



ECMA

環保工程商會

“Reduce, Recycle and Proper Waste Management”

The Environmental Contractors Management Association (ECMA) promotes and maintains professional standards of commercial, environmental and safety practices amongst its members. Over the last 20 years, we have established working relationships with all relevant government departments to ensure ECMA is consulted in advance of any proposals which may affect the industry in general. Waste management strategies in Hong Kong are not only essential for the environment and a citizen's quality of life, but will also have strong economic and industrial influence on society. ECMA therefore recognizes the importance of the waste management strategy of Hong Kong and hereby wishes to express its views on the above mentioned subject.

ECMA has reviewed the relevant public documents and welcomes this government initiative to address a fundamental issue related to waste management in Hong Kong. It represents a unique opportunity to encourage waste reduction and to adopt proper modern waste treatment technology which should proceed without further delay.

ECMA expresses our views as follows:

Time for action without delay

The three strategic landfills in Hong Kong are about to fill up in the coming years. Although the Government has already launched two major environmental projects - the Sludge Treatment Facility (STF) and the Organic Waste Treatment Facility (OWTF) Phase 1 - the imminent need for an overall waste management strategy is undeniable. ECMA considers it important to:

- Adopt a sustainable treatment technology such as Waste-to-Energy incineration method integrated with material recovery. Stringent emission control technology and monitoring systems must be installed to alleviate public concerns about any potential health nuisance. Generated electric power must be connected to the city grid supply for beneficial use by the public;
- Extend the capacity of the landfills in parallel to receive incombustible waste and inert residues from incineration;
- Continue to explore latest sustainable technology on material and energy recovery, such as the OWTF Phase 2 and the treatment centre for Waste Electrical and Electronic Equipment (WEEE);
- Educate the public on waste reduction and encourage local communities to increase on waste recycling; installation of food waste composters in housing estates is a good example;
- Adopt a MSW charging scheme which offers an opportunity for waste reduction by financial incentives with the collected levy partially deployed to subsidize the local waste recycling business.



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編輯小組

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組員:

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文章提供:

鄭永堅先生、甄瑞嫻小姐、鄧永漢先生

相片提供:

何福強先生、王雨軒先生



Technology

Hong Kong should adopt a system integrated with waste reduction, recycling and reuse, together with a combination of advanced Waste-to-energy incineration and landfills to supplement the overall waste management strategy.

Hong Kong as a well developed international city should leverage the experience from similar cities or countries such as Singapore, Taiwan, Japan, Europe and USA. In the last 20 years, the landfills have been an efficient and cost effective means of waste disposal with environmental impacts managed successfully. However, this method is not sustainable in terms of land use, carbon emissions and energy recovery. The Hong Kong Government should review modern and advanced Waste-to-energy incineration methods developed in oversea countries proven to be safe. International safety and emission standards (such as EU standard) are well established to govern the performance and environmental impact of modern Waste-to-energy incineration plants.

ECMA urges the Government to involve and consult the local stakeholders on the application of various treatment technologies for material resources and energy recovery, to ensure the selected option will optimize the waste characteristics in Hong Kong and the operating mode of the waste industry while meeting the public's high expectations for environmental performance standard of the public.

MSW Charging Scheme

Provided a well-established education program on waste reduction and public environmental awareness is sustained, ECMA supports the introduction of a MSW charging system. We consider that charging is the most effective way to facilitate waste reduction. Such a scheme will encourage the general public with incentives to adopt new behaviour in waste generation, recycling, reuse and disposal. The collected levy should be partially used to offer policy support and financial subsidies to sustain local recycling activities, which offer opportunities to raise overall environmental, health and safety standards in the industry.

Legislation

The Government should proceed with the "Producer Responsibility Scheme" to encourage corporate environmental awareness in a fair and transparent legal framework. The Government should also consider regulations to properly license the waste and recycling industry sectors for the benefit of standardizing environmental and safety practices. ECMA believes that mandating waste producers (in the commercial and industrial sectors) to produce waste disposal certificates of licensed waste operators will assist the enforcement of the MSW charging scheme.

In conclusion, ECMA supports the EPD's strategy to handle these waste issues through development of a combined and diversified approach instead of a single method. The key, however, is to recognize the fact that there is a time lag between now and then. Nevertheless, enhanced public awareness and corporate responsibilities should be developed in parallel through government programs such as establishment of professional value-added recycling schemes with policy and financial support proper licensing and a regulated system that ensures compliance and evaluation during execution.

“減廢、回收和適當的廢物管理”

環保工程商會 (ECMA) 致力促進和保持會員對商業、環境和安全作業的專業水準。過去二十多年，已經與各有關政府部門建立工作關係，確保在政府推行任何影響行業的政策前，諮詢環保工程商會的建議。香港的廢物管理策略不僅是環境和市民生活質量的必要條件，同時對社會的經濟和工業都有重大的影響。因此，環保工程商會認同香港廢物管理策略的重要性，並在此表達有關課題的意見。

環保工程商會曾審閱政府提出的公開諮詢資料，並歡迎此項倡議。政府指出了香港廢物管理的一個根本問題，同時正是一個獨特的機會，可鼓勵減少廢物，採取適當的現代化廢物處理技術，並應立即進行。

環保工程商會的意見如下：

立即採取行動：

公開資料顯示，現存香港三個策略性堆填區快將填滿。雖然政府已推出了兩個大型環保項目：污泥處理設施 (STF) 和有機廢物處理設施 (有機資源回收中心) 第一階段，但無容置疑，整體廢物管理策略的需要是最迫切的。環保工程商會考慮以下數個重點：



- 採用可持續的處理技術，如集成與物料回收廢物焚化發電方法，但必須安裝廢氣排放控制技術和監控系統，嚴格控制對環境衛生的滋擾，減輕市民的擔憂。產生的電力必須連接到城市電網供電，以利公眾使用；
- 同時，繼續擴展堆填區的建設，接收不可焚燒廢物和惰性的焚燒殘渣；
- 繼續發展可持續的技術，如有機資源回收中心第二階段和廢棄電器和電子設備中心（WEEE），探索物質和能量回收；
- 教育市民減少廢物，廢物回收再用，如鼓勵社區及屋村設置廚餘堆肥機等；
- 實施垃圾收費計劃，提供經濟誘因減少廢物，將部分徵款資助本地的廢物回收及再造行業。

先進科技

香港應採取減廢/回收/再用的經濟模式，輔以化廢為能和垃圾堆填區等組合設施以相互配合整體的廢物管理策略系統。

香港作為一個發展良好的國際城市，應參考類似的城市或國家，如新加坡、台灣、日本、歐洲和美國的經驗。在過去二十多年，垃圾堆填雖然提供有效的廢物處理方式，但在土地用量、碳排放和能源回收等方面，堆填方法是不可持續的。香港政府應檢討海外國家的現代先進廢物焚化能源回收設備，已證明是安全的方法。現時國際安全和排放標準（如歐盟標準）已能監管現代化垃圾焚燒發電廠的操作效能及保護環境。

環保工程商會促請政府積極邀請及諮詢本地各持份者發展物質資源和能源回收處理技術的應用，確保所選的項目是適合本地的廢物特色以及配合香港廢物處理業的經營模式，滿足公眾對環保標準最高的期望。



都市固體廢物收費計劃

環保工程商會促請政府教育市民減少廢物，提高公眾的環保減廢意識。環保工程商會支持都市垃圾收費制度。我們認為收費是幫助減少廢物最有效的方法。這項計劃將鼓勵廣大市民接納新的廢物產生、回收、再利用和處置的行為模式。徵款可用作補貼本地的回收活動，以及資助行業發展整體環境、健康和安全的標準。

立法

政府應著手進行爭論已久的“生產者責任計劃”，在公平和透明的法律框架下鼓勵企業環保意識。政府應考慮立例推出發牌制度，授權和統一規範廢物回收行業的環境和安全的做法。環保工程商會認為規定廢物生產者（工商界）由持牌照的合法廢物處理經營者處理廢物，可以協助執行都市固體廢物收費計劃。

總體而言，環保工程商會支持環保署倡議的綜合和多元化的方案。關鍵是要把握時間。同時，政府應訂立專業增值回收計劃的政策和提供資助，並要提高公眾的環保意識和企業責任，訂立評估標準及適當的發牌制度以配合執行。



Latest Development of Statutory Minimum Wage (SMW)

Since the Statutory Minimum Wage (SMW) has come into force on 1st May 2011, it has caused substantial changes to the labour market in Hong Kong. The inflation rate has rocketed as wages and other costs of life rise. The grassroots have found that their quality of living has dropped and bread-earners are struggling to make ends meet. The time has arrived to take stock of the SMW and its impact on our industry. The Environmental Services Contractors Alliance (Hong Kong) [ESCA] has lately conducted surveys on the subject involving different levels of the profession; the collated information is summarized below for your reference.

1. Implementation of SMW in the environmental services industry

Since the implementation of the SMW on 1st May 2011, many environmental services practitioners have left for other industries with easier jobs. The environmental services industry has been compelled to keep increasing wage levels in order to contain increases in the turnover rate. Up to 30th April 2012, the hourly rates for ground-level workers for government outsourced contracts have been raised to \$29.50 – \$30.00, equivalent to monthly rates of \$7,316.00 – \$7,440.00, which translate into effective hourly rates (*Note*) of \$35.17 – \$35.77. The situation is similar for ground-level workers employed in private property contracts. Although most of them do not enjoy pays for rest days and meal time, their hourly rates have also been raised to \$33.00 – \$35.00, thanks to labour shortages. This upward movement trend of wage rates proves that the SMW is not a “Wage Cap” as wage levels will still vary according to the changing conditions of demand and supply in the labour market; the current wage level has already adjusted itself to above \$33 as originally demanded by unions and other labour groups.

2. The environmental services profession is in favour of keeping the SMW level at HK\$28 unchanged

As there are acute shortages of ground-level workers in the labour market, many industries are facing stringent problems in filling positions. In order to attract employees, employers are offering wages higher than the SMW level of \$28.00, up to \$30.00 or above. Therefore, the income of ground-level workers has already been automatically raised by the forces of supply and demand. ESCA is of the opinion that the setting of wage levels are best left to the supply and demand mechanism of the labour market, so that those capable and willing workers can earn their wages at the prevailing market rates, while older or less capable workers may continue to make a living at the SMW of \$28 an hour for less demanding jobs instead of being eliminated from the job market.

3. SMW-led inflation driving the grass-roots to lose more than gain

Most operating costs including wages, materials, rent, etc., have increased drastically after the implementation of SMW, bringing about upward movements of overall living costs and prices that have contributed to the high rate of inflation. The law of the market economy dictates that inflation invariably climbs as enterprise owners, striving for their survival, have to reflect all related costs in their product prices or service charges. For lower-level workers, the income raise bestowed by SMW is far below the inflation rate. As they lose more than they gain, their living standards decline; the bringing of a lunch box to work is an inevitable shoestring measure. Thus, the SMW's implementation has dealt a serious blow to people's livelihood, by stoking inflationary pressures. The Government must face the problem squarely and promptly solve the inflation hydra. The Government can only make matters worse if it tries to balance inflation rise by adjusting the SMW level – the wealth gap will widen; the grassroots will lose more; grievances in society will increase; and, social dichotomies will intensify.

4. Practitioners urge the Government to examine the issue of labour shortage

The problem of an acute shortage of labour is becoming rampant in all trades. In particular, the predicament of aging staff and a lack of new blood has been confronting the environmental services industry over the past ten years; despite generally higher wages the situation has not improved. The environmental services profession hopes that the Government would look seriously into this matter to improve the conditions of the labour market.

A review of the SMW rate by the Minimum Wage Commission is still under way. The progress so far is:

1. Public consultation has ended on 28th May. The Commission has received several hundred position papers from groups and individuals. There are more papers from individuals than groups with the former inclined to support the \$28.00 level, while most unions advocate increases of up to \$35.
2. The Commission held a 7-hour meeting on 30th June. The initial assessment was that consideration for the new SMW level would be based on the current rate of \$28 plus inflation, probably resulting in a hourly wage of between \$30.00 and \$32.00. As the ripple effects caused by SMW have been obvious to all trades, especially to the 100,000-strong employees who were earning \$30-something an hour, the Commission thinks that the SMW adjustment mechanism should also consider data about ripple effects. The final proposal will be submitted around or before the end of October to the Chief Executive for approval.

As the SMW level adjustment mechanism mandates that there should be at least one review every two years, if the new SMW level is approved after its announcement at the end of October, it will become effective by 1st May 2013 latest. Practitioners should then make appropriate adjustments to their operating costs to avoid losses due to an unbudgeted wage increase.

Note: Effective hourly rate = Monthly income ÷ Actual working days (total 30 days a month - 4 rest days = 26 days) ÷ Actual working hours daily (9 hours - 1 meal hour = 8 hours)



法定最低工資的最新發展

法定最低工資自2011年5月1日實施至今，對本港的勞動市場引起了很大的變化，通脹亦因各行各業的工資及其他成本上漲而急升，打工仔入不敷出，基層市民的生活質素變差。轉眼間，最低工資水平又要面臨檢討的時刻。香港環境衛生業界大聯盟早前曾就有關議題向業界不同層面作出了問卷調查，現概括有關資料如下予同業作參考：

1. 法定最低工資於環境衛生業界的實施狀況

自法定最低工資於2011年5月1日實施後，很多環境衛生從業員流失往其他工作較為舒適的行業，業界的工資水平要不斷提升，才可略為舒緩流失率。至2012年4月30日止，任職政府外判合約的基層員工的時薪已調整至29.50元至30元，即每月月薪為7,316.00元至7,440.00元；將月薪以實際有效時薪(註)計算，即約35.17元至35.77元。私人物業合約的基層員工大都沒有「有薪休息日」及「飯鐘錢」，時薪亦因勞動人口短缺而上調至平均33元至35元。時薪上調走勢，證明了最低工資並非「最高工資」，現時已自動調升至勞工團體要求的時薪33元以上。

2. 環境衛生業界支持最低工資水平維持28元不變

由於基層員工在勞動市場上非常缺乏，很多行業都面對「有工無人做」的嚴峻情況。各行業的僱主為能吸引員工入職，工資水平已由法定的28元加至30多元以上。因此，基層員工的收入已因市場的供求而自動調升。本聯盟認為法定最低工資的水平應以勞動市場的供求為主導，讓有能力又不怕勞動工作的基層員工可賺取「市價」，另一方面也可讓年老體弱及工作能力稍遜的基層人士，繼續以法定最低工資28元從事較輕巧的工種，不被淘汰。

3. 最低工資引發通脹上升，基層員工得不償失

自從最低工資實施後，各行各業的營運成本包括工資、物料、租金及其他營運開支都大幅增加，帶動整體的生活開支及物價上調，通脹率明顯地比前一年為高。僱主要維持企業的生存空間，必須將相關開支反映在產品售價或服務收費上，促使通脹急升，這是市場經濟的定律。基層員工於最低工資所得的收入調整，遠遠不能追及通脹的加幅，入不敷出，導致生活水平質素不斷下降，帶飯上班已變成節省開支的必然措施，嚴重打擊民生。最低工資水平的調整是引發通脹急升的元兇，政府需正視問題所在，儘速解決通脹急升的問題，若只靠調整最低工資水平來平衡通脹的加幅，只會弄巧反拙，擴大貧富的差距，使基層員工得不償失，增添民怨，惡化社會的深層次矛盾。

4. 業界要求政府檢討現時勞動市場人力短缺的問題

現時各行各業都出現勞工嚴重短缺的問題。環境衛生業在過去10年已不斷面對員工老化及缺乏新血入行的失衡狀況，工資水平普遍比其他行業為高亦未能解決人手不足的問題。業界希望政府能切實檢討有關問題，改善勞動市場的生態。

至於最低工資委員會就最低工資水平調整的檢討工作仍在進行中，有關進展如下：

1. 有關最低工資水平的公眾諮詢已於5月28日完結。委員會合共收到數百份團體及個人意見書，其中個人意見書較多，皆傾向維持時薪\$28元的水平。工會方面，大多建議工資水平應提高至\$35元。
2. 最低工資委員會於6月30日召開了長達7小時的會議，初步評估認為最新工資水平應以現時時薪\$28元再加通脹為基礎考慮，估計約為\$30至\$32元之間。由於最低工資實施引發的漣漪效應對各行各業皆非常顯著，其中對十多萬名原本賺取時薪三十多元的僱員影響最大。委員會認為調整機制應同時考慮漣漪效應的數據，最後定案將於今年10月底或之前提交特首審批。

由於法定最低工資的工資水平調整機制是最少每兩年檢討一次，如最新的時薪水平於10月底公佈後獲審批通過，估計最遲於2013年5月1日起生效。業界應作出適當的經營成本的調整，避免屆時因工資水平上升而失預算，招至經營虧損。

註：「實際有效時薪」= 工人該月收入 ÷ 實際工作日(全月30日 - 4個休息日 = 26日) ÷ 實際每日工時(每日9小時 - 1小時用膳 = 8小時)





環境保護署

Environmental Protection Department

A small change makes great improvement. Work together to build a better environment

Please use a fully-enclosed refuse collection vehicle



Waste disposal trade



Government

Every day, hundreds of Refuse Collection Vehicles[®] (RCVs) collect waste from domestic, commercial, industrial and institutional establishments all over Hong Kong. In order to avoid causing nuisance to the public and enhance environmental hygiene, the Government appeals for your support.



Property owners, property management companies and relevant parties

Replacing/retrofitting open-type Refuse Collection Vehicles

The waste disposal trade should upgrade as soon as possible the standard of their existing open-type RCVs by replacing them with fully-enclosed RCVs or retrofitting them with a metal tailgate cover and a waste water tank/sump tank.

Compliance with Code of Practice

The waste disposal trade should comply with the "Code of Practice on the Operation of Refuse Collection Vehicles" compiled by the Environmental Protection Department (EPD) in collaboration with relevant government departments and the trade. The Code aims to provide general guidelines in respect of environmental hygiene and safety for the waste disposal trade to observe with a view to enhancing their overall performance.

Review of Current Refuse Collection Service Contracts

Property owners, property management companies and relevant parties should require their outsourced waste collection contractors to deploy fully-enclosed RCVs to collect waste from their premises.

Open-type refuse collection vehicle



Exposed refuse giving off odour causing public nuisance



Spattering of leachate affecting environmental hygiene

Fully-enclosed refuse collection vehicle



Metal tailgate cover



Sump tank

Waste water tank

<http://www.epd.gov.hk>
Enquiry: 3590 7639

[®] RCVs with a rear compactor for compaction of collected refuse



環境保護署

Environmental Protection Department

小小改變大大改善 攜手共創美好環境

請選用全密封式廢物收集車輛

每天有數以百計的廢物收集車輛*絡繹不絕地穿梭於香港各處的家居、商業、工業和公共機構收集廢物。為避免廢物收集車輛對市民造成滋擾和加強環境衛生，政府懇請閣下的支持。



廢物處理業界



政府



業主、物業管理公司和相關機構

遵守工作守則

廢物處理業界應遵守《廢物收集車輛運作工作守則》，此工作守則乃由環境保護署(環保署)聯同有關政府部門及業界編制而成，旨就環境衛生及安全提供一般指引，供廢物處理業界遵守，從而提升他們的整體表現。

更換/改裝廢物收集車輛

廢物處理業界應盡快提升他們現有廢物收集車輛的規格，包括購置全新的全密封式廢物收集車輛作替換或改裝現有非密封式廢物收集車輛，使其配備金屬車斗尾蓋和污水收集缸。

檢討現行廢物收集服務合約

業主、物業管理公司和相關機構應要求其外判廢物收集承辦商採用全密封式廢物收集車輛進入他們樓宇範圍內收集廢物。

非密封式廢物收集車輛



垃圾外露，臭味擴散，滋擾市民



污水滴漏，影響環境衛生

全密封式廢物收集車輛



金屬車斗尾蓋

污水收集缸

污水收集缸



* 指有後置壓縮功能的垃圾收集車輛



An overview of Sustainability Development and Corporate Social Responsibility

Sustainability Development (SD) and Corporate Social Responsibility (CSR) is one of the hottest topics worldwide in recent years; nevertheless CSR is still an abstract concept to many organizations. Today, when an organization starts to deal with Social Responsibility there are doubts about what should or should not be included in its plans and concerns. The same happens when the organization’s stakeholders are demanding its action on certain problems or subjects. In November, 2010, the International Organization for Standardization (ISO) released “ISO 26000:2010 - Guidance on social responsibility”. It provides a common reference to all the people involved with an organization to set priorities and consensual plans to address the impacts and possible contributions of the organization and all its stakeholders and sustainability in general.

It seems that we all agree that enterprises should be socially responsible. But do business owners share this view? Some companies do not. They believe corporations that perform well in terms of social responsibility are those obeying the law, paying tax on time and hiring staff, as well as providing a stable job in a time of global financial crisis. Many employers think that the commitment to greater social responsibility means higher operations cost; this seems to be a far-fetched topic in today’s economic environment.

However, some market research results show that corporations which show greater CSR can create greater business opportunities, not just doing something good for society. The Food Marketing Institute in the United States is a research institute that serves major retailers. It recently published a research result showing that about 80% of consumers choose brands with better performance in social responsibility, assuming that the products are of the same price and quality. This view seems to be supported by the Consumer Goods Forum (Food Business Forum) survey. Their members include world-renowned retailers such as Wal-Mart and Tesco, and well-known Hong Kong brands such as Jusco and Dairy Farm. In 2011, they conducted a survey with more than 400 retailers worldwide in 45 countries, to ask about the retailers’ “Top of Mind” issue. Corporate social responsibility was at the top of the list, food safety was second and customer health and nutrition third; the economy and consumer demand, which business owners were most concerned about, was fourth. We should not forget that these 400 retailers are the target customers of many local corporations, thus it seems that ignoring CSR is not an option.

Today, the internet and advanced telecommunications products have driven super brands like Wal-Mart and Tesco to pay more attention to CSR. In a globalized world, information about social responsibility, like quality, environmental protection and ethical behavior, can spread rapidly. If you, as a customer, are dissatisfied with the attitude of service personnel during a shopping experience, you can use your phone to video the incident and upload it to YouTube. Similarly, unflattering photos of a factory used by a supplier to a large brand could have a great impact and lead directly to business losses. This explains why well-known international brands and local companies have invested in CSR for their management and supply chain in recent years.

To facilitate organizations to translate these good intentions into good actions, HKQAA and the Hongkong and Shanghai Banking Corporation Limited (HSBC) are launching the HKQAA–HSBC CSR Index, which provides a quantitative metric to measure organizations’ maturity level in practicing their social responsibilities. The index will measure an organization’s maturity level in practicing its social responsibilities from four different perspectives, namely Corporate Governance, Social Well-being, Economic Performance and Environmental Conservation. Experienced HKQAA auditors will conduct a comprehensive CSR performance assessment for the participating organizations. All participating organizations will receive a detailed and confidential report on their performance. Based on CSR report analyses, organizations will be able to identify areas of strengths and weakness on CSR aspects, thus implementing appropriate improvement actions. The HKQAA-HSBC CSR Index Report 2011 has been published at HKQAA’s website for free download. (http://www.hkqaa.org/en_verservice.php?catid=2)

Overall ranking 2011

	Issue	%	2010	
1	Corporate responsibility (sustainability, social standards, corporate governance)	42.2	2	⦿
2	Food and product safety (standards, traceability, consumer confidence)	40.6	4	⦿
3	The economy and consumer demand (energy costs, demographic change, consumer trends)	39.1	1	⦿
4	Retailer-supplier relations (trade costs, pricing, collaboration)	27.1	5	⦿
5	Consumer health & nutrition (product development, labeling, education)	26.2	7	⦿
6	The retail-brand offer (price points, assortment, format)	22.8	6	⦿
7	The competitive landscape (consolidation, discount, new channels)	19.6	3	⦿
8	Internationalisation (international expansion, global sourcing)	19.2	10	⦿
9	Technology & supply chain (logistics, out-of-stocks, in-store technology)	18.7	9	⦿
10	Human resources (staff recruitment and retention, operational performance)	16.9	11	⦿
11	Consumer marketing (advertising, loyalty programmes, promotions, customer service)	15.1	8	⦿
12	Regulations (store openings, pricing, labeling)	12.4	12	⦿

* % of 443 respondents choosing the issue among top 3



可持續發展和企業社會責任

企業可持續發展和社會責任乃近年世界性的熱門話題，然而多年來企業社會責任一直是一個抽象的概念。企業於履行社會責任時往往只局限於個別範疇，缺乏全面視野。2010年1月，國際標準化組織 (ISO) 正式落實《ISO 26000:2010 社會責任指南》，為全球機構提供一套履行社會責任的國際標準。此舉將會推動更多機構加深了解和實踐企業社會責任，並成為社會未來發展的大趨勢。

社會似乎逐漸形成共識，企業應承擔一些責任。但對不少營商者及高層管理人員來說，企業守法、準時交稅和聘用員工，並能在競爭激烈的營商環境下，為員工提供穩定的工作，已是社會責任的表現。一些中小企更會認為，承擔更大的社會責任意味著需要付出更高的經營成本，履行企業社會責任似乎是不切實際和遙不可及的課題。

然而，一些市場研究的結果顯示，願意承擔更大社會責任的企業非只是為社會做點善事，而是能同時創造更大的商機。美國一間為各大零售商服務的研究機構——食品市場研究所 (Food Marketing Institute) 發表的研究結果顯示：約80%消費者在購物時，在同等價錢與質量的產品中，會選用或轉用來自於有更佳社會責任表現的品牌。消費品論壇 (Consumer Goods Forum) 的普查也支持這個觀點。消費品論壇的會員包括世界知名零售商，如沃爾瑪 (Wal-Mart)、特易購 (Tesco) 和香港人熟悉的吉之島和牛奶公司。消費品論壇於2011年向全球45個國家超過400個家零售商進行調查，詢問這些企業最重要的優先事項是什麼。結果第一位是企業社會責任，第二位是食品安全，顧客健康和營養是第三，而一般企業老闆最關注的經濟及顧客需求則卻排在第四位。由此可見，企業社會責任已不再是企業一個可有可無的課題，同時這些受訪的400多間企業正正是許多本地商業機構的目標客戶。

現今互聯網和先進的通訊產品促使沃爾瑪和特易購等超級品牌重視其社會責任的形象。全球化的世界，有關企業的質量、環保及道德行為等社會責任資訊能在瞬息間從香港傳到世界各地。在購買產品時若不滿意服務態度，消費者可立刻使用有拍照功能的手提電話拍下錄像，然後傳到 YouTube，讓全球都知道某商店劣質的服務態度。同樣地，某大品牌供應商的血汗工廠照片更能引起極大的社會回響，為品牌帶來直接的商業損失。這正說明了為什麼國際品牌和本地知名企業近年都投放資源在其自身管理及供應鏈上的社會責任表現。

為促進機構履行社會責任，香港品質保證局及香港上海滙豐銀行攜手推出「HKQAA-HSBC企業社會責任指數」(CSR Index)，提供一個定量的表現指標來衡量企業在履行社會責任的表現。CSR Index包含根據ISO 26000內四大類評價社會組織表現的指標，當中包括企業管治、社會福利、經濟增長及環境保護。經驗豐富的香港品質保證局審核人員會為參與CSR Index的機構進行全面的企業社會責任評估，所有參與機構將收到個別及保密的評審報告。參與機構能根據評審報告的分析，確切掌握其優缺點，從而採取適當的改善方案。最新的「HKQAA-HSBC企業社會責任指數」2011報告已公布在HKQAA網頁供免費下載。
(http://www.hkqaa.org/en_verservice.php?catid=2)

總排名表 2011

	首要事項	%	2010	
1	企業責任 (可持續性、社會標準、企業管治)	42.2	2	↻
2	食物及產品安全 (標準、可追溯性、消費者信心)	40.6	4	↻
3	經濟與消費者需求 (能源成本、人口特徵的變化、消費趨勢)	39.1	1	⬇
4	零售商—供應商關係 (貿易成本、價格、協作)	27.1	5	↻
5	消費者健康和營養 (產品發展、標籤、教育)	26.2	7	↻
6	零售—品牌出價 (價格點、組合策略、形式)	22.8	6	●
7	競爭形勢 (合併、折扣、新渠道)	19.6	3	⬇
8	國際化 (國際擴張、全球採購)	19.2	10	↻
9	科技與供應鏈 (物流、零存貨、店舖科技)	18.7	9	●
10	人力資源 (員工招聘與流失、營運表現)	16.9	11	↻
11	行銷 (廣告、客戶忠誠計劃、推廣活動、顧客服務)	15.1	8	⬇
12	規例 (店舖營業時間、訂價、標籤)	12.4	12	●

* 443名回應者中選擇為最重要3項首要事項的%



Safe Use and Operation of Suspended Working Platforms

On 21 June 2012, two cleaning workers were preparing to get on a suspended working platform for window cleaning work at the 16th floor rooftop of a hotel in Tsim Sha Tsui East. While one of the workers was getting on to the suspended working platform it suddenly tilted 45 degrees. The worker lost his balance and fell out of the suspended working platform and died in the fall. It was suspected that the wire of the suspended working platform had been loosened; critically the worker was not wearing a safety harness.

Workers in the cleaning industry often use suspended working platforms for cleaning external walls or glass of buildings. Use of a suspended working platform is a high risk operation and must comply with relevant safety rules and precautionary measures. The following are some basic safety guidelines for the use of suspended working platform.

General Management

- 1) It is the duty of the owner of a suspended working platform to ensure that every operation of the suspended working platform is safe and without risk to health to the personnel working inside or nearby the working platform.
- 2) A safe system of work should be established by the owner for every operation of a suspended working platform.
- 3) The system should be prepared and endorsed by the owner, with the advice of project engineers, safety professionals, and relevant personnel of the site or of the building management.

Safe System of Work

- 4) Planning and assessment of the operation including the selection of a suitable suspended working platform for the type of the job and the working environment.
- 5) Ensuring that every person working on the working platform receives suitable training and possesses a certificate of training.
- 6) Provision of personal protective equipment and communication system between the person on the working platform and the person in charge of the operation.

Requirements and Training of the Operators and Workers

- 7) Every person operating the suspended working platform or working thereon should:
 - a) be at least 18 years old;
 - b) be fit, agile and not height phobic;
 - c) have undergone training that is either recognized by the Commissioner for Labour or provided by the manufacturer of the suspended working platform or its local agent; and
 - d) have obtained a certificate in respect of such training from the person who provided the training (regulation 17(1) of the SWPR).
- 8) The training should cover areas including:
 - a) the proper use of safety belts, independent lifeline and other suitable fittings;
 - b) the emergency procedure and the precautionary measures to be taken in cases such as malfunction, locking of safety device, manual cranking of the working platform in case of power failure, use of proper communication device for assistance, etc.

Safety Belt and Lifeline

- 9) Every person carried on a suspended working platform should be provided with a suitable safety belt, an independent lifeline or suitable anchorage and fittings.
- 10) Full body harness meeting the specifications of a national standard such as British Standard or equivalent should be used instead of a general purpose safety belt.
- 11) Independent lifeline used for permanent suspended working platform should be properly anchored to the structural member of the roof rig and should be independent of the suspension system.

Use in Adverse Weather Conditions

- 12) When winds give rise to unsatisfactory working conditions, work should be stopped until the winds subside.
- 13) Suspended working platform should not be used where there is thunder and storm in the vicinity, during rainy periods or when a strong wind signal is hoisted.



使用及操作吊船的安全守則

2012年6月21日，兩名外判清潔工在尖東一酒店十六樓天台準備乘吊船清潔窗戶時，其中一人甫落船，船身急傾斜四十五度，他即時失平衡跌出船外，直墮地面爆頭慘死。事件起因懷疑是鋼纜鬆脫，而他未及戴好安全帶。

從事清潔行業人士，很多時候使用吊船為大廈外牆或玻璃清潔，是高風險工作，使用時必須依照有關的安全守則，做足安全措施。以下是一些基本的安全指引：

一般管理

- 1) 吊船的擁有人有責任確保吊船的每項操作不會危害在工作平台上或在附近工作的人員的安全和健康。
- 2) 吊船的擁有人應該為吊船的每項操作設立一個安全的工作制度。
- 3) 吊船的擁有人應該參考有關項目工程師、安全專業人士及地盤或樓宇管理的有關人士的意見，然後擬定及通過該制度。



安全的工作制度

- 4) 策劃及評估操作，包括為不同的工種及工作環境選擇適當的吊船。
- 5) 確保每名在工作平台上工作的人已接受適當的訓練，以及持有訓練證明書。
- 6) 提供個人防護裝備，以及為工作平台上的人和工程負責人提供通訊系統。

操作員及工作人員相關要求及訓練

- 7) 吊船操作員及在吊船上工作的人應：
 - (a) 至少年滿18歲；
 - (b) 體魄強健、動作敏捷及沒有畏高症；
 - (c) 曾接受勞工處處長認可的訓練或該吊船製造商或其本地代理人所提供的訓練；以及
 - (d) 已從提供該項訓練的人處取得有關該項訓練的證明書。《吊船規例》第17(1)條
- 8) 訓練內容包括：
 - (a) 適當使用安全帶、獨立救生繩及其他合適裝配的訓練；
 - (b) 緊急應變程序及預防措施，以應付發生故障、安全裝置緊鎖、在發生電力故障時以人手降下工作平台、使用適當的通訊裝置要求協助等的情况。



安全帶及救生繩

- 9) 吊船所載的每個人都應獲提供一條合適的安全帶及一條獨立救生繩或合適的繫穩物及裝配。
- 10) 應該使用合乎國家標準（例如英國標準或相等標準）規定的全身式安全吊帶，而不該使用一般用途安全帶。
- 11) 固定吊船所使用的獨立救生繩應該妥善地繫穩至天台裝置的結構構件上，並應獨立於懸吊系統之外。

在惡劣天氣情況下使用

- 12) 如果風力引致工作條件惡劣，便應停止工作直至風力轉弱。
- 13) 如果附近一帶正有雷暴、下雨，或掛起強風信號，便不該使用吊船。



Upcoming Events

活動及展覽會預告

Local 香港 :

Eco Expo Asia 2012 國際環保博覽 2012
27-30 October 2012
AsiaWorld-Expo, Hong Kong 香港亞洲國際博覽館
www.ecoexpoasia.com

Mainland China 國內 :

AHPE 2012 亞洲生活用紙展覽會
24-26 September 2012
Asia International Hygiene Paper Expo, Shanghai, China
上海光大會展中心
www.ahpe-china.com

International Cleaning & Maintenance Expo 2012
國際清潔與維護博覽會
7-9 November 2012
Shanghai Expo Center, China 上海世博中心
www.guojijqinxi.com

China Clean Expo 2013 中國清潔博覽 2013
1-3 April 2013
Shanghai World Expo Exhibition & Convention Center
上海世博展覽館
www.chinacleanexpo.com

Overseas 海外 :

Pulire Eurasia 土耳其清潔博覽
27-29 September 2012
Istanbul, Turkey 土耳其伊斯坦堡
www.pulire-eurasia.com

Overseas 海外 :

ISSA/InterClean 芝加哥國際清潔博覽
16-20th October 2012
McCormick Place, Chicago 芝加哥麥考密克展覽中心
www.issa.com/?id=issa_interclean_chicago_2012

The National Cleaning & Hygiene Expo
悉尼國際清潔及衛生博覽
23-25 October 2012
Sydney Showground, Sydney Olympic Park 澳洲悉尼
www.cleansceneshow.com.au

Expoclean Pulire 莫斯科清潔博覽
14-16 November 2012
Moscow, Russia 俄羅斯莫斯科
www.expoclean.primexpo.ru/en

Clean India Show 2012 印度清潔博覽
13-15 December 2012
India 印度
www.cleanindiashow.com

ISSA/INTERCLEAN Latin America 拉丁美洲國際清潔博覽
13-15 March 2013
World Trade Center, Mexico 墨西哥
www.issa.com

The Cleaning Show 2013 英國清潔博覽
19-21 March 2013
Birmingham, United Kingdom 英國伯明罕市
www.cleaningshow.co.uk



環保工程商會
ECMA

C/O 2801 Island Place Tower, 510 King's Road, North Point, Hong Kong
香港北角英皇道510號港運大廈2801室
Tel 電話: (852) 2563 0661 Fax 傳真: (852) 2565 8336 Website 網址: www.ecma.org.hk