

# Social and Environmental Responsibilities

## 社會及環境責任



「獲得房協的獎學金，感到十分鼓舞。  
我必定會繼續努力，爭取更好成績，  
答謝你們的支持和鼓勵。」

- 香港理工大學學生



Caring for our  
Community  
關心社會需要





As an organisation that works as the “social worker” for housing in Hong Kong and whose very existence is based on serving the needs of the community, we take our social and environmental responsibilities very seriously. Seeking to add further value and make an active contribution to the community, we play a proactive role to develop talents for the industry, raise funds for charity, support the elderly and lend a helping hand when and where it is needed within our jurisdiction.

### **The Hong Kong Housing Society Academy**

With Hong Kong’s transforming into a knowledge-based society, we are seeking to make a positive contribution, sharing our knowledge in housing while enhancing professionalism within the industry. We accordingly extended our support into the academic arena during the year with the launch of the Hong Kong Housing Society Academy (HS Academy). Under the guidance of the Advisory Committee, which includes Mr Michael Suen, Secretary for Housing, Planning and Lands, as Honorary Advisor, the HS Academy aims to foster the professional development of housing and related services in the

作為房屋的「社會工作者」，房協以服務社群為己任，極之重視我們對社會及環境的責任。為積極貢獻社會，房協致力為業界培育人才、籌募善款、支援長者，以及隨時隨地在房協的工作範疇內為有需要的人士伸出援手。

### **「香港房屋協會專業發展中心」**

隨著香港轉化為知識型的社會，房協亦積極回饋社會，致力與各界分享我們在房屋方面的專業知識，提高業界的專業水平，因此特別於年內成立「香港房屋協會專業發展中心」（專業發展中心），支持學術界為業界培育新力軍。專業發展中心由諮詢委員會督導，並由房屋及規劃地政局局長孫明揚出任名譽顧問，透過研討會、經驗交流、學生實習、獎學金計劃和贊助專業研究等，推動中、港兩地在房屋及相關服務的專業發展。

## Social and Environmental Responsibilities

### 社會及環境責任

industry through seminars, experience exchanges, internships, scholarships and research sponsorship programmes, both in Hong Kong and across the border on the Mainland.

A major achievement has been our close collaboration with 17 local tertiary institutions, including all the universities and extramural colleges in Hong Kong. Working with these institutions, a range of activities were organised. These included career talks for the students from the Hong Kong Polytechnic University, City University and the Chinese University of Hong Kong, as well as summer internship programmes for some 60 students.

The “Service Plus” programme provided on-the-job training, together with an emphasis on the importance of quality services as well as an outdoor training camp to foster leadership, communication and team spirit skills. As a result of this internship programme, the “Hong Kong Housing Society Intern Alumnus” was formed to facilitate inter-university networking and information exchange. Supporting this network and providing convenient access to relevant information, a website was also established. In early 2006, over 20 summer interns attended a further session on interview skills to help them prepare for the employment challenges ahead.

去年，房協取得一項重大成就，就是與本港十七所大學及校外進修學院建立緊密合作。期間，我們與各學術機構舉辦了多項活動，包括為香港理工大學、城市大學及中文大學的學生舉辦職業講座，以及為六十多名學生提供暑期實習機會。

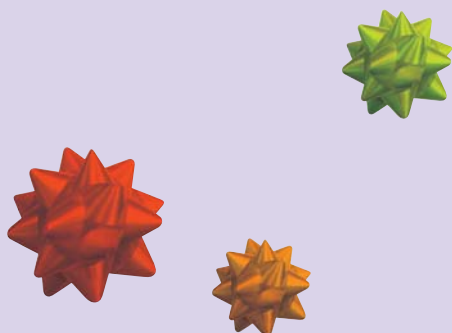
「優質服務技巧」實習計劃旨在為學員提供在職培訓，在訓練過程中不單強調優質服務的重要性，更透過戶外體驗營，加強學員的領導能力、溝通技巧及團隊精神。由於計劃成效顯著，房協成立了「房協暑期實習生同學會」，促進院校間的聯繫及資訊交流，並設立網頁，方便傳達信息。二零零六年年初，我們更為二十多名實習生舉辦座談會，透過分享面試技巧，協助他們面對未來的就業挑戰。



Representatives of local universities and tertiary institutions pledge their support to the HS Academy by signing the charter  
與各大學及大專院校簽署約章，支持「房協專業發展中心」



An outdoor team-building camp is organised to enhance the communication and leadership skills of the interns  
舉辦培訓營，提升實習學生的溝通及領導才能



An internship graduation ceremony is held for IVE (Morrison Hill) students  
為香港專業教育學院摩理臣山分校學生舉行實習結業禮

With the success of our one-year vocational internship programme, first piloted in October 2004 for full-time students taking their Higher Diploma course in Real Estate and Facilities Management at the IVE Institute in Morrison Hill, the HS Academy is running the programme for a second year. At the same time, a partnership agreement was signed with the School of Continuing Studies, the Chinese University of Hong Kong to provide summer internship opportunities for students of their Integrated Estates and Facilities Management Higher Diploma Programme. Our student placement initiative, which operates in conjunction with these programmes, was able to place over 200 students during the year. Looking forward, our goal is to increase this number to over 240 students in 2006/07.

Seeking to promote academic development and raise professional standards, the Academy also sets up scholarships and bursaries, giving students the opportunity to continue and excel in their further education. In addition to the Father Cronin Memorial Award which has been awarded every year since 1994 to two outstanding post-graduates of the part-time Master of Housing Programme at the University of Hong Kong, 22 bursaries and 26 scholarships covering nine institutions were awarded during the year.

二零零四年十月，房協首次為香港專業教育學院摩理臣山分校修讀「產業及設施管理系」高級文憑的全日制學生，舉辦為期一年的專業實習試驗計劃。由於計劃成效理想，專業發展中心去年再度開辦第二屆實習課程。另外，房協亦與香港中文大學校外進修學院簽訂「學生實習計劃」協議，為「物業及設施綜合管理」高級文憑課程學生提供暑期實習機會。總計年內共有二百多名學生於暑期在房協各部門實習。展望二零零六至零七年度，我們的目標是為超過二百四十名學生提供實習機會。

秉承積極推動學術發展及提升專業水平的使命，專業發展中心設立獎／助學金，為莘莘學子提供進修的機會，並鼓勵他們努力向上，爭取佳績。自一九九四年起，房協每年均向兩位香港大學「房屋管理學碩士兼讀課程」的優異畢業生頒發「樂年神父獎學金」。此外，專業發展中心去年共頒發二十二項助學金和二十六項獎學金予來自九個院校的學生。

## Social and Environmental Responsibilities

### 社會及環境責任

On the Mainland, strong links were also established with a number of tertiary institutions. In our collaboration with China Network which covers five well-known universities on the Mainland, we signed MOU with Tongji University in Shanghai to foster on-going knowledge and information exchange in the housing industry. In October 2005, a visit to Tongji University was arranged for our executives to share their experiences in the industry with students, academics and Government officials.

In December, the Housing Society participated in a two-day experience-sharing seminar on construction workers training in Beijing. The event attracted over 100 participants related to the construction industry from across the country and generated significant interest with widespread media coverage both in Hong Kong and on the Mainland. Hand-in-hand with this event, visits were made to Tsinghua University, the Ministry of Land & Resources, as well as the Ministry of Construction to gain understanding on real estate policies, developments, land use and housing. In January 2006, a three-day study tour to Hong Kong was also sponsored for a group of Tongji University students.

房協亦與國內多所專上學院建立緊密的合作關係。我們與國內五所著名大學組成的「中國網絡」建立合作關係；並與上海同濟大學簽訂「合作備忘錄」，協議共同促進雙方在房屋方面的知識及資訊交流。二零零五年十月，房協管理層更前往參觀同濟大學，與當地學生、學者及政府官員交流經驗。

去年十二月，在北京舉行為期兩天的建築工人培訓經驗交流會，吸引了逾百名國內與建造業相關的人士出席，引起中、港兩地傳媒的關注，並廣為報道。房協代表除參與該活動外，亦值此機會前往清華大學、國土資源部及建設部進行觀摩交流，以了解內地的房地產政策和發展、土地運用及房屋等情況。另外，我們於二零零六年一月，贊助同濟大學的學生到港參加為期三天的學習交流團。



A study tour is arranged for students from Tongji University of Shanghai to promote academic exchanges  
為上海同濟大學學生安排香港學習交流團，促進學術交流





Seminar on "Urban Renewal and Project Procurement in China" for experience sharing  
舉辦「中國建設發展近貌」研討會，與業界分享經驗



The QFP video series is released on the Mainland to promote quality construction  
在國內發行「優質工序」光碟系列，推廣優質建築

Driving professional practices within the building industry on the Mainland, we signed an agreement with the China Architecture & Building Press to produce and distribute a Mainland version of our Quality Field Practices video series. These DVDs, which cover 35 different construction trades, are used as teaching materials in Hong Kong's universities and are distributed to building professionals. By the end of March 2006, just four months after their launch on the Mainland, over 600 copies had been sold. With almost 40 million construction workers in China, there is tremendous scope for these visual materials to provide valuable knowledge and assistance.

Our activities are not confined to just Hong Kong and the Mainland. Our knowledge and experiences are shared with our counterparts both internationally and within the South East Asian region. In July 2005, our Chairman led a Housing Society delegation to Singapore. In turn, we received a visit from an eight-member Singaporean delegation, who were particularly interested in our elderly housing initiatives and its associated services. Visitors also come to us from around the world, seeking to share experiences and to see Hong Kong's housing developments for themselves. Committed to this exchange of information and expertise both locally and overseas, we sponsor research projects on a range of topics while also holding briefing sessions, seminars and presentations. During the year, the HS Academy spent about HK\$350,000 on sponsorships and donations for conferences and industry events.

為向國內推廣優質建築，房協與中國建築工業出版社簽訂協議，在國內製作及發行「優質工序」光碟。光碟內容涵蓋三十五種施工工序，為本港多所大學採用作教材，並廣泛派發予建造業的專業人士作參考。至二零零六年三月底，光碟雖然只在國內推出短短四個月，已售出逾六百套。國內現時約有四千萬名建造工人，因此這些為業界提供專業知識及協助的視聽教材將有很大的發展空間。

專業發展中心的活動，並不只限於香港及國內。我們也同時和全球及東南亞區的同業分享知識及經驗。二零零五年七月，房協代表團在主席的率領下到訪新加坡。其後，新加坡八人代表團亦到訪房協，他們對房協的長者住屋及相關服務尤感興趣。年內，我們亦接待了不少來自世界各地的訪客，就香港的房屋發展交流經驗。此外，我們亦贊助多個研究項目，並舉辦簡布會、研討會及報告會。年內，專業發展中心為業內活動及會議贊助及捐助了約三十五萬元。

## Social and Environmental Responsibilities

### 社會及環境責任



The Housing Society team participates in the Matilda Sedan Chair Race with the theme on BMMS  
以「樓宇管理維修綜合計劃」為主題的房協隊伍參與「明德抬轎籌款比賽」

#### Care for the Community

Riding on our social mission, we reaffirm our caring culture with a range of activities that reflect our care and commitment to the community. An example is the Albert House case, when in early 2005, we offered interest-free loans to help 77 distressed homeowners pay their share of the HK\$25 million judgement made against them by the Court of First Instance.

On a more day-to-day level, we take part in a number of activities as a caring member of the community. These include our support for the Community Chest and their Employee Contribution Programme, where we won a Bronze Award, their Corporate Challenges as well as their Dress Casual, Skip Lunch and Green days. On a more colourful note, we once again participated in the annual Sedan Chair Race which takes place on the Peak every November. Coordinated by staff from our PMACs and residents of Healthy Village and Ming Wah Dai Ha, our sedan chair featured “Kar Bo”, our five-tentacled BMMS octopus mascot, while our bearers were dressed as maintenance workers.

Encouraging more young people to get involved in their community, we also sponsor the “Heart to Heart” project operated by the Hong Kong Federation of Youth Groups.

#### 關懷社群

本著社會使命，房協透過實際行動發揚關懷文化，表達我們關心市民及樂意承擔的意願。其中一個例子便是添喜大廈事件。二零零五年年初，我們為七十七名無助的業主提供免息貸款，協助他們支付按原訟法庭判決所須繳付的二千五百萬元賠償。

我們經常參與各式各樣的慈善活動，包括公益金舉辦的「公益慈善馬拉松」、「便服日」、「公益金折食日」及「公益金綠識日」等，亦支持其「企業及僱員籌款計劃」，並取得銅獎。值得一提的是，我們去年再次參與每年十一月於山頂舉行的「明德抬轎籌款比賽」。房協的隊伍由「物業管理諮詢中心」的同事，聯同健康村及明華大廈的居民組成，賽轎的裝飾以「樓宇管理維修綜合計劃」為題，展示計劃的吉祥物五爪魚「家寶」，而轎夫則裝扮成維修工人。

為鼓勵更多青少年服務社會，我們贊助了由香港青年協會舉辦的「有心計劃」，每年贊助兩所「有心學校」的義工活動。二零零五至零六年度，除了透過各項員工籌款活

Under this initiative, we subsidise the volunteer activities of two schools every year. Our donations and sponsorships in support of such causes totalled over HK\$500,000 in 2005/06, apart from the funds raised through our various staff and fundraising activities.

Within the community, we work with related organisations to promote safety when and where we can make a relevant contribution. To this end, we made a donation of HK\$200,000 to the Hong Kong Construction Industry Employees General Union for the setting up of a Welfare Fund that will provide emergency relief to construction workers and promote safety awareness and practices on site. Proceeds from the sale of our Quality Field Practices DVDs, which so far amounted to about HK\$100,000, were also donated to this fund.

### Care for the Elderly

The well-being of the elderly continues to account for a primary focus in our activities. Extending this commitment beyond our elderly housing scheme and our Elderly Resources Centre, we organise, participate in and sponsor initiatives that seek to improve the quality of life for Hong Kong's elderly population. We therefore participate or sponsor activities which help our senior citizens live a happy, healthy and active life.

動籌集的善款外，房協為慈善及社會服務作出的捐款及資助總額超過五十萬元。

房協亦與社區上各相關團體合作，合力推廣安全信息。我們去年捐出二十萬元予香港建造業總工會，成立「福利基金」，為建築工人提供緊急經濟援助，並推廣安全意識及工地安全。另外，我們把出售「優質工序」光碟的收益，至今約十萬元全數撥捐給這個基金。

### 關懷長者

關懷長者仍然是房協工作的重點之一。除了興建長者住屋及成立「房協長者安居資源中心」外，我們積極籌辦、參與及贊助各類可改善本港長者生活質素的活動，讓他們可以活得更愉快健康，並更積極地投入生活。



Housing Society helps set up a Welfare Fund for the Hong Kong Construction Industry Employees General Union to provide emergency relief for construction workers  
協助設立「建造業總工會福利基金」，為建築工人提供緊急援助

## Social and Environmental Responsibilities

### 社會及環境責任

On 6 November 2005, over 200 elderly residents aged between 60 and 90 took part in the 20<sup>th</sup> Athletic Gala for the Elderly jointly organised by the Hong Kong Christian Service and the Leisure and Cultural Services Department. Around 50 of our residents competed in the events, walking away with three gold, three silver and four bronze medals. Several days later, our annual Senior Citizen's Fun Day cum Birthday Party took place at the Helping Hand Cheung Muk Tau Holiday Centre for the Elderly in Sai Kung. More than 200 elderly residents from a number of our estates attended the birthday party and joined in the games, vying for the honours for their own housing estates. On the same day, in conjunction with the Sports for Life Foundation, we presented a talk on the understanding and prevention of diabetes.

Over the Chinese New Year, over 500 elderly participants from 10 of our estates attended a special gathering to celebrate the New Year. During the holidays, senior staff also visited a number of estates accompanied by the "God of Fortune". Elderly residents were presented with gifts and birthday parties were organised for tenants whose birthdays fell between January and March. Around 120 residents, aged 80 years and over, were also offered gold plaques to wish them good fortune and happiness in the future.

二零零五年十一月六日，二百多名年齡介乎六十至九十歲的長者住戶，參加了由「香港基督教服務處」和康樂及文化事務署合辦的第二十屆「全港老人運動會」。其中約五十名長者住戶參加競賽，最後勇奪三金、三銀及四銅的佳績。數日後，房協在西貢樟木頭老人渡假中心舉辦一年一度的「長者競技日暨生日茶聚」活動。二百多名來自各屋邨的長者，在共慶生日茶聚之餘，更投入各項競技活動，為所屬的屋苑爭取榮譽。當日，我們並與「體育新生命基金會」合作，為長者舉辦健康講座，讓他們認識及防範糖尿病。

新春期間，房協為旗下十個屋邨的五百多名長者舉辦新春茶聚，與他們歡渡佳節。房協管理層更聯同「財神爺」向長者拜年及送上禮物包；同時亦特別為一月至三月份生日的長者舉行生日會，以及送贈金牌給約一百二十位年逾八十歲的長者，祝賀他們幸福愉快。



Senior citizens flex their muscles in the telematches  
長者在競技日投入參與各項競賽，大顯身手



Over 200 elderly tenants take part in the Athletic Gala for the Elderly  
二百多名房協的長者住戶參加「全港老人運動會」



Visiting the elderly tenants regularly to show our care  
定期探訪長者住戶，表達關懷



Over 1,000 residents join the Walkathon to help finance free Careline services for the elderly  
逾千名善心住戶參與長者平安鐘步行籌款活動

More than 1,000 people, including 300 members from our Volunteer Team and residents from a number of our estates, took part in the 4<sup>th</sup> Care for the Elderly Walkathon in December last year. Jointly organised with the Senior Citizen Home Safety Association, the Walkathon was held to raise funds for senior citizens who live on their own, suffer from poor health and experience financial difficulties.

### Our Volunteer Team

Encouraging our staff to serve the community to the best of their abilities, our Housing Society Volunteer Team was born some 10 years ago. Over 200 Housing Society staff volunteers, together with their families, donate their time by taking part in a range of meaningful events and activities. Their response has been so enthusiastic that many of our housing estates have also been motivated to form their own volunteer teams. These teams work through our Housing Society Community (HSC) side by side with our Volunteer Team in a number of community initiatives.

去年十二月，房協多個屋苑的住戶聯同三百名房協「愛心隊」成員，參加了由房協及「長者安居服務協會」合辦的第四屆「同心展步獻長者」步行籌款活動。當日，千多名善心的房協代表共同步行，為有經濟困難及受病患困擾的獨居長者籌款。

### 房協「愛心隊」

房協「愛心隊」約於十年前成立，旨在鼓勵員工盡心服務社會。「愛心隊」的二百多名成員，經常與其家人獻出私人時間，參與多項有意義的活動。受到他們的熱情所感染，不少屋苑亦紛紛成立了義工隊伍，並與「房協之友」及「愛心隊」一同參與了多項有意義的社區服務活動。



## Social and Environmental Responsibilities

### 社會及環境責任

Apart from their successful participation in the Sedan Chair Race, volunteers as well as members from our HSC, took part in the Po Leung Kuk's Age Concern Programme, visiting more than 60 elderly residents in So Uk Estate. They brought both care and companionship with them, useful gifts as well as a sympathetic ear to listen to problems. Over Christmas, they visited senior citizens living in Sham Shui Po and Lam Tin, distributing both gifts and seasonal cheer among the residents. With the advent of the Lunar New Year, volunteers provided special "holiday" haircuts while also helping the elderly residents to clean their homes in preparation for the New Year.

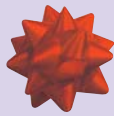
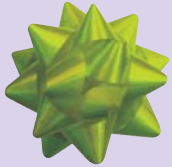
Apart from their work with the elderly, the Team also participates in a wide range of volunteer and community programmes. These range from improving residents' environment such as by painting metal gates, making and distributing rice dumplings during the Dragon Boat Festival as well as organising Mid-Autumn Festival Parties. In January 2006, for instance, when a fire in Tiu Keng Leng destroyed some 10 buildings affecting more than 300 residents, our Volunteer Team immediately swung into gear, providing physical help with donations of blankets, clothes and gifts, as well as emotional support with the organisation of a lantern carnival in conjunction with the Neighbourhood Advice-Action Council.

除了「明德抬轎籌款比賽」外，義工及「房協之友」的成員也參加了保良局舉辦的「關懷長者心·實現千歲願」計劃，前往蘇屋邨探訪六十多名長者住戶。他們不單帶同禮物包，更細心關懷及聆聽長者的心聲。聖誕期間，他們又分別探訪居於深水埗及藍田的長者，為他們送上聖誕禮物及節日歡愉。新春臨近，義工們又為長者修剪頭髮及協助他們大掃除，以迎接農曆新年的來臨。

除服務長者以外，「愛心隊」亦參與了多項社區義務活動，包括髹鐵閘以改善居住環境，以及參與「端午節愛心裹糰送暖大行動」及「愛心樂聚中秋同樂日」等活動。此外，二零零六年一月在調景嶺的一場大火，燒燬了十多間村屋，波及三百多名災民。「愛心隊」立即發揮關懷精神，捐贈一批棉被、衣物及禮品予災民，又與「鄰舍輔導會」合辦「元宵喜慶樂繽紛」活動，讓災民在寒冬中感受人情的溫暖。



*Our Volunteer Team regularly visits the elderly and provides hair-cutting service  
「愛心隊」經常探訪長者，並替他們理髮*



Housing Society receives Gold Award for volunteer services from the Social Welfare Department  
房協獲社會福利署頒發「義工服務金狀」

With more than 1,300 hours of community service behind them, the Volunteer Team received a Gold Award from the Social Welfare Department in 2005. Individual members from our housing estate volunteer teams also received about 40 Gold, Silver, Bronze and long service awards. Fourteen of our estates also received Caring Estate logos for community service under the Social Welfare Department's two-year voluntary programme.

### Care for the Environment

Our environmental policy seeks to continually improve our Environmental Management System to meet the 2004 version of the internationally-acclaimed ISO 14001 registration for environmentally-friendly practices. Having received our first accreditation in 2002 for our property development practices, we make every effort to prevent pollution and conserve natural resources in our planning, design, development and construction as well as our management and maintenance activities. Noting these efforts cannot work in isolation, we also involve our staff, contractors, suppliers and consultants, as well as residents and tenants to promote awareness on the subject and encourage a commitment to environmentally-friendly practices.

「愛心隊」服務社會的總時數達一千三百多小時，獲社會福利署頒發二零零五年「義工服務金狀」。而房協轄下各屋苑的義工，亦共獲頒近四十個金、銀、銅獎及長期服務獎項；其中十四個屋苑更在社會福利署一個為期兩年的義工計劃中，獲頒「愛心屋苑」標誌。

### 保護環境

房協的環保政策是持續改進「環境管理系統」至合乎二零零四年版本的ISO 14001環境管理系統認證的標準。自從於二零零二年在物業發展方面獲得首次認證以來，房協一直致力在物業規劃、設計、發展、建造，以至管理及維修方面，減少污染和保育自然資源。我們深明獨力不足以成事，因此積極向員工、承建商、供應商、顧問公司，以至住戶及租戶推廣環保信息，鼓勵各界齊心協力，共同支持環保。

## Social and Environmental Responsibilities

### 社會及環境責任



The facilities on the rooftop garden of Lai Tak Tsuen are made of environmental-friendly materials  
勵德邨的天台花園設施均以環保物料製造

In our efforts to encourage the separation of domestic waste at source, Lai Tak Tsuen has led the way, inventing its own “Magic Recycling House” to facilitate the handling of waste metals, electronic parts and plastics. In the 6<sup>th</sup> Waste Reduction Credit Scheme competition organised by public housing organisations in Hong Kong and the Environmental Protection Department (EPD), five of our estates were among the top ten named for generating the least amount of waste per person. Lai Tak Tsuen won a prize for the fourth year in a row while Lok Man Sun Chuen won for a third consecutive year. Our HSC and EPD also co-organised a Waste Electrical and Electronic Equipment Recycling Day – within just two weeks, more than 1,000 used computers and equipment items had been collected for recycling.

Lai Tak Tsuen also leads the way in other green areas. In addition to winning the Grand Award in the Hong Kong Eco-Business Awards 2005 in the Green Property Management (Public Housing) category, the estate also won a Gold WasteWi\$e logo and certificate under the Energy Efficiency Registration Scheme for Buildings. The estate also organises regular waste recycling contests, green study tours and visits to enhance environmental

在推動家居廢物源頭分類方面，勵德邨的表現最為突出。該邨自製「百變回收屋」，方便居民處理金屬、電子配件及塑料等廢物。此外，在由各公共房屋機構及環保署合辦的「減廢大獎賞」第六期比賽中，房協轄下五個屋邨名列首十個回收率最高的公共屋邨；其中勵德邨已是連續第四年獲獎，而樂民新村亦連續三年獲獎。至於「房協之友」與環保署合辦的「全港舊電腦及電器回收日」，亦獲住戶的踴躍支持，在短短兩星期內，共收到一千多部舊電腦及電器，以作循環再用。

勵德邨在推行其他環保措施方面，成效亦甚為理想。除了在「二零零五年香港環保企業獎」獲頒環保物業管理（公營房屋）組別榮譽金獎外，又先後獲「卓越明智減廢」標誌及「建築物能源效益註冊計劃」證書。屋邨亦定期舉辦廢物回收比賽、環保考察團及參觀活動等，以增進住戶的環保意識。至於有四十年樓齡的馬頭圍邨，亦在

awareness among residents. The 40-year-old Ma Tau Wai Estate meanwhile took the Gold Award in the Eco Business Awards 2005 for its nursery and green path activities. Residents and local organisations are regularly invited to plant trees in the estate and to become green property management ambassadors.

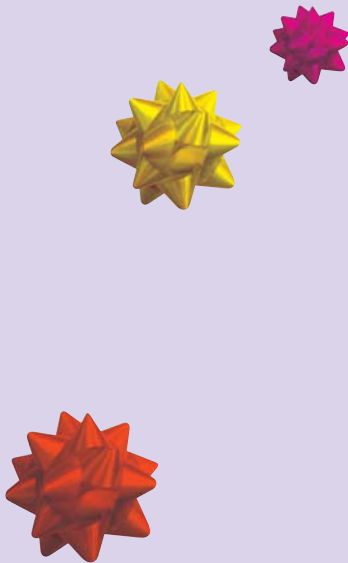
Within the Housing Society, we have clearly stated objectives to reduce the use of natural resources. Almost all papers used in our offices are environmentally-friendly while waste paper for recycling rose from an average of 1,066 kgs a month last year to 1,305 kgs a month in 2005/06. In the general community, we also participate in a variety of events. In support of the Electrical and Mechanical Services Department's Energy Efficiency Registration Scheme for Buildings for instance, we continue to install energy-saving fittings in our buildings and estates. Prosperous Garden became the first of our estates to receive certification under this Scheme for the energy saving lighting systems in its car park. This was rapidly followed by certification for the energy-saving activities of a further 10 estates.

「二零零五年香港環保企業獎」中，憑著愛心苗圃及環保徑取得金獎。該邨更經常邀請住戶及區內團體於屋邨內種植樹木，以及擔任環保物業管理大使。

房協亦為辦公室訂立明確的節省資源目標。現時房協使用的紙張，差不多全數合乎環保原則，而用作循環再造的廢紙重量則由去年平均每月一千零六十六公斤，上升至二零零五至零六年度的一千三百零五公斤。在社區方面，房協亦參與多項計劃，包括積極響應機電工程署的「建築物能源效益註冊計劃」，於轄下的樓宇及屋邨使用節能裝置。駿發花園在停車場照明系統上加裝能源設施，率先獲機電工程署頒發「香港建築物能源效益註冊計劃」證書，其後十個屋苑亦因各項節能計劃而獲頒相同證書。



Lai Tak Tsuen and Ma Tau Wai Estate are granted the Grand Award and Gold Award respectively in the Green Property Management Award (Public Housing) category  
勵德邨及馬頭圍邨分別獲頒環保物業管理(公營房屋)組別的榮譽金獎及金獎



## Social and Environmental Responsibilities

### 社會及環境責任

Members of our HSC also participate actively in environmental initiatives. In addition to tree planting and green days, more than 80 members participated in Environment Walk 2005 organised by the Conservancy Association to raise funds for environmental education. They also worked hand-in-hand with Friends of the Earth (FoE) to organise the Old Books Reuse Campaign and Charity Sale for the third year running. More than 5,000 books were collected for this year's event, raising over HK\$14,000.

#### Recognition from the Community

We are pleased to report that this passion and commitment to excellence have brought us both recognition and rewards. During the year we won almost 100 awards both from the industry and community covering every aspect of our activities.

The winning of the European Quality Award (EQA) and the Grand Award 2006 from the APBEST (Asia Pacific Business Excellence Standards) Academy reaffirm the quality of our business and management practices not only in Hong Kong but across the world. In our submission for the award, we consolidated our quality practices into a total quality framework that crystallised our quality philosophy and practices into their best business excellence standards.

「房協之友」會員亦同樣積極參與環保活動，除支持植樹日和環保日外，八十多名會員亦於去年參加長春社主辦的「二零零五年環保行」，以籌募捐款作環保教育之用。「房協之友」亦連續三年與「地球之友」合辦「舊書環保義賣、回收大行動」，今年共收到五千本舊書，籌得一萬四千多元善款。

#### 嘉許

房協致力回饋社會的熱誠，以及矢志追求卓越的信念，不單為我們贏得各界的認同，也讓我們獲取了許多獎項。年內，房協各方面的業務和活動獲業界及社區頒發近一百個獎項。

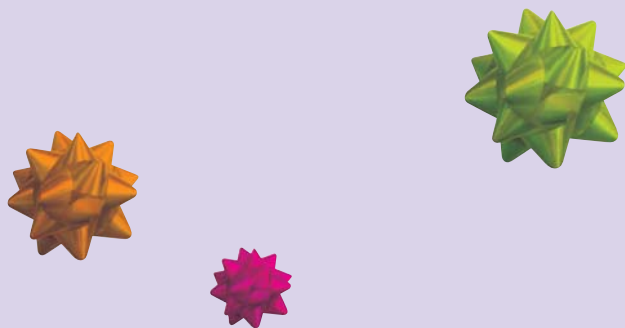
我們獲頒「亞太卓越企業獎(歐洲國家品質獎標準)」及「二零零六年亞太卓越企業大獎」，標誌著我們的業務及管理模式達致國際水平。在提交競逐獎項的申請時，房協將優質的工作模式融合整體的優質架構，並按最高的營運標準，體現我們的優質理念及卓越的工作模式。



HSC members participate in the Tree-Planting Day  
「房協之友」參與「護林同樂日」



Old books charity sale is organised to raise funds for FoE  
舉辦舊書義賣活動，為「地球之友」籌募經費



The winning of the Grand Award of APBEST exemplifies management excellence of the Housing Society  
 獲「亞太卓越企業大獎」，表揚房協的卓越管理

A further achievement was the winning of the Ombudsman's Grand Award 2006 for our caring services and handling of customer complaints. This is the first time that we are conferred the honour after winning the Ombudsman Award twice before.

As reported last year, our rental estates and managed properties have received quality ISO 9001:2000 certification across the board. During the certification process, we were commended for the strength of our communications with residents and the quality of our on-going improvements in estate management and facilities.

Building on this quality platform, we won further awards for good housekeeping, estates' cleanliness, barrier-free access, landscaping activities, good estate management as well as green property management and several best security guard awards. Our Volunteer Team received widespread recognition for their commitment to the community, while our estates continued to win on-going awards for their quality environmental practices. Besides, our Annual Report 2005 won silver prizes both in the Mercury Awards and ASTRID Awards organised by the International Academy of Communications Arts and Sciences.

此外，房協亦榮獲「二零零六年香港申訴專員嘉許獎大獎」，表揚我們的關懷服務文化，以及嚴謹處理投訴個案的態度。房協以往曾兩度獲嘉許獎，今年首次獲大獎的殊榮。

正如去年所報道，我們的出租屋邨和代管物業已全線獲得ISO 9001:2000品質管理系統認證。在評審時，當局特別讚揚房協在加強與住戶溝通方面的出色表現，並且不斷改善物業管理水平和設施。

在優質管理方面，房協在良好工作場所管理、屋苑清潔、無障礙通道、園藝活動、優質大廈管理、環保物業管理及保安等各個範疇獲得嘉許。房協「愛心隊」憑藉服務社會的熱誠，贏得社會各界的讚賞；而房協轄下的屋邨，則繼續以優質的環保模式而屢獲殊榮。此外，房協的二零零五年年報亦在Mercury及Astrid兩個國際年報獎項中獲得銀獎。