

**Organisation:** Haven of Hope Hospital

**ISO 14001 Certification Date:** December 2001

**Certification Body:** Det Norske Veritas


**EMS Scope:** Hospital services

## Background

Haven of Hope Hospital (HHH) is a 437-bed rehabilitation oriented hospital with specialist services in Geriatric, Pulmonary, Palliative Care and Infirmary. Established in 1955, the hospital has endeavored to become a “Hospital Without Walls”, serving the Kowloon East community with “holistic care” and “total community involvement”.



## Haven of Hope Hospital Environmental Policy

-  Protect our environment, reduce pollution to the environment
-  Comply with legislations
-  Save energy and reduce waste generation
-  Enhance the awareness of environmental protection
-  Continually improve our environmental performance

## Why Environmental Management?

Internally, as a caring organization, HHH has always considered her staff as the most valuable asset. The management recognizes that the health and well being of staff and a harmonious working atmosphere are critical factors for the effective delivery of service. The “Healthy Hospital” Initiative was thus pioneered for our staff in 1998 aiming to develop our hospital into a healthy organization through the development of environmental, physical, psycho-spiritual and social health.

Externally, as a health service provider, we support and advocate the “Healthy City Tseung Kwan O” Movement that aims to develop our local community into a healthy city through intersectorial collaboration.

Environmental management is in fact part of HHH’s business strategy. Thus the promotion and implementation of environmentally responsible management perfectly matches with our direction of development in working towards a “Healthy Hospital” and “Healthy City”.



## Our Approach

While investment in hardware is no doubt an important contribution to environmental accomplishment, we believe that in the long run environmental management can only be successful through the establishment and sustaining of a green culture i.e. the software of environmental management. To achieve this, the commitment and participation from top management down to front line staff is vitally important. An Environmental Management System in accordance with the ISO14001 standard was established to cover all functions and activities associated with the provision of hospital services.

The system, with a strategic self-regulated approach, has enabled our staff to maintain and improve the hospital's environmental performance in their day-to-day working practices. In December 2001, HHH has become the first hospital in Hong Kong to obtain ISO14001 certification for all her hospital services.

## Objectives and Targets

1. reduce the electricity consumption in hospital
2. reduce the water consumption in hospital
3. minimise waste generation, and increase the recycling rate of recyclable materials
4. reduce the use of Expanded Polystyrene (EPS) food container
5. reduce the paper consumption in hospital
6. donation of obsolete furniture and containers to non-profit organisations

## Environmental Achievement

- The electricity consumption in 2002 has been reduced by 3.51% compared to the consumption during the same period of 2001.
- After the installation of the flow restrictors in March 2002, the water consumption in 2002 has been reduced by 28.36% compared to the consumption during the same period of 2001.
- There is a decrease of paper consumption by 12.74% in 2002 compared to 2001.
- With staff supporting the use of reusable food container in staff canteen, the use of EPS container has been sharply reduced by over 50%.

## Success Factors

- Clear Vision

Positioning environmental management as part of organization's business strategy, thereby staff from all level could easily buy-in the concept and integrate it into their daily practices.



## Total Staff Involvement

Top management genuine commitment and support as well as staff participation and understanding are very crucial in cultivating a green culture. Everyone should have his or her own responsibilities under the environmental management system and not merely someone or some particular team alone.



## Further information

For more information, contact Ms. Anna Ho of Haven of Hope Hospital at :  
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## Supportive Environment

To sustain a green culture, an environment that is conducive to staff in practicing green measures should be provided. Recognition and encouragement to staff to contribute ideas in green management will also help to maintain the momentum and enthusiasm to preserve our precious green environment.