

STAKEHOLDER ENGAGEMENT

GREEN TRAINING FOR STAFF

34
courses arranged

1,365
training hours

256
staff attendance

Covering staff in
13 offices

SERVING THE COMMUNITY

Attained HKCSS Caring
Organisation Logo for
13 years

Attained Construction Industry
Caring Organisation Logo for
4 years

CUSTOMER SATISFACTION MEASUREMENT 2021

84%
of the general public were quite/very satisfied with
our overall performance



OUR STAFF



34 courses arranged

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 targeted training programme in 2021/22 to different users.



256 staff attended



1,365 training hours



Covering staff in 13 offices



Certification Programme

- Tree Risk Assessment and Management Training Course
- Training Programme and Arrangement on Recertification for Trainees with ISA CA Qualification - Aerial Assessment on Trees
- Training Programme and Arrangement on Recertification for Trainees with ISA CA Qualification - Water and Soil Management and Tree Nutrition
- Training Programme and Recertification for ISA CA / CA Municipal Specialist Qualification
- Recertification Programme for International Society of Arboriculture Certified Arborist for Government Staff 2021



Workshop

- Sustainable Development Workshop
- Tree Management and Protection
- Tree Identification and Proper Tree Planting
- Occupational Health and Safety in Arboriculture
- Tree Pruning and Use of Chainsaw



Experience Sharing

- Acacia Enhancement Programme
- Construction of Temporary Sewage Treatment Plant under 'Expansion of Sha Tau Kok Sewage Treatment Works' Project
- Deploying Design Thinking Approach in the Design on Revitalisation of Tung O Ancient Trail and Nearby Villages
- Improvement Works at Tai O
- Inter-reservoirs Transfer Scheme
- Noise Enclosures at Gascoigne Road Flyover
- Proposed Grey Water Recycling System
- River Inspection using Drones and Digital Water in Hong Kong
- Zero Irrigation System – Design and Application
- Diagnosis of Abiotic and Biotic Disorder on Trees
- Management of Old & Valuable Tree and Stone Wall Tree
- Introduction to Station & Tunnel Environmental Control System
- Design and Application of Station & Tunnel Environmental Control System



Seminar/Webinar

- Hong Kong 2022 International Urban Forestry Conference
- Water Conference 2021 on Future Intelligent / Smart Water Resources Management
- Latest Tree Risk Assessment & Management Guidelines and Review of Assessment Skills
- Identification of Common Tree Species in Hong Kong and their Characteristics
- Tree Selection in Hong Kong
- Street Tree Identification, Selection and Maintenance
- Proper Tree Care before Wet Season
- Tree Management and Protection
- Sharing of Master Dissertation on Tree Management
- Occupational Health and Safety in Arboriculture
- Occupational and Safety and Health on Tree Works



Green Activity

Our Recreation and Sports Committee organised various green activities for our colleagues and their family members to enjoy the nature and relax. These activities can also strengthen rapport and promote work-life balance among colleagues.



Participated in Trailwalker



Participated in marathon events

We continued to support various green events organised by different non-governmental organisations in 2021/22. We helped disseminate event information and encouraged colleagues to take part in these meaningful events, which aim at promoting public awareness and calling for switching to a greener lifestyle.



No Air Con Night 2021



Biz-Green Dress Day 2021



Earth Hour 2021



Green Low Carbon Day 2021



Voluntary Services and Charity Activities

As a way to give back to the community, our colleagues and their family have been keen on participating in voluntary services and charity activities in their spare time. During the year, our Volunteer Team engaged in a number of voluntary services to the needy.



Participated in "Life Buddies" mentoring Scheme



Participated in flag selling events



Participated in gift donating events to child from low incomes families



Participated in inter-departmental joint "restriction - testing declaration" operation



Provided administrative support at community vaccination centre



Supported packaging work of the anti-epidemic service bags

THE INDUSTRY



The Construction Industry Caring Organisations 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 2021/22, we continued to join the Construction Industry Caring Organisations Scheme launched by 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 four years.



Participated in Virtual Happy Run 2021 organised by the Construction Industry Council

Industry Activity

To promote the development of local engineering and construction industry, we maintained a close connection with the industry by supporting different industry activities, such as site visits by different professional bodies or academic institutes, and recreational activities organised by the industry.



Virtual site visit by the Hong Kong Institution of Engineers



Site visit by the Hong Kong Institution of Highways and Transportation



Site visit by Engineering Alumni Association of the University of Hong Kong



Site visit by the Hong Kong Institute of Vocational Education students

THE GENERAL PUBLIC

Despite the persistent challenges of COVID-19 pandemic in 2021/22, we continued to participate in a wide range of activities to maintain close ties with the community. Through these activities, we aimed to enhance neighbourliness and collect opinions for continuous improvement. We also took opportunities to publicize project details in particular the environmental benefits of the projects, and share technical knowledge including innovative construction methods and technologies adopted in work sites.



Sharing to HKU students on sustainable development



Consultation with stakeholders



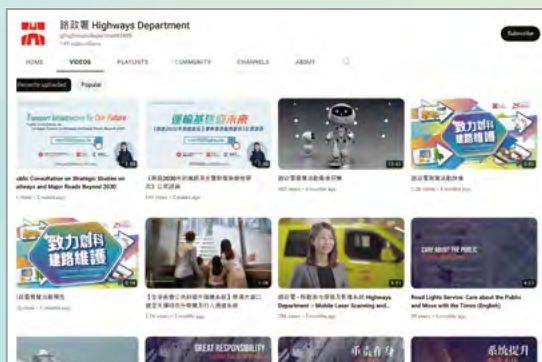
Eco Expo Asia 2021



Photo exhibition for "Picture Your Central Kowloon Route" event



Public engagement activities for the community



Highways Department's Youtube channel

Customer Satisfaction Measurement 2021

In order to continuously enhance our services and devising strategies for effective communication with the public, a bi-annual market research exercise in the form of telephone survey and customer liaison group discussions is regularly conducted to measure the degree of satisfaction among the public towards the services provided by the Highways Department.

The latest exercise was conducted in late 2021 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 2022 which revealed that 84% of the general public claimed that they were "quite / very satisfied" with the overall performance of the Highways Department. Several customer liaison group discussions were also arranged under the exercise to collect customer feedback on our pledge items in a qualitative approach. Through this open and interactive communication platform, members of the public expressed in-depth opinions on our pledge items, which help us understand the public's expectation on the performance.

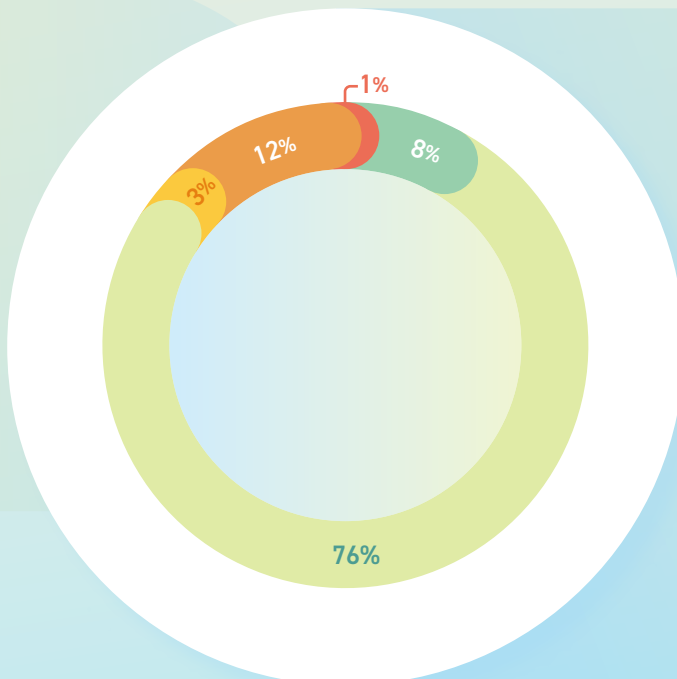
The outcome of the exercise enables us to carry out a holistic review of our performance pledges and to consider appropriate follow-up actions so as to enhance the overall performance and public acceptability.



Telephone Survey



Customer Liaison Group Discussions



Result of Telephone Survey in Customer Satisfaction Measurement 2021

- Very satisfied
- Quite satisfied
- Average
- Quite dissatisfied
- Very dissatisfied