

(An extract from the original report submitted for CTBUH Performance Award 2014)

# Council on Tall Building and Urban Habitat Award 2014 – Performance Award

**Innovation . Comfort . Community**  
**Striving for Global Excellence**



**啟勝管理服務有限公司**

**KAI SHING MANAGEMENT SERVICES LIMITED**

**新鴻基地產成員**

A member of Sun Hung Kai Properties



**環球貿易廣場**  
**INTERNATIONAL**  
**COMMERCE CENTRE**

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# Introduction



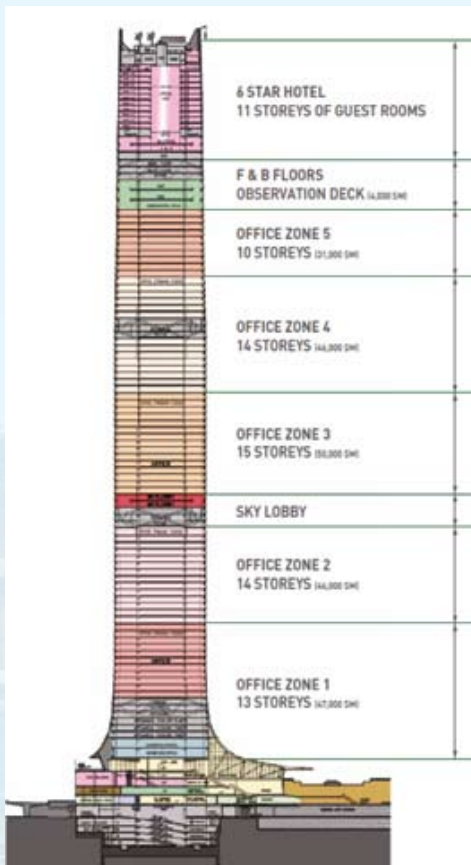
*The building façade – Dragon Tail*

## Introduction

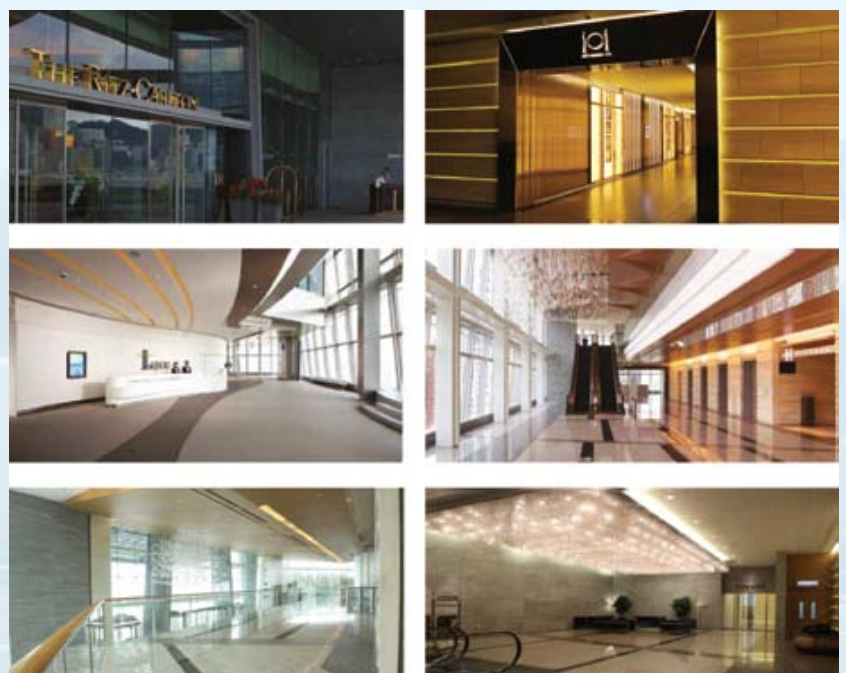
Standing at the south-western tip of the Kowloon Peninsula, International Commerce Centre (ICC) is the tallest building in Hong Kong. The 484 m tall building, with 118 storeys, is a Grade-A office building offers 2.5 millions sq. ft office space, Hong Kong first observation deck – Sky100 and the tallest 6-stars hotel in Asia – The Ritz-Carlton, Hong Kong with 312 rooms.

From a piece of reclaimed land as part of an old typhoon shelter, ICC is given a mission to expand the existing core financial district from Central to West Kowloon and to enhance Hong Kong's position as one of the world's leading financial centers.

By targeting high-end, international financial instates, ICC is equipped with world-class features, no matter from its design and plan, advanced building facilities to the excellence management and customer services provided, to meet the expectations of the building users. The occupancy rate of the building has been over 95% since 2012 and has reached 98% in 2013. Now, being the vertical Wall Street, occupants of ICC includes regional headquarters of Morgan Stanley, Deutsche Bank and Credit Suisse, China CITIC Bank, EFG Bank, Natixis HK Branch, ABN AMRO, Standard & Poor's International LLC, GCL Capital Management (Hong Kong) Limited etc.



Standing at 484m, ICC is not just the tallest building in Hong Kong. With number of innovations and green considerations introduced throughout construction and operation, ICC is an example for other mega-tower projects around the world.





## Excellent Building Operation Management

One of the major focuses was to build ICC as a green building. Besides working on the construction and the design of the building, huge efforts have been put into to assure efficiency in resources management and reduced environmental impact during its operation. Round-the-clock customer services, business continuity as well as green and enjoyable environment are examples of what we offer to building users.

## I. Customer Services

### i. Close Communications with Tenants

Innovations, efficiency and excellent facilities management and tech support matter most, but all these qualities must eventually be seen by and communicated to the end-users. Our very close communication with our tenants and among our staff form the backbone of ICC's management and pull every member of the team together to work for our common goal, that of becoming and staying as the best-managed building in Hong Kong.

With our top of the market tenants who often have distinguished guests (local and international) visiting their office, communications with our tenants concerning nearly every aspect of the building's daily operation are of overriding importance. Take for instance, we have frequent and regular meetings with our tenants, we issued notices by electronic mail, bi-monthly newsletter – Beyond the Dragontail and our quarterly Green Keeping (an environmental pamphlet of ICC) in order to keep our tenants up-to-date with what's going on in the building.

Besides, to keep our tenant's update with the nearby transportation and restaurant available, a transportation guide and our "Gusto" are issued for reference of our tenants and visitors.



## II. Building Facilities Maintenance

### i. Running and Maintaining Our Very Large Air-Conditioning System

The cooling capacity of the air conditioning system of ICC is over 12,000 tonnes. The system is very complicated and very large. The major components are: six sets of 11kV water cooled chiller of 2,050 tonnes capacity each; eleven sets of double-decker indoor cooling tower of 11 metre-high (the largest indoor cooling towers in the world); 31 chilled water pumps; 7 condensing water pumps; 14 heat exchangers; 13 emergency back-up air cooled chillers; 184 air handling units; 6,500 VAV units; 309 industrial type air fans, i.e., the bulky chilled water distribution pipe work (3-pipe system); and 151 VRV units. The water-cooled and the air-cooled chillers are backed up by emergency generators.

The team monitors the plant 24/7 ensure uninterrupted supply of air-conditioning and to check for any potential risk of equipment breakdown. To ensure the MVAC work properly during emergency situation, we also conduct drills for chiller change-over with anchor tenants on a monthly basis. The team also regular performs: cleaning of cooling towers, the chiller condensing coil and the split-type, sterilization AHU filters; overhaul of chilled water and condensing water pumps; thermo-scanning for control panels, AHU fans and pump motors and the inspection of 2960 sets of fire and smoke damper.

### ii. Managing the Power System and Maintaining Continuous Electricity Supply in ICC

To ensure continuous electricity supply, the building has 25 transformer substations housing a total 68 sets of 1.5 MVA – 2.0 MVA dry type transformers. Together they can meet an overall demand of more than 70MVA. In addition, we have a dual support of normal mode of power supply. This means the electrical risers of our normal mode of supply are fed from two individual CLP transformers. As for the support of the essential mode of supply, we have a triple back up. Our fire services-related generators can run up to 6 hours on their own fuel tanks; our other generators can run about 2 hours with their own fuel tanks without refueling. After that we have auto fuel pipe delivery of fuel for the generators and a manual fuel delivery arrangement as a contingency back up. The power provision is over 13,000kVA for normal mode of consumption and over 3,600kVA for essential mode of consumption. Periodic inspections of switch rooms and meter rooms, monthly testing of emergency generators, thermo-scanning of bus ducts and switchboards are also conducted to ensure uninterrupted power supply and to facilitate arrangements for early rectifications of any faulty items.

### iii. Two Different Back-up Fuel Systems for Generators

Since three quarters of our tenants are engaging in global finance, the importance of continuous power supply at ICC cannot be understated. 38 sets of emergency generators are installed in ICC to support back-up power. ICC has two fuel systems for back-up generators.

The building has an auto fuel pipe system to maintain the fuel supply to the back-up generators. In addition, the ICC-MSO has developed a special, manual transport system to deliver fuel to all required generators.



*One of the High voltage generator sets*

Monthly drills are conducted to familiarize staff with the manual delivery process as well as half-yearly and annual drills with our anchor tenants.

### iv. Systematic labelling of the LV Switchboard (LVSb) :

In daily maintenance/ trouble shooting/ WR2 operation, a labelling system on LVSb helps fast and precise troubleshooting.



### **Bar tapes of the LVSB**

Applying bar tapes with different colours on the surface of the LVSB allowed for easy identification of busbar connections of each incoming and outgoing circuit and switches.

### **Check point labelling of the Busbar**

Check point labelling enables us conveniently and systematically check the busbar connections by thermo scanning of busducts, which we do annually.



*Electrical system of ICC*

### **v. Round-the Clock Monitoring of Our Advance Fire Services Systems**

Because of the height of ICC, nearly 500-m tall, the importance of fire prevention and evacuation is a constant concern. Naturally, the quantity of fire services system and installations in the building are also more than in other buildings. The ICC team regularly carries out joint tests and inspections with tenants to ensure all the life saving systems are sound and working properly.

We have staff stand by at the fire services control room round the clock. Our Building Management System (BMS) is interfaced with the fire services installations. For instance, the detection of a sprinkler burst can be pin-pointed by the system. Quarterly testing and inspection of FS installations like sprinkler system, drencher system, fire hydrant/ hose reel system, automatic fire alarm and detection system, high sensitivity smoke detection system, fire shutter, smoke curtains, make up windows and doors, FM200 system for computer server room, pre-action system for control room, pre-alarm system for smoke detectors and portable fire extinguishers, etc.

Our make-up windows and doors at L3, L 8 & L9 are a part of the smoke extraction system together with the fire shutters and smoke curtains. Together they allow fresh air to enter the dragon tail (atrium) area and form a smoke layer at high level. This creates a safe lower passage for occupants to evacuate in case of fire. Mock evacuations are conducted 4 times a year by zone with active tenants' participation encouraged. Sandbags are also strategically placed on different levels of the buildings.

### III. To Free Noise from the Building

Being an office space for world-class institutes, to provide a decent working space for our tenants is one of our main missions, and not surprisingly that a quiet, free from nuisance environment is to be provided. To ensure noise generated from daily operation will not affect the enjoyment of our tenants over their premises, following practices are introduced:

#### i. Fit-out work control and training

Written down on our fitting out guideline which is distributed to tenant during our first greet, rules regulating noisy works are given to ensure no nuisance will be created to the adjacent premises during the business-operating hours.

In ICC, all major works are required to be carried out during non-office hour. We put personnel on full duty to keep check on whether the fit-out contractor is complying with our requirements and all government regulations. We also conduct safety classes for fit out contractors.

#### ii. Pump noise control

Spring floors are installed in pump rooms to absorb vibration and reduce the noise generated from the pump system that might affect our occupants' working conditions.

#### iii. Generators

In order to ensure the generators which are treated as the back up of the electricity supply for tenant's essential facilities and those for the building, each of the generators are tested once a month. To eliminate the impacts to the environment, all testing of the generators are scheduled only during weekends and done according to regulations as laid down by the Environmental Protection Department.

#### iv. Sound-proof Partition wall

All partition walls in office levels are made of sound-proof materials. This yields a quiet environment for all office tenants.

#### v. Chiller system and Plant room:

Acoustic consultant was employed to design, develop and review the noise level inside our plant rooms (i.e. chiller plant room and generator room). Silencer, acoustic ceiling and walls were installed inside plant rooms.

### IV. Gardening and Landscaping

Good landscaping can enhance the overall environmental quality of the building. The building has a team of dedicated gardeners to take care of the plant beds located at various parts of the building and its podium. The trimming, weeding and watering frequency is adjusted according to the season and to the location of the plant beds taking into account of the availability of sunlight and rainfall. There are a variety of plant species grown in ICC. The plants chosen are indigenous in nature and most are commonly found in Hong Kong. We only use a small number of seasonal flowers. This is partly because we want to reduce the need for frequent replacement of flowers and to reduce wastage and cost.



- Indoor green wall on level 3 and outdoor landscape

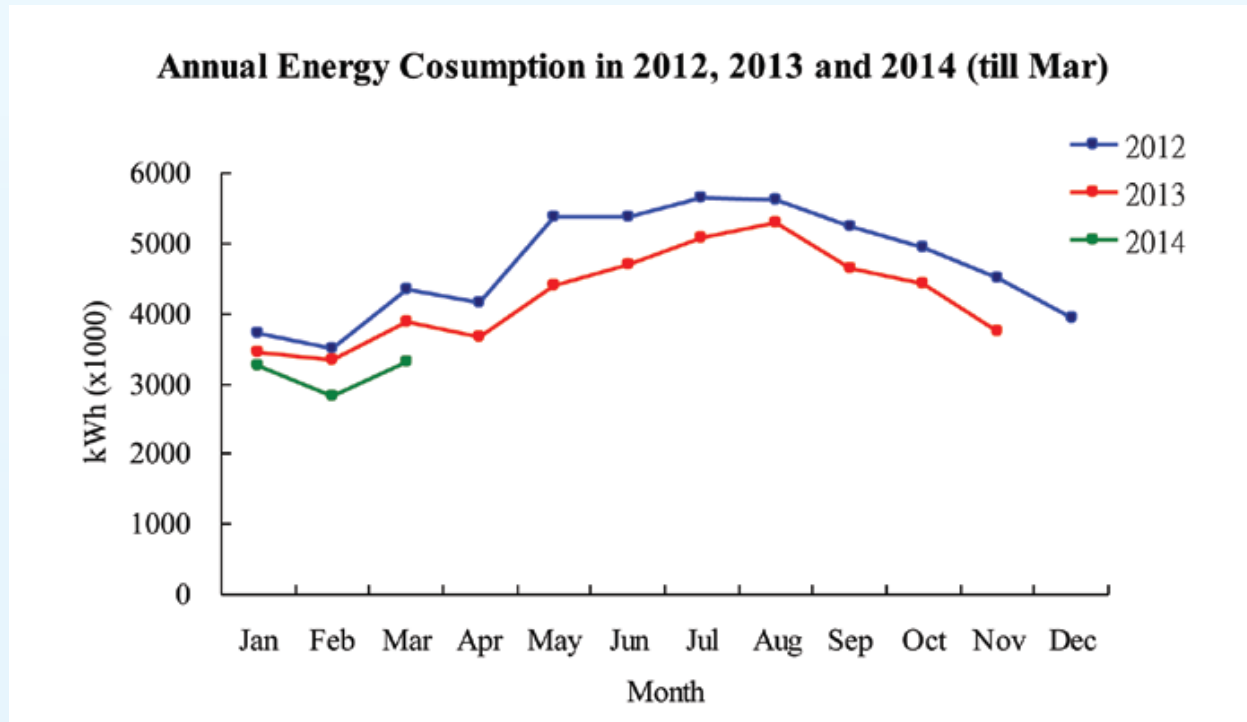


## I. Implementation of Environmental Programme

### i. Adapting Over 50 Advanced Energy Saving Measures

Since obtaining the ISO 50001 Energy Management Systems certification in 2011, ICC has been following the ISO50001 established procedures and have incorporated over 50 advanced energy saving measures.

The Energy Utilization Index (EUI) of ICC's energy performance from Oct 2012 to Sept 2013 was 157.30 kWh/sq.m (566.28 MJ/m<sup>2</sup>/ annum). The annual energy saving in 2013 was over 6,000,000kWh as comparing with 2012 which indicate the significant energy achievement via the implementation of ISO 50001.



### Following ISO 50001 procedures

- Planning -** ICC established energy performance objectives and targets, conducted studies and then made a series of action plans in relation to energy saving opportunities.
- Execution -** ICC implemented the action plans accordingly, for instance, using energy efficient lamps, adjusting the air conditioning temperature to a pre-determined point and fine tuning the equipment operation pattern, etc. (action plan)
- Monitoring -** With regular reviews of the facilities' operations and close monitoring of their energy usages via routine checking and energy performance review, the efficiency of the action plans can be identified.
- Improvement -** If the result is unsatisfactory or further improvement areas can be spotted, improvement plans would be developed and followed up to ensure the sustainable enhancement of the energy management system.



## ii. Energy Saving Activities

### a. Air-conditioning System

#### Improving the Energy Efficiency of our Air-conditioning System

For chiller water, spongy spheres were used for running through the tubes constantly. This eliminates tube fouling as well as removes debris from the tube's inner surface, resulting in better heat transfer and better refrigerant cycle efficiency and thus lower energy consumption.

Since our cooling towers are the open system type, the condenser's water can get contaminated. We use a filtration circulation system with centrifugal separator to remove the dirt to a collector. This way, the dirt accumulated on the condenser tubes of the chillers will reduce. Working together with the above-mentioned automatic tube cleaning system, it can further enhance the chiller co-efficient performance (COP) and thus save energy. Approximately 8% lower energy consumption can be gained by applying these combined measures.



*Automatic Tube Cleaning*



*Condenser Water Filtration System*



*Side-Stream Protection*

#### Variable Speed Drives (VSD) control technology

Apart from the automatic tube cleaning and condenser water filtration systems, we adopt a Variable Speed Drives (VSD) control technology for all the AHUs in ICC. Via this technology, optimal control of the air-flow can be achieved and this would result in energy saving.

#### Commissioning Academic's Studies on Optimal Chiller Plant Efficiency

ICC has been working with the Hong Kong Polytechnic University (PolyU) in conducting the building's energy consumption analysis as well as devising the building's energy performance optimization strategies.

#### Energy Saving from Individual Strategies Recommended by HK PolyU includes

- Simplification of the secondary water loop systems at Zone 3 and 4 - According to the site assessment, the annual energy savings using this revised design configuration is over 1.0 M kWh. The simplification of the secondary water loop requires no extra investment and the cost saving is significant.
- Improving the cooling tower system selection and operation - Based on the commissioned test results, lower the operating frequency of cooling tower fans and the use of VFD can provide an annual energy saving of up to 2.36 M kWh. The payback period for those added VFD is less than 1 year.
- Optimal control of the secondary water pumps - The fully opened valve in the cascade control minimizes the water loop resistance and therefore saves the energy use of pumps. The test results proved good control reliability of the strategy as well as an annual energy saving of up to 250,000 kWh.
- Use of DCV and model-based outdoor air ventilation control
- The test results in commissioning and operation confirmed that the energy consumption of the primary air-handling unit (PAU) can be saved up to 50% under part load compared with the original two stage control and the energy consumption for cooling outdoor air can be reduced by 65% at most. With the CO<sub>2</sub> concentration being maintained below 800 ppm in each zone, the excellent indoor air quality will still be ensured

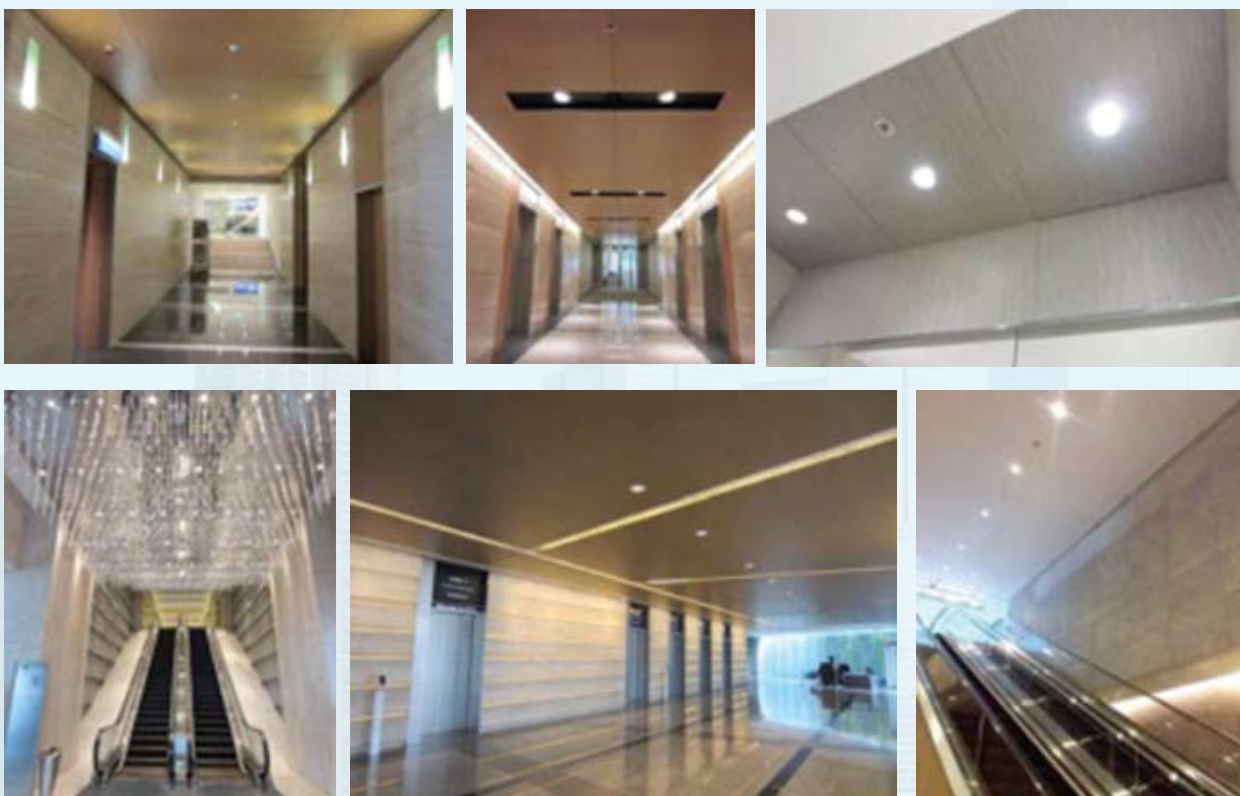
### Wider Application of LEDs and T5 Fluorescent Tubes

In the main office entrance lobby and office floor corridors of ICC, most of the halogen lights have by now been replaced with LEDs. Compact fluorescent lamps (Model: 18W Dulux D/E 4pin) are used in corridors instead of incandescent bulbs.

At the car park and in the refuge floors, because they are 24-hour lighting, T5 fluorescent tubes with water-proof casing were used. All these reduce replacement frequency and lower power consumption. However, in lowering our energy consumption and cutting our carbon emission, we have to bear in mind that we must maintain a good lighting performance as the building status of ICC requires. So, regular inspection and evaluation of energy usage of lighting system are a must. This is exactly what we have been doing the last two years.



*Use of Fluorescent Lightings & LED in Carpark , ceiling and signages*



*Wider use of LED in common lobbies, washrooms and high levels*



## II. Waste Disposal Control

For chemical waste, we have guidelines for fitting-out contractors informing them not to discharge chemical substances into the drains. We also label all drains and channels to remind occupants, workers and cleaners not to discharge harmful substances to the environment. All our disposal of chemical and toxic substances are handled separately and according to the appropriate environmental standards.

### i. Recycle, Reuse, Reduce & Reproduce

#### Waste Separation Our First Step to Recycle and Reuse

The last 3 landfills in Hong Kong are expected to be full by 2019 and the SAR Government still has no definite expansion or alternative plans. So everyone in Hong Kong should take waste reduction at work and at home very seriously.

#### We Pay Full Attention to Waste Management

At ICC, we have a comprehensive waste management programme to reduce wastes since 2010. We actively promote the importance of waste reduction to tenants and staff. We also keep looking for new ways to utilize reusable wastes.

### a. Recycle

#### Waste Separation Our First Step to Recycle and Reuse

The concept of Recycle, Reuse and Reduce (3Rs) has been the foundation stone of our various waste management programmes. In 2010, ICC set up a waste separation centre to separate different kinds of recyclable and reusable from general wastes collected from our tenants. As we see it, recycle and reuse begin with waste separation. The participation rate of our waste separation recycle programme increased from 60% in 2010 to 90% in 2013. The recyclable wastes collected increased from 94,000kg in 2012 to 101,714kg in 2013, a 8.21% increase. One of the reasons of the increase is that we have increased the range of recycle items year by year. In 2013, 20 recycle items are on our collection list.

Waste paper	Carton	Plastic bottle	Aluminium can	Glass Bottle
Coffee ground	Food waste	Used cooking oil	Used printer cartridge	Unwanted computer
Fluorescent lamp	Fluorescent tube	Spent hid lamp	Festival Plant	Festival gift box
Unopened food	Crate & wooden material	Old books	Unwanted clothes	Rechargeable Battery



#### Total Weight of Recyclable Wastes Collected in ICC 2010-2013

2010	50,381.11 kg
2011	65,436.10 kg
2012	94,171.30 kg
2013	101,714.10 kg

By encouraging more and more tenants to participate in the recycling programme of ICC, growing numbers of various kinds of recyclables are recorded and we are surprised to have an increase of 29.88% and 43.91% in total waste collected in 2011 and 2012 when comparing to the previous year

### III. Getting All Stakeholders On Board

#### i. Free Consultant Services for HKAEE's wi\$e Programmes

ICC has joined all the HKAEE's wi\$e programmes, namely wastewi\$e, IAQwi\$e, Energywi\$e and Carbonless certificate. In view of our accumulated experience we want to promote these green actions to our tenants since together we can make a bigger impact on greenhouse gas reduction. We introduce the wi\$e programme to them, and would help them to achieve the labels. We target to get 10% of our tenants on the programme by the end of 2013.

#### ii. Regular Meeting with Tenants

We have regular meetings with our tenants, it is a platform for us to listen and understand their requirements. In the meeting, we will discuss all ICC-related topics (resources conservation is one of the must discuss item). We seek their opinions, suggestions and feedback on our green measures.

#### iii. Foodwise Ambassador Workshop

We have signed the Foodwise Charter. Five of our Green Committee members have become Foodwise ambassadors after completed the workshop training. They promote the Foodwise programme to tenants as well as train our other frontline staff to spread the Foodwise message.

##### 3.1.4 Distributing Foodwise Tips Cards to Tenants

We have created our own foodwise tips cards and distributed them to our tenants usually at lunch hour. We have also placed the foodwise slogan at our tenants' canteens reminding them to eat wisely and save food.

#### iv. Green Ambassadors

Around 60 of our frontline staff are Green ambassadors. They have been taught green concepts, green measures, green works and low carbon life etc. They also get updated green information from our Green corners. As GreenKeeping is Everyone's duty at ICC, they have the responsibilities to promote resources saving to our tenants.

#### v. Our Say No to Disposable Utensils Campaign

We've been running a Say No to Disposable Utensil campaign most of this year. We encourage our tenants to use reusable utensils and do not take the disposable set that came with their lunch boxes. To go with the campaign, we have \$10 set reusable lunch utensils for sale at our concierge. We also encourage our tenants to bring their own coffee tumblers for coffee at the many nearby coffee shops and in our office we discourage staff and guest using disposable cups.



*Utensils for purchase*



*Say No to Disposable Utensils Campaign Poster*



### vi. Introducing CarbonSmart to Our Tenants

In June 2013, we invited HKPC to introduce the Carbon Smart programme to our tenants. Through the programme, tenants can get the 50% sponsor (max. HK\$30,000) from Government when carrying out the carbon audit or joining the LOOP programme.



### vii. Introducing LOOP to Our Tenants

Low-carbon Office Operations Program (LOOP) is a WWF labelling scheme that encourage Green office. ICC-MSO successfully applied for the label for its new office in 2012. Throughout the application process, we found the guidelines from LOOP very useful when planning for a low carbon office. So, we encourage our tenants to join LOOP and even invited WWF representative to speak on the subject.



### viii. Shui-sen arrangement and Floral Jamming Workshop

To encourage our tenants to love green we have arranged different kinds of flower arrangement classes for them from time to time. Some even bring their children to the class.



### ix. Our Green Volunteers Work the Public

Conducting Green Tours at sky100

Between 29 Mar and 1 Apr 13 this year, we had the chance to conduct Green tours at sky100 Hong Kong Observation Deck' programme. We use simple models and graphs for our illustrations, and used actual samples of LED lamps and our vertical green plants.





### x. Low Carbon Tour for Student Groups – HKSYPIC Wong Tai Shan Memorial College

In April 2013, we conducted a tour for students and talked to them about our experience in energy saving, waste management and green promotion.



*Students of HKSYPIC Wong Tai Shan Memorial College*

### xi. HKGCC visit

We benefited from the supporting our Management and we understand how important it is. To promote and share our green works to other companies' management, we have arranged two visits in Nov and Dec 2012 for HKGCC respectively. They are the elite of industry and it was a great opportunity to share our experience and let them the importance of Green.

### xii. Site visit of Yan Oi Tong Chen Cheng Yuk Yee Kindergarten

Our younger generation is our future. We ride on the foodwaste collection program with Yan OI Tong Chen Yuk Yee Kindergarten and invited them to pay a visit to ICC. During the visit, we have shared foodwise, foodwaste, waste management and organic farming information to them. We hope they will engage themselves in Green and create a better environment for their future.

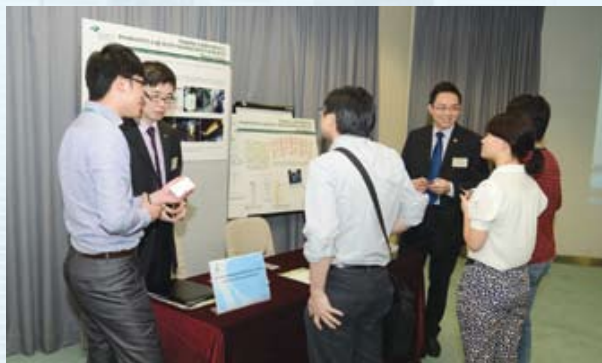


### xiii. HKQAA Sharing

The Hong Kong Quality Assurance Agency (HKQAA)'s annual flagship event, the HKQAA Symposium 2012, was held at the Langham Place Hotel, Mongkok dated on 30 Nov 2013. As motivated by Chairman of HKQAA - Ir Prof. Peter Mok "With this useful and innovative tool, we hope to encourage the uptake of carbon reduction by organisations in Hong Kong and so contribute to a low carbon economy". ICC MSO shared the topic "Energy management of ICC – the tallest skyscraper in Hong Kong" during the HKQAA Symposium 2012.

### xiv. HKAEE Seminar

In an HKAEE seminar in May 2013, we were asked by Hong Kong Productivity Council to talk about our experience in energy and green management to the public.



### xv. Electrical and Mechanical Service Department Seminar

We shared our energy saving experiences with the public in a seminar organized by Electrical Mechanical Service Department in June 2013.



*Seminar shared by our senior technical manager, Mr. Howard Yeung (forth right)*

### xvi. Sharing to Public - SOEHK Symposium

In Jun 2013, we have delivered a presentation in the Annual Symposium which organized by the Society of Operations Engineers Hong Kong Branch (SOEHK) and shared our energy management and green initiatives with over 120 participants including business leaders, professionals, stakeholders and students. It is believed that the sharing can help to promote ICC as an example of sustainable operation to the industry.



*Presentation delivered by our senior technical manager, Mr. Howard Yeung*

### xvii. Extending Our Food Waste

Collection to Adjacent Community

We have expanded our waste management programme this year. We are now collecting food waste daily from Yan Oi Tong Chen Cheng Yuk Yee Kindergarten and Yang Memorial Methodist Social Service Yau Tsim Neighbourhood Elderly Centre. Both these entities are located at Kowloon Station in the same civic block we are in. As said above we have a decomposer and we are working with a food waste contractor who recycle food waste into fish food.

### xviii. Experimental Farm for Tenants

To get our tenants involved in the world's green movement, an experimental farm was set up for free participation at a small plot on our Level 8 podium. We have installed farming equipment such as a rainwater collection system for irrigation. We also provide variety of seasonal seeds for the tenants.

### xix. Urban Farmer

We promote green and low carbon life to our tenants, we have distributed a "Urban Farmer" program. To prize our tenants on the participation of our experimental farm program, we have issued a certification to all the ICC grows plants around the building and is always ready to help the 'baby' versions of these plants find homes in our tenants' premises.



### xx. GreenKeeping, a Green Pamphlet

We publish GreenKeeping, a quarterly promotional pamphlet.

This provides up-to-date environmental protection information for our staff, tenants and other stakeholders. The purpose of publishing the pamphlet is to attract more ICC tenants to the global environmental protection effort.



### xxi. Tapping Tenants for Energy Saving Ideas

Tenant's opinions always inspires us. Some of our energy saving measures would not come to fruition without their support and some of our ideas came from talking to them.

### xxii. Earth Hour 2013

ICC joined Earth Hour for the fourth year in 2013 by turning off non-essential lights and electrical appliances for one hour to raise awareness on climate change. We also encourage our tenants to dim their lights for one hour. Over 75% of our tenants have joined the lights off campaign in 2013, 10% up from the year before.

As a landmark building in Hong Kong, we have the responsibility of cheering up the community. We make use of the external wall to display positive images and encouraging messages to help building a more harmonious society. In doing so, we have considered the environmental factors.



ICC joined Earth Hour 2013

We make use of LED instead of the traditional flood lights to display the messages. We only light up two sides instead of having LED on all four sides of the building. We also limit the time of displaying the external LED to only 3 to 4 hours a day. In selecting the images being displayed, we have worked with the designer such that the images will consume the lowest amount of energy by dimming down the LED to 30% of the total power output. All these actions aim at balancing the responsibility of being a landmark in Hong Kong and our goal of energy conservation. We will continue to ensure that we are doing the right thing for the society.

### xxiii. Green Activities for Tenants & Staff

#### Hong Kong Geo Park Tour

Our Hong Kong Geo Park tour for tenants this June braved rain and a stormy sea. High tides met high spirits.

#### Green Triathlon

We held an indoor Triathlon this year and raised fund for Green Power in support of Green events in Hong Kong.

#### Zero Carbon Building Visit: Seeing is Believing

ZCB is a signature project to showcase state-of-the-art ecobuilding design. Visiting that building (this year in April 2013) was always was a learning experience for our staff.

#### Organic Farm Visit

10 representatives from ICC were sent to join the tree planting activity in July 2013. They came back and spread the message at home and in the office about the importance of preserving nature.





## I. Contributions to Society

We have our volunteer team in ICC. The team supports different kind of charity events and works to spread caring and love to the society.

### i. Warm Participation in Charities' Activities

We enthusiastically participate in activities organized by various charities like the Pass-it-on by Red Cross.



### ii. We Organize Activities to Needy

Besides joining the activities organized by charity, our team also proactively works with NGOs to warm the needy. Rice Dumpling workshop, post-festival giving, festival celebrating parties are examples of what our team have organized in 2013. Work holiday is provided to staffs who participated in voluntary work.





### iii. We Support Sustainable Development of the Society



Apart from spreading loves to the under-privileged, we concern the green development of the society too. Thus, we actively participate in green planting activities to grow green for our community.



In addition, to encourage tenants to join us to green our community, the concept of experimental farm is introduced at our Level 8 podium. Tenants interested





### f. ISO 22301 - Business Continuity Management System

ICC worked closely with tenants including the 3 major banks on fine tuning and preparing for emergency situations and established procedures and process complied with the new ISO standard. With the new standard, ICC MSO was the first property management company in Hong Kong certified by HKQAA with this standard.

### g. CarbonSmart 2013

ICC was recognized as CarbonSmart by the CarbonSmart Programme, which aims to encourage concerted industry effort on carbon audit and reduction and the development of environmentally friendly industries, and ICC was awarded the certificate of Carbon Audit Pilot scheme.



### h. CLP's GREENPLUS Recognition Award 2013 - Gold Award in commercial and industrial section

ICC has been awarded the GREENPLUS Recognition Award 2013 issued by HK China Light and Power (CLP)

### i. Gold LOOP Label 2013 and 2014

A WWF label, ICC's management services office was the first office in ICC to receive this label.



### j. WGO GOAIS 2014

ICC's management services office has been awarded the Green Office Awards Labeling Scheme (GOALS) issued by World Green Organization (WGO).

## k. LEED – Platinum Certificate 2013

ICC Management Services Office achieved the LEED (Leadership in Energy and Environmental Design) platinum certificate for commercial interior in February 2013. The criteria examined for the certificate include the candidate's performance regarding energy and atmosphere, materials and resources, indoor environmental quality, etc.



## l. Integrated Property Awards

### Asia Pacific Property Award - Best Mixed-Use Development Hong Kong

The Asia Pacific Property Awards under the noted International Property Awards recognize exceptional real estate projects. The 50-plus professional judges evaluated entries on quality, design, construction and project development. ICC won the Best Mixed-Use Development Hong Kong award.



SHKP General Manager (Office Leasing) Mr. Lo King-wai (first left), Project Team, Mr. Tony Tang (second left) and Mr. Anthony Pau (first right) and Kai Shing Management Services Limited General Manager, Mrs. Irene Wai (second right)

## Only Hong Kong project to win Tien-yow Jeme Civil Engineering Prize

The Tien-yow Jeme Civil Engineering Prize is seen as the highest honour in mainland civil engineering recognizing outstanding projects for technological innovation and application. ICC was the only Hong Kong winner this year and just the seventh Hong Kong project to win one of the awards since they began in 1999. Past winners include SHKP's Two International Finance Centre and Route 3.



SHKP Project Team and representatives, Mr. Anthony Pau (first left), Mr. Tony Tang (second left) and Mr. Kevin Mo (first right)

## One of the Ten Hong Kong People Engineering Wonders in the 21st Century

ICC was voted one of the Ten Hong Kong People Engineering Wonders in the 21st Century and was the only building and private development among the winning entries. The Hong Kong Institute of Engineers' judging committee selected the top 20 projects based on recognition, pride, contribution, advancement, engineering and appearance, and then a public poll selected the top ten.



## m. Class of Excellent Wastewi\$e Label 2013

ICC achieved its targets for waste reduction and was awarded again for the Excellent Class label by Wastewi\$e Hong Kong Awards for Environmental Excellent in 2013 by the Environmental Campaign Committee of Hong Kong.



## n. Class of Excellent IAQwi\$e Label 2013

Since 2010, ICC has been awarded Class of Excellent in the IAQwi\$e for the common area, we was once again awarded class of Excellent and the added certificate effectively means the air quality in the common areas of the building has been certified excellent in 2013.

## o. Class of Good Energywi\$e Label 2013

The HKAEE (Hong Kong Awards for Environmental Excellence) is the top Hong Kong authority for recognition of environmental achievements of an organization led by the Environmental Campaign Committee alongside the EPD (Environmental Protection Department). The Committee accredits three environmental protection labels including Wastewi\$e, Energywi\$e and IAQwi\$e that aim to commend organizations in achieving a set standard on waste-reduction, energy conservation and indoor air quality improvement. ICC joined the Engerwi\$e label scheme since 2011 and have been working diligently to fulfill all the requirements and had achieved Class of Good certificate on year 2013.



## p. Platinum BEAM Society Standard 2011

The Hong Kong BEAM (Building Environmental Assessment Method) certified that ICC has achieved the topmost environmental performance according to its comprehensive building assessment method for new buildings.

### q. Carbon 'Less' Certificate

ICC has continuously introduced various energy conservation measures and environmentally-friendly campaigns to promote the message of environmental protection to our tenants. ICC was recognized by the Carbon "Less" Certificates awarded from the HKAEE, reflecting the excellent environmental performance of ICC.



### r. ISO 50001:2011 Energy Management System Certification

ICC is the first Hong Kong commercial property to be accredited ISO 50001:2011 issued by Hong Kong Quality Assurance Agency (HKQAA). We achieved the certification in 2011 by conducting a comprehensive energy audit of the building and by implementing over 50 advanced, energy saving measures.

### s. Energy Efficiency Certifications for Lighting, Lift & Escalator, Air-conditioning and Electrical Installations

The four separate certifications were awarded by The Hong Kong Energy Efficiency Registration Scheme for Buildings run by the Electrical and Mechanical Services Department of Hong Kong (EMSD).



### t. Green Building Award 2012 - finalist

Organized by the Hong Kong Green Building Council (HKGBC) with the Professional Green Building Council (PGBC). It aims to encourage the industry in Asia-Pacific to adopt sustainable construction design, management and maintenance, etc. There were more than eighty entries have submitted to the GBA 2012 for all the categories. After careful selection by GBA 2012 during the first screening, ICC was proudly selected to be one of the finalists with another seven buildings in the New Building Category-Completed Buildings.





### u. Excellent Facility Management Award 2012 – Grand Award (Office Building)

The highest honour in this award organised by The HKIFM's (Hong Kong Institute of Facility Management). The award aims to recognize local and overseas corporations and teams for their excellent performance in facility management, and for their contribution in promoting the professional industry standard. The award criteria include achievements in technology application, green initiatives, carbon reduction, universal access, occupational health and safety, teambuilding, etc.



### v. Asian Intelligent Building 2011 --Distinction Rank

The Asian Institute of Intelligent Buildings (AIIB) assessed ICC based on their latest version of the Intelligent Buildings Assessment Standard; we achieved distinction and were named Intelligent Building 2011, the only building in Hong Kong so honoured.

### w. Certificate of Source Separation of Commercial and Industrial Waste

ICC strives to make our city green by actively participating in different programs on source separation over the years. To make easy for our tenants to practice waste separation and recycling in workplace, we have successfully set up and implemented suitable mechanism to separate and recover waste within ICC.

It is our pride that ICC has awarded certification in the "Source Separation of Commercial and Industrial Waste 2011/2012" campaigns organized by the EPD (Hong Kong Environmental Protection Department) for outstanding ecofriendly management. The certificate recognized our efforts in a wide spectrum of green aspects, including recycling facilities, comments from tenants and recycling effectiveness. Altogether, these measures bring benefits to our tenants and the society as a whole. Such remarkable achievements acknowledge the management's efforts in waste reduction and source separation.

