

# Corporate Social Responsibility



We are committed to providing high-quality, appropriate and diverse social services, while actively directing our efforts and resources to incorporate elements of liveability, inclusion and care into the community. Our Corporate Social Responsibility efforts involve four key areas: environmental sustainability, building an inclusive society, and creating safe, family-friendly workplaces.

## Environmental Sustainability

While it is important to fulfil the needs of our service users, we also prioritise protecting the environment in the hope of creating better lives for future generations. In addition to formulating environmental policies, we undertook a series of concrete actions to manage energy efficiency, while encouraging waste reduction at the source and recycling. At the same time, we organised internal training to promote environmental awareness among our employees and to strengthen their capability to conserve the environment.

<b>紙張</b> 紙張、辦公室用紙、紙袋(瓦通紙)、膠紙、硬紙板等 紙張回收 ● 膠紙膠帶、書釘、膠筒及不潔墨水	<b>金屬</b> 鋁罐、鐵罐、馬食器具 化學物料容器、膠樽及膠樽 紙張回收 ● 玻璃金屬附件、清潔金屬等
<b>膠樽</b> 飲品樽、個人護理膠樽 紙張回收 ● 膠樽膠帶、膠帶膠紙	<b>其他塑膠</b> 乾淨的膠袋、膠袋、膠袋、膠袋 膠袋回收 ● 膠袋膠帶、膠袋膠紙、膠袋膠紙、膠袋膠紙
<b>玻璃樽</b> 飲品樽、醬料樽、食品樽 紙張回收 ● 膠樽膠帶、膠帶膠紙、膠帶膠紙、膠帶膠紙	<b>小型電器</b> 吹風機、電風扇、攪拌機、榨汁機、計算器等 膠袋回收 ● 膠袋膠帶、膠帶膠紙、膠帶膠紙、膠帶膠紙
<b>燈管及光管</b> 螢光燈管、日光燈管、高強度氣體放電管(如日光燈管、鹵化燈) 膠袋回收 ● 膠袋膠帶、膠帶膠紙、膠帶膠紙、膠帶膠紙	<b>充電電池</b> 各式各種由厚膠產生的港式充電電池 膠袋回收 ● 膠袋膠帶、膠帶膠紙、膠帶膠紙、膠帶膠紙
<b>電腦用品</b> 電視、顯示器、電腦(桌上電腦、平板電腦)、掃描器、打印機等 膠袋回收 ● 膠袋膠帶、膠帶膠紙、膠帶膠紙、膠帶膠紙	





👉 We formulated recycling guidelines for the Headquarters Building and organised seminars to enhance our employees' understanding of recyclable items and to facilitate recycling practices at work.

In 2023, thanks to the concerted effort of our colleagues and service users, we reduced our energy and water consumption by 16% and 10%, respectively, and we recycled more than 15,000 kilograms of different materials.

Our Headquarters Building obtained green building certification with an overall Platinum rating, under the BEAM Plus Existing Buildings V2.0 Comprehensive Scheme.

### Promoting the Support Services of the Auxiliary Professional Scheme to Meet Service Needs

The Agency is committed to developing human resource projects to support the growing service needs, including the launch of the Auxiliary Professional Scheme, which falls under the category of voluntary work. This scheme targets retired individuals who possess various forms of professional expertise, rich work experience and networks, and who wish to give back to society. They are invited to participate as Auxiliary Professionals (aPs) and to be matched, according to our service needs and their respective skills or areas of experience, to engage in the consistent middle to long-term voluntary work for different service users. This initiative aims to create a regular and stable pool of professionals to enhance our service quality, thereby benefiting our service users. In the past year, a total of 250 aPs have assisted the Agency in providing various services, contributing a total of 13,322 service hours, making them one of our most valuable human resources.



👉 After completing training at the PolyU-WHO Community Health Service Centre, nearly 30 aPs assisted our primary healthcare service units in conducting regular comprehensive care screenings for the elderly, thus enabling the development of personalised care plans for our elderly service users.



👉 Our Headquarters Building became a green building in 2021, for a period of five years.



👉 Our aPs with engineering backgrounds took part in Jockey Club "Beat the Heat" Project by conducting home assessments and giving improvement recommendations to the elderly in Kwun Tong District.

## Building an Inclusive Community

Since its establishment, Home Café has been located on the first floor of our headquarters building at Kwun Tong. By offering employment opportunities and an enabling environment to people with disabilities, we aim to ease their integration into society and uncover their potential. In addition to employing people with disabilities, we also provided them with vocational training opportunities, offering a total of more than 9,000 hours of work experience. The goal was to equip them for their next step into society by enhancing their skills in a real-life working environment. Furthermore, the Home Café carried out several environmental improvement projects last year, such as adding anti-slip coatings to the kitchen floor and consolidating the accessible storage spaces, thereby reducing the risk of workplace injuries among employees and service users with disabilities.



▶ We offered a variety of F&B training opportunities to people with disabilities.

## Creating Safe, Family-Friendly Workplaces



▶ A lactation room is set up in the Headquarters Building to provide a suitable and friendly workplace space for breastfeeding employees.

We have continuously improved employees' working conditions in various aspects and strive to provide them with a safe and healthy workplace. In addition to signing the Occupational Safety and Health Declaration, we provide our staff with training in occupational safety and health (OSH) and related equipment, and we conduct regular safety inspections of our units. Last year, around 180 staff members attended our OSH training sessions, amounting to more than 500 training hours.

We are also committed to creating a family-friendly working environment and promoting a good work-life balance among employees. In this regard, we set up a lactation room at the Headquarters Building to provide a suitable and friendly workplace space for breastfeeding employees.



▶ Our commitments: (from left to right) Energy Saving Charter, Food Wise Charter, and Glass Container Recycling Charter.



▶ Our awards and recognitions: (from left to right) Wastewise Certificate (Excellence Level), Good MPF Employer 5 Years+ and Indoor Air Quality Certificate.