



CARING FOR OUR STAFF

- Ensuring a Safe Working Environment
- Providing Training and Development Opportunities
- Valuing Wellbeing of Staff

UNSDGs

- We strive to uphold the highest health and safety standards through our commitments in the Quality, Environmental, Health and Safety Policy and by conducting regular safety inspections and risk assessments to safeguard our workforce
- We support our team in developing professional qualifications to unleash their potential by offering diverse and innovative learning and development opportunities



Caring for Our Staff

GRI102-44

ArchSD attributes the department’s success to our every staff and their unremitting efforts. The professionalism and dedication rooted in the team secure our daily delivery of quality service and buildings. Through the provision of ample professional training opportunities and a pleasant and safe working environment with staff caring initiatives, we strive to make the time of our staff working at ArchSD one of the most enjoyable experiences in their career journey, as well as a landmark of their realisation of self’s abilities and values.

Our sustainability focuses aligned with the UNSDGs have guided the development of our internal management and continuous improvement on occupational health and safety, human resources development and wellbeing.

Ensuring a Safe Working Environment

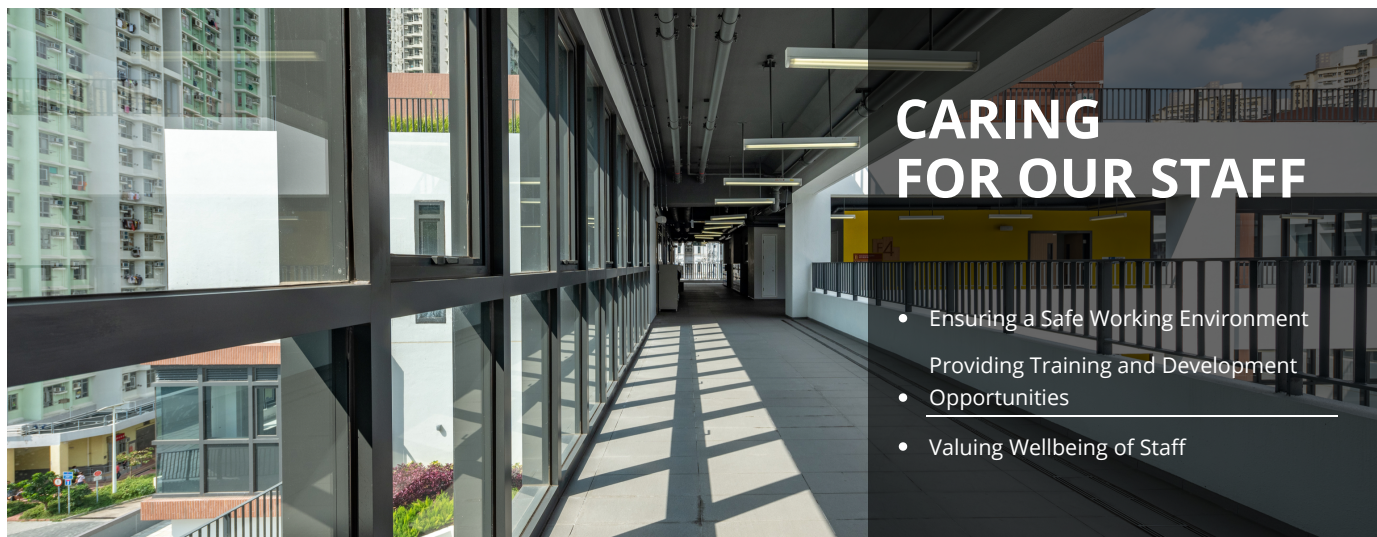
We value the health and safety of all people working in premises controlled by ArchSD and ensure they can excel themselves in a workplace that is free of occupational health and safety hazards. Committed in our departmental Quality, Environmental, Health and Safety Policy, we take every opportunity to minimising the chance of work-related injury and illness occurring throughout our operations.

Looking up to international best practices and industry standards, we manage our performance and measures through the department-wide ISO 45001 Occupational Health and Safety Management System established under our Integrated Management System (IMS). The Occupational Health and Safety Representatives Working Group (OHSRWG) monitors and reviews quarterly the Department’s health and safety performance against the internal operational standards and targets set, as well as evaluating the effectiveness of relevant measures adopted. The OHSRWG also shoulders the responsibilities of the consultation and communication between the Integrated Management Committee, which is chaired by the Deputy Director of Architectural Services, and general staff, ensuring all the health and safety related matters of their concerns are heard and seriously dealt with.

To construct a solid foundation for the system and gain thorough understanding of our ongoing performance, we carry out regular safety inspections to identify health and safety hazards across ArchSD's offices and project sites. We evaluate the likelihood of different

potential hazards and the associated impacts on our people, proceeding to the formulation and implementation of mitigation plans. Any identified hazards are investigated and monitored closely by the designated personnel at both departmental and project levels, while reports and records are well maintained. In addition, safety audit programme covering areas of Lifting Safety, Electrical Safety and Housekeeping were conducted during the year to ensure rigid compliance of standards and promote safety awareness.

In line with our occupational health and safety related policy, guidelines and management systems, we devote time and resources in training our staff with the appropriate skills and knowledge which facilitate their performance of duties in accordance with the required health and safety standards. The trainings include but are not limited to Safety of Maneuvering & Lifting Operation of Mobile Plant, Construction Industry and Environmental Engineering Safety, Construction Site Safety of Building Services Works and Safety of Maintenance Works. We also arrange emergency evacuation drills to all levels of staff in order to familiar them with the procedures and routes, while raising their awareness of the surroundings in the workplace.



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Providing Training and Development Opportunities

ArchSD understands building a professional and skilled workforce is critical to its delivery of service to clients and the general public, especially in the ever-changing environment in the architecture and construction industry. Catching up with the pace of construction technology advancement, we continue to expand the resources dedicated to employee training and development. We spearhead to develop innovative learning platforms to keep our staff abreast of the latest trends and technical knowledge of the field, while facilitating the exchange of working experiences.

We design and offer our staff a wide range of training and development programmes by considering the departmental goals and staff development needs. Our programmes are tailored to fit in with the needs of professional officers, technical officers and site supervisory staff. Varying between their positions and duties of work, the training programmes cover topics related but not limiting to Leadership & Management Skills, Professional & Vocational Training, and Career Development.

To bring the most values out of our training programmes while catering the needs of our staff, we deliver the training through diverse choices of platform and format. Staff can access the resources in forms of, for example, academic talks, structured classroom training, workshops and seminars, large-scale symposiums, oversea visits, on-the-job training, coaching and mentoring, e-learning and competitions.

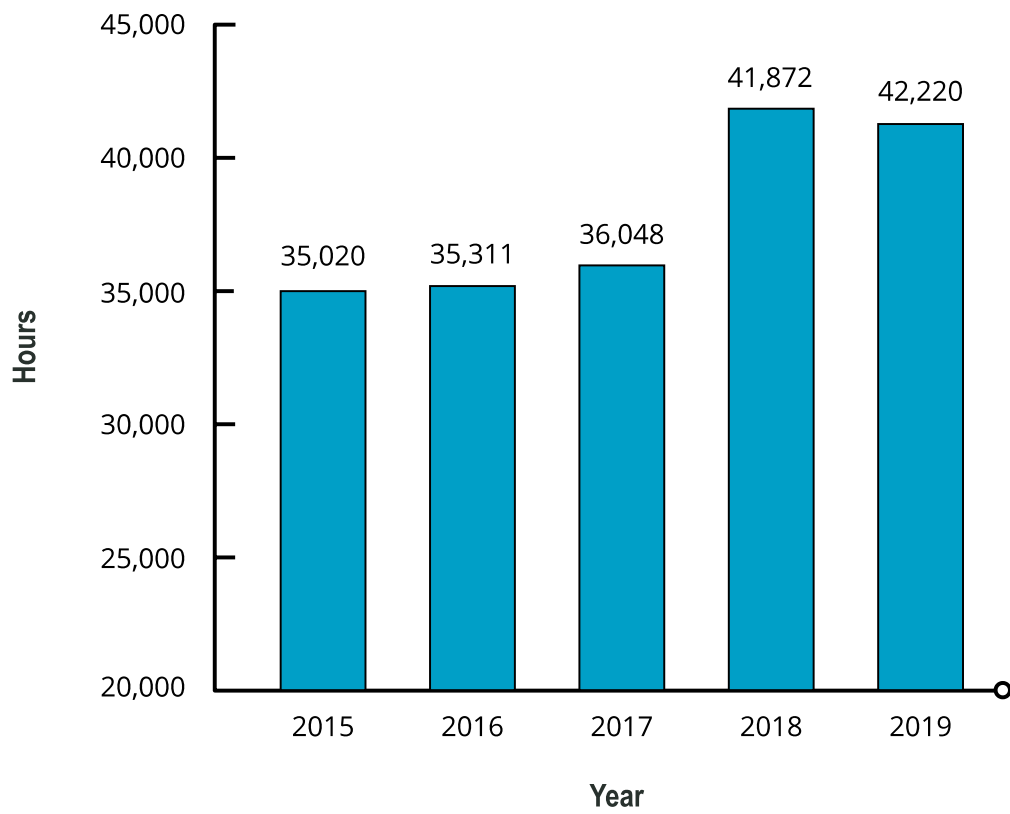
In the recent years, ArchSD tries to explore different innovative and interactive training methods and is pleased that the highlighted 'TEAM+' Programme ('TEAM+') and the Knowledge Management Portal (KM Portal) have gained wide recognition from the industry and market. 'TEAM+', an integrated training and engagement programme, was designed and introduced during the year to equip site supervisory staff with competencies to face challenges of increasing service demand and staff retirement wave. Meanwhile, the KM Portal continues to serve as a platform which enables free documentation and access of outstanding practices adopted by different project teams. The initiatives have earned ArchSD respectively the Gold Award in the HKMA Award for Excellence in Training and Development 2019 and the top winner in the Hong Kong Most Innovative Knowledge Enterprise (MIKE) Award 2019.

During the year, we organised 422 training courses that account for a total of 41,220 training hours. Each staff member, on average received 21.0 hours of training.

Training Summary of 2019

Training Types	No. of Trainees	No. of Training Hours
Leadership & Management Skills	61	1,785
Professional & Vocational Training	8,327	32,792
Career Development	1,059	6,643
Total	9,447	41,220

Staff Total Training Hours





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Valuing Wellbeing of Staff

At ArchSD, we encourage our staff to pursue work-life balance and maintain a good mental and physical wellbeing. We also strive to foster a harmonious working environment and a strong team spirit, of which the team supports each other through work and personal challenges and ultimately achieve a collective success.

We continued to organise a wide spectrum of sports and recreational activities through our ArhSD Site Supervisory Staff's Recreation, Sports and Welfare Group and encourage staff's participation in external events. During the year, a total of 19 sports and recreational activities, such as regular sport training, hiking, stargazing and hobby classes, were organised for our staff.

Highlights of Sports and Recreational Activities in 2019



Development Bureau Table Tennis Tournament



Dragon Boat Fun Day



ArchSD Inter-branch Badminton Tournament



Sha Tin Dragon Boat Festival



Stargazing and Night Tour at Sai Kung



Hiking at Sai Kung

Interview with Staff



Mr. Suen Chin YU **Chief Clerk of Works (Admin)**

Serving in the Site Staff team, I work with my team in the New Works Section to provide support mainly in staff deployment, learning and development, and site and contractor management in coordination with different project teams. We attach great importance to providing ample training and development opportunities and promoting communication so as to develop a greater sense of engagement and technical proficiency amongst our staff.

At the management and senior staff level, we meet frequently to discuss and plan ahead for the sake of staff's professional development. We consider their specific needs when deciding the annual training focuses. It is our aim to communicate clearly the expectations and resources the departments given to our staff, thus furthering their proactiveness in professional and personal development.

Since the establishment of our experience-sharing platform, also known as the KM Portal, our staff has been interested and active to share and exchange their hands-on discoveries from different projects. For instance, the technical knowledge papers documenting the outstanding neighbourhood environmental impact management and communication practices deployed in the redevelopment of Queen Mary Hospital (QMH) Phase 1 project have been shared on the KM Portal. The sharing enables staff to learn by example and pay extra attention on details in similar work procedures in future projects. I am very pleased to witness the increasing willingness of our staff to share and their dedication to drive the department's service and management quality as a whole.

Moreover, we have integrated our internal training resources into the 'TEAM+' programme, which encompasses systematic and active knowledge transfer and a wide array of training opportunities for our site supervisory staff. We received positive feedback about the sustainable and all-round benefits brought to the staff's personal and professional development, as well as the contribution to the Department's talent development and effective succession planning.

Apart from training, we are conscientious in creating a caring and family-friendly working culture which in turns bolster our staff's mental wellbeing. We organised and invited colleagues' family to join the diverse recreational activities organised by the department and tours upon the completion of different projects. Looking forward, my team and I will continue to keep up the exemplary practices and improve on any shortcomings regarding the management of team development and performance.

Our Response

ArchSD has indeed devoted tremendous resources in upscaling our training and development opportunities to staff. It is great to received positive feedback from colleagues across different levels. Thanks to the contributions and dedication of every staff member, our performance is well recognised by the industry. We are committed to exploring and upgrading our supporting measures to ensure our team is competent at dealing with challenges in all dimensions.