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Panel on Food Safety and Environmental Hygiene

Information note prepared by the Legislative Council Secretariat for the meeting on 13 December 2016

Working environment of outsourced cleansing workers of the Food and Environmental Hygiene Department

According to the information provided by the Administration in connection with the examination of the Estimates of Expenditure 2014-2015, the contracts signed between the Food and Environmental Hygiene Department ("FEHD") and its service contractors stipulate that contractors should comply with all the legislation in relation to the execution of the service contracts, including the Occupational Safety and Health Ordinance (Cap. 509). It is incumbent upon contractors to ensure their employees' safety and health at work. The contracts also stipulate that the service contractors should ensure that their employees are wearing neat and tidy uniforms or special protective clothing as appropriate in the course of service provision. While contractors are required to arrange changing facilities for their staff, there is no specific requirement on the provision of a fixed venue for the purpose of changing or rest.

2. At present, FEHD has more than 400 venues with contractors engaged. Taking into account all relevant considerations including the area of the venues, FEHD will provide suitable rest facilities for employees of the contractors. If rest facilities are available for members of the public and/or other staff at the venues concerned, employees of the contractors can generally make use of these facilities. Many venues of FEHD with contractors engaged have rest rooms or changing rooms, which can normally be used by employees of the contractors. Some venues, however, do not provide such facilities owing to space constraints.

3. In October 2013, it was reported in the press that an outsourced cleansing service contractor of FEHD did not provide changing facilities for staff to

change their uniforms. As a result, female cleansing workers had to change their clothes in outdoor areas. In its reply to a written question raised by Hon LEUNG Yiu-chung at the Council meeting of 30 October 2013, the Administration advised that FEHD had looked into the matter and urged the contractor concerned to make available as soon as possible a suitable place for its staff to change their uniforms. FEHD had also made special interim arrangements to vacate a certain area in a nearby refuse collection point, without affecting its normal operation, for the contractor's staff to get their uniforms changed. In addition to the measures taken by FEHD to follow up that incident, FEHD undertook to continue to monitor closely the service performance of contractors, including their compliance with all the requirements of the contracts, and where necessary, provide suitable assistance subject to resource availability.

4. In late October 2016, there were media reports again that some outsourced cleansing service contractors of FEHD did not provide suitable changing and rest facilities for their staff. The relevant media reports are in the **Appendix**. The Administration will report to the Panel on matters relating to the working environment of outsourced cleansing workers of FEHD at the meeting on 13 December 2016, including FEHD's current arrangements on providing venues for changing facilities and breaks for outsourced cleansing workers. The Panel will also receive views from relevant stakeholders on the subject.



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外判清潔工自備食水苦不堪

清潔工人在最前綫確保香港環境清潔衛生，但有工會調查發現，食環署今年起容許外判商取消全日開放的公廁夜班人手，令早班工人工作量大增。此外，工會亦留意到不少清潔工人工作場所欠缺儲物及飲水設施，需要隨身攜帶如午餐、食水等財物。

清潔工人職工會於七至九月，到中西區、灣仔、觀塘及葵青等地區視察了多個垃圾站及公廁，並了解超過二百名食環署外判清潔工人的工作情況。

灣仔公廁僅兩夜班工

工會組織幹事洪寶華表示，灣仔區的新清潔合約今年一月生效後，新外判商獲食環署容許取消多個二十四小時開放公廁的夜更清潔工。區內十八個公廁中，只有兩個有夜更工人當值，其他公廁約下午五時後就再沒人清潔，直至早更工人上班。此舉除了令工人工作量大增，亦影響衛生。此外，亦有公司縮短每更的時間，令工人收入減少近兩成。

另一方面，工會又指調查中不足三成垃圾站有提供飲用水，此外大多亦沒有儲物室及更衣室。掃街工人需每天攜帶如午餐等私人物品及最少兩、三公升的食水放在收集垃圾的手推車上工作，亦不時被他人偷去財物。而食環署亦嚴格要求清潔工人在垃圾站以外範圍食飯或休息時，不能穿着反光衣及工作制服，否則會被警告。

從事清潔工作約七年的寶姐指，如有同事被食環署的監督發現不遵守此規則，會被通知公司，輕則被警告，重則被調去掃斜路，甚至「講說話你聽」令工人自動離職。她指就算大熱天時，如食飯時找不到地方更衣，亦只能在焗促的制服及反光衣外再穿一件外套遮蓋公司名稱。她又指，如找不到水機，唯有直接喝水喉水，曾試過中暑。

工會要求食環署及外判公司恢復足夠人手，同時應加設儲物櫃、更衣及飲水設施，明確給予工人時間休息，並檢討各部門的外判清潔服務。記者 鄧俊豐

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食署外判清潔工 穿制服用膳遭警告

【本報訊】食環署規定外判清潔工在用膳及休息時間須脫下制服，署方會不時巡查，發現有工人違反會拍照並向外判商警告。

有清潔工指得罪外判商恐被解僱，又指有外判商為省錢減人手，過往每日最多掃8條街增至現時的10條街。

清潔工人職工會在7至9月到訪中西、灣仔、黃大仙等區約120個垃圾站及公廁，訪問超過200名外判清潔工人，發現工人都遭遇不同的對待，如規定街道清潔工人如在垃圾站以外範圍用膳，必須更換制服。

垃圾站沒更衣室 難更換

清潔工人職工會組織幹事洪寶華說，垃圾站沒更衣室，工人難執行規定，又指食環署職員會不定時巡查，如發現有工人不依規定，穿着制服在外食飯或坐在公園休息，會被拍照並向外判清潔商作警告。

任職外判清潔工人6至7年的阿寶（化名）說，若開罪了外判商，可能會被調派去清潔較辛苦的道路，又在趁外判合約到期前，解僱一星期後再重新僱用，讓工人無法累積年資。

阿寶稱外判清潔商減省人手，過往她每日負責清潔5至6條街道，現時要負責8至10條街，又批評外判商沒依足規定為工人做足安全措施，令她半年前在馬路花槽位置掃街時，被準備埋站的巴士撞傷右手手肘。

工會又指部分外判清潔商為省錢，將原本兩更的公廁清潔工人，減至只剩早更，部分24小時開放的食環署公廁，下午5時後便沒清潔工人。

食環署表示，承辦商有責任須為員工作合適的更衣安排，署方會繼續密切監察各承辦商的服務表現，確保其遵守服務合約的規定。發言人又指，夜間公廁使用率較低，公廁不會設有夜間廁所事務員以善用資源。署方會按公廁的實際使用情況，檢討有關清潔時間及次數和有關人手安排。

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食環外判清潔工 工作間惡劣

清潔工人每日確保街道衛生，惟有工會調查發現，工友們面對惡劣的工作環境，包括欠缺儲物及飲水設施等，食環署的工衣規定亦影響他們的休息及食飯環境，外判商減少人手也令他們工作量增加，情況值得關注。

清潔工人職工會在本年七至九月，於多區約一百二十個垃圾站及公廁訪問約二百名工人，發現不足三成垃圾站有提供飲用水，部份更沒有設立儲物櫃及更衣室。

另外，食環署嚴格要求他們在垃圾站以外範圍食飯或休息時，不能穿着反光衣及工衣，否則會被警告。從事清潔工作約七年的寶姐指，有時食飯時找不到地方更衣，只能在工衣及反光衣外再穿一件外套遮蓋公司名稱，沒有飲水設施下，也唯有直接喝水喉水。

工會要求食環署加設儲物櫃及更衣、飲水設施，同時應檢討各部門的外判清潔服務。食環署回覆，署方一向關注承辦商的工作表現，會定期派員巡查和進行突擊檢查，如發現違規，會採取相應懲罰措施，包括向發出口頭警告、書面警告及失責通知書。

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