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(This edition has been amended to include safety protection for work-above-ground and working on roof as well as occupational health issues on asbestos dust, silica dust, gases, vapours, fumes and chemicals.)

This publication is issued free of charge and can be obtained from offices of the Occupational Safety and Health Branch or downloaded from the Labour Department’s website at https://www.labour.gov.hk/eng/public/content2_8.htm. For enquires on addresses and telephone numbers of the offices, please visit the Labour Department’s website at https://www.labour.gov.hk/eng/tele/osh.htm or call 2559 2297.

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Occupational Safety and Health Management in Renovation and Maintenance Works for the Property Management Industry
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Introduction

Economic development brings improved quality of living, which in turn demands continually improved service standards and professionalism from the property management industry.

In carrying out cleaning, renovation and maintenance works at the existing building, all too often workers would encounter occupational safety and health (OSH) problems. If they sustained injury from accidents at workplaces, not only they themselves but also their families would suffer the harm and pain caused by the accidents. This can also lead to delay and even suspension of works, thus incurring losses. What is more, the additional costs that arise from accidents, such as compensation, medical expenses, insurance premiums, litigation and the like, will bring losses to owners, residents, tenants and management companies.

The Committee on Occupational Safety and Health, formerly established by the Labour Department, the Occupational Safety and Health Council and the Hong Kong Association of Property Management Companies Ltd. has, through consultation and discussions, gathered the views and experiences of practitioners and professionals in the trade and published this publication, Occupational Safety and Health Management in Renovation and Maintenance Works for the Property Management Industry. The information contained in it will help property management companies to manage renovation and maintenance works and OSH issues warranting attention, thus ensure the provision of a safe and healthy place of work to protect the interests of all parties as well as the safety of other members of the public.

This publication focuses on helping the management companies to define the duties of the stakeholders in renovation and maintenance works, ways to ensure the safety of companies employees at work, and how to manage contractors (including contractors hired by the property owners) to ensure that they would carry out the works safely. On issues frequently encountered in OSH, including work-at-height / work-above-ground, working on roof, working in confined spaces and general renovation and maintenance, this revision offers a brief outline for easy reading and reference of our readers.
Chapter 2

The Issue of Liability

Property management companies and owners (including owners’ corporations) are often required to bear legal responsibility for accidents related to the property, including work accidents. The courts always adopt a broad interpretation on “duty holder”, particularly in respect of civil actions. In many cases of those claims, the complainant lodged claims against the property management companies and the property owners. The following legal precedent of a claim pursuant to an accident handed down by the High Court is worth noting:

The Legal Precedent of a Claim Pursuant to an Accident

The canopy of a Chinese restaurant together with an illegal fish tank thereon collapsed when being demolished. The incident killed one person and injured many others. The injured parties and the family of the deceased filed for civil claims against the individuals and bodies corporate concerned. The court ordered the owners’ corporation, the property management company, the restaurant licence holder, the owner of the property concerned and the demolition contractor involved in the case to pay legal costs and compensation for the plaintiffs’ losses over HK$33 million. The court ruled that the owners’ corporation was liable to pay compensation because it failed in its management and control duties to take appropriate actions to prevent the restaurant from using the communal part of the building and to ensure that the building was properly maintained. The property management company also failed to discharge its property management responsibilities. (Detail for the case can be searched at https://www.judiciary.hk)

The legal liability of a duty holder

Although the legal interpretation of a “duty holder” is rather broad, one can always refer to the legal interpretation and liability of an “occupier” in relation to any premises in the Occupational Safety and Health Ordinance, Cap. 509, of the Laws of Hong Kong. In the Ordinance, “occupier” is defined as follows:

• “Occupier”, in relation to any premises or workplace, includes a person who has any degree of control over the premises or workplace and, in particular, includes a person who plays the following roles:
  - A person who, under a lease or contract, has an obligation for the maintenance or repair of premises; or the safety of, or the absence of risks to health arising from the condition or use of, any plant or substance located on premises; and
  - A person who, under a lease or contract, has an obligation to provide, maintain or repair a means of access to, or egress from, the premises.

• According to Section 7 of the Occupational Safety and Health Ordinance, Cap. 509, if an employee’s workplace is located on premises that are not under the control of the employee’s employer, the occupier of the premises must ensure that the premises; and the means of access to and egress from the premises; and any plant or substances kept at the premises are, so far as reasonably practicable, safe and without risks to health.

• Any occupier who fails to comply with the said requirement commits an offence and is liable on conviction to a fine of $200,000 and to imprisonment for 6 months.
As regards the employer and employees’ responsibilities at the workplace, Sections 6 and 8 of the Occupational Safety and Health Ordinance, Cap. 509 set forth the following:

- Every employer must, so far as reasonably practicable, ensure the safety and health at work of all the employer’s employees, including:
  
  1. to provide and maintain plant and systems of work that are, so far as reasonably practicable, safe and without risks to health;
  
  2. to make arrangements for ensuring, so far as reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage and transport of plant and substances;
  
  3. to provide such information, instruction, training and supervision as may be necessary to ensure, so far as reasonably practicable, the safety and health at work of the employer’s employees;
  
  4. as regards any workplace under the employer’s control—
     
     a. to maintain the workplace in a condition that is, so far as reasonably practicable, safe and without risks to health; and
     
     b. to provide and maintain means of access to and egress from the workplace that are, so far as reasonably practicable, safe and without any such risks;
  
  5. to provide and maintain a working environment for the employer’s employees that is, so far as reasonably practicable, safe and without risks to health.

- An employer who fails to comply with the said requirements commits an offence and is liable on conviction to a fine of $200,000 and to imprisonment for 6 months.

- An employee must, so far as reasonably practicable, ensure the safety and health of himself and others, including:
  
  1. to take reasonable care for the safety and health of himself and of other persons who may be affected by his acts or omissions at work.
  
  2. at the same time, to co-operate with the employer or other persons so far as may be necessary to enable them to carry out, or comply with, the requirement imposed on them in the interests of safety or health.

- Any employee violating the relevant requirements is liable on conviction to a fine at level 5 (currently $50,000) and to imprisonment for 6 months.
Multiple Duties of Property Management Companies and Occupational Safety and Health Management

A property management company has multiple duties as regards building renovation and maintenance. It is not only in its capacity as an employer to ensure the work safety of its employees, but also as an “occupier” responsible for the safety and health of workers not directly employed by the company. At the same time, it, as the employer of outsourced contractors, manages the contractors that it engages; and, as an executor of the Deed of Mutual Covenant, also manages contractors employed by property owners / residents to enable the works to be conducted safely.

The table below lists the main points regarding occupational safety and health management for a property management company in its different capacities when it manages building renovations and maintenance operations:

<table>
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<th>In the capacity of</th>
<th>Key points on occupational safety and health management</th>
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| Employer           | • Conduct risk assessment of building renovation and maintenance.  
                    | • Establish a safe system of work; devise plans and procedures, including schemes for training and supervision of workers; to seek expert advice when necessary.  
                    | • Implement relevant safe system of work, plans, etc., to ensure:  
                    |   – workers employed have sufficient training to take care of the safety of themselves and others.  
                    |   – management personnel have received safety management training so as to properly instruct workers and rectify their unsafe behaviour.  
                    |   – all workers, by their training, including knowledge in the potential hazards of work-at-height, are capable of conducting inspections to the place of work and reporting hazardous situations to management personnel for taking prompt improvement measures.  
                    |   – workers engaged in hazardous work to attend safety briefings before work everyday.  
                    | • According to the established monitoring system and safety code, management personnel inspect and assess workers’ safety performance and ability, and record the findings.  
                    | • Based on the assessment records, policy-making personnel revise and renew working procedures and deployment of workers. |
| Occupier           | • Conduct a site inspection based on the building plans and determine the areas for which it has a duty in the capacity of “occupier”.  
                    | • Conduct a risk assessment at sites where works are to be conducted.  
                    | • Take safety measures to eliminate or reduce the risks related to building renovation and maintenance, for example, fencing off the edges of building roofs, segregating the work site from other public areas, putting up covered pedestrian walkways, prohibiting persons who are not related to the works from entering the site, etc.
In the capacity of | Key points on occupational safety and health management
---|---
Employer of outsourced contractors | • Be thoroughly acquainted with all the risks and safety issues of outsourced work, determine the scope of responsibilities, seek professional and legal advice and take out liability insurance, etc.

• When awarding a renovation and maintenance contract, besides considering the tender price, also request the contractor to submit the following:
  – the company’s past safety record.
  – safety plan for the work, in which a safety management system should be listed including the inspection system to ensure that his subcontractors and front-line workers will effectively implement the safety management system.
  – information on the professional engineers / surveyor and competent persons responsible for the works.
  – quality, safety awareness, safety management system and safety record of the selected / proposed subcontractors.

• Regulate, through contractual terms, the planning and implementation of appropriate safety measures by the contractor; manage and control the contractor and his subcontractors, for example, by stating clearly the “pay for safety” scheme and sanction mechanism when the contractor violates OSH regulation.

• Monitor site safety closely, making it a part of the day-to-day management functions.

• Contact relevant government departments and law enforcement agencies for assistance if a safety and health problem relating to property management and renovation / maintenance works occurs.

• Appoint representatives to inspect at regular intervals the safety management system and records of the contractor and his subcontractors, and participate in their site safety meetings.

• Formulate, together with the contractors, the safety rules that the subcontractors should observe, such as to ensure the subcontractors:
  – themselves, and the foremen and workers they employ have received safety training for the work being undertaken, and have the ability to identify the hazards involved, evaluate corresponding risk and take preventive measures.
  – take all possible steps to create a safe working environment.
  – take immediate action to eliminate any hazardous conditions so identified and notify the principal contractor to take suitable improvement measures.
  – arrange and attend daily safety briefings with foremen and workers who are engaged in the hazardous operations.
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<th>Key points on occupational safety and health management</th>
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<td>Property manager and executor of the Deed of Mutual Covenant</td>
<td>• Disseminate safety and health information on renovation / maintenance works to property owners / residents.</td>
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<td>• Identify common areas of the building and take steps to prevent and stop any improper use / occupying of the areas.</td>
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<td>• When works have to be carried out in the common areas or a unit of the building, learn the nature of the works from the persons concerned and the property owners, identify the potential hazards of the work, and take the action to supervise and control the works accordingly.</td>
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<td>• Before the works commence, arrange meeting with the parties concerned and discuss every phase of the works, their foreseeable hazards and the safety measures to be taken.</td>
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<td>• Request the contractors and workers carrying out the works to submit the relevant safety training records.</td>
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<td>• Request the contractors and workers to take measures to safeguard the people in the workplace as well as at adjoining premises, for instance, the fire precaution measures on the use of flammable substances such as “thinners” for renovation works.</td>
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In order to ensure that renovation and maintenance works can proceed safely, a property management company should establish a safe system of work. By this, it generally refers to a systematic operation of a task; all the hazards should be identified and safe working methods should be also clearly defined for the work to be carried out.

**Steps to establish a safe system of work**

1. Assess, but not limited to, the following elements that affect the work:
   - The training, experience and capability of the persons to perform the work.
   - The safety of machinery and tools.
   - The hazards of materials.
   - The requirements of regulations and standards.
   - The push and pull factors of the environment on the working conditions.

2. Identify the hazards and determine the risks of the work, then eliminate or reduce them.

3. Establish the safe working methods.

4. Drive all employees to implement the safe system of work.

5. Monitor the effectiveness of the system, and review for improvement.
“Risk assessment” is a tool that company decision-makers used to assess risks in business operations. “Risk” is generally understood as the probability of damage to property and / or loss of life and limb. The two major considerations in assessing “risk” are the severity of the hazard and the probability of loss / injury caused by the hazard. Based on the results of the assessment, it is possible to establish the business policy with the lowest risk. The property management industry can use “risk assessment” to establish a safe system of work for property renovation and maintenance works.

The five steps to “risk assessment”

1. Identify the hazards in the workplace and in the nature of the work, estimate the severity of the hazards and the probable losses / injury that they will bring, then determine the level of the “risk”.

2. Estimate the degree of probable loss of life and property.

3. Evaluate whether the existing precautions are sufficient to eliminate the “risk” or reduce it to a minimum to avoid losses / injury or death, or whether safety measures should be enhanced.

4. Record the results of each assessment including precautions already adopted or required to be enhanced, and inform all employees on the findings.

5. Conduct regular review of the assessment and strengthen the precautionary measures when necessary.
Managing Contractors

Building renovation and maintenance contracts are usually undertaken by contractors by the following ways:

– The contractor is appointed by a property management company.
– The contractor is appointed by an owners’ corporation.
– The contractor is appointed by an individual owner / resident.

The property management company may adopt special administrative measures to manage the contractors conducting renovation and maintenance inside and outside the building to ensure safety at work, reduce the occurrence of workplace accidents to as low as possible, and ensure the safety of members of the public.

I. Prior to carrying out the work:

• The contractor should submit the following information which should be checked, with a copy kept, by a relevant person of property management company:
  – Valid and adequate documentary proof of third party and labour insurance policies. The insurance coverage so provided by the contractor shall comply with the requirements of the law and the contract.
  – A register listing the workers at the worksite with copies of the valid Construction Industry Safety Training Certificates (commonly known as Green Card) held by the workers and their identity cards showing that the workers are not “illegal workers” and are competently to complete for the work in safe manner, and the relevant record of their vocational training received, work experience, and duties, etc.
  – Relevant method statement and risk assessment.
  – Details of responsible person / contact person of scaffolds or plant (e.g. suspended working platforms) or electrical work, etc.
  – Information about the competent person(s) for the operations and installations of plant concerned, including the appointment letter issued by the contractor company and records of training received.
  – Details in the notice of the work relating to scaffolding / work-at-height, which includes the duration of the work, workplaces where work would be conducted, as well as the common areas that would be affected.

• The contractor should notify the management office in advance to post notices of the work concerning work-at-height and proposed safety measures such as overhead catching net, temporary covered walkway, etc.
II. During work:

• The management company should fence off the common areas that public would be affected and display warning signs and notices. The notices should include location of catching net, temporary covered walkway and re-routing of fire escape route.

• Workers entering the building to carry out works should show to the management company their personal identification for checking and registration.

• Prior to operation, all plant shall be inspected / examined and tested with certifications issued and signed by competent person(s) / competent examiner(s) appointed by the contractors to state that the plant is in safe working order. These documents should be checked by the management company or personnel concerned, with copies made.

• If there is no management staff appointed by the contractor to supervise high-risk operations (e.g. scaffolding work) on site, the property management company or personnel concerned may refuse workers to carry out the relevant work.

• The contractor should display a sufficient number of warning signs and notices, in both English and Chinese to remind the workers / occupiers concerned of the safety requirements.

• Certifications of all plant should be issued by competent examiner(s) or competent person(s) regularly or on the need basis to state that the plant is in safe working order and the relevant copies should be submitted to and kept by the management office or the personnel concerned.

• After inclement weather, the contractor shall be notified to assign a person to re-inspect / examine the safety conditions of the plant in question, and to further sign and issue a document to certify the plant being safe to be used with a copy kept before workers are allowed to resume work.

• The contractor shall ensure that workers comply with the statutory safety requirements and terms setting forth in the tender and guide to working procedures. Any violation of rules / regulations should be stringently dealt with. If necessary, call the relevant government departments for follow-up actions.
III. If the renovation or maintenance works are carried out by a contractor appointed by the property management company or the owners’ corporation, the following suggestions / procedures apply in addition to the above:

- The property management company or the owners’ corporation should prepare a guide to the contractors on tendering / operating procedures, a sample of which is at Appendix I - Guide to Contractors on Tendering / Operating Procedures for Work-at-Height. The guide should be given to all contractors concerned to draw their attention to take steps necessary to consider submitting a tender and in carrying out work.

- Contractor should conduct safety briefing before commencement of daily work. The briefing should include accident case sharing, highlight of high-risk activities and all relevant safety measures.

- The contractor should be asked to appoint safety personnel to ensure the workers working in a safe working environment, and to promptly rectify unsafe conditions.

- The staff of management company should keep the records on the conditions of the scaffolds, working platforms, suspended working platforms.

- If defects are found, the staff of the management company should promptly contact the safety representative on the worksite, requesting to suspend the work and to assign relevant personnel to rectify the problem, and monitor the rectification process.

- At the end of each working day, workers should report to the management company for logging out.

- At the end of each working day, the contractor’s representative, before leaving the worksite, should notify the management company and conduct a joint inspection to the worksite area with the staff of the management company to ensure that the worksite is in good and safe order.

IV. If works are conducted by a contractor employed by individual owners / residents:

The property management company or the owners’ corporation should prepare a guide, a sample of which is at Appendix II - Guide for Work-at-Height on the External Wall of a Private Unit. The guide should be issued to the property owner / resident concerned to draw their attention to the relevant laws and key issues, and to cooperate with the management company in the matters concerned.
The scope of property management work is rather extensive, and is therefore regulated by different pieces of legislation. The property management industry shall comply with the relevant legislation and safe codes of practice, and to maintain or raise the quality of service. Where necessary, professional and legal advice should be sought from professionals of the relevant disciplines.

Appendix III provides a list of OSH legislation that is commonly applicable to the property management industry. Before the commencement of work, employers / occupiers and employees in workplaces must comply with the legislation and ensure all relevant OSH measures put in place.

Appendix IV provides a list of the codes of practice and guidelines on the website of various government departments and private organisations relating to property management.
Common issues on OSH in building renovation and maintenance - including work-at-height / work-above-ground, working on roofs, working in confined spaces, and general renovation and maintenance - are summarized below with illustrations. You may download the reference materials for free at the Labour Department’s website (https://www.labour.gov.hk/eng/public/index.htm) and the Occupational Safety and Health Council’s website (http://www.oshc.org.hk). Lists of OSH publications related to building renovation and maintenance are in Appendix V and Appendix VI.

Current OSH legislation requires employers / contractors to ensure that workers have received mandatory safety training with certifications before they are allowed to perform certain work in renovation and maintenance. Please refer to Appendix VII for the information on those mandatory safety training.

I. Work-at-Height / Work-above-Ground

a) Use of working platforms

Work-at-Height / Work-above-Ground in building renovation and maintenance generally include the repair and cleaning of the external and internal walls of buildings, the installation and removal of windows, the repair / replacement of water pipes and drainage pipes, the examination and repair of gas pipelines, the installation and repair of air conditioning and fire protection facilities, checking and repair of telecommunications equipment, cleaning of fresh water tanks, as well as repairing of slopes within the property. In carrying out renovation work for individual owners, jobs involving work-at-height / work-above-ground such as the demolition of illegal structures, the installation and repair of split-type air conditioners, and the replacement of windows are common.

• Bamboo scaffolds including truss-out bamboo scaffolds, metal scaffolds, power-operated elevated working platforms and suspended working platforms are commonly used for work-at-height activities. In selection of suitable working platforms for the work, various factors such as nature of the work, actual working environment and restrictions, limitation of the usage of such equipment should be fully considered, and where necessary, professional advice should be sought.

• Mobile working platforms and light-duty working platforms (including step platforms and hop-up platforms) should be used for work activities at a height of less than 2 m above the ground. Those work activities mostly involve general interior renovation and cleaning work.

• Ladders are usually used for ascending and descending purposes only. It is unsafe to use ladders for work above the ground because many serious injuries or deaths were attributed to fall of workers from the ladder during the work above the ground. For additional information, please refer to the publication “Overview of Work-at-Height Safety” issued by the Labour Department.
• Hong Kong safety legislation has already prohibited the use of boatswain’s chair or similar non-power-driven plant or equipment.
Examples of safe working platforms for work-at-height

[Images of various scaffolds and working platforms]

Bamboo scaffold and working platform

Truss-out bamboo scaffold and working platform

Metal scaffold working platform
Occupational Safety and Health Management in Renovation and Maintenance Works for the Property Management Industry

Power-operated elevated working platform

Suspended working platform undertaking curtain wall maintenance / cleaning work

Securing the lower ends of the independent lifelines for the workers working in suspended working platform by concrete ballasts on the ground
Safe and secure cat-ladder and temporary scaffold access

Securing ladder for access or egress
b) Working on roofs

Work on roofs (including upper roofs, if any, and other facilities like machine rooms, water tanks, etc.) is common in the property management industry. Examples of such work include cleaning, maintenance and repair of roofs, installation, maintenance and repair of air conditioning facilities, maintenance and repair of telecommunications equipment and lightning protection facilities, gardening, spraying of pesticide, clearing blockage of drainage, maintenance and cleaning of water tanks and preparing for use of suspended working platforms, etc. It is not uncommon for buildings being designed with the maintenance point on roofs not adequately setback from the roof edges. Persons may be exposed to a risk of fall from height when they pass by roof edges without suitable fall protection or carry out work near the roof edges that have not been securely fenced. A number of serious or even fatal accidents have occurred in recent years due to lack of suitable fall protection on roofs.

Before the commencement of work on roofs, a task-specific risk assessment should be conducted by a competent person to identify the hazards arising out of the work, evaluate the associated risks and devise appropriate control measures to eliminate or minimise the hazards. In doing so, all relevant factors (such as the possibility to get the work done safely by alternative methods without workers exposing to the unfenced roof edges, the type / design / construction of roofs, their suitability for work thereon, etc.) should be taken into account. If work on roofs is inevitable, adequate control measures including suitable access to / egress from roofs and appropriate precautions to prevent workers from falling from height should be planned, provided and put in place in accordance with the result of the risk assessment.
Where persons within workplaces on roofs are liable to fall from the roof edges without suitable protective barriers, parapet walls or alike, secure fencing of not less than 900 mm in height shall be provided to prevent persons from falling. As to provision of secure fencing, suitable permanent fencing should be considered in the first place having regard to the characteristics and structures of the roofs. Temporary fencing (such as collapsible fencing system) with adequate height and strength could be an alternative whenever the provision of permanent one is not reasonably practicable. Erection and removal of temporary fencing itself could be dangerous if a safe system of work is not properly developed and fully executed. Only if the provision of permanent or temporary fencing is not reasonably practicable, personal fall protection systems (work restraint systems is more preferred than fall arresting systems) with suitable anchorages (including fixed anchorages, vertical lifelines, horizontal lifelines, fall arrestors, etc.) should be provided as the last resort. Where temporary fencing or personal fall protection systems are provided, adequate measures, including development and implementation of a safe system of work and provision of necessary information, instruction, training and supervision, shall be taken to ensure their proper use during work. Other measures such as implementing a permit-to-work system, exercising control of access to roofs, displaying relevant information and warnings, etc. could also be considered as necessary. For construction works undertaken on roofs, including the installation of permanent fencing, fixture of temporary fencing and personal fall protection system, suitable means of fall protection shall be provided and used in accordance with the Construction Sites (Safety) Regulations, Cap. 591 and the guidebook ‘Guidance Notes on Classification and Use of Safety Belts and their Anchorage Systems’ published by the Labour Department.
II. Working in Confined Spaces

The cleaning / maintenance of manholes, sewer drains and water tanks and the like are typical examples of working in confined spaces in building maintenance. Dangers commonly found in confined spaces are oxygen deficiency and the presence of methane and toxic gases such as hydrogen sulphide leading to suffocation, fire and explosion. However, some potential hazards may be overlooked, such as heat stress or cold stress, the sudden rush of liquids / sewage, or caving in of sand and gravel. Before conducting work in a confined space, the competent person(s) shall conduct a risk assessment on the work to be performed in confined space, and ensure that effective measures have already been taken to eliminate the risks, including signing and issuing permit-to-work, conducting tests on the quality of air and effectiveness of the ventilation, and using breathing apparatus. Only certified workers shall be allowed to enter confined spaces or work inside there.
Moreover, it is very likely that sludge or other deposits are present inside manholes or sewers making it possible to give off hazardous gas, vapour, dust or fume. The competent person therefore shall recommend the use of approved breathing apparatus if workers need to enter these places to carry out repairing or cleaning work. In the course of the work in such confined spaces, there is also a substantial likelihood of a change in the environment leading to an increased risk. The competent person therefore shall also recommend the use of appropriate air monitoring equipment.
Approved breathing apparatus, safety harness, etc.

The repairing or cleaning work inside manholes / sewers in general is underground pipework. A person entering or remaining in that particular confined space shall be ensured to properly wear an approved breathing apparatus in accordance with the Factories and Industrial Undertakings (Confined Spaces) Regulation, Cap. 59AE.

First aid equipment and reviving apparatus
III. Use of Electrical Apparatus

Electrical apparatus shall be of good construction and provided with earthing / anti-shocking protections. The cables, plugs and sockets connecting the electrical apparatus to the power source shall comply with current safety standards and requirements. The electrical distribution board supplying the power source shall be equipped with a Residual Current Device (commonly known as RCD) to protect workers from electric shock due to leakage of current. Under general circumstances, workers should not carry out work on live conductors. If it is necessary to carry out work on live conductors owing to the special nature of a task, the work shall only be carried out by registered electrical worker with appropriate grade relevant to the job and with adequate safety precautions taken as required in the legislation and safe codes of practice.
IV. Fire Protection

Smoking shall be prohibited on sites where renovation and maintenance works are conducted. Incompatible processes, such as using flammable substances (e.g. “thinner”, floor lacquer, and paint) and naked flame (e.g. welding) shall not be conducted at the same workplace and at the same time; operating machinery with intensive heat produced at the running parts and storing an excessive quantity of flammable substances may also cause a fire easily.

- **Metal cupboard and containing vessels for flammable substance**
- **When using flammable substances, suitable fire protecting and fighting apparatus shall be provided, naked flame and smoking shall be prohibited**
- **Good ventilation for painting works**
V. Machinery and Equipment

Mechanical moving parts of machines are dangerous to the operator and other persons if they are not guarded properly. Moreover, many accidents are caused by the selection and use of machinery not designed for the purpose and nature of operations of the work to be performed. Examples of guarding of machinery are illustrated below.

Bench circular saw fitted with adjustable top guard and riving knife

Protective guard for abrasive cutter

Portable electric saw with protective guard and workpiece holder for decoration works
VI. Use of Equipment for Transporting Materials

In renovation and maintenance works, use of lifting equipment is frequently involved for transporting materials, e.g. electric / manual chain blocks, winches, truck-mounted cranes, loadshifting machinery such as fork-lift truck, etc. When using these lifting equipment and machinery, attention to safety should be paid to prevent accidents.

To ensure safe lifting, necessary safety measures should be taken with reference to the operation manuals of manufacturers and according to the requirements of the Factories and Industrial Undertakings (Lifting Appliances and Lifting Gear) Regulations, Cap. 59J, including but not limited to, using lifting equipment already be inspected / examined with valid certificates; operators with related recognised certificates; lifting equipment being adequately and securely supported; securing adequately the materials being lifted; fencing off the lifting area; strictly following the safe working load of lifting; and appointing suitable signallers where necessary to assist in lifting operations, etc.

As regards the use of loadshifting machinery, necessary measures should be taken with reference to the operation manuals of manufacturers and the requirements of the Factories and Industrial Undertakings (Loadshifting Machinery) Regulation, Cap.59AG to ensure work safety. Specially for fork-lift trucks, reference can be made to the ‘Guidance Notes for Safe Use of Fork-lift Trucks’ published by the Labour Department which includes the management of fork-lift operations, selection of fork-lift trucks, workplace conditions, operating precautions and procedures, etc.
VII. Tools

Of the accidents caused by tools, many occurred because of selection of the improper tools or lack of proper maintenance and repair of the tools. Workers using tools shall have received training in the safe operating procedures and skills for the tools concerned.
VIII. Personal Protective Equipment

The fundamental principle of safety at work is to eliminate hazards from the work or to make improvement by reducing the risks to a minimum; personal protective equipment is only regarded as the last line of defence to protect the workers. If there is a need to use the personal protective equipment, workers should wear them to ensure safety and health. For those equipment to function effectively, the users shall be trained to enable them to rightly select, properly wear and properly maintain the personal protective equipment so provided to them.
IX. Asbestos Dust

Asbestos can cause asbestosis (diffuse fibrosis of the lung), mesothelioma (cancer of the lining of the chest and abdomen) and lung cancer. Asbestos dust will be generated whenever asbestos containing materials are disturbed. These materials include those sprayed coatings, thermal and acoustic insulation materials, fire resistant walls and partitions, cement sheets and flooring materials that contain asbestos. All work involving asbestos shall follow the Factories and Industrial Undertakings (Asbestos) Regulation, Cap.59AD and the Code of Practice: Safety and Health at Work with Asbestos. Before the commencement of renovation works, all involved asbestos containing materials should be removed by a competent asbestos contractor first.

Significant amount of asbestos dust will be generated whenever asbestos containing materials are damaged or broken.
X. Silica Dust

Many building materials like natural stone, bricks and concrete contain silica. Any processes involving breaking, crushing or grinding silica containing materials will generate silica dust. Exposure to excessive silica dust for a prolonged period can lead to silicosis, a disease with lung fibrosis impairing lung function seriously. In the course of renovation and maintenance works, workers must use suitable measures to minimize the spread of dust and ensure good ventilation to control the dust level. If the adoption of various engineering control measures is not able to control the dust to an acceptable level, the proprietor or contractor should provide suitable and adequate respiratory protective equipment to the affected workers.

XI. Gases, Vapours and Fumes

Harmful gases, vapours and fumes may be released from a variety of renovation or maintenance processes such as:

- welding and flame cutting;
- using internal combustion engines or portable generators;
- painting - particularly paint spraying;
- using organic solvents, e.g. adhesives and thinners.

Adequate ventilation must be provided at the workplaces to control these hazards. Using mobile local exhaust ventilation equipment can remove contaminants effectively from the source to outdoors directly. If the adoption of various engineering control measures is not able to control the contaminants to an acceptable level, suitable respiratory protective equipment should be worn by workers. Moreover, the portable generators should only be used outdoors or under very good ventilation condition. Otherwise, a large amount of carbon monoxide may be generated at the workplace, leading to gas poisoning to a group of people.

Fumes and harmful gases will be generated during the welding process.
XII. Chemicals

Renovation or maintenance works often use chemicals, such as thinners, varnishes, adhesives, etc. Proper labelling shall be provided on the containers of dangerous chemicals according to the legal requirements and take appropriate control measures by referring to the Material Safety Data Sheet (MSDS). Besides, particular attention should be paid to prevent improper mixing of chemicals. In the course of routine maintenance work of swimming pools and cleaning work, mixing bleaching solution with an acidic chemical by mistake frequently causes accidents with massive leakage of chlorine gas. This kind of accidents should be prevented with great care.
Appendix I

Guide to Contractors on Tendering / Operating Procedures for Work-at-Height

A contractor submitting tender / conducting operations for work-at-height shall abide by the provisions in the laws and the code(s) of practice. In order to ensure the safety of the workers during the erection / installation, addition, alteration, use, removal or dismantling of the plant for work-at-height (scaffolds / mobile metal scaffolds / working platforms / suspended working platforms / power-operated elevated working platform / __________(state when necessary)) and other members of the public, the contractor shall adopt the following procedures.

Prior to carrying out the works:

The contractor must submit the following:

1. Valid and adequate documentary proof on third party and employees’ compensation insurance policy. The insurance so provided by the contractors shall comply with the required coverage prescribed by the contract, and shall be checked by, with copies kept at the management office.

2. Submit the detailed information about the competent persons responsible for the operations and installations of plant for work-at-height, including the appointment letter issued by the contractor company.

3. Notify the management office in advance when work-at-height to be conducted. Post notices to inform the public on works concerning work-at-height, the notice of which should describe in detail the duration of the work, workplaces at the internal or external walls where the work would be conducted, as well as the common areas that would be affected.

4. The fall arresting system provided and installed for each worker by the contractor shall include full body safety harness, fixed anchorage and independent lifeline. After their installations, a professional engineer of the structural discipline shall be appointed to examine and test the equipment according to provisions in the law and the code(s) of practice, and issue such certificate, form or documentary proof, as the case may require, to ensure that they are safe to be used by the workers. Copies of the certificates, forms and any other such document are to be submitted to the management office for record keeping. (Note: Common independent fixed anchorages include an eyebolt. The anchorage point for the lifeline shall be structural safe. A reinforced concrete column / beam or a structural steel member are suitable anchorage points for securing the lifeline. The selection of suitable anchorage will be subject to the decisions of the competent person appointed by the contractor on the basis of practicability.)
When beginning the works:

1. Coordinate with the management office to fence off the affected public area and put up warning signs.

2. Appoint competent person to examine whether the fall arresting system provided for each worker by the contractor has been completely installed, and can be used safely.

3. Have all the workers register their valid Construction Industry Safety Training Certificates (Green Card) at the management office before they start work everyday.

4. Supervise the erection / installation, addition, alteration, removal or dismantling of plant for work-at-height by a competent person appointed by the contractor, failing which the management office may refuse to allow the contractor to conduct the works in question. The competent person must present in the vicinity to immediate supervise workers for erection / installation, addition, alteration, removal or dismantling of the plant, and should not be engaged in such works.

5. Post such warning notices, in Chinese and English, which say, “危險 - 裝置未完成 - 請勿使用” “DANGER - Installation Incomplete - NOT TO BE USED” on the plant and in a prominent place if the erection / installation, addition or alteration of the plant for work-at-height has not been completed, or if such erection / installation, addition or alteration has been completed but the certificate, form, or documentary proof to certify the plant being safe to be used has not yet been signed and issued.

6. When the erection / installation, addition or alteration of the plant for work-at-height has been completed, the contractor shall appoint a competent examiner / competent person to sign the certificate, form, or documentary proof to certify the plant being safe to be used and post it in a prominent part of the plant, and submit a copy to the management office as record.

7. The contractor’s workers shall wear suitable safety shoes, safety helmets with chin straps and other personal protective equipment so provided for use in the work.

8. Workers who erect / install, add, alter, remove or dismantle the plant for work-at-height shall have been trained, be capable and have such experience in the work, and with relevant personal data produced and recorded.

Mobile plant for work-at-height:

1. For general mobile plant for work-at-height, such as mobile metal tower, the height (H) to the least base dimension (W) ratio should be limited to 3.5 (H) to 1 (W) within buildings, and should not be greater than 3 (H) to 1 (W) outside building, and when metal towers are required to be a height exceeding the height to the least base dimension ratio recommended and a larger base cannot be built or extension buttresses cannot be fixed at the base, the tower should be constructed up to the maximum height allowed by the height to the least base dimension ratio and then tied, roped or guyed in four directions to the main structure which is being serviced, or provided with such safety measures according to the manufacturer’s technical guidance.

2. When moving the mobile plant for work-at-height, no person shall be allowed to remain on the platforms of the plant unless the manufacturer’s technical guidance indicates that it is permitted in the design of the plant.
**Fixed installations for work-at-height - scaffolds:**

1. If a scaffold is used for work-at-height, it shall be erected on a scaffold of a double-row design; the working platforms shall be provided with toe-boards of not less than 200 mm in height, a middle guard-rail of 450 to 600 mm in height, and a top guard-rail of 900 to 1150 mm in height.

2. For a scaffold greater than 15 metres in height, it should be designed and approved by a professional engineer. If it is a truss-out bamboo scaffold (single lift type), and the whole scaffold is totally dependent upon the existing building / structure for support, it should be designed by professional engineer, and copy of any document signed and issued by professional engineer should be submitted to the management office for record. All the bolts used on the external wall should be of stainless steel, and should be removed from the external wall with the holes properly filled after work had been completed.

**During works:**

1. During work, the contractor shall appoint a competent person and / or a competent examiner who shall carry out such examination, test and inspection required by the law on the plant for work-at-height periodically or under special circumstances and sign and issue the certificate, form or any document to certify them being safe to be used, and submit a copy to the management office for record.

2. After inclement weather, the contractor shall assign persons to re-inspect the safety condition of the plant installed for work-at-height at buildings / estates, and sign and issue after such inspection a certificate, form or any documentary proof to certify them being safe to be used, and submit a copy to the management office.

**Remarks:**

(i) The above terms are not exhaustive to the requirements of the law and codes of practice. The contractor shall comply with the law and codes of practice being enacted when carrying out the work.

(ii) If the plant for work-at-height are found to be dangerous, but the contractor is uncooperative to rectify the situation, the management office may call the Labour Department at office hours and request for their assistance (complaint hotline: 2542 2172 or via online complaint form and general enquiries: 2559 2297.)
Guide for Work-at-Height on the External Wall of a Private Unit
To: The Owners / Residents

Dear Sir / Madam
It has come to our attention that you are inviting a contractor to carry out work-at-height at the external wall of your unit. In order to ensure the safety and the benefit of yourself, your neighbours and other members of the public, you are advised to ask your contractor to submit the document and pay due attention to the following matters relevant to the work to be carried out:

Before the works:
1. Ask the contractor to submit document on valid and adequate insurance policy certificates on third party and employees’ compensation for your checking and record keeping.
2. Ask the contractor to submit copies of valid certificates on mandatory basic safety training in construction industry (Green Card) and personal identifications of his employees.
3. Ask the contractor to submit the detailed information of competent persons responsible for operations and installations of plant for work-at-height (scaffolds / mobile metal scaffolds / working platforms / suspended working platforms / power-operated elevated working platform / ___________(others to be stated)) including their official appointment letters.

Contractors shall comply with the law and codes of practice in the following:
1. Saving provision of safe plant for work-at-height, it is necessary to set up fixed anchorage and independent lifelines for the workers involved in the works also.
2. When erecting / installing, adding, altering, removing or dismantling of plant for work-at-height, the contractor shall appoint a competent person to supervise the entire process on site. The competent person must present in the vicinity to immediate supervise workers for erection / installation, addition, alteration, removal or dismantling of the plant, and should not be engaged in such works.
3. After erecting / installing, adding or altering a plant for work-at-height, the contractor shall obtain a certificate, form, or other document to certify that the plant is safe to be used that is issued and signed by the competent person and post such document at the plant or in a prominent place, and submit a copy of such document to you for your keeping until the plant has been completely dismantled / removed from the building.
4. During work, the contractor shall, according to statutory requirements, appoint a competent person and a competent examiner who shall carry out such examination, test and inspection of the plant for work-at-height periodically and under special circumstances, and issue a certificate, form, or other document to certify that the plant is in safe working order, and submit a copy to you for retention.
5. After inclement weather, you should ask the contractor to assign a person to your unit to re-inspect the condition of the plant for work-at-height, and to issue fresh certificate, form, or other document to certify that the plant is in safe working order, and submit a copy to you for retention.

Please notify the management office in advance of the dates of commencing the relevant work outside the external wall and of dismantling / removal of the plant for work-at-height in order to facilitate the fencing off of the public area that would be affected by the work and the posting of warning signs and notices.

Remarks: (i) The above terms are not exhaustive to the requirements of the law and codes of practice. The contractor shall comply with the law and codes of practice being enacted when carrying out the work.
(ii) If the plant for work-at-height is found to be dangerous and the contractor is uncooperative to rectify the hazardous situation, you may call the Labour Department at office hours and request for their assistance (complaint hotline: 2542 2172 or via online complaint form; general enquiries: 2559 2297).
Appendix III

Common Occupational Safety and Health Legislation Applicable to Property Management:

- Chapter 59 Factories and Industrial Undertakings Ordinance
- Chapter 59A Factories and Industrial Undertakings Regulations
- Chapter 59G Factories and Industrial Undertakings (Woodworking Machinery) Regulations
- Chapter 59I Construction Sites (Safety) Regulations
- Chapter 59J Factories and Industrial Undertakings (Lifting Appliances and Lifting Gear) Regulations
- Chapter 59L Factories and Industrial Undertakings (Abrasive Wheels) Regulations
- Chapter 59N Factories and Industrial Undertakings (Spraying of Flammable Liquids) Regulations
- Chapter 59Q Factories and Industrial Undertakings (Guarding and Operation of Machinery) Regulations
- Chapter 59R Factories and Industrial Undertakings (Cartridge-Operated Fixing Tools) Regulations
- Chapter 59S Factories and Industrial Undertakings (Protection of Eyes) Regulations
- Chapter 59T Factories and Industrial Undertakings (Noise at Work) Regulation
- Chapter 59W Factories and Industrial Undertakings (Electricity) Regulations
- Chapter 59Z Factories and Industrial Undertakings (Safety Officers and Safety Supervisors) Regulations
- Chapter 59AB Factories and Industrial Undertakings (Dangerous Substances) Regulations
- Chapter 59AC Factories and Industrial Undertakings (Suspended Working Platforms) Regulation
- Chapter 59AD Factories and Industrial Undertakings (Asbestos) Regulation
- Chapter 59AE Factories and Industrial Undertakings (Confined Spaces) Regulation
- Chapter 59AF Factories and Industrial Undertakings (Safety Management) Regulation
- Chapter 59AG Factories and Industrial Undertakings (Loadshifting Machinery) Regulation
- Chapter 59AI Factories and Industrial Undertakings (Gas Welding and Flame Cutting) Regulation
- Chapter 509 Occupational Safety and Health Ordinance
- Chapter 509A Occupational Safety and Health Regulation
Websites of Reference Materials Relating to Property Management:

Buildings Department

- Guidelines for the Removal of Typical Unauthorized Building Works and General Maintenance of External Walls
- Guide on Erection & Maintenance of Advertising Signs
- Code of Practice for Fire Safety in Buildings 2011

Fire Services Department

- Code of Practices for Minimum Fire Service Installations and Equipment and Inspection, Testing and Maintenance of Installations and Equipment

Civil Engineering and Development Department - Civil Engineering Office

- Layman’s Guide to Slope Maintenance
- Guide to Slope Maintenance (Geoguide 5)
- Geotechnical Manual for Slopes

Electrical and Mechanical Services Department

- Guide to Safety on Electrically Operated Sliding Gates
- Code of Practice for Installation of Electrically Operated Sliding Gates, Sliding Glass Doors and Rolling Shutters
- Household Electrical Safety Handbook
• Outline of Electrical Products (Safety) Regulation

• Code of Practice for the Electricity (Wiring) Regulations (2015 Edition)

Environmental Protection Department

• Technical Memorandum on Noise from Construction Work Other Than Percussive Piling

• Asbestos Control

Office of the Communications Authority

• Guidelines for Property Owners, Developers and Managers for the Provision of Facilities within Property Developments for Access to Public Telecommunications and Broadcasting Services

• Code of Practice for the Provision of Access Facilities in Buildings for the Supply of Telecommunications and Broadcasting Services

• Code of Practice for the Protection of Workers and Members of Public against Non-Ionizing Radiation Hazards from Radio Transmitting Equipment

Housing Department

• A Pictorial Guide to Planning and Design for Safety

Labour Department
(https://www.labour.gov.hk/eng/public/content2_3.htm)

• Code of Practice in Times of Typhoons and Rainstorms (Labour Relations Division)

* For publications published by Occupational Safety and Health Branch, please see Appendix V
Others

The Hongkong Electric Co., Ltd.
(https://www.hkelectric.com/en)

• Supply Rules (The Hongkong Electric Co., Ltd.)

• Guide to the Maintenance of Communal Electrical Installations in Multi-Tenant Building (The Hongkong Electric Co., Ltd.)

China Light & Power Group

• Supply Rules (CLP Power)
Appendix V


Guide to Legislation

- A Guide to the Factories and Industrial Undertakings Ordinance (Section 6A) - General Duties of Proprietors
- A Guide to the Factories and Industrial Undertakings Ordinance (Section 6B) - General Duties of Persons Employed
- A Guide to Section 6BA of the Factories and Industrial Undertakings Ordinance Cap 59 - Mandatory Basic Safety Training
- A Guide to the Factories and Industrial Undertakings (Suspended Working Platforms) Regulation
- A Brief Guide to the Factories and Industrial Undertakings (Confined Spaces) Regulation
- A Guide to the Factories and Industrial Undertakings (Lifting Appliances and Lifting Gear) Regulations
- A Guide to the Factories and Industrial Undertakings (Loadshifting Machinery) Regulation
- A Guide to the Factories and Industrial Undertakings (Gas Welding and Flame Cutting) Regulation
- A Guide to the Factories and Industrial Undertakings (Protection of Eyes) Regulations
- A Guide to the Factories and Industrial Undertakings (Safety Management) Regulation
- A Brief Guide to the Occupational Safety and Health Ordinance
- A Brief Guide to the Occupational Safety and Health Regulation
- Reference Manual for Inspection Reports on Construction Sites

Codes of Practice

- Code of Practice for Bamboo Scaffolding Safety
- Code of Practice for Metal Scaffolding Safety
- Code of Practice for Safe Use and Operation of Suspended Working Platforms
• Code of Practice for Safety and Health at Work in Confined Spaces

• Code of Practice: Safety and Health at Work for Manual Electric Arc Welding

• Code of Practice: Safety and Health at Work for Gas Welding and Flame Cutting

• Code of Practice: Safety and Health at Work with Asbestos

• Code of Practice on Control of Air Impurities (Chemical Substances) in the Workplace

• Code of Practice on Safety Management

Guidance Notes

• Guidance Notes on Fire Safety at Workplaces

• Guidance Notes for the Safe Isolation of Electricity Source at Work

• Guidance Notes on the Inspection, Thorough Examination and Testing of Suspended Working Platforms

• Guidance Notes on Safe Use of Power-operated Elevating Work Platforms

• Guidance Notes for Safe Use of Fork-lift Trucks

• Health Hazards of Asbestos

• Prevention of Gas Poisoning in Drainage Work

• Control of Toxic Substances in the Workplace

• Solvents

• Guidance Notes on Classification and Use of Safety Belts and their Anchorage System

• Guidance Notes on the Selection, Use and Maintenance of Safety Helmets

• Introduction to the Proper Use of Respiratory Protective Equipment

• Proper Selection of Respiratory Protective Equipment

• Proper Wearing and Maintenance of Respiratory Protective Equipment
Accident Cases Analysis

- An Analysis on Occupational Fatalities - Casebook Volume 1-4
- Brief Analysis of Site Cases
- A Casebook of Occupational Fatalities related to Truss-out Bamboo Scaffolding Works
- A Casebook of Occupational Fatalities related to Renovation and Maintenance Works
- A Casebook of Fatal Accidents in Lift Installation, Maintenance and Repairing Work
- Series of Brief Analysis of Site Cases - Oxy-acetylene Welding and Arc Welding (Chinese version only)
- Series of Brief Analysis of Site Cases - Painting Works (Chinese version only)
- Series of Brief Analysis of Site Cases - Plumbing & Electric Maintenance Works (Chinese version only)

Guides on General Safety

- Occupational Safety for Repair, Maintenance, Alteration and Addition Works – Safety Hints for Owners and Tenants of Commercial and Residential Units
- Occupational Safety for Repair, Maintenance, Alteration and Addition Works – Safety Hints for Owners’ Corporations
- Occupational Safety for Repair, Maintenance, Alteration and Addition Works – Safety Hints for Property Management Companies
- Occupational Safety for Repair, Maintenance, Alteration and Addition Works – Safety Hints for Contractors and Workers
- Safety Hints on Renovation Work
- Overview of Work-at-Height Safety
- Prevention Against Fall From Height
- Safety Guide for Bamboo Scaffolding Work
- Guide on Safety of Truss-out Scaffolds (Chinese version only)
- Safety Measures for Use of Truss-out Bamboo Scaffold
• Safety Hints on Operation of Suspended Working Platform
• Working Safely with Flammable Materials
• Working Safely with Hand Tools
• Safety at Work - A Guide to Personal Protective Equipment
• Safety Hint for Construction Workers
• Safe Systems of Work
• Five Steps to Risk Assessment
Appendix VI

List of Occupational Safety and Health Publications published by the Occupational Safety and Health Council (http://www.oshc.org.hk/eng/main/osh_info/publications/)

- Electrical & Mechanical Health & Safety Guidebook (Chinese version only)
- Guidelines for the Use of Personal Protective Equipment
- Safety Hints for Newcomers (Chinese version only)
- Establishing an Occupational Safety Management System
- Notes on Electrical Safety
- Safety Hints for Renovation Workers in Using Chemicals (Chinese version only)
- Working in Confined Spaces
- Risk Assessment for Manual Handling Operations (Chinese version only)
- How to Prevent Occupational Musculoskeletal Disorders
- Safe Working Cycle – Implementation of Safety Behaviour
- Occupational Health for Good Business
- Safety Management of Hazardous Chemicals
- Fire Safety at Workplaces
- A Guide to Safety and Health for Gas Welding and Flame Cutting
- Safety Hints for Renovation Workers (Chinese version only)
- Safety Guide for Hand Tools and Power Tools (Chinese version only)
- Work Stress Management
- Safety Hints on Safety Precautions during Long Holiday (Chinese version only)
- Preventing Work-Related Upper Limb Musculoskeletal Disorders
- Implementing Workplace Hygiene Programme
- Safety for Renovation and Maintenance Work (Chinese version only)
- Chemicals at Work Control Tool
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* Certificate of Registered Electrical Worker is issued by Electrical & Mechanical Services Department

For information of the training course providers, please visit:
Website of Labour Department: https://www.labour.gov.hk/eng/osh/content5.htm
Enquiries

If you wish to enquire about this publication or require advice on OSH matters, please contact the Occupational Safety and Health Branch of the Labour Department through:

Telephone : 2559 2297 (auto-recording service available outside office hours)
Fax : 2915 1410
E-mail : enquiry@labour.gov.hk

Information on the services offered by the Labour Department and on major labour legislation is also available on our website at www.labour.gov.hk.

For details on the services offered by the Occupational Safety and Health Council, please call 2739 9000.

Complaints

If you have any complaint about unsafe operations and environments at workplaces, please call the Labour Department’s OSH complaint hotline at 2542 2172 or fill out and submit an online OSH complaint form on our website. All complaints will be treated in the strictest confidence.
Labour Department
Address: 13/F, Harbour Building, 38 Pier Road, Central, Hong Kong
Telephone: 2559 2297 (General Enquiries)
           2542 2172 (Complaint Hotline)
Fax: 29151410
E-mail: enquiry@labour.gov.hk
Home page: www.labour.gov.hk

Occupational Safety & Health Council
Address: 19/F, China United Centre, 28 Marble Road, North Point, Hong Kong
Telephone: 2739 9377 (General Enquiries)
           2739 9000 (Hotline)
Fax: 2739 9779
E-mail: oshc@oshc.org.hk
Home page: www.oshc.org.hk

Hong Kong Association of Property Management Companies Ltd.
Address: Units 2008-2010, Telford House, 16 Wang Hoi Road, Kowloon Bay, Kowloon, Hong Kong
Telephone: 2186 6101
Fax: 2189 7245
E-mail: office@hkapmc.org.hk
Home page: www.hkapmc.org.hk