

STAKEHOLDER ENGAGEMENT

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Our Staff

Green Training

We place emphasis on the adequacy of training provided to our staff for their effective discharge of duties. To keep abreast with the latest knowledge in environmental management, we continued to arrange various green training programme in 2023/24 to different users.



225
staff members
attended



48
courses arranged



1,455
training hours



Covering staff in
12 offices

Anti-corruption Training

We attach great importance to staff members' conduct, integrity and ethics. Anti-corruption training such as Integrity Management Workshops and its refresher courses were regularly arranged to raise awareness among our staff. In 2023/24, we arranged 5 training sessions with 333 staff members attended.



5
training sessions



333
staff members
attended



4 Certification Programmes

1. Preparatory Course and Examination for ISA Certified Arborist
2. Training Programme and Recertification for ISA CA / CA Municipal Specialist Qualification
3. Training Programme and Recertification for ISA CA / CA Municipal Specialist Qualification - Mulching and Its Benefit
4. Training Programme and Recertification for ISA CA / CA Municipal Specialist Qualification - Water and Soil Management and Tree Nutrition



9 Workshops

1. Half-day Refresher Training Course on Detecting, Reporting and Preventing Unlawful Taking of Water
2. Occupational Health and Safety in Arboriculture
3. Occupational Health and Safety in Arboriculture, Tree Identification, Proper Tree Planting, and Tree Management and Protection
4. Operation of Drone for Tree Risk Assessment
5. Sustainable Development Workshop
6. Tree Identification and Proper Tree Planting
7. Tree Management and Protection
8. Tree Pruning and Use of Chainsaw
9. Workshops on Occupational Health and Safety in Arboriculture



8 Seminar/Webinars

1. CIC Global Construction Sustainability Forum and Exhibition 2023
2. Identification of Pests and Diseases and their Impact on Trees
3. Individual Tree Risk Assessment : Explanatory Notes for Form 2
4. Prevention of Heat Stroke at Work in a Hot Environment
5. Proper Tree Care and Management
6. Strategies of Tree Protection and Management during Construction
7. The 13th Annual International Arboriculture Summit - Hong Kong
8. Water Resources Management Conference 2023 in Hong Kong



27 Experience Sharing Sessions

1. A More Durable Bituminous Surfacing Material - Highly Modified Stone Mastic Asphalt
2. Application of Polymer Modified and Highly Modified Resurfacing Materials for Resurfacing Works
3. Being an Engineer with the Water Authority of Shenzhen Municipality
4. Deep Cement Mixing - The Experience in Tung Chung East Reclamation and Challenges Ahead
5. How to Mitigate the Impacts of Capital Works Projects on Historic Buildings / Structures and Archaeological Sites, Striking a Balance between Heritage Conservation and Development?
6. Implementation of Eco-shoreline to Promote Biodiversity in Tung Chung East
7. Innovative Design of the Integrated Basement and Public Infrastructure Works in West Kowloon Cultural District
8. Introduction of Wildlife Friendly Measures in Lantau Development Projects
9. Lantau Conservation Fund
10. Marine Infrastructure - Breakwaters
11. Measures for Timely Completion of Improvement to Dongjiang Water Mains P4 in Sheung Shui and Fanling
12. Moving Mobility Forward: The Latest Development of Smart Mobility in Hong Kong
13. On-site Chlorine Generation Plants at Water Treatment Works
14. Photovoltaic Renewable Energy System at Subway NS100A, Kwai Fuk Road
15. Preservation and Maintenance of Retaining Features with Stone Wall Trees
16. Emergency Works, Emergency Openings and Related Environmental Mitigation Measures
17. Provision of 3D Fabrication System for Waterworks Spare Parts
18. Development of BIM in Landslip Prevention and Mitigation Programme
19. Re-thinking the Landscape Potentials of Polders
20. Sewerage Upgrading Works in Urban Environment
21. Sharing on Delegation to Shanghai - Smart Technologies for City Developments and Tunnelling
22. Sharing on Overseas Professional Training Scholarship Scheme - MSc in Hydrology and Water Resources Management
23. Sustainable Use of Water Resources by Water Reuse
24. Trial Application of Glass Fiber-Reinforced Polymer (GFRP) Rebars
25. Use of Digital Technologies for Rock Mass Discontinuity Survey
26. Water Trunk Loss Management in Kowloon
27. Widening of Tai Po Road (Sha Tin Section)

Our Staff

Green and Charity Activities

In 2023/24, we remained actively involved in a variety of green activities and charitable events. These activities not only created opportunities for our colleagues and their families to connect with nature but also increased their environmental awareness and responsibility. By taking part in healthy and enjoyable outdoor activities, our colleagues could rejuvenate their minds, enhance their productivity and overall well-being.



Total donation amount
in 2023/24

\$64,200

OXFAM Trailwalker 2023



Lifewire Run 2023



Standard Chartered Hong Kong Marathon 2024



Our Staff



Green and Charity Activities

We continued to support a range of green events organized by various non-governmental organizations. We played an active role in sharing information about these events and encouraged our colleagues to participate in these meaningful activities that promote a shift towards a greener lifestyle and offer support to those in need.

Voluntary Services

Our colleagues and their family members have shown great enthusiasm for participating in volunteer services during their free time to give back to the community. Throughout the year, our Volunteer Team took part in numerous voluntary initiatives in collaboration with various organizations.

In 2023/24, we had completed 16 voluntary projects contributing a total of 933 voluntary work hours with 293 volunteer attendances.



Preparing and distributing meal boxes to grassroots families



Flag selling event



933
voluntary work hours

16
voluntary projects

293
volunteer attendances



Gift donating events to children of low incomes families and the elderly



Marathon event support services

The Industry



The Construction Industry Caring Organisations Scheme Logo

Construction Industry Caring Organisations Scheme

We offered our longstanding support to corporate social responsibility initiatives and promoting the positive image of the construction industry. In 2023/24, we continued to join the Construction Industry Caring Organisations Scheme under the Construction Industry Council.

The award of Construction Industry Caring Organisations logo recognises our commitment in "Serving the Industry" and "Serving the Community" in the past six years.

Industry Activities

To encourage the development of the engineering and construction industry and facilitate knowledge sharing, we established strong ties with the industry by supporting a variety of industry activities. This included technical site visits to our projects for professional bodies and academic institutions, as well as recreational events hosted by the organizations in the industry.



Technical Visits for Various Organizations

Hong Kong Institute of Construction



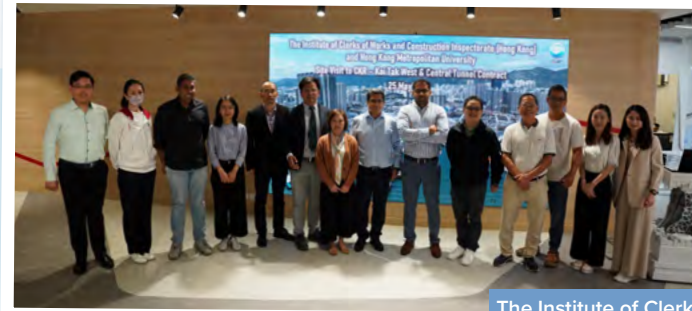
The Hong Kong Institution of Engineers (Civil Division)



The Industry



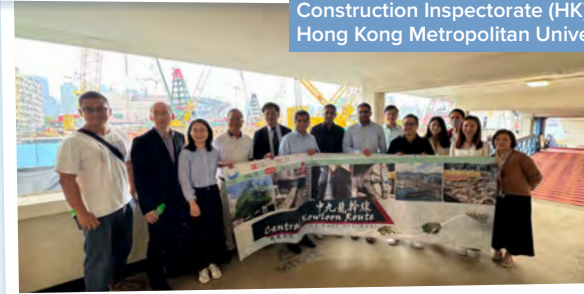
The University of Hong Kong



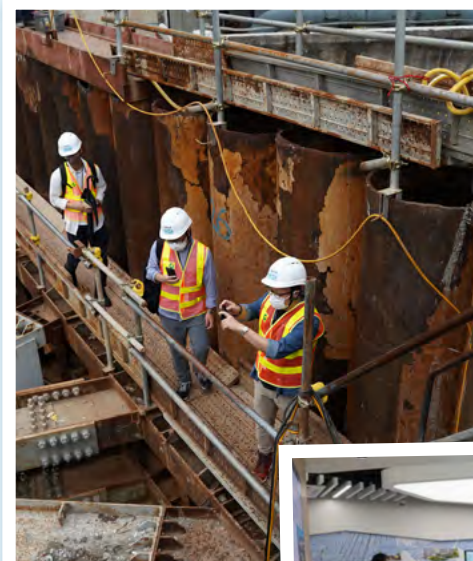
The Institute of Clerks of Works and Construction Inspectorate (HK) and Hong Kong Metropolitan University



Institute of Vocational Education (Tsing Yi)



Institution of Civil Engineers - Hong Kong Association



Urban Renewal Authority



Technological and Higher Education Institute of Hong Kong



The Industry

Recreational Activities



Shoreline cleanup on activity



Construction Industry Basketball League 2023



Construction Industry Happy Run 2024



Construction Industry Sports Day and Charity Fun Day 2023



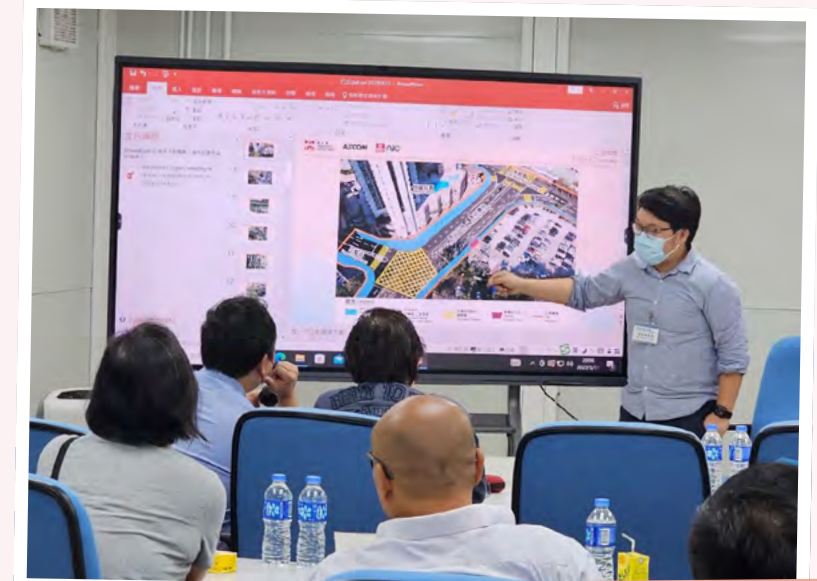
The General Public

We are committed to engaging with the community as well as fulfilling our social responsibilities. By fostering collaborative exchanges between our project teams and stakeholders, we ensure effective delivery of project information to the public and understanding of their needs and concerns. Through these engagements, we have strengthened our connections with key stakeholders, enhancing our relationships and building trust within the community.

Public Consultation



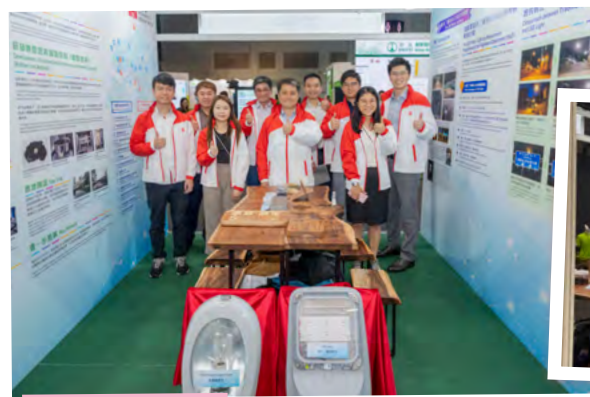
Site visit and meeting with members of District Council



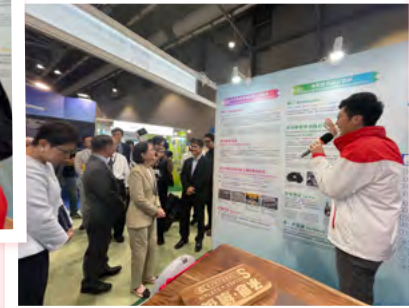
Community Liaison Group meetings

The General Public

Community Outreaching



Eco Expo Asia 2023



Construction Industry Safety Week Carnival 2023



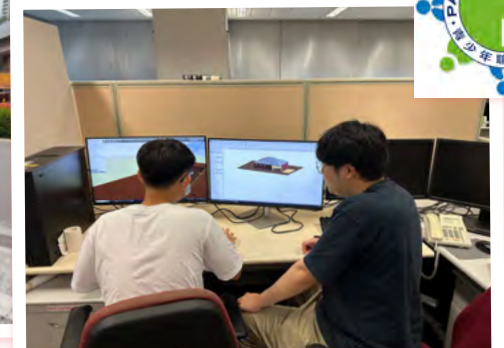
Career talk at S.K.H. Holy Trinity Church Secondary School



Volunteer Service at Food Angel



Supporting Youth Work Explorer Program of Child Development Initiative Alliance



Site visit for St. Louis School Transport Society



The General Public

Customer Satisfaction Measurement 2023

To continually improve our services and develop effective communication strategies with the public, we regularly conduct a biannual customer satisfaction measurement exercise. This includes telephone surveys and customer liaison group discussions to assess the public satisfaction on the services offered by the Highways Department.

The latest exercise was conducted in late 2023 to keep track of the public's perception on our services performance and to identify areas for further improvement. The results of telephone survey were released in early 2024 which revealed that the overall public satisfaction continued to maintain at a high level. About 84% of the respondents claimed that they were satisfied with the overall performance of our department. As another important part of this exercise, we organized several customer liaison group discussions to gather qualitative feedback on our service pledges. This open and interactive platform allowed members of the public to share their detailed opinions on our pledge items, helping us to gain a better understanding of their expectations on our performance.

The results of this exercise allow us to conduct a comprehensive evaluation of our performance, and determine suitable measures to improve our services and performance in order to meet the ever-rising public expectation.

