，以確保其有效實施。二零二一年，物業管理部按照 *ISO 45001:2018*（職業健康及安全）國際標準的證書要求，完成了綜合管理系統的審核。在健康與安全管理系統中，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進行考慮。在報告年度內，為物業管理部門的員工舉辦了兩次認知培訓課程，以提升他們在綜合管理系統要求方面的知識。我們邀請香港品質保證局的培訓人員，為負責內部審核工作的員工提供 *ISO 45001* 過渡的網絡講座，以協助他們有效地應對審核工作。

The Housing Society's Safety Organisation Structure

At the Housing Society, we believe that prevention and hazard analysis are crucial for an effective safety management system. Therefore, we have developed a comprehensive structure in managing the OHS issues and identifying the potential risks in our operation activities. The identified risks will be incorporated in a register for regular maintenance and updates. Furthermore, the register facilitates the communication between our management and staff members regarding the potential risks and the workflow changes in the workplace and other facilities. When there are identified risks with significant implications to health and safety, we will implement appropriate procedures to prevent, minimise and manage the risks. The safety-related policies and manuals are available on the staff intranet for review at any time.

During the reporting year, the Committees in General Offices and Property Management Division arranged staff visits, training programmes and OHS slogan competitions to increase our staff's awareness on OHS matters.

房協職業健康安全架構

我們相信預防及危險分析是有效的安全管理系統的關鍵。因此，我們建立了一個全面的系統以管理職業健康安全事項，以及識別我們營運活動的潛在風險。已確定的風險將被納入一個登記冊，以便定期維護和更新。此外，該登記冊有助於管理層和員工就工作場所及其他設施的潛在風險及工作流程變化進行溝通。當發現有對健康和 safety 有重大影響的風險時，我們會採取合適措施以預防、盡量減少和管理有關風險。與安全有關的政策及手冊可在員工內聯網上隨時查閱。

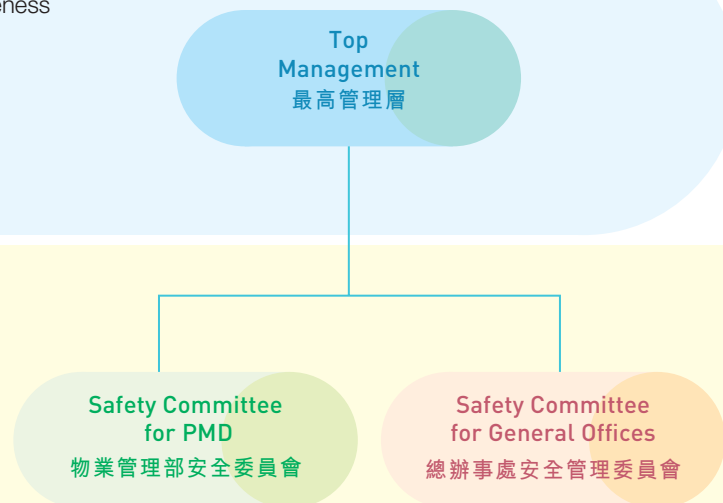
在報告年度內，房協安排了員工參觀活動、培訓活動及職安健標語比賽，以加深員工對職安健的認識。

Responsibilities 職責：

- Overseeing and monitoring the effectiveness of relevant measures
- Performing decision-making process for OHS policy development
- 概述和監測相關措施的有效性
- 進行職安健政策制定的決策過程

Responsibilities 職責：

- Identifying the potential hazards and assessing risks for both routine and non-routine activities
- Planning and initiating OHS awareness-raising measures
- 識別潛在危險，評估常規及非常規活動的風險
- 規劃及啟動提高職安健意識的措施



Construction Sites

With relatively high OHS risks at construction sites, we put health and safety at the forefront of our project management process. The Projects Division keeps close monitoring on 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.

During the reporting year, the Occupational Safety and Health Council ("OSHC") undertook independent site safety audits by evaluating site contractors' safety performance systematically and identifying imminent risks for rectification and improvement. Workshops covering site safety, risk management and integrity training were organised to further enhance safety and the health awareness of workers and management staff as well.

A safety incentive scheme was put in place to reward construction safety practices on site. Under the scheme, site workers with good safety practices were presented with awards as a form of recognition.

建築地盤

由於建築地盤的職業健康安全風險相對較高，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。

於報告年度內，職業安全健康局進行了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。為進一步提高工人和管理人員的安全及健康意識，我們舉辦了地盤安全、風險管理及誠信培訓等主題的工作坊。

我們設立了一個安全獎勵計劃，鼓勵在地盤採取建築安全措施。根據該計劃，我們會向具有良好安全實踐的地盤工人頒發獎狀以作獎勵和嘉許。

17

independent site safety audits
獨立的地盤安全審查

24

site safety workshops
地盤安全工作坊

25

risk management workshops
風險管理工作坊

8

integrity workshops
誠信工作坊



The overall average accident rate per thousand workers in 2021/22:

整體每千名工人平均安全事發發生率2021/22 :

9.0%

Rental Estates, Managed Properties and Offices

The SMS of the PMD was well maintained by all staff based on the IMS Manual, working instructions and safety procedures for the *ISO 45001:2018* requirements. During the reporting year, the result of OHS commented by BSI in the audit report was overall positive with no non-compliance, demonstrating the PMD's commitment to OHS. Moreover, the Safety Committee of PMD holds quarterly meetings to discuss OHS issues with the site representatives at different units.

If any safety incidents were to occur, on-site operational representatives must report to the site-in-charge immediately. Investigations will be carried out by Safety Supervisors of the sites in accordance with the established Accident or Incident Investigation Procedures with appropriate follow-up actions. Regular assessments and reviews on identifiable risks in our property management operations are conducted with reference to accident reports from site Safety Supervisors and the latest industry safety standards and legal requirements, in an effort to mitigate potential accidents.

At our offices, the Safety Committee for General Offices coordinates various OHS initiatives for all staff members, including routine safety inspections, working 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 working environment.

出租屋邨、代管物業及辦公室

根據 *ISO 45001 : 2018* 要求的綜合管理系統手冊、工作指引和安全程序，我們持續為物業管理部的健康與安全管理系統進行良好維護。在報告年度，BSI在審核報告中對職業健康安全的評價結果總體上是正面的，沒有不符合規定的情況，顯示物業管理部對職安健的承諾。此外，物業管理部的安全委員會每季度舉行一次會議，與我們各單位的代表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，務求減少潛在的事故。

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 rental estates, managed properties and offices:
房協在其出租屋邨、代管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 and risk assessments 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及風險評估，並遵守所有適用法規和房協制定的實務守則
- Regular and ad-hoc inspections are conducted to monitor our site contractors' implementation on 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 PMD to enhance staff awareness
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
- We are exploring alternative options of equipment such as cordless vacuums to reduce tripping accidents from cleaning works, suitable elevated platform equipment for working at height and safety tools for manhole lifting
我們正在研究選用替代設備，如無線吸塵器以減少清潔工作絆倒事故，適合高空作業的高架平台設備和提升沙井的安全工具
- Improvement projects for water pipes and pressure tanks are conducted to minimise 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
各部門均有已受培訓的代表，為該部門員工進行顯示屏幕設備風險評估
- 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 every year
每年舉辦兩次職安健午間講座



◀ Mobile elevated working platform for work at height use
用於高空作業的流動式升降工作平台



◀ Manhole lifter
起渠蓋機

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 property management services and aims at keeping the residential environment safe and healthy. Apart from our comprehensive SMS, we also facilitate knowledge exchange by encouraging sharing of best practices within the PMD. We organise annual health and safety sharing sessions in which representatives from different housing estates are invited to share their best practices on health and safety prevention and mitigation measures.

Besides, we encouraged our estate staff to actively participate in the safety competition held by OSHC in order to promote industry safety for both our employees and the public. In the reporting year, a PMD frontline staff who participated in OSHC's competition was awarded the Merit Award in the category of the "Best Safety Worker Award", which helped to promote our safety culture in the Housing Society as well as image to the public.

房協致力提供出色的物業管理服務，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全管理分享會，邀請各屋邨代表就預防和緩解健康和安全管理方面作個案分享。

此外，我們鼓勵屋邨員工積極參加職安局舉辦的安全比賽，以推動員工及公眾的行業安全。在報告年度內，一名參加職安局比賽的物業管理部前線員工獲得了「最佳安全工人獎」類別的優異獎，這有助於推廣房協的安全文化，以及向公眾展示我們的形象。



▲ So Kam-fai (sixth from left), Senior Technician of Kwun Tong Garden Estate received the award from OSHC.
觀塘花園大廈的高級維修技術員蘇錦輝(右六)獲職業安全健康局頒發優異獎。

Health talk conducted by the Labour Department's trainer for PMD staff and contractors at Kwun Lung Lau
勞工處培訓人員為觀龍樓的員工及承建商舉辦健康講座



▲ Contractors for security and cleaning received the appreciation certificates from Derek Pang, General Manager (Property Management).
清潔及保安承辦商接受總經理(物業管理)彭國華頒發感謝狀。



◀ Registered Nurse from Labour Department conducted the health talk for staff and contractors at Kwun Lung Lau.
勞工處註冊護士為觀龍樓的職員及承辦商員工舉辦健康講座。



◀ Fire safety talk held at Dragon Centre office for PMD staff conducted by Fire Service Department trainers.
在龍濟苑為物業管理部員工舉辦消防安全講座，由消防處導師提供培訓。

The Housing Society's efforts and contributions in safety management at our managed properties are recognised by OSHC. During the reporting year, two housing estates, namely Moon Lok Dai Ha and Chun Seen Mei Chuen, received certificates of "Outstanding Performance" under the Hong Kong Safe & Healthy Estate Accreditation Scheme.

During the reporting year, the Housing Society is proud to have 30 sites which are eligible to receive the "2021-22 Zero Accident Workplace Certificate" from PMD under the annual "Zero Accident Workplace Award Scheme". In this award scheme, if a site can maintain an accident-free record for all its staff for a year or above, the site will be awarded a certificate as recognition.

房協在管理物業的安全管理方面所作出的努力和貢獻，得到職安局嘉許。在報告年度，兩個屋邨(滿樂大廈和真善美村)榮獲「香港安健屋邨確認計劃」下的「傑出表現」證書。

在報告年度內，我們很榮幸地有三十個工作場所符合資格獲得物業管理部在年度「零意外工作場所推廣計劃」中頒發的「2021-22年零意外工作場所證書」。在這個推廣計劃中，如果一個工作場所能夠保持其所有員工在一年或以上無意外的紀錄，該工作場所將被授予證書作為嘉許認可。

連續17年零意外工作場所 (2005–22)

Zero-injury workplaces for 17 consecutive years (2005–22)

- Clague Garden Estate 祈德尊新邨
- Sunshine Grove 晴碧花園



連續12年零意外工作場所 (2010–22)

Zero-injury workplaces for 12 consecutive years (2010–22)

- Maintenance Section 物業保養組
- Kingston Terrace 景新臺

連續11年零意外工作場所 (2011–22)

Zero-injury workplaces for 11 consecutive years (2011–22)

- Dragon Centre (Applications Section) 龍濤苑 (申請組)
- Property Management Services Authority 物業管理部辦事處



1至8年保持零意外工作場所 (2014–22) Zero-injury workplaces for 1 to 8 years (2014–22)

- | | |
|--|---|
| ✓ Jubilant Place 欣榮花園 (2014–22) | ✓ Greenview Villa 綠悠雅苑 (2015–22) |
| ✓ Harmony Place 樂融軒 (2015–22) | ✓ Heya Delight 喜盈 (2016–22) |
| ✓ Moon Lok Dai Ha 滿樂大廈 (2016–22) | ✓ Heya Crystal 喜薈 (2018–22) |
| ✓ Prosperous Garden 駿發花園 (2018–22) | ✓ Sha Tau Kok Chuen 沙頭角邨 (2018–22) |
| ✓ Broadview Garden 偉景花園 (2019–22) | ✓ Yue Kwong Chuen 漁光村 (2019–22) |
| ✓ Property Management Division's office at King's Road 1063
Operations Headquarter 英皇道1063號營運總部
(物業管理部辦事處) (2019–22) | ✓ Central Vetting Team
中央審核組 (2020–22) |
| ✓ Trackside Villas 策誠軒 (2020–22) | ✓ Greenhill Villa 綠怡雅苑 (2020–22) |
| ✓ Bel Air Heights 悅庭軒 (2020–22) | ✓ Lok Man Sun Chuen 樂民新村 (2021–22) |
| ✓ Bo Shek Mansion 寶石大廈 (2021–22) | ✓ Kwun Lung Lau 觀龍樓 (2021–22) |
| ✓ Chun Seen Mei Chuen 真善美村 (2021–22) | ✓ Cho Yiu Chuen 祖堯邨 (2021–22) |
| ✓ Lai Tak Tsuen 勵德邨 (2021–22) | ✓ Ka Wai Chuen 家維邨 (2021–22) |
| ✓ Healthy Village 健康村 (2021–22) | ✓ Tui Min Hoi Chuen 對面海邨 (2021–22) |

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 have partnered with Labour Department to organise seminars and learning sessions.

Through our extensive safety training programmes, the Housing Society makes sure our staff members are equipped with the skills necessary for different levels of responsibility, ability and risk, paying particular attention to new recruits. On-the-job coaching, counselling on OHS emergency preparedness and certification courses are open for staff members to partake in as well.

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，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，我們為員工，尤其是新入職及調職至新崗位的員工，提供所需的職安健培訓，在職安健事故應變方面的在職指導和輔導，以及認證課程。

於報告年度內，我們舉辦了以下主題的培訓：

Basic Training 基本培訓

- Labour Department-recognised Green Card safety training for all job-related PMD staff
為所有工作相關的物業管理員工提供獲勞工處認可的「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

- IMS on-the-job training
綜合管理系統在職培訓
- OHS awareness topics included in monthly toolbox talks for PMD 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
- Safety and health supervisor training
安全及健康督導員課程
- Heatstroke prevention seminar by Labour Department
勞工處舉辦的預防中暑講座
- Training in tree management
樹木安全管理課程
- Safe use of abrasive wheel training
安全使用磨輪培訓
- Competence in display screen equipment assessment course to help colleagues assess the risks of using display screen equipment in the workplaces
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設備的風險



About This Report

關於本報告

REPORTING PERIOD

This Sustainability Report (“the Report”) of the Housing Society covers the period 1 April 2021 to 31 March 2022.

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 and with reference to relevant SDGs. 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」)涵蓋二零二一年四月一日至二零二二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

我們根據全球報告倡議組織標準之核心選項，並參考相關的可持續發展目標，編製本報告。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. If you have any suggestions or questions about this report, please contact us at:
我們歡迎您對本報告提出意見或查詢。如對本報告有任何建議或疑問，請聯絡我們：

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
Kowloon West Regional Crime Prevention Office 西九龍總區 防止罪案辦公室	Kowloon West Best Security Services Awards 2020 2020年度西九龍總區最佳保安服務選舉	
	<ul style="list-style-type: none"> Honourable 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"> Heya Aqua 喜漾 Heya Crystal 喜薈 Heya Delight 喜盈 Lok Man Sun Chuen 樂民新村
	<ul style="list-style-type: none"> Outstanding Managed Public Carpark 最佳管理公眾停車場 	<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 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"> Best Managed Public Carpark 優異管理公眾停車場 	<ul style="list-style-type: none"> Ka Wai Chuen Carpark 家維邨停車場
<ul style="list-style-type: none"> Best Security Guard 優異保安員 	<ul style="list-style-type: none"> 2 Building Supervisors, 1 Senior Building Attendant at Ka Wai Chuen 家維邨兩名大廈主管及一名高級大廈管理員 1 Senior Building Attendant at Prosperous Garden 駿發花園一名高級大廈管理員 1 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"> • Chun Seen Mei Chuen 真善美村 • Moon Lok Dai Ha 滿樂大廈
	The 13th Hong Kong Outstanding OSH Employees Award 第十三屆全港傑出職安健員工嘉許計劃	
	<ul style="list-style-type: none"> • Front-line Worker Group – Merit Award 前線員工組 – 優異獎 	<ul style="list-style-type: none"> • 1 Senior Technician at Kwun Tong Garden Estate 觀塘花園大廈一名高級維修技術員
	The 20th Hong Kong Occupational Safety & Health Award 第二十屆香港職業安全健康大獎	
	<ul style="list-style-type: none"> • OSH Annual Report Award – Merit Award 職安健年報大獎 – 優異獎 	<ul style="list-style-type: none"> • The Housing Society Occupational Safety and Health Report (Property Management Division) 2020/2021 房協職安健年報(物業管理部)2020/2021
Office of the Ombudsman, Hong Kong 香港申訴專員公署	The Ombudsman's Awards 2021 2021年申訴專員嘉許獎	
	<ul style="list-style-type: none"> • Officers of Public Organisations 公職人員獎 	<ul style="list-style-type: none"> • 1 Property Manager at The Tanner Hill 雋悅一名物業經理
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 2020–2021 2020–2021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"> • The Best Security Personnel 最佳保安員 	<ul style="list-style-type: none"> • 3 Building Supervisors of Lai Tak Tsuen 勵德邨三名大廈主管
	<ul style="list-style-type: none"> • Outstanding Security Personnel 優秀保安員 	<ul style="list-style-type: none"> • 2 Building Supervisors at Healthy Village 健康村兩名大廈主管 • 1 Building Supervisor at Lai Tak Tsuen 勵德邨一名大廈主管 • 1 Building Supervisor at Ming Wah Dai Ha 明華大廈一名大廈主管

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
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 2020–2021 2020–2021 年度新界南總區最佳保安服務選舉	
	<ul style="list-style-type: none"> Excellent Security Personnel 傑出保安員 – 住宅組 	<ul style="list-style-type: none"> 1 Building Supervisor at Cho Yiu Chuen 祖堯邨一名大廈主管 1 Senior Building Attendant at Sunshine Grove 晴碧花園一名高級大廈管理員
	<ul style="list-style-type: none"> Outstanding Security Personnel – Residential Property 優秀保安員 – 住宅組 	<ul style="list-style-type: none"> 1 Senior Building Attendant at Sunshine Grove 晴碧花園一名高級大廈管理員

ENVIRONMENTAL INITIATIVES 環保工作

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Chinese YMCA of Hong Kong 香港中華基督教青年會	No Plastic Hong Kong 2021 “Plastic-Free Green Outing” 無塑香港2021：無塑郊遊	
	<ul style="list-style-type: none"> Certificates of Appreciation 感謝證書 	<ul style="list-style-type: none"> 44 rental estates, managed properties and offices 四十四個出租屋邨、管理物業及辦事處
EcoPark 環保園	Friends of EcoPark 2021 環保園之友2021	
	<ul style="list-style-type: none"> Certificates of Appreciation 感謝證書 	<ul style="list-style-type: none"> 19 rental estates and managed properties 十九個出租屋邨及管理物業
Environment Bureau 環境局	Energy Saving Charter 2021 節能約章2021	
	<ul style="list-style-type: none"> Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> 49 rental estates, offices and managed properties 四十九個出租屋邨、辦事處及管理物業

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Environmental Campaign Committee 環境運動委員會	2020 Hong Kong Awards for Environmental Excellence 2020香港環境卓越大獎	
	<ul style="list-style-type: none"> Public and Community Services – Bronze Award 公共及社區服務 – 銅獎 	<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 Yue Kwong Chuen 漁光村 Corporate Office 企業辦事處
	<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 Highland Park 浩景臺 Jat Min Chuen 乙明邨 Kingston Terrace 景新臺 Lai Tak Tsuen 勵德邨 Lakeside Garden 翠塘花園 Moon Lok Dai Ha 滿樂大廈 Corporate Office 企業辦事處
	<ul style="list-style-type: none"> “Excellence Level” Energywi\$e Certificate 節能證書「卓越級別」 	<ul style="list-style-type: none"> Kwun Tong Garden Estate 觀塘花園大廈
	<ul style="list-style-type: none"> “Excellence Level” IAQwi\$e Certificate 清新室內空氣證書「卓越級別」 	<ul style="list-style-type: none"> Corporate Office 企業辦事處
	<ul style="list-style-type: none"> “Good Level” Energywi\$e Certificate 節能證書「良好級別」 	<ul style="list-style-type: none"> Bo Shek Mansion 寶石大廈 Moon Lok Dai Ha 滿樂大廈 Corporate Office 企業辦事處
<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"> Ka Wai Chuen 家維邨 Kwun Lung Lau 觀龍樓 Lai Tak Tsuen 勵德邨 	

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Environmental Protection Department 環境保護署	Eastern Community Green Station – Recyclable Materials Scheme 2020 綠在東區2020年度可回收資源計劃	
	<ul style="list-style-type: none"> • Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> • The Tanner Hill 雋悅
	Food Wise Hong Kong Charter 惜食香港約章	
	<ul style="list-style-type: none"> • Certificate 證書 	<ul style="list-style-type: none"> • Lai Tak Tsuen 勵德邨
	Commendation Scheme on Source Separation of Domestic Waste 2020/21 2020／21年度家居廢物源頭分類獎勵計劃	
	<ul style="list-style-type: none"> • Gold Award 金獎 	<ul style="list-style-type: none"> • Sunshine Grove 晴碧花園
<ul style="list-style-type: none"> • Award for Lowest Waste Disposal Quantity 最低廢物棄置量大獎 	<ul style="list-style-type: none"> • Sunshine Grove 晴碧花園 	
<ul style="list-style-type: none"> • Award for Promotion 宣傳推廣大獎 	<ul style="list-style-type: none"> • Sunshine Grove 晴碧花園 	
<ul style="list-style-type: none"> • Certificate of Merit 優異獎 	<ul style="list-style-type: none"> • Ka Wai Chuen 家維邨 • Kingston Terrace 景新臺 • Moon Lok Dai Ha 滿樂大廈 	
Green Sense 環保觸覺	No Air Con Night 2021 無冷氣夜 2021	
	<ul style="list-style-type: none"> • Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> • 49 rental estates, managed properties and offices 四十九個出租屋邨、管理物業及辦事處
The Hongkong Electric Co Ltd 香港電燈有限公司	Smart Power 智惜用電	
	<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
Vitasoy 維他奶	Beverage Carton Clean Recycling Programme 2021 乾淨紙包回收計劃2021	
	<ul style="list-style-type: none"> • Silver Award 銀獎 	<ul style="list-style-type: none"> • Kwun Tong Garden Estate 觀塘花園大廈
	<ul style="list-style-type: none"> • Certificate of Appreciation 感謝證書 	<ul style="list-style-type: none"> • 28 rental estates, offices and managed properties 二十八個出租屋邨、辦事處及管理物業
	<ul style="list-style-type: none"> • Certificate of Merit 優異證書 	<ul style="list-style-type: none"> • Clague Garden Estate 祈德尊新邨 • The Pinnacle 疊翠軒

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 (Management System) 大廈優質供水認可計劃－沖廁水(管理系統)	
	<ul style="list-style-type: none"> • 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 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 • Lai Tak Tsuen — Lai Kit Lau, Tak Chuen Lau, Tsuen Wing Lau 勵德邨－勵潔樓、德全樓、邨榮樓
	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)	
<ul style="list-style-type: none"> • Gold Certificate 金證書 	<ul style="list-style-type: none"> • Jat Min Chuen — Ming Shun Lau (High Block), Ming Shun Lau (Low Block), Ming Yan Lau (High Block), Ming Yan Lau (Low Block), Ming Yiu Lau (High Block), Ming Yiu Lau (Low Block) 乙明邨－明信樓(高座)、明信樓(低座)、明恩樓(高座)、明恩樓(低座)、明耀樓(高座)、明耀樓(低座) • Lai Tak Tsuen — Lai Kit Lau, Tak Chuen Lau, Tsuen Wing Lau 勵德邨－勵潔樓、德全樓、邨榮樓 • Ming Wah Dai Ha — Block A 明華大廈－A座 • Yue Kwong Chuen — Ching Hoy Lau Hoy Au Lau, Hoy Kong Lau, Pak Sha Lau, Shun Fung Lau 漁光村－靜海樓、海鷗樓、海港樓、白沙樓、順風樓 	
<ul style="list-style-type: none"> • Blue Certificate 藍證書 	<ul style="list-style-type: none"> • Ka Wai Chuen — Ka Bong Lau, Ka Hing Lau, Ka Lei Lau, Ka Lim Lau, Ka Yee Lau 家維邨－家邦樓、家興樓、家禮樓、家廉樓、家義樓 • Ming Wah Dai Ha — Block B, C, D, E, 1, 2 明華大廈－B、C、D、E、一、二座 	
WEEE Park	E-waste Recycle Campaign 2021 廢舊電器回收計劃2021	
<ul style="list-style-type: none"> • Certificate for Appreciation 感謝證書 	<ul style="list-style-type: none"> • Ka Wai Chuen 家維邨 • Kingston Terrace 景新臺 	

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	<ul style="list-style-type: none"> Certificate for Appreciation 嘉許狀 	<ul style="list-style-type: none"> Housing Society Academy Alumni Club 房協獎學金同學會
Construction Industry Council 建造業議會	Construction Industry Volunteer Award Scheme 2021 建造業義工獎勵計劃2021	
	<ul style="list-style-type: none"> Most Supportive Organisation 最積極參與機構 Merit Awards for Participation 首次參與機構特別嘉許 Excellence in Construction Industry Volunteering Project – Merit 評審嘉許：非凡建造業義工項目一優異獎 Excellence in Construction Industry Volunteering Collaboration – Merit 評審嘉許：優秀社福機構協作一優異獎 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
Po Leung Kuk 保良局	Po Leung Kuk Flag Day 保良局賣旗日	
	<ul style="list-style-type: none"> Certificate for Appreciation 感謝證書 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
Social Welfare Department 社會福利署	Volunteer Movement 義工運動	
	<ul style="list-style-type: none"> Certificate for Appreciation 感謝證書 	<ul style="list-style-type: none"> Housing Society Elderly Resources Centre 長者安居資源中心 Lai Tak Tsuen Volunteer Team 勵德邨義工隊 Yue Kwong Chuen Volunteer Group 漁光村義工組 Housing Society Academy Alumni Club 房協獎學金同學會

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
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	Award for Volunteer Service 義務工作嘉許狀	
	<ul style="list-style-type: none"> Volunteer Service (Organisation) – Gold Award 義工服務嘉許狀(團體)金狀 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
	Caring Estate Programme in 2020 「社區是我家」2020	
	<ul style="list-style-type: none"> Caring Estate 愛心屋苑 	<ul style="list-style-type: none"> Ming Wah Dai Ha 明華大廈 Moon Lok Dai Ha 滿樂大廈 Yue Kwong Chuen 漁光村
The Hong Kong Jockey Club Charities Trust 香港賽馬會慈善信託基金	Age-friendly City Partnership Scheme 2020 齡活城市「全城·長者友善」計劃2020	
	<ul style="list-style-type: none"> Age-friendly Facilities Award 齡活設施大獎 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
	Age-friendly Certificate 「全城·長者友善」證書及標籤	
	<ul style="list-style-type: none"> Age-friendly Certificate 「全城·長者友善」證書及標籤 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會 Kwun Tong Garden Estate 觀塘花園大廈
The Hong Kong Polytechnic University 香港理工大學	PolyU Job Shadowing Scheme for Secondary Students 理大中學生實習計劃	
	<ul style="list-style-type: none"> Certificates of Appreciation 感謝證書 	<ul style="list-style-type: none"> Elderly Resources Centre 長者安居資源中心
Tung Wah Group of Hospitals 東華三院	TWGHs Flag Day 2021 東華三院賣旗日2021	
	<ul style="list-style-type: none"> Certificate for Appreciation 感謝證書 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會

CORPORATE AWARDS 企業獎項

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Chartered Global Management Accountant 全球特許管理 會計師	CGMA Annual Awards 2021 全球管理會計2021年度大獎	
	<ul style="list-style-type: none"> CGMA Good Practice of RPA of 2021 CGMA 2021 年度優秀機器人流程自 動化實踐 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
East Week 東周刊	Outstanding Corporate Strategy Awards 2021 傑出企業策略大獎 2021	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
	Hong Kong Service Award 2021 香港服務大獎 2021	
ET Net 經濟通	Sustainable Development Corporate Award 可持續發展企業大獎	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
	FinTech Awards 2021 2021 金融科技大獎	
Golden Age Foundation 黃金時代基金會	Appreciation Certificate on Environmental, Social, and Governance (ESG) 傑出環境、社會和治理 (ESG) 嘉許狀	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
	Smart Ageing Award 2021 智齡世代大獎 2021	
Hong Kong Internet Registration Corporation Ltd and the Office of the Government Chief Information Officer 香港互聯網註冊 管理有限公司及 政府資訊科技總監 辦公室	ChangeMaker 智齡世代推動先驅	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
	Web Accessibility Recognition Scheme 2020–2021 無障礙網頁嘉許計劃 2020–2021	
	Triple Gold Award 三連金獎	<ul style="list-style-type: none"> Elderly Resources Centre Website 長者安居資源中心網站
	Gold Award 金獎	<ul style="list-style-type: none"> Ageing-in-Place Scheme Website 「樂得耆所」居家安老計劃網站 HKHS Corporate Website 房協企業網站 Website for Elderly Services 「房協長者通」網站
	Silver Award 銀獎	<ul style="list-style-type: none"> Housing Society Community Website 「房協之友」網站

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Hong Kong Management Association 香港管理專業協會	2021 HKMA Quality Award 2021 年度優質管理獎	
	<ul style="list-style-type: none"> • Excellence Award 卓越獎 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會
	2021 HKMA Best Annual Reports Award 2021 年度最佳年報大賽	
	<ul style="list-style-type: none"> • Honourable Mention 優秀慈善機構年報獎 • Excellence Award for Charitable Organisations 非牟利及慈善機構優異年報 • Excellence Award in Environmental, Social and Governance Reporting 優秀環境、社會及企業管治報告獎 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會
InspiringHK Sports Foundation 凝動體育基金會	SportsHour Company Scheme & Best Practice Showcase 2021 《企業「一」起動》嘉許計劃及年度優秀企業實踐案例2021	
	<ul style="list-style-type: none"> • SportsHour Organisation 《機構「一」起動》嘉許 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會
Institute of ESG & Benchmark 環境社會及企業管治基準學會	ESG Achievement Awards 2020 環境、社會及企業管治成就2020大獎	
	<ul style="list-style-type: none"> • The Outstanding NGO – Diamond 「傑出非牟利機構」類別 – 鑽石獎 • Special Awards (Criteria set by Fund Managers) – Outstanding ESG Company – Platinum 「特別大獎(由基金經理設定之準則) – 傑出ESG機構」白金獎 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會 • Hong Kong Housing Society 香港房屋協會
JobMarket 求職廣場	Employer of Choice Award 2021 卓越僱主大獎 2021	
	<ul style="list-style-type: none"> • Employer of Choice Award 卓越僱主大獎 • COVID-19 Caring Employer 同心抗疫關懷僱主大獎 	<ul style="list-style-type: none"> • Hong Kong Housing Society 香港房屋協會
League of American Communications Professionals 美國傳訊公關職業聯盟	Vision Awards Annual Report Competition Vision國際年報大獎	
	<ul style="list-style-type: none"> • “Non-profits” Category – Gold Award and Technical Achievement Award 「非牟利機構」組別 – 金獎及卓越技術獎 	<ul style="list-style-type: none"> • Annual Report & Sustainability Report 2020/21 二零二零／二一年報及可持續發展報告

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局	Good MPF Employer Award 2020–21 2020–21 年度「積金好僱主」嘉許計劃	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
	<ul style="list-style-type: none"> Good MPF Employer Award 積金好僱主 E-Contribution Award 電子供款獎 MPF Support Award 積金推廣獎 	
MerComm, Inc. of the United States	ARC Awards 2021 ARC 大獎 2021	<ul style="list-style-type: none"> Annual Report 2019/20 二零一九／二零年報
	<ul style="list-style-type: none"> “Non-Profit Organisation (Print Annual Report): Housing” Category – Bronze Award 「非牟利機構(印刷年報): 房屋」組別銅獎 	
	Astrid Awards 2021 Astrid 大獎 2021	<ul style="list-style-type: none"> Annual Report 2019/20 二零一九／二零年報
	<ul style="list-style-type: none"> “Annual Report – Not-for-Profit Organisations: Traditional” Category & “Annual Report – Online: Non-Profit Organisations” Category – Bronze Award 「年報 – 非牟利機構: 傳統設計」及「年報(網上版): 非牟利機構優異設計」銅獎 	
	Galaxy Awards 2021 Galaxy 大獎 2021	<ul style="list-style-type: none"> Annual Report 2019/20 二零一九／二零年報
	<ul style="list-style-type: none"> “Annual Report – Print: Residential Properties” Category – Bronze Award 「年報 – 印刷: 住宅物業」組別銅獎 	
Mercury Excellence Awards 2021/22 Mercury Excellence 大獎 2021／22	<ul style="list-style-type: none"> Annual Report 2020/21 二零二零／二一年報 	
<ul style="list-style-type: none"> “Overall Presentation: Housing Development & Sales” Category – Bronze Award 「整體表現: 房地產發展及營銷」— 銅獎 “Overall Presentation: Non-Profit – Human Welfare” Category – Bronze Award 「整體表現: 非牟利 – 人類福祉」— 銅獎 		

Organisers 主辦單位	Awards/Recognitions 獎項／認證	Awardee 得獎者
Metro Finance and Hong Kong Quality Assurance Agency 新城財經台及香港品質保證局	Greater Bay Area Corporate Sustainability Awards 2021 灣區企業可持續發展大獎2021	
	<ul style="list-style-type: none"> GBA's Outstanding Corporation – Social Sustainability Award (Sustainable Cities and Communities) 傑出灣區企業－社會可持續發展獎 (可持續城市和社區) 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
	<ul style="list-style-type: none"> GBA's Outstanding Corporation – Environmental Sustainability Award (Climate Action) 傑出灣區企業－綠色可持續發展獎 (氣候行動) 	<ul style="list-style-type: none"> Hong Kong Housing Society 香港房屋協會
Mirror Magazine 鏡報	Outstanding Corporate Social Responsibility Award 傑出企業社會責任獎	<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 總量		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		
		2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	
Energy consumption⁴ 能源耗量⁴										
Purchased Electricity ^{5,6} 採購電力 ⁵	kWh 千瓦小時	49,653,718	53,893,113	1,644,434	1,658,383	47,015,340	51,436,182	993,944	798,548	
	GJ 吉焦耳	178,753	194,015	5920	5970	169,255	185,170	3,578	2,875	
Diesel oil ⁷ 柴油	L 公升	1,907,645	4,362,708	—	—	—	—	1,907,645	4,362,708	
	GJ 吉焦耳	73,504	168,102	—	—	—	—	73,504	168,102	
Gasoline 汽油	L 公升	15,707	16,723	15,707	16,723	—	—	—	—	
	GJ 吉焦耳	543	583	543	583	—	—	—	—	
Total energy consumption 總能源耗量	GJ 吉焦耳	252,800	362,700	6,463	6,553	169,255	185,170	77,082	170,977	
Energy intensity 能源強度	GJ/m ² 吉焦耳/ (每平方米)	—	—	1.12	0.89	—	—	—	—	
	GJ/flat 吉焦耳/ (每住屋單位)	—	—	—	—	3.28	3.39	11.55	10.49	
Greenhouse gas (GHG) emissions^{8,9} 溫室氣體排放⁸										
Direct GHG emissions (Scope 1) 直接溫室氣體排放量(範疇一)	Tonnes CO ₂ e 公噸二氧化碳當量	5,034	11,461	42	45	—	—	4,992	11,416	
Indirect GHG emissions (Scope 2) 間接溫室氣體排放量(範疇二)	Tonnes CO ₂ e 公噸二氧化碳當量	22,547	23,230	1,168	1177	20,783	21,713	597	340	
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	34,691	1,209	1,222	20,783	21,713	5,588	11,756	
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	0.17	—	—	—	—	
	Tonnes CO ₂ e/flat 公噸二氧化碳當量 (每住屋單位)	—	—	—	—	0.40	0.40	0.84	0.72	
Material used 物料使用										
Concrete 混凝土	Tonnes 公噸	27,705	192,419	—	—	—	—	27,705	192,419	
Metal 金屬	Tonnes 公噸	5,041	26,505	—	—	—	—	5,041	26,505	
Paper ¹⁰ 紙張 ⁷	Tonnes 公噸	11	20	11	12	—	—	0.29	8	
Total material used 總使用物料	Tonnes 公噸	32,757	219,844	11	12	—	—	32,746	219,832	
Water⁸ 耗水量⁸										
Water consumption — municipal 都市耗水量	m ³ 立方米	896,979	1,351,806	2,528	2,413	162,761	143,775	731,690	1,205,618	
Waste — Waste disposal⁹ (Non-hazardous) 無害廢棄物棄置⁹										
Total non-hazardous waste disposal 總廢棄物棄置	Tonnes 公噸	86,041	323,530	—	—	39,006	46,602	47,034	276,928	

	Unit 單位	Total 總量		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		
		2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	
Waste – Waste recycling (Hazardous)	棄置 – 有害廢棄物回收									
Chemical waste	化學廢棄物	kg 公斤	140	6.08	–	–	–	–	140	6.08
Toner cartridges	墨粉盒	Pieces 件	370	375	307	296	63	79	–	–
Fluorescent lamps and tubes	日光燈管	Pieces 件	5,157	5,650	1,593	–	3,564	5,650	–	–
Waste – Waste recycling (Non-hazardous)	棄置 – 無害廢棄物回收									
Metal	金屬	Tonnes 公噸	1,668	902	0.06	0.14	52	143	1,616	759
Paper	紙張	Tonnes 公噸	1,716	1,094	9	5	1,706	1,088	0.44	1
Plastic	塑膠	Tonnes 公噸	92.49	110	0.06	0.02	92	110	–	0.15
Glass	玻璃	Tonnes 公噸	65	70	–	–	65	70	–	–
Timber	木材	Tonnes 公噸	–	–	–	–	–	–	–	–
Textile	紡織物	Tonnes 公噸	83	115	–	–	83	115	–	–

SOCIAL PERFORMANCE 社會表現

	Unit 單位			2020/2021	2021/2022
Workforce	僱員				
Total workforce	總僱員	Number	人數	1,545	1,522
By Gender	按性別劃分				
Male	男	Number (Percentage)	人數 (百分比)	724 (47%)	701 (46%)
Female	女	Number (Percentage)	人數 (百分比)	821 (53%)	821 (54%)
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 (Percentage)	人數 (百分比)	211 (15%)	213 (15%)
30–49	三十至四十九歲	Number (Percentage)	人數 (百分比)	696 (49%)	700 (49%)
50 and above	五十歲或以上	Number (Percentage)	人數 (百分比)	521 (36%)	510 (36%)
By contract type	按合約類型劃分				
Permanent and contract	長期及固定任期	Number (Percentage)	人數 (百分比)	1,428 (92%)	1,423 (93%)
Temporary	短期合約	Number (Percentage)	人數 (百分比)	117 (8%)	99 (7%)

		Unit	單位	2020/2021		2021/2022	
By Level		按職級劃分					
Professional and Managerial or above	經理級或以上	Number (Percentage)	人數 (百分比)	227 (15%)		237 (16%)	
Officer	主任級	Number (Percentage)	人數 (百分比)	748 (48%)		725 (48%)	
Support	事務級	Number (Percentage)	人數 (百分比)	328 (21%)		323 (21%)	
Manual	職工級	Number (Percentage)	人數 (百分比)	242 (16%)		237 (16%)	
Occupational Health and Safety		職安健					
Hours worked	工作時數	Hours	小時	3,110,120		3,092,752	
Work-related fatalities	與工作相關的死亡數目	Number	人數	0		0	
		Rate (200,000 hours worked)	比率 (每二十萬工作小時)	0		0	
High-consequence work-related injuries ¹¹	高風險工傷個案 ¹¹	Number	人數	1		1	
		Rate (200,000 hours worked)	比率 (每二十萬工作小時)	0.1		0.1	
Recordable work-related injuries ¹²	匯報之須予記錄的工傷個案 ¹²	Number	人數	19		12	
		Rate (200,000 hours worked)	比率 (每二十萬工作小時)	1.2		0.8	
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	Female 女	Male 男	Female 女
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	26	27.8
Officer	主任級	Hours	小時	20.8	21.1	22.3	25.8
Support	事務級	Hours	小時	19.5	10.6	19.6	17.8
Manual	職工級	Hours	小時	4.1	2.2	7.4	4

SUPPLY CHAIN MANAGEMENT 供應鏈管理

		Unit	單位	2020/2021	2021/2022
Total number of suppliers ¹³	供應商總數 ¹³	Number	數目	847	845
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%	24%
By Type	按類別劃分				
Consultants	顧問	%		2.5%	3.4%
Contractors	承建商	%		89.4%	87.0%
Suppliers	供應商	%		7.9%	9.3%
Others	其他	%		0.2%	0.3%
Construction Projects	建築項目	%		63%	76%
By Type	按類別劃分				
Consultants	顧問	%		12.7%	8.8%
Contractors	承建商	%		79.4%	88.8%
Sub-contractors	分判商	%		7.1%	2.4%
Suppliers	供應商	%		0.8%	0.1%

COMMUNITY INVESTMENT 社區投資

		Unit	單位	2020/2021	2021/2022
Total cash donation/ sponsorship	總現金／贊助金額	HK\$	港元	1,158,009	1,344,904
Employee volunteer service hours	員工義工服務時數	Hours	小時	1,381	2,933
Scholarships and Bursary	獎助學金				
Hong Kong Housing Society Award	房協獎助學金計劃	Number	人數	104	96
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	34
CES Scholarship Programme	房協友里獎學金	Number	人數	10	9
Internship and Placements	實習計劃				
Summer Internship Programme	暑期實習生計劃	Number	人數	52	62
Other Job Placement Programmes	其他實習計劃	Number	人數	8	19

- 1 The coverage of properties under management includes 20 rental estates and rural public housings, and 26 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，以及由房協管理的二十六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 13 housing estates and properties which are being developed by the Housing Society in Hong Kong.
興建中的物業包括十三個房協在香港興建中的屋邨和項目。
- 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、蒸汽消耗、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 FY2020/21 figure for projects under construction has been restated to align the calculation approach and allow meaningful year-over-year comparison.
我們已重編興建項目二零二零／二一財政年度的數據，以配合計算方法及獲得有價值的按年比較結果。
- 6 The figure for purchased electricity in GJ for 2020/21 has been restated, and thus the total amount of purchased electricity, total energy consumption, and energy intensity have also been restated.
二零二零／二一年採購電力的數據已重述，因此採購電力總量、總能源耗量和能源強度也已重述。
- 7 Our managed property, Kwun Lung Lau, has purchased Renewable Energy Certificate from The Hongkong Electric Co Ltd during the reporting year. The amount of purchased electricity from renewable source is 18,302kWh (equivalent to 66GJ).
我們的管理物業一觀龍樓，於報告年度向香港電燈有限公司購買可再生能源證書，而購買的可再生能源電量為18,302千瓦小時（相當於66吉焦耳）。
- 8 The significant increase in consumption of diesel in projects under construction was due to an increase in the number of construction projects in this reporting year, thus the energy consumption and its scope 1 GHG emissions have also increased.
由於本報告年度的建設項目數量增加，因此興建中的物業的柴油耗量、能源耗量及其範圍一排放也顯著增加。
- 9 GHG emissions calculated included carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O). 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)。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。
- 10 The emissions are consolidated by operational control. Scope 1 emissions are direct GHG emissions from the consumption of diesel oil and gasoline, while scope 2 emissions are indirect GHG emissions resulting from purchased electricity. The emission factor and global warming potential (GWP) are with reference to the Intergovernmental Panel on Climate Change (IPCC) Synthesis Report (AR5) (2014), "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010)" (EPD-EMSD Guidelines), and the sustainability reports of the two local electricity companies.
排放數據透過「營運控制」方式計算。範圍一排放是柴油和汽油消耗的直接溫室氣體排放，而範圍二排放是購買電力產生的間接溫室氣體排放。其排放量的計算參考政府間氣候變化專門委員會第五次評估報告(二零一四年)、香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引(二零一零年版)，和兩家本地電力公司的可持續發展報告。
- 11 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。
- 12 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。
- 13 The significant increase in water consumption in projects under construction was due to an increase in the number of construction projects in this reporting year.
由於本報告年度建設項目數量增加，因此興建中的物業耗水量亦大幅增加。
- 14 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。
- 15 The waste disposal consists of general waste and Construction and Demolition ("C&D") waste.
廢物棄置包括一般廢物，以及建築和拆除廢物。
- 16 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。
- 17 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。
- 18 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 Management Association 香港管理專業協會	Corporate Member 團體會員
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 Insight 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
The Hong Kong Retirement Schemes Association 香港退休計劃協會	Corporate Member 企業會員

(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 Standard Disclosure	Description	Cross-references/Remarks	Page Number
GRI標準披露	內容	參考及備註	頁數
General Disclosures			
一般披露			
102: General Disclosures 2016			
102：一般披露2016			
Organisational profile			
機構概況			
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	Talent and Culture — Talent Management 人才與文化—人才管理 Performance Data Summary 可持續發展表現摘要 HKHS's categorisation of staff is by employment contract (permanent & contract, or temporary) only. 房協對員工的分類僅按合約類型劃分(長期及固定任期, 或短期合約)。 Our construction projects and managed properties involved workers who were not employees. There were no significant variations in the numbers of employees reported. 我們興建中的物業和管理物業涉及非僱員的工人。匯報的僱用人數並無任何重大變化。	58-77, 91-95

GRI Standard Disclosure GRI標準披露	Description 內容	Cross-references/Remarks 參考及備註	Page Number 頁數
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。	91–95
102-10	Significant changes to the organization 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
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 Enterprise Risk Management section in our Annual Report 2021/22). 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（詳情請參閱二零二一／二二年度年報中的《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	79–90
102-13	Membership of associations 公協會的會員資格	Corporate Membership 機構會籍	96

GRI Standard Disclosure GRI標準披露	Description 內容	Cross-references/Remarks 參考及備註	Page Number 頁數
Strategy 策略			
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
Ethics and integrity 專業操守及誠信			
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	15-21
Governance 企業管治			
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	15-21
Stakeholder engagement 持份者參與活動			
102-40	List of stakeholder groups 持份者團體	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	7-11
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
102-42	Identifying and selecting stakeholders 鑑別與選擇持份者	Our Approach to Sustainability — Stakeholder Engagement and Materiality Assessment	7-11
102-43	Approach to stakeholder engagement 與持份者溝通的方針	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	7-11
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	7-11

GRI Standard Disclosure GRI標準披露	Description 內容	Cross-references/Remarks 參考及備註	Page Number 頁數
Reporting practice 報告實踐			
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	About This Report 關於本報告 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 In the preparation of this report, we have followed the relevant reporting principles for defining report content namely stakeholder inclusiveness, sustainability context, materiality and completeness according to the GRI Standards. 在編制本報告時，我們根據GRI報導原則以定義報告書內容，即利害關係人包容性、永續性的脈絡、重大性及完整性。	7–11, 78
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	7–11
102-48	Restatements of information 資訊重編	Performance Data Summary 可持續發展表現摘要	91–95
102-49	Changes in reporting 報告變更 Performance Data Summary 可持續發展表現摘要	About This Report 關於本報告 There is no significant change from previous reporting period in the list of material topics and topic boundaries. 與之前報導期間相比，本年度沒有重大主題和主題邊界的重大改變。	78

GRI Standard Disclosure GRI標準披露	Description 內容	Cross-references/Remarks 參考及備註	Page Number 頁數
102-50	Reporting period 報告期間	About This Report 關於本報告	78
102-51	Date of most recent report 上一次報告書的日期	Sustainability Report 2020/2021 was published on 2 September 2021. 《可持續發展報告2020/21》於二零二一年九月二日出版。	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	78
102-54	Claims of 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	78
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	97-106
102-56	External assurance 外部保證/確信	Independent Verification Statement 獨立核實聲明	107-108
Topic-specific Disclosures 特定主題披露			
GRI 200 Series: Economic 全球報告倡議組織200系列：經濟			
201: Economic Performance 2016 201：經濟表現2016			
103-1 103-2 103-3	Management approach 管理方針	About Hong Kong Housing Society 關於香港房屋協會 Annual Report 2021/22 2021/22年報	5
201-1	Direct economic value generated and distributed 產生和分配的直接經濟價值	About Hong Kong Housing Society — Housing Society's Business Profile 關於香港房屋協會一房協業務摘要 Annual Report 2021/22 2021/22年報	5
201-4	Financial assistance received from government 政府提供的財政援助	Annual Report 2021/22 2021/22年報	N/A

GRI Standard Disclosure GRI標準披露	Description 內容	Cross-references/Remarks 參考及備註	Page Number 頁數
203: Indirect Economic Impacts 2016			
203 : 間接經濟影響2016			
103-1	Management approach	Our Approach to Sustainability	6–21
103-2	管理方針	可持續發展方針	
103-3			
203-1	Infrastructure investments and services supported 支持基礎設施投資和服務	Annual Report 2021/22 2021/22年報 Community Building — Serving Hong Kong 社區建設—服務香港 Greener Home and Workplace — Waste Management and Material Use 綠色家園及工作間—廢物管理及物料使用	28–31, 55–57
205: Anti-corruption 2016			
205 : 反貪腐2016			
103-1	Management approach	Our Approach to Sustainability —	15–21
103-2	管理方針	Corporate Governance	
103-3		可持續發展方針—企業管治	
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	15–21
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	15–21

GRI Standard Disclosure	Description	Cross-references/Remarks	Page Number
GRI標準披露	內容	參考及備註	頁數
GRI 300 Series: Environmental			
全球報告倡議組織300系列：環境			
301: Materials 2016			
301：物料2016			
103-1	Management approach	Greener Homes and Workplace — Waste	28–31
103-2	管理方針	Management and Material Use	
103-3		綠色家園及工作間—廢物管理及物料使用	
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	91–95
		Our primary products and services do not require the use of packaging materials. 我們的主要產品和服務不需要使用包裝材料。	
302: Energy 2016			
302：能源2016			
103-1	Management approach	Greener Homes and Workplace —	32–35
103-2	管理方針	Energy and Emissions	
103-3		綠色家園及工作間—能源與碳排放	
302-1	Energy consumption within the organization 組織內部的能源消耗量	Performance Data Summary 可持續發展表現摘要	91–95
302-3	Energy intensity 能源密集度	Performance Data Summary 可持續發展表現摘要	91–95
303: Water and Effluents 2018			
303：水及放流水2018			
103-1	Management approach	Greener Homes and Workplace —	35–36
103-2	管理方針	Water Conservation	
103-3		綠色家園及工作間—保護水資源	
303-3	Water withdrawal 取水量	Performance Data Summary 可持續發展表現摘要	91–95
305: Emissions 2016			
305：排放2016			
103-1	Management approach	Greener Homes and Workplace —	32–35
103-2	管理方針	Energy and Emissions	
103-3		綠色家園及工作間—能源與碳排放	
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	91–95
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	91–95
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	91–95

GRI Standard Disclosure	Description	Cross-references/Remarks	Page Number
GRI標準披露	內容	參考及備註	頁數
306: Waste 2020			
306 : 廢棄物2020			
103-1	Management approach	Greener Homes and Workplace –	28–31
103-2	管理方針	Waste Management and Material Use	
103-3		綠色家園及工作間－廢物管理及物料使用	
306-1	Waste generation and significant waste related impacts	Greener Homes and Workplace –	28–31
	產生的廢棄物及廢棄物相關的重大影響	Waste Management and Material Use	
		綠色家園及工作間－廢物管理及物料使用	
306-2	Management of significant waste related impacts	Greener Homes and Workplace –	28–31,
	按類別及處置方法劃分的廢棄物	Waste Management and Material Use	91–95
		綠色家園及工作間－廢物管理及物料使用	
		Performance Data Summary	
		可持續發展表現摘要	
306-3	Waste generated	Greener Homes and Workplace –	28–31,
	產生的廢棄物	Waste Management and Material Use	91–95
		綠色家園及工作間－廢物管理及物料使用	
		Performance Data Summary	
		可持續發展表現摘要	
306-4	Waste diverted from disposal	Greener Homes and Workplace –	28–31,
	處置分流的廢棄物	Waste Management and Material Use	91–95
		綠色家園及工作間－廢物管理及物料使用	
		Performance Data Summary	
		可持續發展表現摘要	
306-5	Waste directed to disposal	Performance Data Summary	91–95
	處置廢棄物	可持續發展表現摘要	
307: Environmental Compliance 2016			
307 : 有關環境保護的法規遵循2016			
103-1	Management approach	Greener Homes and Workplace	22–37
103-2	管理方針	綠色家園及工作間	
103-3			
307-1	Non-compliance with environmental laws and regulations	Greener Homes and Workplace	22–37
	違反環保法律及規例	綠色家園及工作間	

GRI Standard Disclosure	Description	Cross-references/Remarks	Page Number
GRI標準披露	內容	參考及備註	頁數
GRI 400 Series: Social			
全球報告倡議組織400系列：社會			
401: Employment 2016			
401：勞僱關係2016			
103-1	Management approach	Talent and Culture — Talent Management	58–68
103-2	管理方針	人才與文化—人才管理	
103-3			
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	58–68
403: Occupational Health and Safety 2018			
403：職業安全衛生2018			
103-1	Management approach	Talent and Culture —	69–77
103-2	管理方針	Occupational Health and Safety	
103-3		人才與文化—職業健康與安全	
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	69–77
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	69–77
403-3	Occupational health services 職業健康服務	Talent and Culture — Occupational Health and Safety	69–77
403-4	Worker participation, consultation, and communication on occupational health and safety 員工參與、諮詢與溝通有關職業健康與安全的議題	Talent and Culture — Occupational Health and Safety	69–77
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	69–77
403-6	Promotion of worker health 提升員工健康狀況	Talent and Culture — Occupational Health and Safety	69–77

GRI Standard Disclosure GRI標準披露	Description 內容	Cross-references/Remarks 參考及備註	Page Number 頁數
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship 預防和減輕與業務關係直接相關聯之職業安全衛生的影響	Talent and Culture — Occupational Health and Safety 人才與文化—職業健康與安全	69–77
403-9	Work-related injuries 職業傷害	Performance Data Summary 可持續發展表現摘要	91–95
404: Training and Education 2016 404：訓練與教育2016			
103-1	Management approach	Talent and Culture — Staff Development	60–64
103-2	管理方針	人才與文化—員工發展	
103-3			
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	91–96
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	60–64
406: Non-discrimination 2016 406：不歧視2016			
103-1	Management approach	Talent and Culture — Talent Management	58–68
103-2	管理方針	人才與文化—人才管理	
103-3			
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	58–68
413: Local Communities 2016 413：本地社區2016			
103-1	Management approach	Community Building	38–57
103-2	管理方針	建設社區	
103-3			
413-1	Operations with local community engagement, impact assessments and development programs 本地社區參與的活動、影響評估及發展方案	Community Building 建設社區	38–57
418: Customer Privacy 2016 418：客戶私隱2016			
103-1	Management approach	Our Approach to Sustainability —	15–21
103-2	管理方針	Corporate Governance	
103-3		可持續發展方針—企業管治	
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	15–21

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 2021/22 (“the Report”). The Report stated the economic, environmental and social performance of HKHS in the period of 1st April 2021 to 31st March 2022 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

Jorine Tam
Director, Corporate Business
August 2022



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2021/22》（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2021年4月1日至2022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

基於此次核實結果，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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