

# Engaging our Partners and Community

- Excellence through Partnership
- Supporting Community Development



## UNSDGs

- We provide staff training based on their role to enhance staff's technical knowledge and management skills
- We collaborate with bureaux and departments and other industry partners to organise seminars, experience sharing and focus groups

# Excellence through Partnership

In addition to provision of high-quality public buildings and facilities for society, ArchSD upholds the values of professional integrity and sustainability. To ensure sustainability practices are maintained across the supply chain, we actively engage and closely communicate with our key stakeholders including clients and business partners. We require all ArchSD's contractors and suppliers to strictly abide by the Hong Kong Laws, such as the anti-corruption laws, upon submission of their tenders.

## Exceeding Customer's Expectation

Client's satisfaction is one of ArchSD's top concerns. We make every endeavour to collect client's feedback, including constant review, measurement and comprehensive analysis. In the year under review, we continued to put emphasis on clients' interests and expectations throughout the lifecycle of projects. Continuous improvement and breakthroughs are foreseeable with our dedication to excellence in service delivery.

To better understand our client satisfaction level, Client Satisfaction Survey is conducted annually as one of our key assessment metrics. In 2018, a total of 9 surveys were conducted for projects that were under planning or newly completed. The survey result was an objective indicator of ArchSD's overall performance throughout the year and our responsiveness in communication with clients.

## Satisfied Level on Overall Performance

**100%** of the completed projects achieved level of 'Satisfied' or above on overall performance

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**Over 90%** of the completed projects achieved level of 'Totally Satisfied' or 'Very Satisfied' on overall performance

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## Enhancement on the Communication with Clients

**100%** achieved the target – replying the clients within 2 months after the survey on the progress of the observations raised

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# Commitment to Quality Green Buildings

Being one of the industry pioneers at the same time aligning with the Government's strategies in climate change mitigation, ArchSD is committed to embedding sustainability elements into both new and existing projects. We drive the implementation of green building initiatives across industries, in particular our contractors and industry partners.

One significant example is that ArchSD has been proactively adopting the Building Environmental Assessment Method (BEAM) on new projects in recent years. This voluntary labelling scheme is welcomed by more industry peers in Hong Kong with our support and effort. The entire life cycle performance of buildings from planning, design and construction to management, operation and maintenance will be examined under the scheme. Buildings will be awarded applicable credits under each performance category as well as an overall performance grade upon fulfilling the assessment criteria.

As of the end of 2018, we have successfully earned the BEAM and BEAM Plus certifications for 54 buildings, and BEAM Plus Interior certifications for 2 offices and BEAM Plus Existing Building (Selective Scheme) for one office.

## Certified Buildings under the BEAM up to 2018

| Type of Certificate  | Rating    |           | Subtotal  |
|--|-----------|-----------|-----------|
|  | Excellent | Very Good |           |
| BEAM Certification* (Version 1/96R, 2/96 & 2/96R)                        | 11        | 2         | 13        |
|  | Platinum  | Gold      |           |
| BEAM Certification** (Version 4/03 & 4/04)                               | 18        | 11        | 29        |
| BEAM Plus (New Buildings) Certification*** (Version 1.1 & 1.2)           | 5         | 7         | 12        |
|  | Platinum  |           |           |
| BEAM Plus (Interior) Certification                                       | 2         |           | 2         |
|  | Excellent |           |           |
| BEAM Plus Existing Building (Version 2.0 Selective Scheme) Certification | 1         |           | 1         |
| <b>Total</b>   |           |           | <b>57</b> |

\* Reference to specific versions of the BEAM Certificate:

Version 1/96R – An Environmental Assessment Method for New Air-conditioned Office Premises. 1999;  
Version 2/96 – An Environmental Assessment Method for Existing Air-conditioned Office Premises. 1996; and  
Version 2/96R – An Environmental Assessment Method for Existing Air-conditioned Office Premises. 1999.

\*\* Reference to specific versions of the BEAM Certificate:

Version 4/03 – Pilot Version of Hong Kong Building Environmental Assessment Method for New Buildings Developments. 2003; and  
Version 4/04 – Hong Kong Building Environmental Assessment Method for New Buildings. 2004.

\*\*\* Reference to specific versions of the BEAM Certificate:

Version 1.1 - BEAM Plus New Buildings. 2010; and  
Version 1.2 - BEAM Plus New Buildings. 2012.

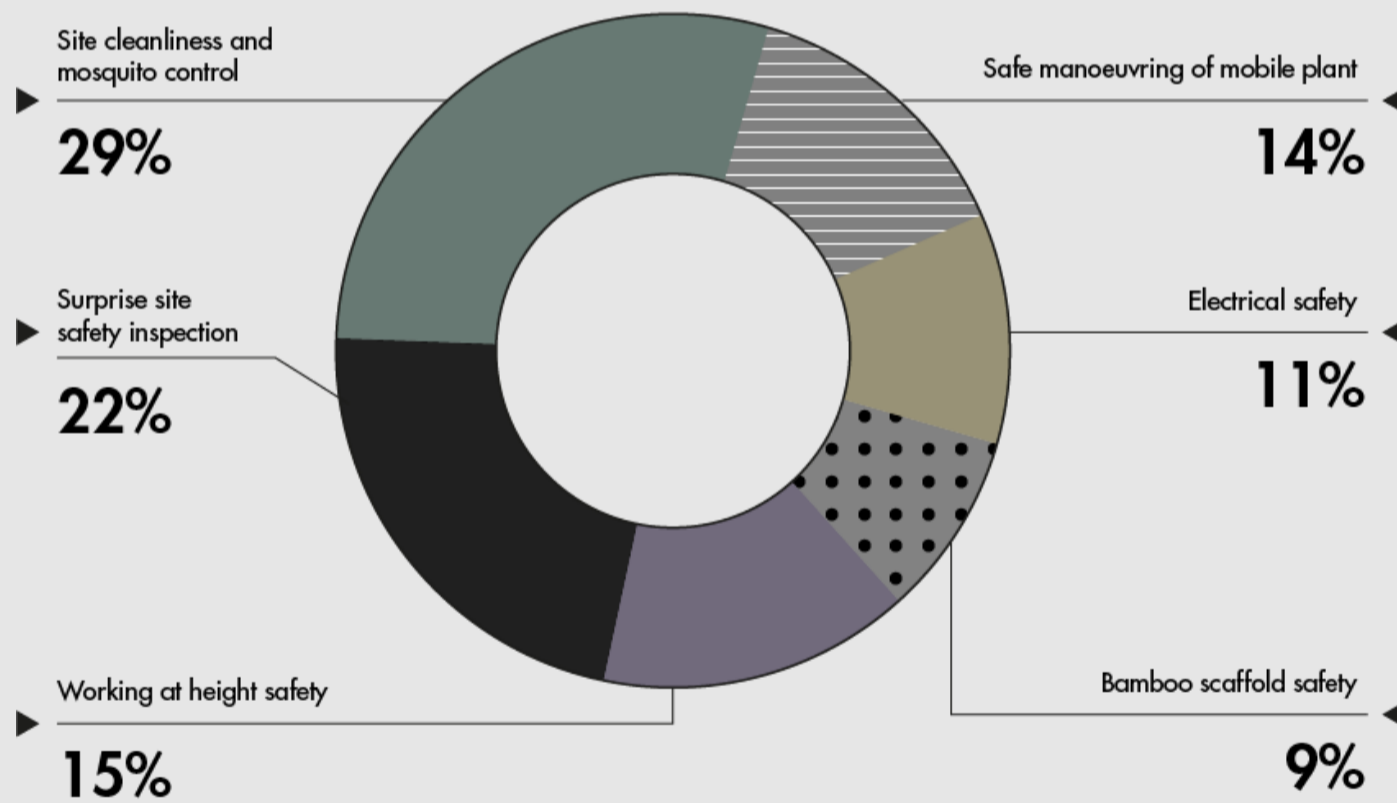
# Enhancing Green and Safety Culture of Contractors

ArchSD always prioritise workplace safety and therefore all of our contractors are required to follow applicable site safety requirements and apply industry best practices. Contractors are encouraged to access comprehensive guidance materials in our knowledge bank, including site safety checklists, briefing notes, safety audit results, and other relevant documents. To raise the safety awareness of our contractors, we also actively disseminate information regarding Work Safety Alerts issued by Labour Department and other safety reminders to them periodically.

In order to safeguard the public interest and occupational health of employees, members of our Departmental Safety & Environmental Advisory Unit visit project locations to perform surprise inspections regarding particular site safety issues and to ensure corrective actions are taken in a timely manner.

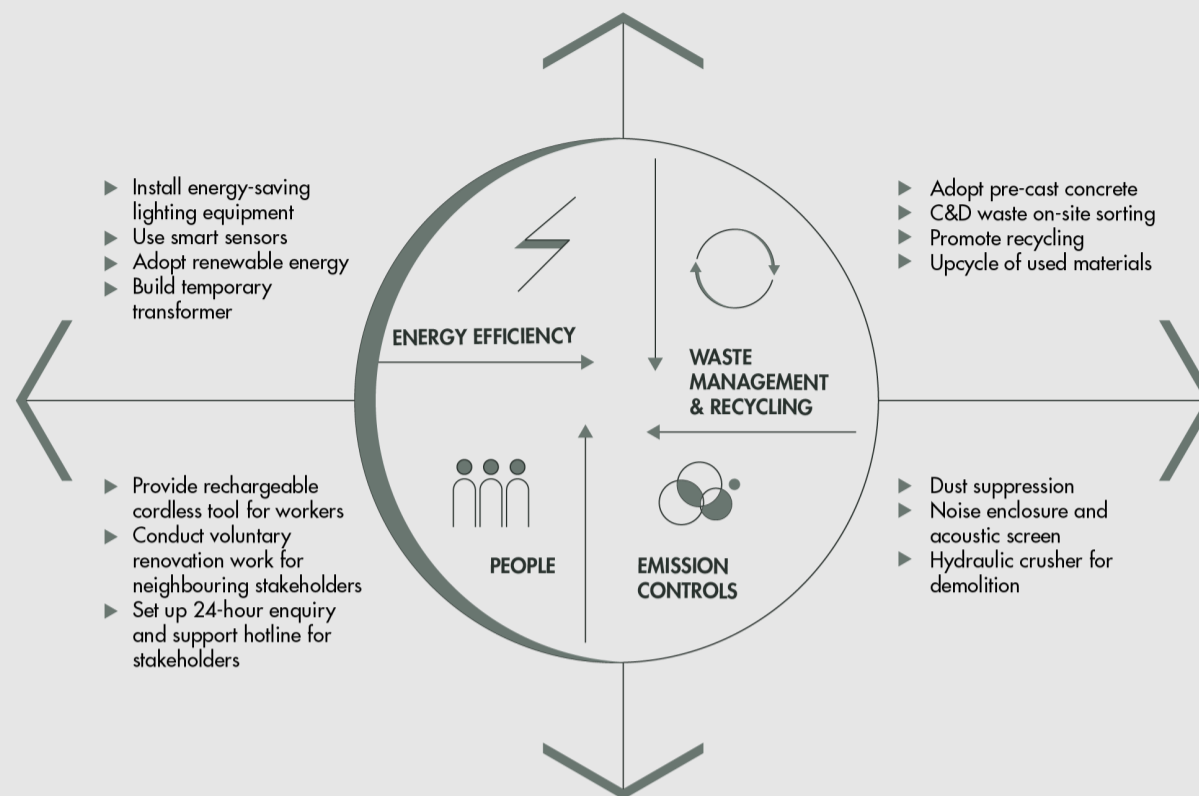
In 2018, we completed a total of 132 site inspections on selected site safety topics or issues and surprise site safety inspections for new works sites, including:

- ▶ Site cleanliness and mosquito control (38 nos. of inspection)
- ▶ Safe manoeuvring of mobile plant (19 nos. of inspection)
- ▶ Electrical safety (14 nos. of inspection)
- ▶ Working at height safety (20 nos. of inspection)
- ▶ Bamboo scaffold safety (12 nos. of inspection)
- ▶ Surprise site safety inspection (29 nos. of inspection)



# Green and Smart Practices of Contractors

In order to monitor on-site environmental performance and facilitate continual improvement, diversified measures have been adopted by our contractors and applied on site operations regarding on ArchSD's projects. Innovative and self-initiated practises were also introduced. The four major green and smart practices are described as follows:



## Recognitions to Contractors

ArchSD highly appreciates outstanding performance of contractors, subcontractors and site personnel in demonstrating good environmental performance, site safety and considerate manner in carrying out public works. Therefore, two formal commendation – Considerate Contractors Site Awards and the Green Contractor Award are offered annually.

## Considerate Contractors Site Awards

With the objectives of raising awareness of construction site safety and promoting good practices in both safety and environmental aspects, the Considerate Contractors Site Award Scheme is jointly organised by DEVB and Construction Industry Council annually to recognise the contractors' effort. For public works sites, nominated entrants of public work site are divided into two categories based on the contract nature – (i) New Work Contracts and (ii) Repair, Maintenance, Alteration and Addition (RMAA) Works Contracts. To ensure fairness and objectivity, comprehensive assessment will be done with coverage of multiple aspects such as environmental consciousness, site safety performance and management. There are six award categories in total, including Considerate Contractors Site Awards, the Outstanding Environmental Management and Performance Awards, Model Worker Awards, Model Frontline Supervisor Awards, Model Subcontractor Frontline Supervisor Awards and Model Subcontractor Awards.

The 25<sup>th</sup> Considerate Contractors Site Award Scheme Award Presentation Ceremony was held on 27 May 2019, where top performing 'considerate' sites from both the public works and the non-public works celebrated their success. ArchSD's contractors received the great honour of 4 awards including:



25<sup>th</sup> Considerate Contractors Site Award Scheme Award Presentation Ceremony

| Contracts   | Achievements                       |
|---|------------------------------------|
|   | Considerate Contractors Site Award |
| <b>New Works Category</b>   |                                    |
| Construction of Sports Centre, Community Hall and Football Pitches in Area 1, Tai Po (Contract No. SS E509)<br><b>Contractor:</b> Hanison Construction Company Limited  | Gold                               |
| Conversion of the Former French Mission Building for Accommodation Use by Law-related Organisations and Related Purposes at Battery Path, Central (Contract No. RF E512)<br><b>Contractor:</b> Hop Lee Builders Company Limited   | Merit                              |
| Design and Construction of Kwun Tong Staff Quarters at 4 Tseung Kwan O Road, Kowloon (Contract No. SS D502)<br><b>Contractor:</b> Yau Lee Construction Company Limited  | Merit                              |
| <b>RMAA Works Category</b>  |                                    |
| Term Contract for Ground Investigation and Laboratory Testing for which Architectural Services Department is Responsible in Hong Kong, Kowloon, New Territories and the Outlying Islands (Contract No. TC E521)<br><b>Contractor:</b> Geotechnics & Concrete Engineering (H.K.) Limited | Merit                              |

## INTERVIEW WITH CONTRACTOR



Mr. Alvin KWOK  
Project Manager of Yau Lee Construction Company Limited

As a contractor for the design and construction of Kwun Tong Staff Quarters at 4 Tseung Kwan O Road, we work closely with ArchSD to demolish two blocks of existing residential buildings and develop the new staff quarters. In this project, we achieved BEAM Plus, practised dust suppression control measures and complied with other environmental regulations as set out in the contract specification, while adopting innovative measures including prefabrication and precast elements. ArchSD management staff made frequent site visits to monitor progress and provide technical support to our frontline staff as well as to keep us abreast of the latest OHS practices to ensure zero accidents. ArchSD solicited some of our ideas and suggestions during construction phase such as putting on hold the percussive piling during students' examination period to control the noise impact to the neighbourhood.

We are also encouraged by ArchSD to strive for excellence while benchmarking our site performance with the industry. As such, we participated in different incentive schemes such as 'Pay for Safety and Environment Scheme' and 'Green Contractor Award 2018' to apply more green measures on site. We are pleased that our project was commended with Merit Award in Public Works – New Works of the 25<sup>th</sup> Considerate Contractors Site Award Scheme.

Throughout this project, we are happy to create partner synergy and build up a closer relationship with ArchSD, who has offered us sufficient resources and professional guidance. We look forward to our future partnership and will continue to explore sustainable initiatives for the industry. ☺☺

## OUR RESPONSE

☺☺ We highly appreciate the dedication of our contractor and project team in completion of this project successfully. On top of advocating mutual trust and collaboration to remain steadfast in our mission, we will continue to listen to the feedback and suggestions of our contractor and encourage them to provide innovative solutions for delivering quality, cost effectiveness and sustainable facilities for the community. ☺☺



## Green Contractor Award

To reinforce the importance of environmental conservation during construction, ArchSD organises the Green Contractor Award annually to compliment contractors' effort in sustainability. Aiming to minimise environmental impact at construction sites, green measures taken regarding daily operations are highly appreciated, such as energy saving, water conservation, waste reduction, emissions mitigation and environmental management.

In 2018, 1 Gold, 2 Silver, and 1 Term Contract Awards were presented to the following contractors, which involved projects under construction during the year or maintenance projects with contract sums exceeding \$30 million.

### Gold Award

#### Yau Lee Construction Company Limited



Contract No. SS D502  
Design and Construction of Kwun Tong Staff  
Quarters at 4 Tseung Kwan O Road, Kowloon

## Silver Award

### Hop Lee Builders Company Limited

Contract No. RF E512  
Conversion of the Former French Mission Building  
for Accommodation Use by Law-related  
Organisations and Related Purposes at Battery  
Path, Central



## Silver Award

### Hip Hing Joint Venture



Contract No.: SS C502  
Design and Construction of West Kowloon  
Government Offices in Yau Ma Tei

Contract No.: SS E501  
Design and Construction of Transport  
Department's Vehicle Examination Centre at Sai  
Tso Wan Road, Tsing Yi, New Territories



## Term Contract Award

### Cheung Hing Construction Company Limited

Contract No.: TC E971

Term Contract for the Design and Construction of Minor Works to Government and Subvented Properties for which the Architectural Services Department is Responsible [Contract Area : Hong Kong Island, Lantau Island and Outlying Islands (South)]



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## UNSDGs

- We provide staff training based on their role to enhance staff's technical knowledge and management skills
- We collaborate with bureaux and departments and other industry partners to organise seminars, experience sharing and focus groups

# Supporting Community Development

Throughout the years, ArchSD has been supporting the industry and the society through our participation in events and exhibitions. We treasure every opportunity to demonstrate and display our designs and best building practices to industry partners and professionals and at the same time engage and interact with the public community.

## InnoCarnival 2018

Echoing with the theme of 'Innovate for a SmartFuture', ArchSD continued to participate in the InnoCarnival 2018 from 3 November to 11 November organised by the Innovation and Technology Commission (ITC). During the event, our display booth displayed innovative sustainable building designs and our colleagues explained the intelligent designs of our project works to visitors.



Display Booth at InnoCarnival 2018

## Embracing Joy in the City – Hong Kong Flower Show 2018

ArchSD has continuously supported the annual Hong Kong Flower Show organised by the Leisure and Cultural Services Department (LCSD) since 1990s. The event theme of 2018 is 'Joy in Bloom' and it was ArchSD's mission to design creative and aesthetic landscape features to demonstrate the beauty of the theme flower, Dahlia. Spherical designs and floral art displays allowed our visitors to enjoy the beautiful greenery in our city. This year, we made use of environmentally friendly and recycled materials in our designs to extend the sustainable development message to the general public.



Circular Shapes as the Major Design Element of ArchSD's Display

# Developing Community Projects

## Open Space at Hing Wah Street West in Sham Shui Po

- ▶ Inclusive facilities design for people of all ages, for example, fitness stations for elderly, play area and tri-cycling area for children
- ▶ Application of renewable energy by solar hot water system and solar-wind powered light fittings
- ▶ Installation of LED type exit signs and general lightings to enhance energy efficiency
- ▶ Use of rainwater recycling system



A garden with soft landscaping and seating areas



A children's playground with a designated tri-cycling area



A seven-a-side artificial turf soccer pitch



A service block with ancillary facilities including toilets, changing rooms, a baby care room, a management office and a store room

# Community Green Station in Tai Po

- ▶ Use of recycled materials, including paver blocks made from recycled glass, a pathway made from timber from felled trees and a fence made from reused bamboo
- ▶ Adoption of a natural cross-ventilation design to reduce reliance on air conditioning
- ▶ Installation of energy-efficient equipment including T5 fluorescent tubes, LED lighting and motion sensors for lighting control based on room occupancy



Paver blocks made from recycled glass



A pathway made from timber from felled trees



Energy-efficient equipment is installed throughout



A fence made from reused bamboo

# Tuen Mun Park Inclusive Playground

- ▶ Inclusive design concept allows children of different ages and abilities to play with each other harmoniously
- ▶ Adoption of winning concepts of Inclusive Play Space Design Ideas Competition
- ▶ Water and sand as the two main natural elements of the playground, with composition of two portions with seven play zones
- ▶ Play experience, inclusiveness and safety are the three key considerations of the 'Play for All' playground



Sensory walls with children's design elements incorporated



Themed wheelchair accessible fossil sand table and egg hunting sand pit enrich quality sand play and encourages social interaction for children



Trampoline for wheelchair users promotes equitable play experience



Water cascade platform – various types of water play equipment offers diverse water play experience

# INTERVIEW WITH USER



Ms. Regin LEUNG  
Principal of The Church of Christ in China Mongkok Church Kai  
Oi School

☞☞ The new school premises are beautiful, comfortable and spacious! With more open space and barrier-free school facilities like student activity centers and multi-purpose rooms for students with special needs, the teaching and learning environment of Kai Oi School has been significantly improved by innovative design. Overwhelmed with appreciation from all stakeholders of the school, including our honored guests, Incorporated Management Committee members, visitors, parents, teachers and students, the reprovisioning project of Kai Oi School supervised by ArchSD is doubtlessly a huge success.

We are glad to have ArchSD overseeing the reprovisioning project, from campus design to post-construction maintenance. The department demonstrated a high degree of professionalism throughout the project. ArchSD has maintained close communication with us and offered technical advisory to tailor-made campus facilities regarding safety concerns of our students. Their representatives even stationed on-site after the completion of construction for around six months to ensure smooth and satisfactory operation of the newly-built campus.

In addition to satisfying our demand for school facilities, ArchSD placed particular attention to adding sustainability elements in the project. For example, the retention of old trees and installation of solar panels on campus. Their effort in conserving the environment is appreciated by the school community. Having both the user and environmentally friendly school environment, we are delighted to organise tours and introduce our campus to all stakeholders. We look forward to future opportunities engaging ArchSD or its contractors in sharing of their sustainable building knowledge and experience. ☞☞

## OUR RESPONSE

☞☞ Achieving client satisfaction remains the core of our services. We make every endeavor to understand their needs and requirements by continuous communication. Project design and construction methods are also subject to individual case and targeted user groups – we put emphasis on accessibility of campus facilities for Kai Oi School. With our expertise in construction and experience in project management, we are pleased to share the knowledge with our peers in the industry. ☞☞

