

CLIENTS AND BUSINESS PARTNERS

- Project Management
- Engaging the Industry and Community
- Contributing to Community Development



PROJECT MANAGEMENT

ArchSD not only is committed to the provision of high-quality public buildings and facilities for the society, we also endeavours to advocate the best sustainability practices and high standards of professional integrity in the building industry. By engaging key stakeholders including our clients and business partners in a strategic manner, we can promote sustainability throughout the supply chain. We require all ArchSD's contractors and suppliers to strictly abide by Hong Kong Laws, such as the anti-corruption laws, upon submission of their tenders.

Meeting Clients' Expectation

ArchSD makes continuous effort in reaching client satisfaction through constant review, measurement and analysis of clients' feedback. In the reporting year, we continued to focus on taking clients' interests and expectations into account throughout the lifecycle of projects. With ongoing improvement in our operations and project management, we are committed to delivering high quality and professional services to our clients.

Our annual Client Satisfaction Survey is one of our key tools for understanding our client satisfaction. In 2017, a total of 12 surveys were conducted for projects that were under

planning or newly completed. The surveys were designed to help us understand clients' satisfaction level on our overall performance 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

Over
90%

of the completed projects achieved level of "Totally Satisfied" or "Very Satisfied" on overall performance

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

Achieving Building Sustainability

In line with the objectives and strategies set out by the Government in combating climate change, ArchSD is well-positioned to drive the implementation of green building initiatives for both new and existing buildings and influence across industries, in particular our contractors and industry partners.

ArchSD is one of the pioneers in adopting the Building Environmental Assessment Method (BEAM) on new structural development. BEAM is a widely used voluntary labelling scheme in Hong Kong that examines the entire life cycle performance of buildings from planning, design and construction to management, operation and maintenance. Buildings will be awarded applicable credits under each performance category as well as an overall performance grade upon fulfilling the assessment criteria.

During the reporting year, we successfully achieved the BEAM and BEAM Plus certifications for 48 buildings, BEAM Plus Interior certifications for 2 offices and BEAM Plus Existing Building (Selective Scheme) for one office.

Certified Buildings under the BEAM by the end of 2017

Type of Certificate	Rating		Subtotal
	Excellent	Very Good	
BEAM Certification* (Version 1/96R, 2/96 & 2/96R)	11	2	13

Type of Certificate	Rating		Subtotal
	Platinum	Gold	
BEAM Certification** (Version 4/03 & 4/04)	18	10	28
BEAM Plus (New Buildings) Certification*** (Version 1.1 & 1.2)	4	3	7

Type of Certificate	Rating (Platinum)	Subtotal
BEAM Plus (Interior) Certification	2	2

Type of Certificate	Rating (Excellent)	Subtotal
BEAM Plus Existing Building (Version 2.0 Selective Scheme) Certification	1	1

Total		51
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*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.

Green and Safety Culture of Contractors

ArchSD is always seeking opportunities to further advance the safety culture of our contractors. We require our contractors to follow all applicable site safety requirements to induce a more widespread application of 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. We also actively disseminate safety information such as the Work Safety Alerts issued by Labour Department and other safety reminders to our contractors periodically.

In order to raise our site safety standards, 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 2017, we completed a total of 81 site inspections on selected site safety topics or issues and surprise site safety inspections for new works sites, including:



Site cleanliness and mosquito control (25 nos. of inspection)



Falsework safety (5 nos. of inspection);



Electrical safety (9 nos. of inspection);

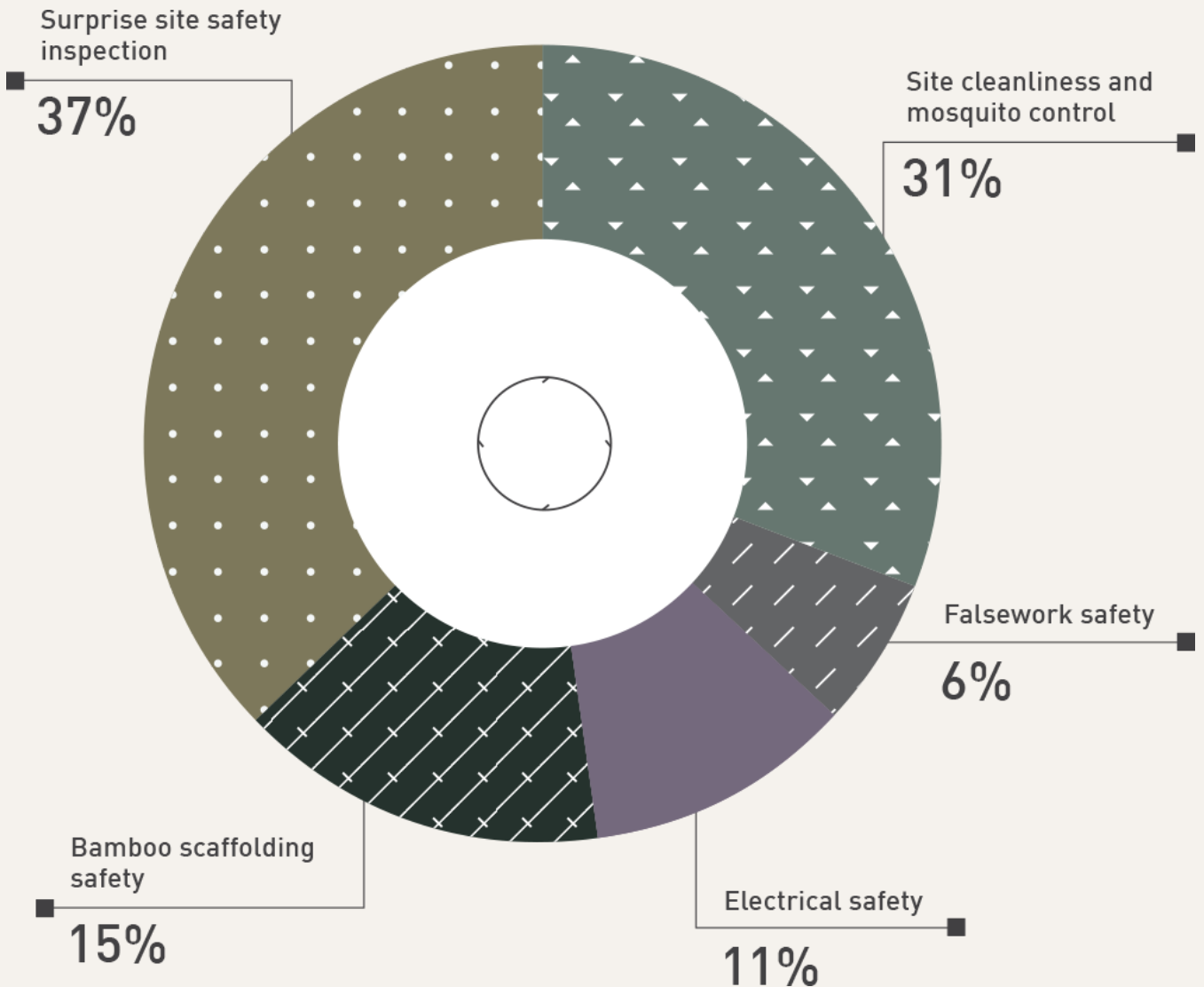


Bamboo scaffold safety (12 nos. of inspection); and



Surprise site safety inspection (30 nos. of inspection).

Site Inspections on selected safety topics



Recognition to Contractors

We recognised commendable and outstanding performance of contractors, subcontractors and site personnel in demonstrating good environmental performance, site safety and considerate manner in carrying out public works. We offer formal commendation mainly through two award schemes, namely the Considerate Contractors Site Awards and the Green Contractor Award.

Considerate Contractors Site Awards

Jointly organised by the DEVB and Construction Industry Council, the annual Considerate Contractors Site Award Scheme aims to raise awareness of construction site safety and promote good practices in site safety and environmental aspects. Nominated entrants of the scheme are categorised into two types of contracts: (i) New Works Contracts and (ii) Repair Maintenance, Alteration and Addition (RMAA) Works Contracts. Each entrant will be assessed based on its environmental consciousness, site safety performance and management. The scheme is further divided into 4 different award categories, such as the Considerate Contractors Site Awards, the Outstanding Environmental Management and Performance Awards, Model Worker Awards, Model Frontline Supervisor Awards and Model Subcontractor Awards.

The 24th Considerate Contractors Site Award Scheme Award Presentation Ceremony was held on 29 May 2018, 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:



24th Considerate Contractors Site Award Scheme Award Presentation Ceremony

Contracts	Achievements
	Considerate Contractors Site Award

■ New Works Category

<p>Construction of a 30 - classroom Secondary School at Site 1A - 2, Kai Tak Development (Contract No. SS E517) Contractor: Hanison Construction Company Limited</p>	Merit
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Contracts	Achievements
	Considerate Contractors Site Award
Design and Construction of West Kowloon Government Offices in Yau Ma Tei, Hong Kong (Contract No. SS C502) Contractor: Hip Hing Engineering Company Limited / Hip Hing Construction Company Limited	Merit
Construction of Sports Centre, Community Hall and Football Pitches in Area 1, Tai Po (Contract No. SS E509) Contractor: Hanison Construction Company Limited	Merit
■ RMAA Works Category	
Term Contract for the Alterations, Additions, Maintenance & Repair of Building & Lands & Other Properties for which the ArchSD (PSB) is Responsible for the Government of the HKSAR [Designated Contract Area: Hong Kong Island Western, Southern and Lantau Island] (Contract No. TC E912) Contractor: Sun Fook Kong Construction Ltd.	Silver

Green Contractor Award

We always encourage our contractors to build green and compliment their effort in daily operation by organising the Green Contractor Award (the Award) annually. The Award acknowledges contractor's measures in energy saving, water conservation, waste reduction, emissions mitigation, and environmental management, which help minimise their environmental impact at the construction sites.

In 2017, the Gold and Silver 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

Hanison Construction Co., Ltd



- Contract No. SSE509
Construction of Sports Centre, Community Hall and Football Pitches in Area 1, Tai Po
- Contract No. SSE517
Construction of A 30-classroom secondary school at site 1A-2, Kai Tak Development

SILVER AWARD

Hsin Chong - Build King Joint Venture



- Contract No. SSC503
Design and Construction of Kowloon East Regional Headquarters and Operational Base cum Ngau Tau Kok Divisional Police Station at 105 Concorde Road, Kai Tak

Green and Smart Practices of Contractors

To conduct continual improvement on on-site environmental performance, our contractors have applied various measures related to their site operations for ArchSD's projects, among which innovative and self-initiated practises were also introduced. An overview of their green and smart practices are depicted below.

