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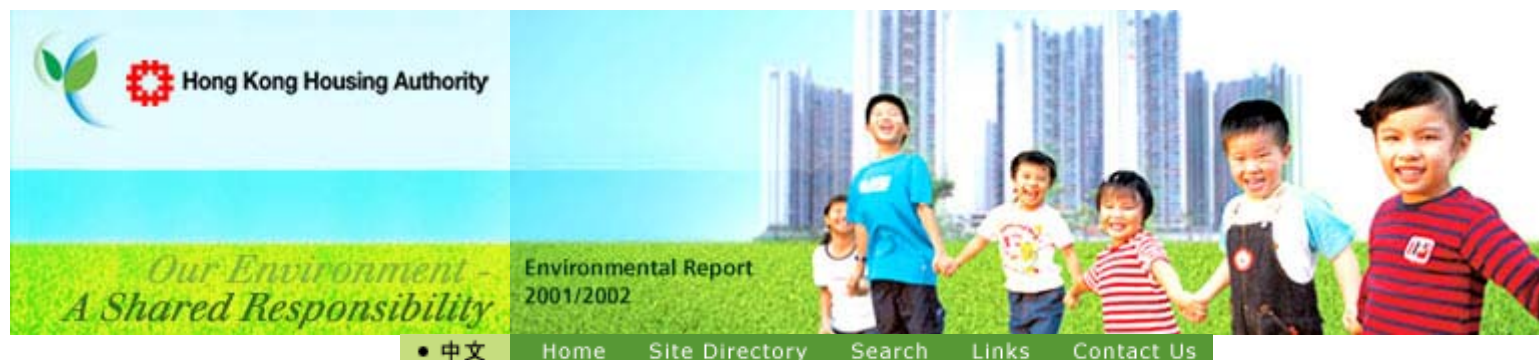
The Hong Kong Housing Authority (HA) operates in a way that looks after the environment.

*Our commitment to **improving our environmental performance**, and **engaging others** to do the same, is set out in our **Environmental Policy**.*



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Our Environmental Policy is made known to all our staff and business partners

The Housing Authority is committed to continually improving the environmental standards in the provision of public housing and related services. In achieving this objective, the Housing Authority has adopted the following environmental principles:

- To promote healthy living and a green environment.
- To develop a strategic framework and implement environmental management for the promotion of sustainable development.
- To strictly comply with and fully implement all relevant environmental legislation and regulations.
- To address environmental concerns and incorporate environmental initiatives in planning and design, construction and demolition, marketing and estate management activities.
- To minimise environmental impacts (air, dust, noise, waste and water) to residents and public from the Housing Authority's operations.
- To develop procurement policies to minimise the use of resources and achieve cost effectiveness.
- To promote environmental awareness and participation among staff, residents and

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contractors through education and publicity programmes.

- To review and seek continual improvement on the implementation of an environmental management system.

As from July 2002, the Permanent Secretary for Housing, Planning and Lands (Housing) *cum* Director of Housing, supported by the Housing Department Environmental Committee (HDEC), is responsible for ensuring that all HA's business operations follow the relevant environmental policy objectives.

Our Environmental Policy is made known to all our staff and business partners, such as contractors, consultants and suppliers.



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ABOUT THIS *Report*

We believe that this report is a valuable way for us to communicate with our many stakeholders on the environmental issues concerning our operations

We have been producing an Environmental Report on an annual basis since 2000. This Environmental Report "Our Environment - A Shared Responsibility" is the Housing Authority's third. In this report, we explain our environmental performance over the period from 1st April 2001 to 31st March 2002 and our future initiatives. We believe that this report is a valuable way for us to communicate with our many stakeholders on the environmental issues concerning our operations.

This report is intended for a wide target audience, primarily tenants and home owners in our housing estates, our business partners, our staff and many other stakeholder groups. Our stakeholders include green groups, legislators, other government departments, the media and educational institutions. We recognise the importance of support and contributions from our stakeholders and the role we play in helping and encouraging stakeholders to meet the

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shared environmental challenge.

We are grateful to all those who provided feedback on our last report "Greener Housing for the Millennium" issued last year. As far as possible, we have taken on board the comments received (summarised in Annex A). Even though the feedback on the last report was very positive, we still aim to continuously improve the quality and relevance of our environmental reporting. Your feedback on this report is therefore welcomed and a form for your use is provided inside the back cover. Your feedback is important to us to ensure we strike the right balance between the information needs of our various stakeholders.

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MESSAGE *from the Chairman*



*Care of the environment
requires all our efforts
and by working together
we can always achieve
so much more*

I believe it is in all our best interests to protect the quality of the world around us, not just for ourselves but also for generations to come. Care of the environment requires all our efforts and by working together we can always achieve so much more. It is important for members of the HA, our staff, and our business partners to give due consideration to environmental concerns in planning and implementing our projects. With the continued support and

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commitment of our different stakeholder groups, we have been making good progress to enhance our environmental performance.

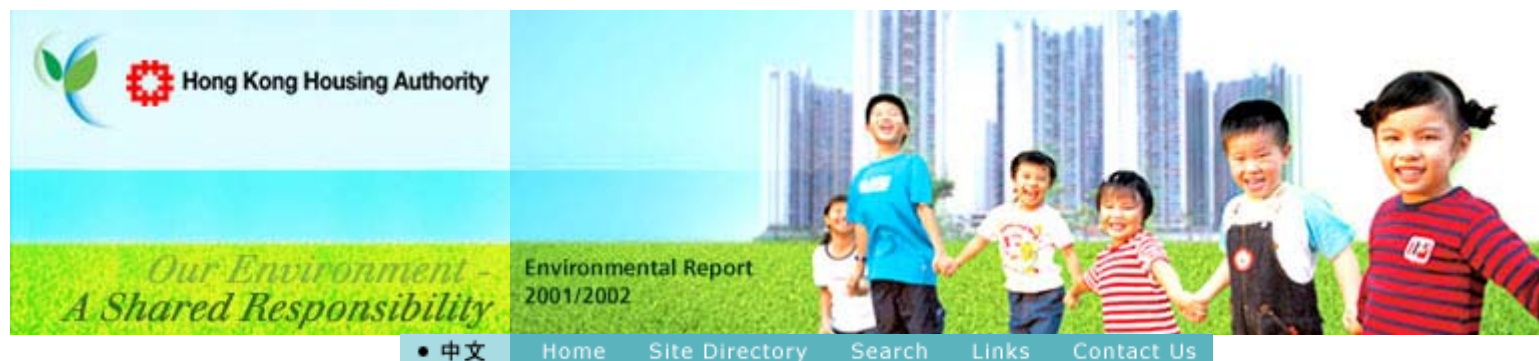
In this report you will see how the HA engages partners in the environmental issues of our operations, and fosters support and participation in the community. Our joint contribution will not only benefit our residents, but will also help protect our environment, both now and for future generations.



CHENG Hon-kwan GBS, JP

Chairman

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MESSAGE from the Permanent Secretary



We must press ahead with ways to further limit our environmental impacts and help Hong Kong move towards a more sustainable future

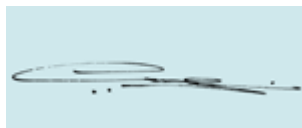
Our environment is a shared asset for all of us and as such deserves our committed efforts to safeguard it. In this respect, I believe we must press ahead with ways to further limit our environmental impacts and help Hong Kong move towards a more sustainable future. We must therefore also find and use opportunities to get others to join us in taking a bigger role in environmental protection. With the continued dedication and support from our tenants,

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business partners, staff and many stakeholders (including Green Groups), our steady progress is already building momentum with tangible and significant benefit to the environment. I am pleased with the solid progress we have made over the past few years and am confident that through the many initiatives set out in this report, our environmental performance will continue to improve.

In particular, I am certain that once we fully implement our Environmental Procurement Policy, not only will we improve our own environmental performance, but also that of our service providers in all the work they do. I can also see that the environmental benefits from incorporating more and more environmental measures into our building designs will continue to accumulate for years to come. I look forward to exploring ways for continually improving our environment.



LEUNG Chin-man JP

Permanent Secretary for Housing,
Planning and Lands (Housing)
cum Director of Housing

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BUSINESS *Overview and Environmental Management Structure*

Enhancing our Environmental Management System is the key to better improving the environmental performance of our operations

We are in the business of planning, building and managing public housing and associated amenities (such as shopping centres) in Hong Kong. The way we do this has a considerable influence on the living environment since almost half of the Hong Kong population live in homes rented or bought from us. For this reason, we are continually strengthening the way we handle the environmental aspects of our activities. This is demonstrated by further enhancements to the structure and functioning of our Environmental Management System (EMS) over the past year.

C) Future Targets and Initiatives

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text version

As at 31st March 2002, 594 800 households (27.3% of Hong Kong's families) lived in our public rental housing estates. Another 261 700 families (12.4%) resided in homes purchased through our various subsidised home ownership schemes. On the same date, our housing stock comprised 996 200 flats. It also included 1.45 million m² of commercial premises, 96 400 carpark spaces and recreational facilities such as tennis courts. In the past year we produced 40 250 flats mostly for Public Rental Housing. Our work was carried out by our 11 800 staff.



text version

* About 42 000 HOS/PSPS flats, re-salesable in the open market, are now classified as private housing and are excluded from the above

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Based on the audit recommendations, we have strengthened and restructured our EMS

We recognise that enhancing our Environmental Management System (EMS) is the key to better improving the environmental performance of our business operations. In the past year we actively sought improvements by conducting an independent audit of our EMS by specialists from the Hong Kong Productivity Council. Based on the audit recommendations, we have strengthened and restructured our EMS, giving more responsibility for EMS operation to our branches by setting up Branch Environmental Committees. Ad-hoc specialist support on air, water, energy and noise issues is maintained by cross-branch Working Groups. By consolidating our environmental management activities in this way, we have made our EMS even more effective and efficient.

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HD Environmental Committee

Environmental management across our operations is coordinated by the Housing Department Environmental Committee (HDEC). The HDEC monitors and reviews the Department's environmental progress and ensures improvement initiatives are implemented. The HDEC, which reports to the HA Strategic Planning Committee, is chaired by the Deputy Secretary for Housing, Planning and Lands (Housing) and comprises the top management staff for each of the business branches.

C) Future Targets and Initiatives

 Feedback Form



Standing, from left

Mr. Y. K. Cheng
Member
*Acting Business
Director / Allocation*

Mr. David Lo
Secretary
*Environmental
Manager*

Mr. Marco Wu
Chairman
*Deputy Secretary for
Housing, Planning
and Lands (Housing)*

Mr. Wilson Fung
Member
*Senior Assistant
Director /
Corporate Services*

Mr. Joseph Lee
Member
*Business Director /
Management*

Seated, from left

Mr. T. C. Yuen
Member
*Senior Assistant Director /
Private Housing*

Mr. Vincent Tong
Member
Business Director / Development

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SIGNIFICANT *Environmental Aspects*

For us to effectively control and reduce our environmental impacts, we must first understand how and where our activities interact with the environment. To do this, we have a comprehensive system under our EMS for identifying and evaluating our environmental aspects. We are continually monitoring our operations and keep the register of our significant environmental aspects constantly updated to ensure they are handled properly. Through our EMS, we track our measures and initiatives to ensure continual improvement in our environmental performance.

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PERFORMANCE *Review*



Our residents, contractors, green groups, charities and other government departments have all played a role in shaping our environmental performance

Staff

C) Future Targets and Initiatives

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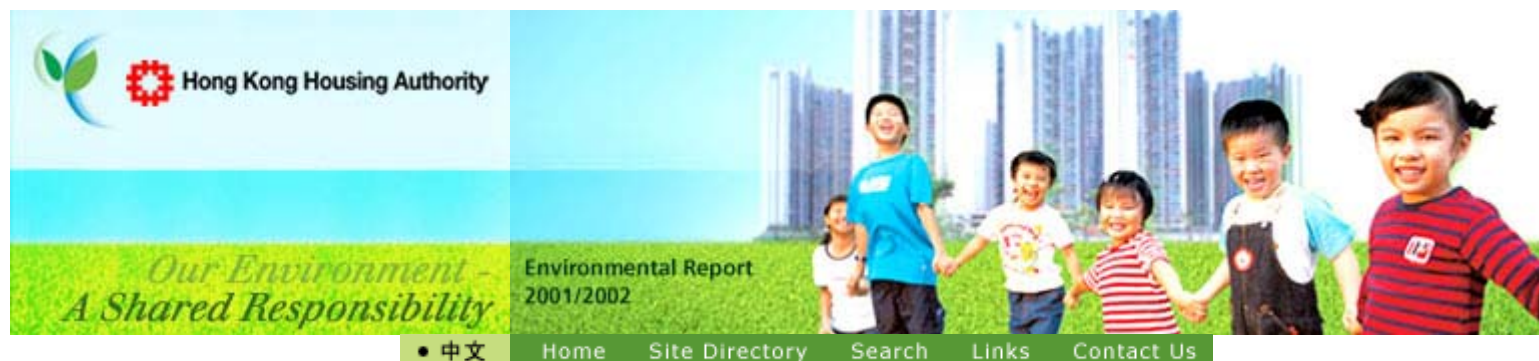
Contractors



Green Groups

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PERFORMANCE *Review*

We have worked hard to ensure good progress on our environmental performance. For 2001/2002 we set ourselves more environmental goals and targets than ever before. In this chapter we show you how well we met these targets and explain the many ways we have been able to reduce our impact on the environment. Our achievements are not ours alone. Our residents, contractors, green groups, charities and other government departments have all played a role in shaping our environmental performance.

C) Future Targets and Initiatives

 Feedback Form
text version

Our last environmental report included 91 targets for 2001/2002 (double the number set for the previous year). Of these, we fully met 72 and made substantial progress on a further 11. Due to factors outside our control and some unforeseen complications, we fell short on 3 of our targets and deferred 5. The details on how well we met each target is shown in Annex B. By taking on and achieving more environmental targets than the previous year, we have strengthened our position as an environmentally responsible organisation.



text version

Overall compliance with environmental regulations by our contractors has shown a marked improvement. Over the past year, contractors on our projects incurred 48 convictions for environmental offences (or 1 offence for every 839 flats built). Most of these convictions were for breaches of the Noise Control Ordinance.

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Water



Water Recycling Systems at our piling sites save water

C) Future Targets and Initiatives

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*Contractors continue to work with
us to reduce water wastage
in our building, piling and civil engineering works*

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Improvements to our estates' plumbing systems reduce water wastage and safeguard water quality

Potable Water Quality

To safeguard and enhance our residents' drinking water quality, over the past year we have replaced old galvanised iron piping with copper or uPVC lined pipes in a further 119 blocks (or a total of 618 blocks to date).

We have checked on the way we keep drinking water tanks clean. Laboratory tests on water samples collected over 3 months at 3 housing blocks showed the water was germ-free (E.coli and faecal coliform bacteria).

Reducing Water Wastage

We have continued our work to cut down on water wastage on our premises.

- Each of our 6 new shopping centres were fitted with self stopping taps.

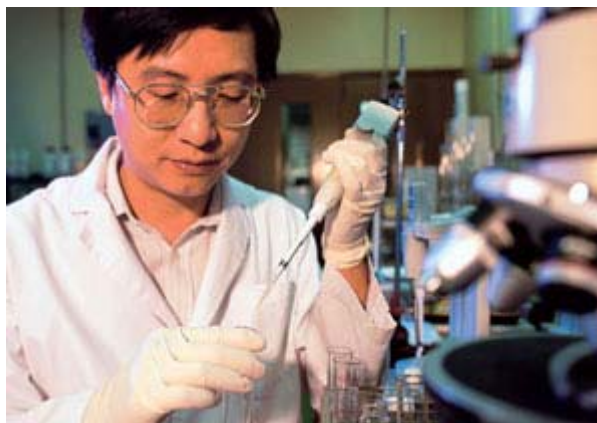
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- We installed isolation valves and check meters in a further 9 estates (145 estates so far).
- We continue to check for water leaks in estates and continue our re-plumbing programme.
- We have conducted research and will tell contractors to try out fitting dual flush toilets into new estates.

Over the past year, potable water use in our estates from outlets under our control was 2.76% less than the previous year.

In the past year our contractors adopted water recycling systems for bored piling works on 20% of our piling sites. We continue to work with contractors to reduce water wastage in our building, piling and civil engineering works and have been reviewing the effectiveness of contractor's waste management plans to reduce both water wastage and construction waste. Submission of these plans has been our requirement since August 2000.



Drinking water samples are checked in the laboratory

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Air



Clean air and green open spaces provide a better living environment

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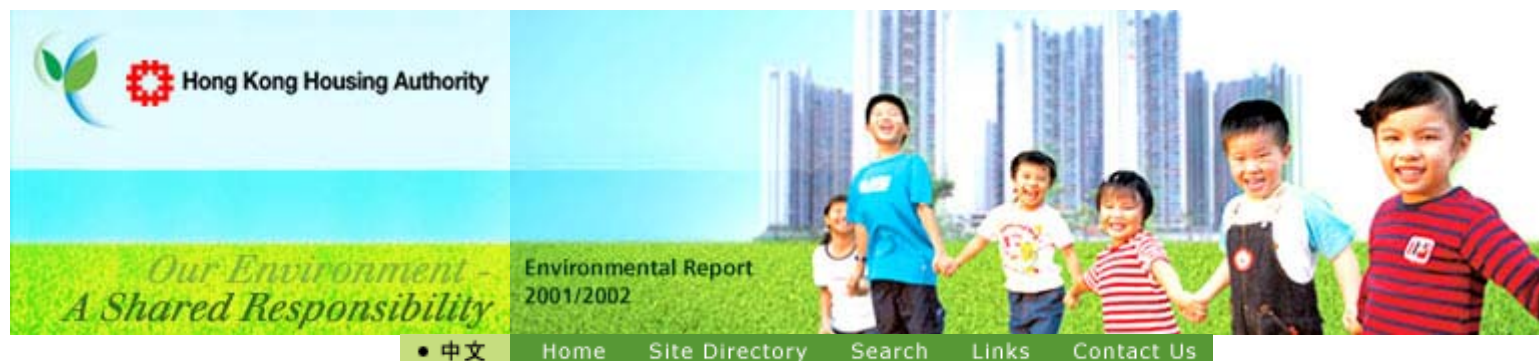
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*We continue to work to provide
a healthy living environment for
residents by investigating and
enhancing air quality on our premises*

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We have begun tracking air quality in shopping centres in order to maintain a good air quality standard

Indoor Air Quality

In the past year, we have begun tracking indoor air quality at our shopping centres in order to maintain a good air quality standard and make improvements if necessary. We are working with other government departments to improve the air quality of our public transport interchanges where necessary and have designed those in new developments based on Environmental Protection Department's (EPD) guidelines.

Ozone-depleting Chemicals

In recent years, we have taken many steps to eliminate chlorofluorocarbon (CFC) and hydrochlorofluorocarbon (HCFC) gases from our premises and operations. Our latest initiative is that since October 2001, we require all our contractors to use CFC/HCFC-free materials in all new and re-roofing works.

C) Future Targets and Initiatives

 Feedback Form**Radon**

Through our recent surveys, we know that radon levels in occupied flats do not pose a risk to our residents' health. However, just as a precaution, we recommend residents maintain good ventilation in their flats.

**Retrofitting Chillers**

We have decided to replace our two remaining chillers that contain ozone-depleting gas with water cooled systems. This will bring about energy savings and will avoid using chemical coolant. We expect the replacement works to be completed by mid 2004.

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Noise



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Hydraulic pile jacking technology undergoing testing

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*Contractors have worked with us
to test hydraulic pile jacking to virtually
eliminate noise from otherwise noisy piling works*

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Hazardous Materials



Mercury-containing lamps are put inside safely sealed and clearly labelled boxes ready for collection

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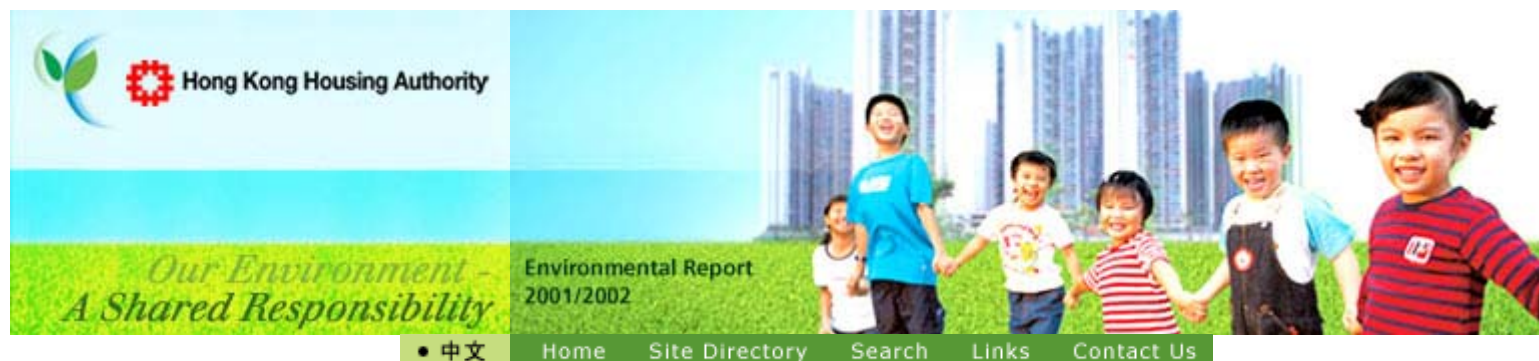
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*HA Staff arranged trials on
collecting and safely disposing of spent
fluorescent lighting tubes and
other mercury containing lamps*

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Asbestos


In the past year, we have removed a further 3% of the known asbestos from our estates. Since we started our Asbestos Abatement Programme in 1989, we have removed 90.7% and set targets to remove the rest. All asbestos removal is carried out in accordance with the requirements of the Air Pollution Control Ordinance. For buildings where asbestos remains, we continue to closely monitor their condition until they are abated.

Under Phase 3 of our joint asbestos investigation and management programme with EPD, we surveyed a further 126 schools in public housing estates and are now reviewing the results. To date, we have surveyed 245 schools. There is no imminent risk of asbestos fibre release in schools. Nevertheless, we have taken action to monitor and abate asbestos containing materials.

Mercury-containing Lamps

After discussions with EPD, we arranged trials on collecting and disposing of spent fluorescent lighting tubes and other mercury containing lamps at 2 estates and demolition sites. This is so we can prepare for when regulations come into force requiring mercury-containing lamps to be disposed of safely in accordance with the Waste Disposal (Chemical

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Waste) (General) Regulation.



We are eliminating asbestos from our estates

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Energy



Electronic ballast installation

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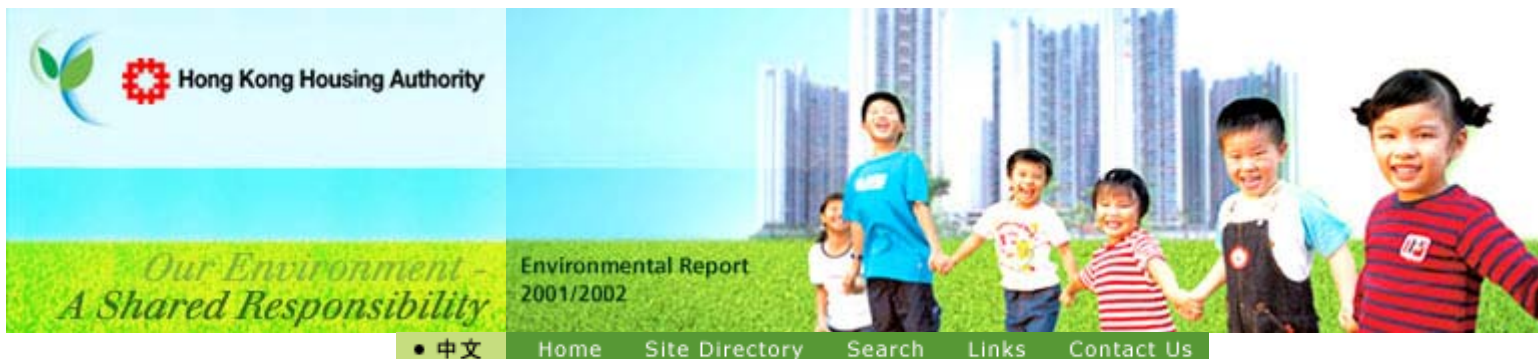
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*We have piloted the use of electronic ballast to
enhance energy efficiency in our car parks*

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We piloted an energy-saving gas-fired dehumidifying air-conditioning system at Hin Keng Market

In the past year, we have sought to reduce our energy consumption and enhance energy management by:

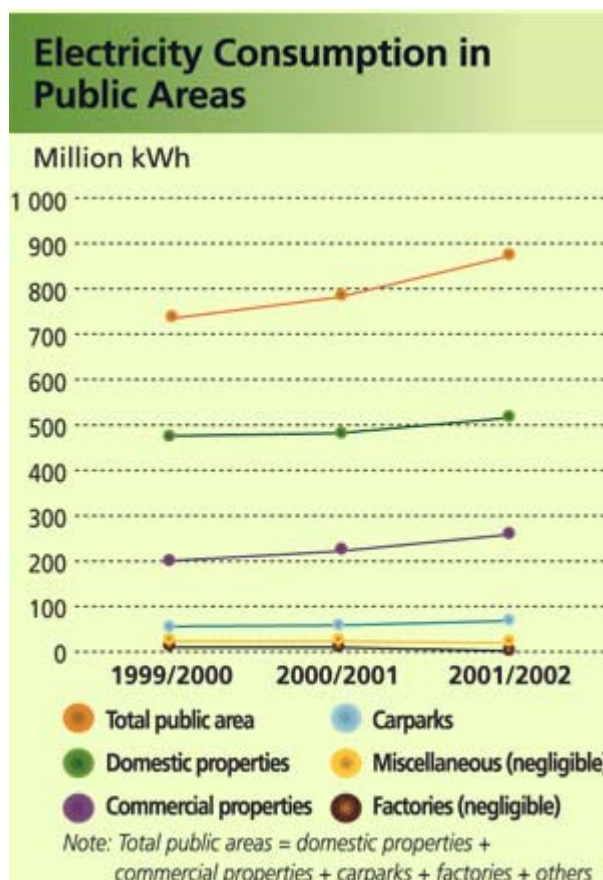
- Adopting Energy Codes in our building designs.
- Fitting corridors and staircases in 17 estates with photocell lighting controls so that lighting is switched on when needed and reviewing our standard domestic block design to incorporate these measures. We also ran a trial on photocell control of outdoor lighting.
- Piloting a gas-fired dehumidifying air-conditioning system in collaboration with Towngas. We are seeing energy savings of about 30%.
- Enhancing energy efficiency in our car parks: 12 car parks were fitted with electronic

C) Future Targets and Initiatives

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ballast showing energy savings of about 20%.

- Investigating energy efficiency measures for air-conditioning in our headquarters (we are now planning retrofitting works).
- Distributing 60 000 stickers reminding staff and contractors to save energy such as by switching off lights.



Despite the various measures we have taken, our use of electricity has risen due to 3 factors: firstly, newer residential building designs with illumination levels enhanced for barrier-free access to common areas of buildings; secondly, we are providing better facilities (such as air conditioning in commercial centres and markets); and thirdly, our newer blocks are taller and have a higher energy requirement for things such as lifts and water pumps. As newer ones replace older buildings, the electricity consumption has inevitably increased. Nevertheless, our efficiency in electricity use is improving due to the measures we are implementing, and as we take advantage of improved new

text version

technology.

Electricity consumption at our offices rose 6.9% in 2001/2002, because our staff occupied the new office block at our headquarters.

Hong Kong Energy Efficiency Registration Scheme for Buildings

In the past year, we have achieved energy efficiency certification for more of our building designs. This includes:

- 6 more standard domestic block designs certified as complying with the Code of Practice for Energy Efficiency for Lighting Installation and 2 for Electrical Installation.
- Registering 2 retro-fitted shopping centres in the Scheme for lighting installation. We are also seeking registration for another 4.

The adoption of Energy Codes has resulted in an estimated 5% electricity saving for the domestic blocks tendered in 2001/2002 as compared with the design in 2000.



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Waste Reduction & Recycling

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Residents make a large contribution to environmental protection by separating their waste for recycling

*Through our **residents'** efforts,
recovery rates of waste paper, aluminium
cans and plastic bottles have improved*

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Using re-usable metal hoardings saves timber



To reduce the amount of timber used on construction sites, we insist our contractors use metal hoardings, metal formwork and prefabricated building elements. In the past year, these practices have saved about 63 360 tonnes of timber (about 1 025 000 tonnes of timber saved so far). This compares with 33 000 tonnes saved in the previous year.

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Eco-friendly Wood

We are also making efforts to reduce the use of timber from non-sustainable sources in our new buildings and in the maintenance of existing estates. We have consulted with the World Wide Fund for Nature and have been investigating how we can obtain timber from sustainable sources.

Pulverised Fuel Ash



To save cement, we tell contractors to use Pulverised Fuel Ash (PFA) as a partial replacement. After October 2001, we specified an increase in cement replacement for foundation works from 25% to 35%. We also allow contractors to use up to 25% PFA in certain superstructure elements. In the last year, our contractors saved a further 31 200 tonnes of cement. We anticipate a further saving of 36 000 tonnes in the coming year.

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Recycled Aggregates

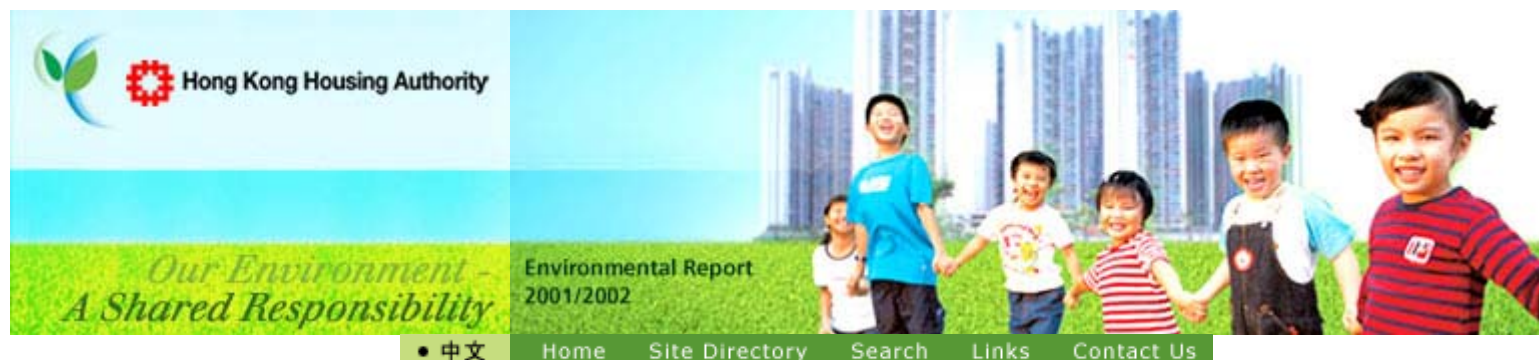
To conserve natural resources and reduce construction waste, we have arranged to increase our use of recycled aggregates. New specifications will be released in the coming year. These will allow contractors to use more recycled aggregates in construction works.

Our trial use of recycled aggregates in paving blocks is ongoing and is due for completion next year.

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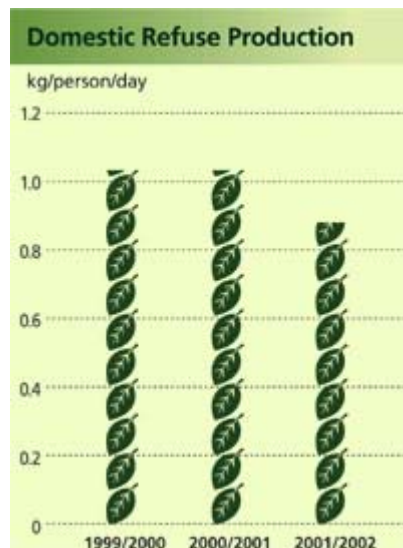
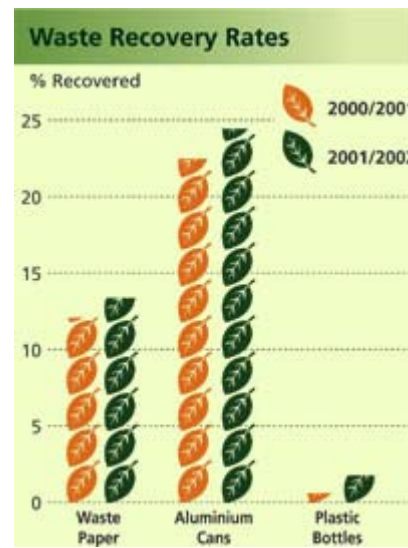
Construction and Demolition Waste

In the past year we studied how contractors manage waste on construction sites. We are now drawing up requirements to further reduce construction waste for our contractors to follow.



Waste Reduction and Recycling in Estates

C) Future Targets and Initiatives

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Over the past year, we have continued to receive support from our residents and stakeholders to cut down on the amount of waste going to landfill. Together, we have pursued waste reduction and waste recycling initiatives in our estates. Our figures show estate residents generated about 13% less domestic refuse than the previous year.

Apart from reducing waste, our residents also improved the proportion of waste they separate for recycling. Through our residents efforts, in 2001/2002, recovery rates of waste paper, aluminium cans and plastic bottles improved compared to the previous year. We value our residents' contributions and hope to meet our challenging recovery targets next year.

We are consulting with Hong Kong Construction Association and major developers on the

way they draw up environmental management plans. We intend to strengthen contract arrangements and are investigating "Pay for Environment".

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Residents reduce and recycle waste, encouraged by various environmental campaigns

We continue to coordinate waste recycling efforts with the Environmental Campaign Committee (ECC). Together, we brought the Waste Recycling Campaign to all of our 160 occupied estates.

In total, residents separated 25 000 tonnes of waste for recycling in the past year. This was a large

C) Future Targets and Initiatives

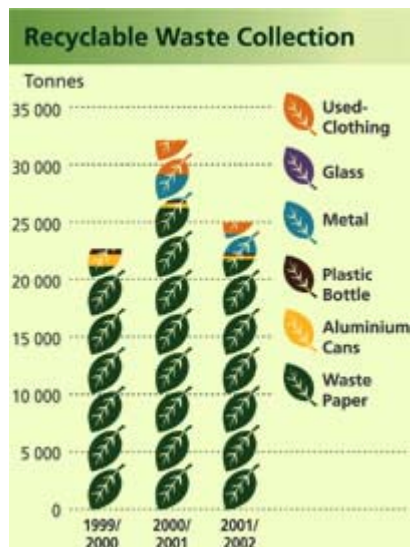
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contribution to environmental protection. Because residents generated much less waste (13% less), they did not have as much waste that needed recycling compared to the previous year. We therefore saw the amount of waste collected for recycling decrease. In addition, 11 of the estates participating in the Waste Recycling Campaign last year, are no longer under our management (having joined the Tenants Purchase Scheme) and instead have joined the Waste Recycling Campaign for private sector housing (results are not reported here).



text version

Our new Waste Reduction Credit Scheme (Phase 1) ran for 9 months ending in March 2002. Its aim is to encourage residents to reduce waste. Every household in the best 10 estates, including Wah Sum Estate, Sau Mau Ping (III) Estate and Yat Tung Estate, will receive a souvenir for their achievements. We will continue the scheme in the coming year.



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To make recycling easier for our residents, we provide recycle bins on each floor in selected estates

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We help green groups and charities collect donated used-clothes

We continue to seek ways to encourage residents to use the waste recycle collection bins. We provided specially-designed waste recycle bins on each floor in 2 selected estates on a trial basis. The results so far are encouraging and we have seen that residents are increasing the amount of waste they set aside for recycling. Following the trial, we will plan how we can increase their use by extending the scheme to other estates.

We continue to support our stakeholders' initiatives on waste recycling. In the past year, we have worked with EPD to bring the Regional Plastic Bottles Collection Scheme to 61% of our estates. Together we promoted collection of plastic bottles for 3 months, and our residents received a special souvenir for their contributions.

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Over the past year, we have continued to assist charities and green groups to collect the used-clothes that our residents donate. In the coming year, we will collaborate with more charitable organisations including the Conservancy Association, Salvation Army, Kittiwake Social Service Association and Friends of the Earth in their efforts to gather used-clothing.

We assisted ECC with their poster campaign to reduce the number of plastic shopping bags used by our residents.



Automated Refuse Collection Systems (ARCS) are the best way for making waste collection easier and more hygienic for everyone. In the past year, we installed ARCS in 11 more new projects bringing the total number of flats served to 27 700. A further 18 projects (37 300 flats) will have ARCS installed in the coming years (bringing total number of flats served to 65 000).

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Our Senior Assistant Director, Mr. Wilson Fung (right), receives the Certificate of Merit for green management and practices in our headquarters from Mr Robert Law (left), Director of EPD



Certificate of Merit won in the ECC's Green Office Award Competition

Recycling and Waste Reduction in Offices

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Our staff are continuing their efforts to reduce office waste and have won awards for their efforts. These include the Gold Logo Award under EPD's Wastewi\$e Scheme and a Merit Award under ECC's Green Office Award Competition.

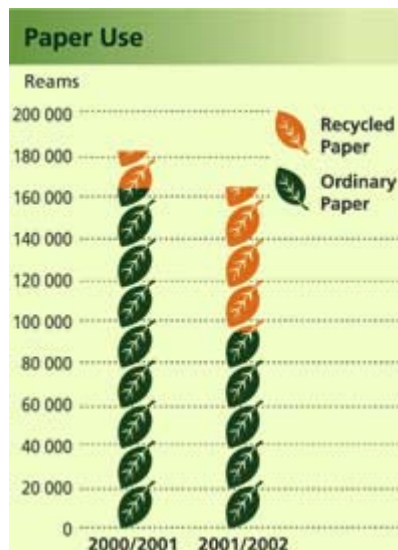
Achievements last year include collecting 10.2% more waste paper from staff for recycling (or 143 251 kg) and reducing paper consumption to 12.3 reams of paper per staff (down from 12.75 in the previous year).

In the past year, we made the following achievements under the Wastewi\$e Scheme:

- High recycling rate of toner cartridges (74%).
- Increased use of recycled paper (from 8.5% to 44%).
- Used fewer wooden pencils (43.5% less).



Wastewi\$e Gold Logo



New office equipment purchased in the last year included 29 double-sided photocopiers. We place stickers on photocopiers to remind staff to save paper. Also our fax machines use plain instead of thermal paper, which reduces the need for photocopying messages.

text version**Environmental Building Design**

We are continuing our efforts to strengthen the environmental design of our buildings for each stage of their life-cycle. In the past year, we have been arranging a study on life-cycle costing and analysis of our buildings to enhance their design and environmental friendliness of their building materials. We expect to know the findings of this complex study by mid 2003. The information will allow us to enhance procurement and design decisions to better take account of environmental considerations.

In addition, in the past year we have explored environmentally friendly work techniques and technology, including the application of alternative waterproofing agents and underground repair trenchless technology. We are now reviewing the results on their technical performance before deciding on wider adoption.

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Procurement, Greening & Awareness

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Mr. Edwin Lau of Friends of the Earth gets the environmental message across

*Green groups have worked with us
to arouse awareness and enhance participation*

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We visually enhance slopes in our estates using green treatment

Environmentally Responsible Procurement

We are putting our Environmental Procurement Policy into practice. This Policy allows us to put strong emphasis on environmental considerations in our procurement decisions. We are confident that we can influence suppliers and contractors to operate in a more environmentally responsible way.

Each of our business branches has begun to implement the policy. We are now:

- Developing environmental specifications and contractual requirements.
- Developing criteria to assess the environmental performance of contractors.
- Assessing how committed contractors are to environmental protection.

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- Refining the tender evaluation system to take account of contractors' and suppliers' environmental scores.

We give service providers strong incentives to have their own environmental policies and enhance their commitment to environmental protection, including waste reduction, re-use and recycling as well as prevention of pollution and compliance with environmental legislation and regulations.

We have established an Environmentally Responsible Procurement Policy that requires us to:

- Identify significant environmental impacts of materials and services in use.
- Purchase materials, goods and services to specifications that are compliant with relevant environmental legislation.
- Include environmental considerations in our purchasing decisions so that, if technically acceptable and economically viable, lower environmental impact goods and services are purchased.
- Assess the environmental commitment of suppliers, contractors and service providers as part of the tender evaluation process, and to reward the best environmental performers.
- Require contractors and service providers (where appropriate) to produce environmental management plans in their bids for work, and to evaluate the evidence of implementation as part of the supervision of works.
- Provide feedback and advice, and to facilitate training to key suppliers, contractors and service providers on environmental performance and improvement opportunities.
-

Ensure that all our staff, as well as suppliers, contractors and service providers are aware of, and act in accordance with, the Environmental Procurement Policy and contribute to HA's environmental objectives.

- Establish systems, targets and action plans for effective environmental procurement and regular reporting on performance.

Greening

We have carried out extensive green slope treatment works and have drawn up guidelines to control making more concrete slopes. Through measures such as hydroseeding, we provided green treatment to 190 000m² of newly formed slopes. We also greened a further 50 slopes in existing public rental estates, compared to 4 in the previous year. In the coming year, our contractors will green a further 14 000m² of new slopes and 70 slopes in existing estates.

In the past year, in existing estates our Landscape Improvement Teams planted

- Ground cover plants, shrubs and palms covering 110 700m².
- 1 200 trees (more than double the number planted the year before).
- Provided 15 000 seasonal flowers at festival times.

Over last year, we spent about HK\$46 million on greening measures to enhance the living environment in our estates. Our efforts are significantly contributing to the government-wide initiative (overseen by the Coordinating Committee on Greening) to make a green Hong Kong.

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Mr. Marco Wu, Chairman of HDEC officiates at the opening ceremony of the Green Corner at our headquarters

Environmental Awareness

Our housing managers from 63 estates competed in the ECC's Eco-business Green Property Management (Public Housing) Award Scheme. We were pleased to win the Grand Award, 3 Gold Awards and 4 Merits.

86 of our staff from 30 estates have been nominated under the ECC's Environmental Protection Ambassador Scheme for Property Management. Ambassadors are tasked with sharing expertise on green estate management with staff and residents through training and activities.

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We brought the Green Estate Exchange Square Scheme to 22 estates. To encourage them to get into the habit of recycling their waste, residents were given souvenirs for using the

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recycle bins.

In November 2001, Friends of the Earth and The Conservancy Association joined us in the opening of our new "Green Corner". Since its opening, staff from our different branches have taken it in turns to put up interactive environmental displays to show how to live and work in a more environmentally conscious way. We also show videos to get across green messages to our staff and run quizzes to encourage participation.

To foster appreciation and care for the natural environment, we organised a staff outing to Tung Ping Chau. This trip was a follow up to an exhibition at the Green Corner.

On World Environment Day (5th June), our staff got involved in various environmental activities such as viewing new training videos and pledging their support to better care for the environment.

Awareness Survey

To determine the awareness and attitudes of our residents towards our environmental initiatives, we asked the Chinese University of Hong Kong to carry out an opinion survey. We found that more than half (58%) of our residents surveyed were in the habit of segregating their waste and using the recycle bins. This compares to only a fifth of respondents last year. However only 53% of residents interviewed expressed interest in joining our environmental activities. We aim to see an increase next year and are using the information to understand how we can get more residents involved. We will continue to track the residents awareness, appreciation and participation in environmental activities on an annual basis.

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Our senior management leads the way in our Waste Paper Recycling Competition



Our Environmental Manager (left) sits round the table with Green Group representatives



We partner with Green Power to organise the Environmental Family Competition

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The three winning families of the Environmental Family Competition returned from their visit to Japan and shared their experiences with other tenants in a special Estate Management

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Advisory Committee Seminar. The competition won the 2001/2002 International Mercury Award, Gold Prize.

In the past year, EPD and green groups gave talks to Estate Management Advisory Committees and public rental estate residents giving tips on how to save energy and water in the home. We also publicise the environmental initiatives our residents can take in their home through our ongoing poster campaigns.

To enhance staff interest in this year's Environmental Report and get them thinking about the shared responsibility of environmental protection, we ran a competition asking staff to think up the most appropriate Chinese title for the report.

Training

We ran seminars for our staff to learn more about designing buildings with environmentally sustainable features. We also conducted training courses on environmental law and pollution issues in property management. Staff also attended training on EMS implementation and audit.



We train our staff in environmental management

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OUR TARGETS & Initiatives for 2002/2003 and beyond

We are committed to continually improving the environmental standards in the provision of public housing and related services



Seeking continual environmental improvement in our operations is a key element of our business strategy. In our drive for ever better environmental performance, each year we develop new environmental initiatives and continue on-going work for those already in place. For each initiative, we set ourselves a challenging target to achieve within a set timeframe. In this way, we demonstrate our progress on the environmental front of our operations.

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In the coming year, we intend to make use of every opportunity to reduce our environmental impacts and enhance the quality of the living environment we provide. Through our initiatives we will encourage, influence, guide and work with others to become firmly involved in the shared responsibility of environmental protection. Our future initiatives and targets for the coming year and beyond are laid out in detail in Annex C. Below, we give a summary of how we will focus our efforts.

We will work more closely with our contractors to

- Ensure reductions in water wastage in building, piling and civil engineering works.
- Reduce the amount of construction and demolition waste produced.
- Take further steps to reduce noise nuisance from our building and piling works.
- Strengthen their waste management plans.

We will continue to support and facilitate our residents to

- Increase recovery rates of paper, aluminium cans, plastic bottles and used- clothes for recycling.
- Reduce the amount of domestic waste produced in estates.

We will continue our own work and work with green groups and other organisations to arrange and promote environmental awareness-raising campaigns, competitions and activities for residents. Together, we will

- Foster more active participation in environmental protection such as waste recycling and reduction.

- Encourage environmentally conscious living in the home.

We will continue to enhance our staff's environmental management expertise and environmental awareness by

- Providing training and awareness-raising seminars on enhancements to our Environmental Management System.
- Promoting environmentally friendly work processes and enhancing understanding of the environmental issues.

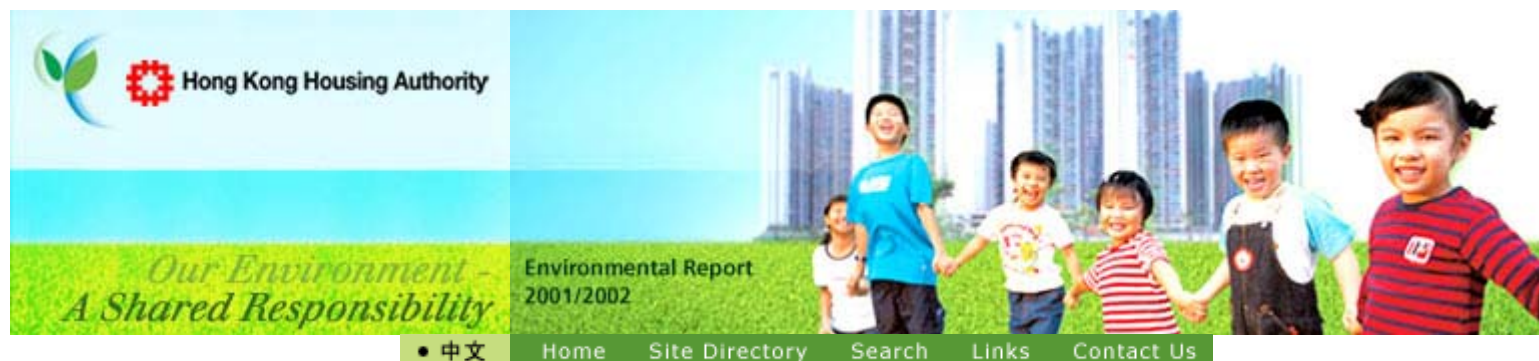
We will continue to enhance the community's living environment by

- Providing more greenery in estates, more green treatment to slopes and more landscaping.
- Making the building installations in estates quieter.
- Continuing work to eliminate asbestos from our estates.
- Tracking and improving air quality in shopping centres.

To minimise our use of energy and resources in our buildings, we will continue with initiatives to

- Reduce water leakage and wastage in our estates.
- Improve energy efficiency of lighting and building service installations in estates, carparks and shopping centres.
- Increase the environmental friendliness of our building designs and materials.

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VERIFICATION *Statement*

This Report presented comprehensive information on the environmental performance of the HKHA over the past year

Purpose of the Verification

The Hong Kong Housing Authority (HKHA) has appointed us, Environmental Management Ltd., as a Third-Party Independent Verifier for the HKHA Environmental Report 2001/2002 (the Report). Our roles as the Independent Verifier were to carry out independent checking of the Report and to provide recommendations for future reports and continual improvement of the environmental performance of the HKHA.

Approach to Verification

During the verification process, the Independent Verifier reviewed and checked the relevant materials including policy statements and objectives, environmental plans, initiatives, strategies and targets, environmental performance and various elements of the Environmental Management System (EMS). The accuracy and consistency of the information and data presented in the Report were verified through checking of sources of

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 Feedback Form

information, procedures and data analysis.

Opinion on the Report

This Report presented comprehensive information on the environmental performance of the HKHA over the past year. The presentation has included good photos and graphics to enhance the understanding of environmental issues by the target audience. The Report has incorporated the elements for linking the HKHA environmental performance and the contribution to sustainable development. Comments on the last report have received proper attention as shown in the improvement of this Report.

The Report has given key accounting of the environmental performance in response to the objectives and targets of the overall environmental policy. During the year, there has been a significant structural improvement on the implementation of the HKHA environmental management system through the setting up of Branch Environmental Committees and delegation of environmental responsibility to Branch Business Directors. This provides a clear picture that all staff in HKHA are aware of, and responsible for, environmental management.

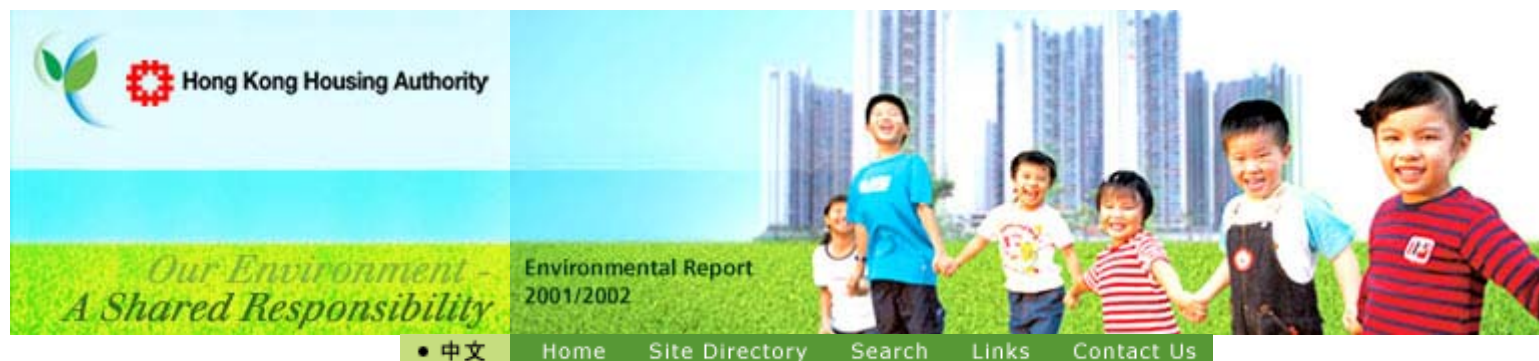
The key environmental initiatives and targets set for the past year were properly evaluated and presented in this third issue of the Report. The HKHA made good progress on the development of the EMS and defined long-term targets and initiatives accompanied by "Key Performance Indicators" to ensure an effective management and control over the environmental performance of the HKHA's activities.

In our opinion, the information and data presented in the Report are consistent with the materials, which were reviewed during the verification process. The Report provides a clear account of performance with respect to HKHA's business and reveals the commitment of the

HKHA to improve the environmental performance and standards in its services. The environmental principles outlined in the Environmental Policy Statement were shown to have been successfully incorporated and implemented in the HKHA's operation. The Report also clearly indicates that the HKHA has taken a proactive attitude to influence others through the implementation of the Environmentally Responsible Procurement Policy.

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The Report clearly indicates that the HKHA has taken a proactive attitude to influence others

Recommendations for Future Reports

Based on our observation during the verification process, our recommendations for the HKHA's consideration in preparing future reports are:

- To maintain simple and consistent charts for environmental performance indicators for continual review of progress and performance;
- To add more content to major achievements and newly introduced environmental management measures;
- To highlight top management view on how HKHA has performed during the reporting year and on which key areas the management will focus in the coming year;
- To classify environmental targets as short or long term;
- To report on the internal training, environmental audit programme and the environmental management systems; and
- To consider a short section on environmental resources allocation and environmental expenditures.

C) Future Targets and Initiatives

 Feedback Form

To ensure that HKHA meet their stakeholders' expectation on environmental improvement work, we encourage HKHA to continue in gathering and reviewing the feedback from stakeholders and incorporating constructive suggestions in the formulation of future environmental objectives. Suggestions from the stakeholders taken up by the HKHA should be identified in future reports.



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ANNEX A *Summary of Feedback*



By listening to your comments, we aim to continually improve our Environmental Report each year

We value the feedback you give us on our Environmental Reports and give serious consideration to all comments received. In this Annex, we provide a summary of your feedback on last year's Environmental Report which was titled "Greener Housing for the Millennium". By listening to your comments, we aim to continually improve our Environmental Report each year.

- A) Summary of Feedback
- B) Summary of Past Performance

C) Future Targets and Initiatives

 Feedback Form

On the whole, comments on last year's report were very positive. About half of respondents thought that, overall, last year's report was "very good". A further third of respondents rated it as "excellent". Similarly, readers were satisfied with the information content of the report. Two thirds of readers thought the report was "useful", while the others thought it was "very useful". Readers also told us about how well we got our message across. About two thirds of readers found the report easy to understand, while the other third told us they could easily understand most of it. We also received feedback on the presentation of the report. About two thirds of the readers thought that the report was clearly presented. The rest found presentation of the report to be clear for the most part, or adequate.

As expected, readers held different views on which aspect of the Environmental Report was most useful as well as which information they preferred. As far as possible, we have taken on board your comments with the expressed aim of satisfying the diverse information needs. Some readers suggested we could make the Report environmentally-benign by shortening it or releasing it only on CD-ROM or over the Internet. We understand your environmental concerns and this year have made the report more concise with paper saving in mind. However, we have kept the printed version because we think they will spark more interest and will reach a wider audience.

We look forward to hearing your feedback on this report.

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ANNEX B Summary of Past Performance





Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI) 2001/02	Target Met	Remarks
CONSTRUCTION					
Further abate the remaining asbestos containing materials (ACMs) in existing HA managed properties	Promote healthy living and green environment	Implement planned asbestos abatement programme e.g. estate redevelopment programme & asbestos removal works	3% of total remaining asbestos removed [% removed]		Nil
A) Summary of Feedback B) Summary of Past Performance	Specify CFC & HCFC free	To comply with environmental	Research & identify sufficient	-	Nil

C) Future Targets and Initiatives
 Feedback Form

thermal insulation materials to roofs in new development projects	legislation, reduce use of known ozone-depleting chemicals	supply in the market for new developments	Review -		Specification review completed in mid-October 2001
		Implement in new building tenders for new developments	-		Implemented in all new building contracts tendered out after mid-October 2001
		Develop specific targets for new developments	-		Specified in all new building contracts. 100% implementation
Improve indoor air quality (IAQ) of new shopping centres with reference to the IAQ Guidance Notes	Promote healthy living and green environment	Study IAQ performance in existing HD shopping centres	-		IAQ measurement at 5 shopping centres was completed in March 2002
	Address environmental	Review design and specification	-		On-going. We are working

	concerns	with a view to establishing IAQ design guidelines			closely with EPD to finalise the design guidelines
Reduce electricity consumption of landlord services installation in new domestic blocks	Minimise the use of resources and promote sustainable development by promoting energy efficiency and waste reduction	Adopt Energy Codes for domestic blocks	3% of electricity saving in new designs compared to Year 2000 designs for landlord services installations in domestic blocks		Target exceeded. 5% achieved
Reduce energy consumption in new domestic blocks	Incorporate environmental initiatives in design and estate management activities	Implement Energy - Codes in design of standard domestic blocks for public rental housing estates			A further 6 standard domestic block designs were certified as compliant with the Lighting Energy Code and 2 designs were certified as compliant with the

			Electrical Energy Code
Promote sustainable development	Develop a tender evaluation framework to take into account life cycle costing for building services installations	-	 Tender evaluation framework is undergoing development for life cycle costing on lift and escalator installation
	Study, trial and adopt the use of electronic ballast in new development projects	-	 Trials have been completed. Full adoption in new developments will be in 2002/03

-  Targets fully met
-  Targets where we made substantial progress with work nearing completion
-  Targets where we fell short
-  Targets which were deferred
- N/A Targets for future action

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Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI) 2001/02	Target Met	Remarks
CONSTRUCTION (Cont')					
Reduce formal noise complaints in demolition works	Minimise environmental impacts	Establish database of complaints/convictions for all sites	-		Compliant/conviction data available in database
		Explore more extensive use of hydraulic concrete crusher to replace the percussive type concrete breaker for all sites	-		2 demolition projects with high noise nuisance concerns identified for mandatory use of hydraulic concrete crushers




- A) Summary of Feedback
- B) Summary of Past Performance

<p>C) Future Targets and Initiatives</p> <p> Feedback Form</p>	<p>Reduce formal noise complaints in piling works and building works</p>	<p>Minimise environmental impacts</p>	<p>Research on piling technologies for all sites</p>	<p>-</p>	<p> Trial use of hydraulic pile jacking proved successful in reducing noise and vibration</p>
			<p>Specification, review and implementation of new piling technologies for all sites</p>	<p>-</p>	<p> On-going. Projects to be identified to facilitate liaison with the Buildings Department for establishing hydraulic pile jacking as an approved pile type</p>
			<p>Develop specific targets for new developments in 2002/03</p>	<p>-</p>	<p>N/A On-going. Future target</p>
<hr/>					
	<p>Improve building design for better protection from traffic noise</p>	<p>Address environmental concerns</p>	<p>Develop design guide on mitigation measures against traffic noise for new</p>	<p>-</p>	<p> Design guide issued</p>

developments

Minimise noise generation in new building designs	Address environmental concerns	Implementation of pump room noise control enhancement measures for new developments	-		Guidelines issued in April 2001
		Trial on two projects using smaller and night-duty water pumps and investigation of the noise reduction effects	-		On-going. Trial projects would be completed by May 2002. One completed trial project has satisfactory noise reduction by using smaller and night-duty water pumps
100% noise measurement and follow-up abatement works for new projects	Address environmental concerns, reduce noise nuisance	Implement in works programme for new developments	-		Requirements were implemented by incorporating and updating

site
inspection
manuals for
noise testing
on building
services
installations

Reduce water wastage in large diameter bored piling (LDBP) works	Minimise use of resources by reducing wastage	Adopt water recycling system in the construction of LDBP for construction sites	20% of sites adopting water recycling systems [% of sites]		Nil
Reduce water wastage in building, piling and demolition works	Minimise use of resources	Review effectiveness of waste management plans implemented on reduction of water wastage for all sites	-		Contractors' waste management plans have been reviewed. The findings of this completed review are now under study
	Address environmental concerns	Implement water recycling plants/facilities in	-		Details are being arranged

		specified sites			following feedback from HKCA
		Develop specific targets for all sites	-		Targets to be developed by end of 2002 following further study of waste management plan review results
Specify water saving fittings	Develop procurement policies to minimise use of resources and achieve cost effectiveness	Research on new products (e.g. dual flush w.c. cisterns) for new developments	-		Adoption of dual flush is technically feasible. Research on water saving taps also underway
	Reduce resource usage	Review specifications & implementation for new developments	-		Review of specifications is on-going. Adoption of water saving fitting to be on a trial basis initially

Develop specific targets for new developments	-	N/A	May not be applicable. Need to re-visit
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Targets fully met



Targets where we made substantial progress with work nearing completion



Targets where we fell short



Targets which were deferred

N/A

Targets for future action

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Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI) 2001/02	Target Met	Remarks
CONSTRUCTION (Cont')					
Reduce construction and demolition waste	Incorporate environmental initiatives in planning, design and construction activities	Complete research on waste management in construction sites	-		Contractors' waste management plans have been reviewed. The findings of the completed research into contractors' waste management plans are now under study
	Minimise environmental impact	Develop and implement specifications to	-		On-going. To be implemented

C) Future Targets and Initiatives

 Feedback Form

reduce
construction waste
for all sites



as part of
Environmental
Management
Plan

Develop specific
targets for all sites



Targets to be
developed
following
further study of
waste
management
plan review
results

Provide purchasers choice of fitting-out	Incorporate environmental initiatives in design and construction activities	Undertake three pilot projects	-	N/A	Purchaser's choice has been deferred indefinitely following moratorium on sale of HOS flats. The three pilot projects will be reverted back to standard fittings
	Minimise use of resources	Review at several stages i.e. tender, flat selection and flat intake	-	N/A	Purchaser's choice has been deferred indefinitely

Reduce the use of non-sustainable timber in new buildings	Develop procurement policies to minimise use of resources and promote sustainable development	Research and consultation for new developments	-		Research and consultation with the building industry (including HKCA, CET & ASD) on sourcing sustainable wood is on-going. WWF have also been consulted. Draft specifications are prepared
Assess life cycle costs and impacts of existing designs	Incorporate environmental initiatives in planning, design, construction, demolition and management activities, minimise the use of resources and reduce	Commission a consultancy study on life cycle assessment and review design and specifications for all developments	-		Study commenced in June 2002 for completion by June 2003. Deliverables will include specification of more environmentally friendly building materials

environmental
impacts

Require contractors to submit environmental management plan where necessary	Minimise the use of resources and reduce environmental impacts	Research and consultation for new developments	-	***	HKCA and some major developers and government departments were consulted throughout 2001 to 2002
		Review contract conditions and specifications, tendering system, auditing with PASS for new developments	-	**	On-going. "Pay for Environment" concept being investigated
Explore further ways to enhance environmental design of residential buildings	Incorporate environmental initiatives in planning and design of residential buildings	Map out implementation plan for HK BEAM assessment for selected developments	-	**	Proposals to conduct additional pilot assessment on non-standard blocks are under study
		Identify non-standard developments for further pilot	-	***	HK BEAM assessment will be conducted on 3 non-

assessment

standard
developments

Research study on -
micro-climate
assessment
techniques for
selected
developments



Two proposed
estates were
subject to
evaluation
using
techniques
such as wind
tunnel test, air
flow and light
simulation

Green treatment
to newly formed
slopes

Promote
healthy living
and green
environment

Soil slopes to be
hydroseeded and
hard surface to be
softened by
creepers or colour
treatment, or with
tree planting in
pits for all estates

190,000m² of
newly formed
slopes
"greened"



Nil



Targets fully met



Targets where we made substantial progress with work nearing completion



Targets where we fell short



Targets which were deferred

N/A

Targets for future action

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Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI) 2001/02	Target Met	Remarks
ESTATE MANAGEMENT					
Increase domestic waste recovery rate for aluminium cans, plastic and paper	Minimise the use of resources by reducing waste	Continue publicity activities such as Waste Recycling Credit Scheme for all public rental housing estates	Waste recovery rate (Paper: 20%, Aluminium cans: 25%, Plastic: 1%) [tonnes of material recycled/tonnes of material recycled and disposed]	<input checked="" type="checkbox"/>	The recovery rates for all recyclables improved compared to the previous year (Paper: from 13.4% to 14.3%, Aluminum cans: from 21% to 22.2%, Plastic: from 0.2% to 0.3%)
		Expand scheme	-	<input checked="" type="checkbox"/>	The trial

C) Future Targets and Initiatives

 Feedback Form

on Enhancement
of Waste
Recovery by
placing waste
recycling bins on
each floor of more
blocks of public
rental housing
estates and at
open space by
phases starting
from 2001/02




scheme will
be extended
to other
estates

Investigate & trial -
collection of other
types of recyclable
materials for
public rental
housing estates






Approval for
collection of
used clothes
in individual
estates has
been
awarded to
charitable
organisations


Reduction of domestic waste	Minimise the use of resources by reducing waste and address environmental concerns	Promote waste reduction to residents through various publicity campaigns (Environmental Family Competition,	1% reduction in domestic waste per person per day [waste production in kg per person per day]		Target exceeded. Waste from estates fell by 13.46% 99/00: 1.03 kg/person/day
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		EMAC		
		Newsletters and activities, and other joint activities with green groups)		00/01: 1.04 kg/person/day
				01/02: 0.9 kg/person/day
Encourage the use of recycling bins and promote waste recovery and reduction	Promote awareness and participation among staff, residents and contractors	Launch the Waste Recycling Credit Scheme (Phase IV) at all public rental estates	-	 Scheme launched in June 2001 in all estates and completed in March 2002
		Weigh all waste collected in recycling bins of all public rental housing estates for comparison	-	 Recyclers weigh and report the weight of all waste collected each quarter
Facilitate waste recovery by encouraging separation of recyclable waste	Address environmental concerns	Place a set of 3 recycle bins at lift lobby on each floor in 2 trial estates	-	 3 recycle bins have been placed on each floor in Chak On and Chun Shek Estates since





November
2001

Promote public awareness of waste recovery and increase waste recovery rate	Promote awareness and participation among residents	Launch Green Estate Exchange Square Scheme in 22 estates. Encourage tenants to exchange recyclable waste for souvenirs	-		The scheme was completed in May 2001
Improve awareness of environmental protection	Promote awareness and participation among residents	Launching the Green Family Competition for all estates. Offer overseas visit to Japan for experience sharing to three winning families	-		The 3 winning families visited Japan in August 2001. In October 2001, they shared their experiences with other tenants at an EMAC Seminar
Encourage tenants to use less plastic bags for	Promote awareness and participation	Support ECC to promote using less plastic bags	-		Display of ECC's posters on

shopping among residents to all residents for shopping in Housing Authority's wet markets the design competition of shopping bags were arranged in all estates in March and April 2002

Encourage tenants to use less plastic bags for shopping	Promote awareness and participation among residents and staff	Have 50 estates participate in the Green Property Management Award (Public Housing) to be held by ECC	-		A total of 63 estates participated. A Grand Award, three Gold Awards and four Merits were won by 8 estates
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Promote recovery of plastic bottles	Promote awareness and participation among residents	Support EPD's Regional Plastic Bottles Collection Scheme to encourage recovery of plastic bottles for all estates	-		61% of estates joined the Scheme
-------------------------------------	---	---	---	---	----------------------------------

-  Targets fully met
-  Targets where we made substantial progress with work nearing completion
-  Targets where we fell short
-  Targets which were deferred
- N/A Targets for future action

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Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI) 2001/02	Target Met	Remarks
ESTATE MANAGEMENT (Cont')					
Increase tenants' environmental awareness and support for a green environment	Promote awareness and participation among residents	Support ECC to invite tenants/EMAC members to be Green Property Management Ambassadors to disseminate green message for all estates	-		86 ambassadors were nominated
Reduce the use of non-sustainable timber in maintenance of existing estates	Reduce resource usage	Research on reducing use of non-sustainable timber for toilet doors, formwork &	-		Materials currently unavailable in the market. The initiative


C) Future Targets and Initiatives




 Feedback Form

		joinery items for all estates			will continue to be pursued
		Specification for all estates	-	N/A	Awaiting availability of sustainable timber products
		Implementation in maintenance works for all estates	-	N/A	Awaiting availability of sustainable timber products
<hr/>					
Encourage more environmentally friendly application of materials & technologies	Address environmental concerns	Review on technical performance & wider use of: i) silane waterproofing agents to toilet/balcony floors in domestic units; ii) spray-applied polyurethane coating over existing roof (overcoat reroofing); iii) rehabilitation of	-		i), ii) and iii) Fully implemented


underground
services utilising
trenchless
technology for all
developments

Replacement of electronic ballast	Incorporate environmental initiatives in estate management	Pilot project in several car parks and HQ building	-		On-going. Trial replacement works were completed in 12 car parks. Due to site complications, replacement at 1 pilot carpark would be completed in July 2002. First phase of pilot project in HQ building was also completed
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Reduce noise nuisance from water pumps in public rental housing (PRH)	Minimise environmental impacts	Replace 3 000 rpm water pumps with 1 500 rpm water pumps for public rental	82 pumps to be replaced [no.of pumps]		All 82 pumps have been replaced. Due to site work deferment,
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estates		housing estates			work on 16 pumps was finished in April 2002
Reduce potable water consumption for installations under landlord control in PRH estates	Minimise the use of resources by reducing wastage	Use self stopping water tap and reduce pipe bursting & leakage through replumbing programme for public rental housing estates	0.5% saving compared with previous year [actual expenditure]		Target exceeded. 2.7% was achieved
Control on quality of potable water in PRH estates	Promote healthy living and green environment	Conduct biological - testing as a basis for establishing the cleansing cycle for selected public rental housing estate			Water quality tests conducted at an estate for three consecutive months recorded no bacteria
		Review the current - cleansing procedures and establish a biological testing frequency for			Future quality tests will be on a 'as needed' basis

public rental
housing estates

Reduce water loss due to underground pipe leakage	Incorporate environmental initiatives in estate management	Prepare tender for - fault detection at several estates		Tenders were prepared for all regions specifying modern detection techniques
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Targets fully met



Targets where we made substantial progress with work nearing completion



Targets where we fell short



Targets which were deferred

N/A

Targets for future action

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Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI) 2001/02	Target Met	Remarks
ESTATE MANAGEMENT (Cont')					
Reduce the no. of complaints received by HD on water quality/water wastage/water pollution in PRH estates	Address environmental concerns	Collect specific data on a half yearly basis for public rental housing estates	-		A half-yearly return format on complaint on water quality and wastage were prepared
		Develop specific targets for public rental housing estates	-		On-going. Specific targets are under development pending the collection of data from PRH estates
A) Summary of Feedback	Upgrade the	Promote	Upgrade the	100 000m ²	Target
B) Summary of Past Performance					


C) Future Targets and Initiatives	standard of the existing landscape facilities in 18 selected PRH estates	healthy living and green environment	standard of existing public rental housing estates through Landscape Improvement Programme	greening area [m ² of area greened]	exceeded. 110 700m ² greened. KPI in Env Report 2000/01 revised (from no. of plants planted to m ² greening area)
 Feedback Form	Promote green environment at 24 PRH estates	Promote healthy living and green environment	Promote green environment at rental estates together with EMAC	5 000m ² greening [m ² of area greened]	 Target exceeded. 5 300m ² greened. KPI in Env Report 2000/01 revised (from no. of plants planted to m ² greening area)
	Improvement to the slope appearance in existing PRH estates	Promote healthy living and green environment	Green treatment to hard surfaced slopes and improvement to existing vegetated slopes and Chunam surface to be improved with hydroseeding, stone pitching and	50 slopes to be visually enhanced [no. of slopes enhanced]	 Nil


toe planters for
public rental
housing estates



HOME OWNERSHIP





Promote environmental care awareness in HOS estates	Promote awareness among stakeholders	To organise the Best Property Management Agents (PMA) Award and the Environmentally Friendly Award for HOS estates	-		The HA's Environmentally Friendly Award Scheme (which included the Waste Recovery Competition and Waste Reduction Credit Scheme) for PMAs of HOS Estates was successfully concluded in September 2001. The Most Environmentally Friendly HOS Estate was awarded to Mei Chung Court while the Most Environmentally
---	--------------------------------------	--	---	---	---

Friendly PMA
was awarded to
Hong Yip
Service Co. Ltd.

<p>Promote environmentally friendly design in Home Ownership Scheme (HOS)/ Private Sector Participation Scheme (PSPS) developments</p>	<p>Address environmental concerns</p>	<p>Incorporate appropriate clauses into the Conditions of Sale of PSPS sites and revisit the Weighted Scoring System for PSPS tender selection in order to implement the "Green and Innovative Buildings Initiatives" for HOS and PSPS estates</p>	<p>-</p>		<p>Appropriate clauses were incorporated into the conditions of sale of PSPS sites in August 2001 and actions have been taken to review the Weighted Scoring System for PSPS tender selection</p>
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<p>To develop environmentally friendly HOS/PSPS estates</p>	<p>Incorporate environmental initiatives in estate management</p>	<p>To Implement guidelines on tree planting in HOS development sites</p>	<p>-</p>		<p>Guidelines on tree planting (i.e. one tree for every 15 flats) in new HOS development sites have been implemented</p>
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		To improve hygiene and cleanliness in estates	-		Activities were launched to promote clean environment and healthy life style among residents
Promote environmentally friendly work processes	Reduce resource usage	To put HOS sales brochures on-line during the application periods	Achieve a saving of some 76 800 000 pages of paper [pages of paper]		Target achieved for HOS 23A launched in June 2001, i.e. about 25 600 000 pages of paper saved. Further action held in abeyance due to moratorium on HOS sales

-  Targets fully met
-  Targets where we made substantial progress with work nearing completion
-  Targets where we fell short
-  Targets which were deferred
- N/A Targets for future action

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Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI) 2001/02	Target Met	Remarks
COMMERCIAL PROPERTY					
Installation of energy saving dehumidification system	Incorporate environmental initiatives in estate management	Pilot project in Hin Keng Market	-	★★★★	The gas-fired dehumidification system was installed and became operational in February 2002
Investigate air quality performance and formulate measures to improve air quality in HA's existing shopping centres	Address environmental concerns	Collect data from 2-4 existing shopping centres Analyse data collected for shopping centres	-	★★★★	Data collected and initial study completed IAQ (relative humidity, carbon dioxide and temperature) in

C) Future Targets and Initiatives

 Feedback Form

common areas
of three
shopping
centres complied with
level 2 IAQ.
Full IAQ
measurement
on five
shopping
centres was
conducted

Identify causes of -
shortcomings and
formulate
measures for
shopping centres



In hand.
Awaiting EPD to
finalise its new
guidelines to
proceed.
Further in-depth
study in 2-4
shopping
centres to be
completed in
2003

Recommend -
improvement
solutions for
shopping centres






As above

OFFICE

Reduce A3 and Minimise the Various initiatives Consumption  Staff used 12.3

A4 paper consumption in all HD offices except site offices	use of resources and promote awareness and participation among staff	for staff including publicity, training, competitions, provision of recycling bins, and encouragement for use of electronic media	of 12.3 reams of paper per staff member [reams of paper consumed]		reams of paper compared to 12.75 in the previous year
Collection of waste paper in all HD offices except site offices	Promote awareness among staff	Various initiatives for staff	5% collection increase compared to previous year [kg of paper saved]	★★★★	10.2% more paper collected compared to previous year
Promote green management in offices	Promote awareness among staff	To organise green management workshops and seminars for office managers	For 40% of office managers [no. of managers]	★★★★	40% of office managers in Allocation Branch attended green management seminar
Arouse staff's awareness and concern about the environment and encourage active participation in	Promote environmental awareness and participation among staff	Organise seminars on environmental issues for staff Launch environmental	- -	★★★★ ★★★★	6 seminars on environmental issues were held in 2001/02 Training video on

<p>resolving environmental problems</p>	<p>awareness training video for staff</p>	<p>environmental awareness was launched in June 2001</p>
	<p>Devise quiz game - to test staff's knowledge after watching training video</p>	<p> Quiz game was organised to support the launch of the training video, 329 correct entries were received</p>
	<p>Devise idea - competition to collect from staff environmental initiatives related to business or office</p>	<p> A competition of new ideas on environmental initiatives were organised and there were 66 returns</p>
	<p>Incorporate - environmental objectives and organisational set- up in induction programmes for new recruits</p>	<p> New recruits were asked to watch the environmental awareness training video</p>

 Targets fully met



Targets where we made substantial progress with work nearing completion



Targets where we fell short



Targets which were deferred

N/A

Targets for future action

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Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI) 2001/02	Target Met	Remarks
OFFICE (Cont')					
Facilitate staff to acquire knowledge on how to protect and improve the environment	Address environmental concerns and incorporate environmental initiatives	Organise courses/seminars on sustainable development for staff	-		Training seminars and symposium on engineering for sustainable development, designing sustainable buildings and on environmental sustainability were provided
Enhance knowledge on	Strictly comply with and fully	Organise training course on	-		Four training classes on


C) Future Targets and Initiatives	tasks and actions required for compliance with environmental legislation	implement measures for complying with all relevant environmental legislation and regulations	environmental law for staff	environmental law and a seminar on common environmental pollution problems encountered in property management were organised
 Feedback Form	Equip staff with knowledge on tasks and actions required for successful implementation of EMS	Review and seek continual improvement on the implementation of an environmental management system	Organise training course on EMS implementation for staff - Organise training course on EMS internal audit for staff	 Two classes of training course on EMS implementation  One class of training course on EMS internal audit was organised for staff
COMMUNITY				
Enhance community awareness in environmental	Reduce wastage and resource usage & promote	Launch competitions on water & energy saving for PRH	 Environmental Family Competition was held with	

<p>protection and promote water & energy saving in PRH estates</p>	<p>awareness and estates participation among residents</p>	<p>good response. The competition won the 2001/02 International Mercury Award, Gold Prize</p>
	<p>Relay green - message in EMAC newsletter</p>	<p> Stories on HA's environmental activities and tips on green living were featured in EMAC newsletter</p>
	<p>Distribute publicity - materials such as posters, leaflets and souvenirs to educate residential tenants on environmental issues</p>	<p> Publicity posters on waste reduction and Environmental Family Report featuring green living tips were distributed to PRH estates</p>
	<p>Launch joint - programmes or</p>	<p> EPD and Green Groups</p>

seminars for public rental housing estates with EPD, WSD, HK Gas or China Light & Power on water & energy saving subjects


were invited to conduct talks on environmental subjects to EMACs and residential tenants





<p>Increase community environmental awareness in PRH among estates</p>	<p>Promote environmental awareness residents</p>	<p>Publicity and competitions for residents. Awareness to be measured by opinion survey conducted in PRH estates</p>	<p>48% score on residents' environmental awareness [according to the score given by the residents surveyed]</p>		<p>Target exceeded. Tenants' impression score of general environmental awareness in PRH estates was 49%</p>
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<p>Increase community participation in environmental activities in PRH estates</p>	<p>Promote awareness and participation among residents</p>	<p>Publicity, competitions and activities for residents. Results to be measured by opinion survey conducted in PRH estates</p>	<p>62% of residents who have intention to participate in environmental activities [no. of residents intended to participate</p>		<p>The % on intention to participate in environmental activities had dropped from 59.5% to 52.8%. We are looking closely at how we can</p>
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activities in
the
survey/total
no. of
residents
surveyed]

encourage
more of our
residents to
take part

Increase residents' use of recycling bins in PRH estates	Minimise the use of resources by focusing on waste reduction	Publicity, competitions, increased number of bins for residents. Results to be measured by opinion survey conducted in PRH estates	57% of residents who had used recycling bins at least once [no. of residents used recycling bins in survey/total no. of residents surveyed]	 Target exceeded. 58% achieved
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-  Targets fully met
-  Targets where we made substantial progress with work nearing completion
-  Targets where we fell short
-  Targets which were deferred
- N/A Targets for future action

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ANNEX C *Future Targets and Initiatives*

Future Targets

Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI)				Remarks				
			2002/03	2003/04	2004/05	2005/06					
CONSTRUCTION											
Green treatment to newly formed slopes	Promote healthy living and green environment	Soil slopes to be hydroseeded and hard surface to be softened by planting of creepers or colour treatment, or with tree planting pits for all estates	2002/03:	1100m ²	2003/04:	500m ²	2004/05:	400m ²	2005/06:	1500m ²	Measured as area of slope enhanced with green treatment. KPI for 2004/05 and 2005/06 were added
A) Summary of Feedback	Reduce electricity	Minimise the	Adopt Energy	6%	12%	12%	12%	Measured as %			
B) Summary of Past Performance											

C) Future Targets and Initiatives
 Feedback Form

consumption of landlord services installation in new domestic blocks
 use of resources and promote sustainable development
 Codes for all domestic blocks
 of electricity saving in new designs compared to Year 2000 designs for landlord services installations in domestic blocks

Reduce water wastage in large diameter bored piling (LDBP) works	Minimise environmental impacts	Adopt water recycling system in the construction of LDBP for construction sites	30% 40% 50% 60%	% of sites adopting water recycling systems (based on number of sites)
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Further abate the remaining asbestos containing materials (ACMs) in existing HA managed properties	Promote healthy living and green environment	Implement planned asbestos abatement programme e.g. estate redevelopment programme & asbestos removal works for existing HA managed properties	2% 3% 2% 2%	Measured as % of total remaining asbestos removed. KPI for 2003/04, 2004/05 and 2005/06 were added
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ESTATE MANAGEMENT

Upgrade the standard of the existing landscape facilities	Promote healthy living and green environment	Upgrade the standard of selected Public Rental Housing estates through Landscape Improvement Programme	2002/03: 110000m ² 2003/04: 110000m ² 2004/05: 110000m ² 2005/06: 110000m ²	Measured as area greened each year. KPIs are re-stated as areas instead of number of plants planted
Promote green environment	Promote healthy living and green environment	Promote green environment at selected rental estates together with EMAC	2002/03: 50000m ² 2003/04: 50000m ² 2004/05: 50000m ² 2005/06: 50000m ²	Measured as area greened each year. KPIs are re-stated as areas instead of number of plants planted
Improve slope appearance in existing PRH estates	Promote healthy living and green environment	Green treatment to hard surfaced slopes and improvement to existing vegetated slopes and Chunam surface to be improved with hydroseeding, stone pitching and toe planters	70 50 50 50	Measured as number of slopes visually enhanced each year
Reduce noise nuisance from	Minimise environmental	Replace 3 000 rpm water pumps with 1	32 71 38 27	Measured as number of

water pumps in PRH estates	impacts	500 rpm water pumps for public rental housing estates	pumps replaced each year. Slippage in 2001/02 of 16 pumps were replaced in April 2002
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Initiative	Environmental Policy Objective	Action Plan	Key Performance Indicator (KPI)				Remarks
			2002 / 03	2003 / 04	2004 / 05	2005 / 06	
CONSTRUCTION (Cont')							
Reduce potable water consumption for installations under landlord control in PRH estates	Minimise the use of resources by reducing wastage	Use self stopping water tap and reduce pipe bursting & leakage through replumbing programme for public rental housing estates	0.5%	0.5%	0.5%	0.5%	% savings are based on a comparison with the previous year (actual expenditure)
Reduction of domestic waste	Minimise the use of resources by reducing waste and address environmental	Promote waste reduction for residents through various publicity campaigns (Environmental Family Competition,	2%	3%	4%	4%	Measured as % reduction in domestic waste produced (kg) per person per day

C) Future Targets and Initiatives

 Feedback Form

concerns EMAC Newsletters and activities, and other joint activities with green groups)

Reduction of domestic waste	Minimise the use of resources by reducing waste	Continue publicity activities such as Waste Recycling Credit Scheme for all public rental housing estates	Recover Pa: 18%, Ac: 24%, Pl: 0.5%, Uc: 10%	Pa: 21%, Ac: 26%, Pl: 0.7%, Uc: 10%	Pa: 24%, Ac: 28%, Pl: 0.9%, Uc: 15%	Pa: 27%, Ac: 30%, Pl: 1.1%, Uc: 20%	KPIs were revised to take account of 2001/02 results. Calculation is based on weight (kg) of material recycled/ combined total weight (kg) of material recycled & disposed
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OFFICE

Reduce A3 and A4 paper consumption in all HD offices except site offices	Minimise the use of resources and promote awareness and participation	Various initiatives for staff inc. publicity, training, competitions, provision of recycling bins, and encouragement for	12.1	11.9	11.7	11.5	Measured as paper used (reams) per staff member per year
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	among staff	use of electronic media						
Collection of waste paper in all HD offices except site offices	Minimise the use of resources by reducing waste and promote awareness and participation among staff	Various initiatives f or staff	2%	2%	2%	2%	Measured as % collection increase compared to previous year (kg of paper)	
Extend the use of environmentally friendly paper in printing to all publicity materials (except sales and marketing publication)	Minimise the use of resources and address environmental concerns	Implement the use of environmentally friendly paper as a prerequisite in future printing jobs	50%	53%	56%	60%	Measured as % of environmentally friendly paper used as compared with total printing quantity	

COMMUNITY

Increase community environmental awareness	Promote environmental awareness among	Promote HA's environmental initiatives and green messages	score 49%	score 50%	score 52%	score 55%	Tenants' impression score of general
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residents through EMACs and various campaigns in PRH estates environmental awareness in PRH estates (measured by opinion survey conducted in PRH estates)

Increase community participation in environmental activities	Promote awareness among residents	Distribute publicity materials in PRH estates	60% 62% 64% 66%	Measured as % of residents surveyed aware of HA environmental initiatives (based on opinion survey results)
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Increase residents' use of recycling bins	Minimise the use of resources by focusing on waste reduction	Conduct publicity activities and increased number of recycle bins for residents in PRH estates	59% 61% 63% 65%	Measured as % of residents surveyed who have used waste recycle bins (based on opinion survey results)
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Future Initiatives

Initiative	Environmental Policy Objective	Action Plan	Schedule
CONSTRUCTION			
Enhance energy efficiency in new domestic blocks	Minimise use of resources	Adopt photocell lighting control for corridor and staircase in the design of standard domestic blocks for new developments	2002-2003
		Study use of new decorative materials of lift cars with a view to reducing the weight of decoration for new developments	2002-2003
		Extend energy database of landlord lighting, water pump and lift installations for different block types	2002-2004
A) Summary of Feedback	Reduce noise	Minimise environmental	Specification, review and
B) Summary of Past Performance			2002-2003

C) Future Targets and Initiatives
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complaints registered by EPD in piling works and building works	impacts	implementation of hydraulic pile jacking	Develop specific targets	2002-2003
Assess life cycle costs and impacts of existing designs	Incorporate environmental initiatives in planning, design construction, demolition and management activities	Complete a consultancy study on life cycle costing and review design and specification for all developments		2003-2004
Require contractors to submit environmental management plan where necessary	Minimise the use of resources and reduce environmental impacts	Review contract conditions and specifications, tendering system, auditing with PASS for new developments		2003-2004
MANAGEMENT				
Enhance energy efficiency in carparks and HQ	Address environmental concerns and incorporate initiatives	Extend and complete pilot project on electronic ballast installation in a further 15 carparks and HQ		2002-2003
Enhance energy efficiency in existing PRH estates	Address environmental concerns and incorporate initiatives	Complete trial projects on installation of photocell control for external public lighting at 8 selected estates		2002-2003

Promote waste reduction	Promote awareness and participation among staff, residents and contractors	Launch the Waste Reduction Credit Scheme (Phase II) at all PRH estates	2002-2003
Promote and encourage separation of recyclable waste by residents	Promote awareness and participation among residents and minimise use of resources by reducing waste and collecting recyclables	Support the Waste Recycling Campaign (Phase VI) launched by ECC for all PRHs in 2002-2003 Facilitate waste recovery by placing a set of 3 separation bins at the lift lobby of each floor in a further 6 trial rental estates	2002-2003 2002-2003
Promote recovery of recyclable waste through publicity programmes	Promote awareness and participation among residents and minimise use of resources by reducing waste and collecting recyclables	Launch Green Estate Exchange Square Scheme in 30 estates	2002-2003
Promote recovery of plastic bottles	Minimise use of resources by reducing waste and collecting recyclables	Support EPD's Regional Plastic Bottles Collection Scheme	2002-2003
Encourage wide participation by tenants and staff in green	Promote awareness and participation among residents and staff	Invite all public rental housing estates to participate in the Green Property Management Award jointly organised with	2002-2003

management initiatives		green groups	
Increase tenants' environmental awareness and support for a green environment	Promote awareness and participation among residents	Support ECC to invite tenants/EMAC members to be Green Property Management Ambassadors to disseminate green message to residents	2002-2003
Introduce environmental requirements to assess the performance of service providers	Enhance environmental performance monitoring of service providers	Revise the scope of service provider's performance assessment (such as the PMA, PSC contractors) by adding environmental requirements to future contracts	2003

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Initiative	Environmental Policy Objective	Action Plan	Schedule
ALLOCATION			
Promote environmental care awareness in HOS estates	Promote awareness among stakeholders	Organise the Best Property Management Agents Award and the Environmentally Friendly Award for HOS estates	2002-2003
Promote environmentally friendly work processes	Reduce resource usage	Consider the feasibility of introducing electronic submission of application forms for assisted home schemes	2002-2003
COMMERCIAL PROPERTY			
Improve air quality in HA's existing shopping centres	Address environmental concerns	Investigate air quality performance and formulate measures for HA shopping	2002

C) Future Targets and Initiatives



Feedback Form

		centres	
		Recommend improvement solutions for shopping centres	2002
Enhance energy efficiency in shopping centres	Minimise use of resources	Study optimisation of air conditioning, lighting and building designs, operation and maintenance for energy efficiency for existing shopping centres	2003
		Review and make recommendations on existing installations and new designs of shopping centres	2003
Identify potential environmental hazards in flatted factories	Reduce resource usage	Conduct research to identify the potential environmental hazardous processes in flatted factories	2003-2004
OFFICE			
Reduce paper consumption by introducing an e-based system for promotional venue booking and on-line	Reduce resource usage	Develop e-based promotional venue booking system	2002-2003
		Develop e-access to full details of commercial premises available for tender and on-line tendering	2002-2003

tendering

Support the Development and Implementation of EMS	Promote environmental awareness and participation among staff	Organise EMS Implementation Training Seminar for Branch Environmental Committees (BECs)	2002-2003
		Facilitate 4 BECs to enhance their register of significant environmental aspects	2002-2003
		Organise training for staff on the use of the EnvIS (Env Information System) and ELD (Env Legislation Database)	2003
		Provide web-based EMS Awareness training for all staff	2002-2003
		Organise Green Site Construction and Management Competition for construction staff	2003-2004
Enhance staffs' understanding in general environmental issues	Promote environmental awareness and participation among staff	Organise 6 seminars on Environmental Protection Issues for staff	2002-2003
		Organise promotional programmes for staff to encourage paper saving and recycling in offices	2002-2003
		Arrange monthly display at	ongoing

the Green Corner to promote environmental initiatives of various Branches

COMMUNITY

Promote environmentally conscious living in PRH estates through environmental campaigns and competitions	Promote green awareness among residents	Organise Waste Reduction Credits Scheme for all households in PRH estates Organise Photo Competition Launch publicity programmes to promote collection of recyclable waste on each floor of estates Participate in production of calendar with green messages	2002-2003 2002-2003 2002-2003 2002-2003
Educate tenants to use fewer plastic bags for shopping	Promote awareness and participation among residents	Support ECC to promote using fewer plastic bags by all residents for shopping in wet markets	2002-2003

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 Hong Kong Housing Authority Environmental Report 2001/2002

We would be very grateful to receive your comments on our Environmental Report. Please take a little time to provide your comments on the form below.

(Please print out the form and fax to us at 2711 4111)

1. What is your overall view of the Report?
 - Excellent
 - Very Good
 - Good
 - Adequate
 - Poor
2. Did you find the Report informative / useful?
 - Very Useful
 - Useful
 - Adequate
 - Partly
 - No
3. Did you find the report easy to understand?
 - Very Useful
 - Useful
 - Adequate
 - Partly
 - No

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 Feedback Form

4. Did you think the presentation of the Report is clear?

- Yes Mostly Adequate Partly No

5. Which aspects of the Report did you find most useful?

6. Which aspects of the Report did you find least useful?

7. Which aspect(s) of the Report would you like more information on?

8. What improvements would you recommend for our next Environmental Report?

9. Which group do you belong to? (you can tick more than 1 box)

- | | |
|--|--|
| <input type="checkbox"/> Owner / Tenant in HA flat | <input type="checkbox"/> Environmental Group |
| <input type="checkbox"/> Education / Academic | <input type="checkbox"/> Other Public Organisation |
| <input type="checkbox"/> Professional Engineer / Scientist | <input type="checkbox"/> Other, Please state: <input type="text"/> |

10. Would you like to receive future Reports?

- Yes, Please No, thanks

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