

2024 HONG KONG AWARDS FOR ENVIRONMENTAL EXCELLENCE



GUIDEBOOK FOR HOTELS AND RECREATIONAL CLUBS SECTOR

(for non-SMEs)

2024

1. INTRODUCTION

1.1 Background

The Hong Kong Awards for Environmental Excellence (the HKAEE) is led by the Environmental Campaign Committee (ECC) alongside the Environment and Ecology Bureau and in conjunction with nine organisations, in alphabetical order, the Advisory Council on the Environment, the Business Environment Council, the Chinese General Chamber of Commerce, the Chinese Manufacturers' Association of Hong Kong, the Federation of Hong Kong Industries, the Hong Kong Chinese Importers' & Exporters' Association, the Hong Kong Council of Social Service, the Hong Kong General Chamber of Commerce and the Hong Kong Productivity Council. The HKAEE is an annual award which aims to encourage companies and organisations to adopt green management, benchmark their performance with the best practices within their sectors, and recognise the achievements of the best-performing companies and organisations.

















As an environmental award that aims for excellence, the **HKAEE** takes the pyramidal shape as the form of its logo to show the commitment of different sectors of society for reaching excellence in environmental performance. At the apex of the logo is a tender leaf that symbolises the growth of environmental awareness in the community. The white ribbon that wraps around the pyramid forms the letter "Q" to represent both quality and qualified environmental performance of the awarded organisations.



1.2 Overview of 2024 HKAEE

The HKAEE has been recognised by the community as one of the most prestigious and reputable award schemes in Hong Kong. Information of this award scheme is summarised in the table below and full details can be found in the individual Guidebooks.

Table 1: Awards category under 2024 Hong Kong Awards for Environmental Excellence

2024 Hong Kong Awards for Environmental Excellence			
11 Sectors (for non-SMEs)			
			
Construction Industry [^]	Environmental Industry	Hotels and Recreational Clubs	Manufacturing and Industrial Services [@]
			
Property Management (Commercial & Industrial / Residential)	Public and Community Services	Restaurants	Schools (Pre-school / Primary / Secondary)
			
Servicing and Trading	Shops and Retailers	Transport and Logistics	
5 Sectors (for SMEs) *			
			
Construction, Manufacturing and Industrial Services [@]	Environmental Industry		
			
Servicing Industry	Shops and Retailers	Trading	

The Organisers reserve the final right to make the final decision in the event of dispute over the eligibility of an applicant.

[^] The nominated construction project should have at least one-third of the project work completed (according to the contract period) at the time of assessment.

[@] Hong Kong based manufacturing companies with their factories in the Greater Bay Area will also be eligible to join the HKAEE under the Manufacturing and Industrial Services Sector (for non-SMEs), or Construction, Manufacturing and Industrial Services Sector (for SMEs).

* Under the HKAEE, an SME is an organisation that (i) meets the definition of Small and Medium Enterprises (SMEs) adopted by the Government of the Hong Kong Special Administrative Region; (ii) has substantive business operation in Hong Kong; and (iii) its parent company or its affiliated company (if applicable) or itself should not be a listed company (ownership of a 50% of interest or more will be classified as an affiliated company). An SME under the definition of HKSAR Government is a manufacturing business which employs fewer than 100 persons in Hong Kong; or a non-manufacturing business which employs fewer than 50 persons in Hong Kong. The "number of persons employed" includes individual proprietors, partners and shareholders actively engaged in the work of the organisation; and salaried employees of the organisation, including full-time or part-time salaried personnel directly paid by the organisation, both permanent and temporary, at the time of submitting applications.

2024 Hong Kong Awards for Environmental Excellence

Awards Category

The awards to be granted in each of the sector:



or a combination as deemed appropriate by the Final Adjudicating Panel(s).

1.3 Eligibility for the HKAEE

All businesses / organisations and their functional units operating primarily within Hong Kong with their core business fulfilling the definition of respective sector are eligible to apply for the HKAEE. Functional units within an organisation can enter the same or separate sectors but each functional unit is limited to enter into one sector only. If an organisation has multiple functional units intending to join the same sector, each functional unit should demonstrate that it has its own environmental initiatives within its operation before being considered admissible to the HKAEE.



To encourage wider participation, the Gold Award winner of each sector / sub-sector of the previous year will not be eligible for entering the HKAEE within the next **two** years. In other words, Gold Award winners of 2022 and 2023 HKAEE will not be eligible for entering 2024 HKAEE, and Gold Award winners of 2024 HKAEE will not be eligible for entering 2025 and 2026 HKAEE.

The Organisers reserve the right to determine the eligibility of any applicant.

1.4 Eligibility for the Hotels and Recreational Clubs Sector for non-SMEs

All hotels, serviced apartments, sports clubs, retreat clubs and the like are eligible to apply for the Hotels and Recreational Clubs sector. Hotels and Recreational Clubs that meet the definition of SMEs defined in the programme booklet shall apply for the HKAEE for **SME – Servicing Industry Sector**.



The Organisers reserve the right to determine the eligibility of any applicant.

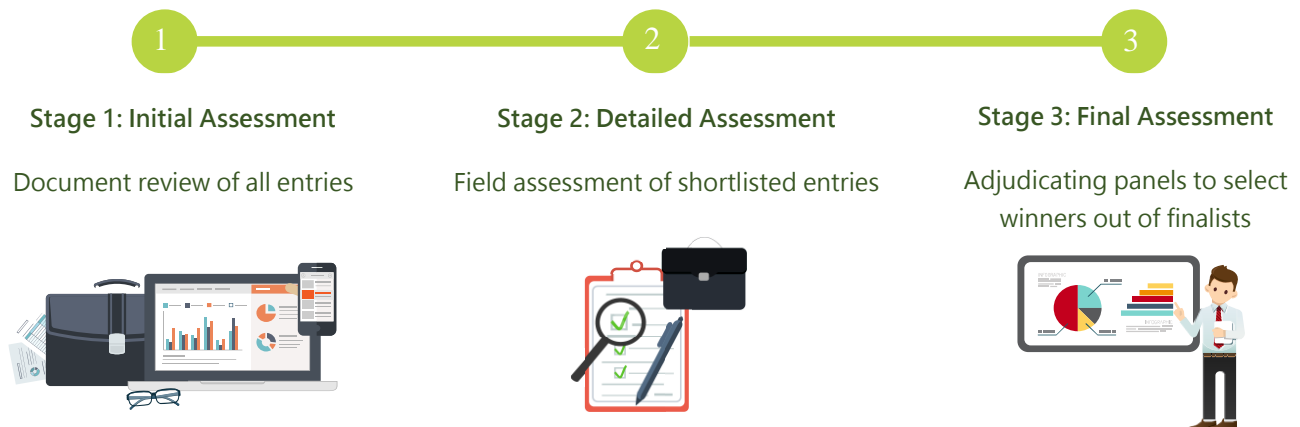
1.5 Purpose of this Guidebook for Hotels and Recreational Clubs Sector

The purpose of this Guidebook is to explain the application procedures and assessment criteria for the Hotels and Recreational Clubs Sector under the HKAEE.

For reference, a general self-assessment checklist (Appendix 1) and sector best practices (Appendix 2) are provided to assist organisations in improving their environmental performance.

2. ASSESSMENT PROCESS

The assessment process for Hotels and Recreational Clubs Sector is as follows:



Winners will be selected from a rigorous assessment process that comprises three stages:

Stage 1 - Initial Assessment

Upon receipt of the application form, eligible applicants will be invited to submit detailed information on their green policies and practices as well as environmental achievements via an online questionnaire. All information submitted by the applicants will be reviewed according to the assessment criteria of the awards. The Organisers may request additional documents for the purpose of information verification. The Organisers will then select applicants for detailed assessment in Stage 2.

All eligible applicants that have completed Stage 1 assessment and yet do not receive any award will receive a Participation Certificate after the completion of all assessment processes.

Stage 2 - Detailed Assessment

Organisations selected for detailed assessment will be visited by a team of assessors. The visit will include a tour of applicant's facilities and interviews with key representatives of the organisation including top management, department heads and general staff. The applicants should arrange the necessary permits and transportation between the Hong Kong-Shenzhen border and the premises in Mainland China, if necessary, for the assessment visit. During the site visit, applicants are encouraged to introduce their environmental performance to the assessors to provide them with an in-depth understanding of their environmental initiatives and the status of implementation.

The assessors will then prepare the assessment reports for submission to the Organisers for further short-listing into the final adjudication in Stage 3.

Applicants that have successfully completed Stage 2 assessment will receive a complimentary report on their environmental performance. The report will outline the organisation's strengths and highlight areas where improvements in environmental management could be made.

Stage 3 - Final Assessment

Adjudicating Panels will review the environmental performance of applicants. During the final assessment phase, the Adjudicating Panels may invite candidates to further present their achievements in a meeting. Each Adjudicating Panel will comprise representatives from various trade associations, government departments, professional bodies and the like.

3. ASSESSMENT CRITERIA

The assessment criteria for the **Hotels and Recreational Clubs** sector are based on the well-established “Eco-Business Model”. This model is designed to exemplify the strong relationship between the internal operation of a business and the surrounding environment. The key factors, including *Green Leadership*, *Programme and Performance* and *Partner Synergy*, are generally considered to be vital in the overall integration of environmental measures within an organisation.

Eco-Business Model



The Eco-Business Model describes the key features that a green business should possess. It lists the criteria for becoming a successful “eco-business” and illustrates the benefits after fulfilling the criteria. If a commitment to environmental management is what you seek for your company, you should consider fulfilling the model criteria that are organised according to the following three key components.

On-going improvement is required to maintain high operational standards. Meeting the demands of clients and maintaining a commitment to environmental management can be achieved easily by following the three component criteria of the Eco-Business Model.

Each criterion focuses on a key aspect of environmental management. They explain to businesses the types of environmental measures that can be adopted, and how these measures can be put into practice. The following sections list the criteria of each component.

3.1 Green Leadership

The commitment from board of directors and senior management to environmental protection will steer the accomplishment of conservation measures taken within any business. This component of the Model suggests that management is to provide leadership in initiating the environmental measures to be taken. The efforts of senior management should involve formally defining the goals and policy of the company's commitment to environmental management, allocating resources to fulfil the requirements of the company's policy, communicating policy goals and involving all levels of staff in the programme. Furthermore, it is important that the senior management establishes channels to train staff members on how to practise environmentally friendly measures.



3.1.1 Leadership

The greater extent of senior management commitment and participation to pursuing environmental management efforts within any business, the greater success of the environmental measures will be. Senior management should take the leading role in demonstrating their commitment to the company's environmental programme by getting involved in various environmental programmes and activities. In order to foster green culture within an organisation, the management is also recommended to encourage all staff members to participate in various green activities to drive for greater success in environmental excellence.

3.1.2 Policy and Commitment

As a responsible organisation, you should seek reference to the latest environmental strategy, targets, policies and action plans announced by the Government and United Nations (UN) to formulate and review relevant policies and targets for promoting sustainable development.

Commitment to protecting the environment may be formally declared through a written policy. Signing environment-related charters launched / supported by the Government can also demonstrate the company's commitment to environmental protection (e.g. Carbon Reduction Charter, Waste Reduction and Recycling Charter, Carbon Neutrality (Waste Reduction) Charter, Food Wise Charter, Energy Saving Charter on Indoor Temperature, Energy Saving Charter on "No ILB", Use Less, Waste Less in My Hands, Waste Check Charter, Charter on Proper Operation of Refuse Collection Vehicles, Charter on External Lighting, Energy Saving Charter, 4T Charter, Glass Container Recycling Charter and Bye Bye Microbeads Charter).



3.1.3 Organisation and Resources

Staff should be assigned with specific environmental responsibilities. Adequate human and financial resources should be allocated to ensure successful implementation of environmental initiatives within the organisation.

3.1.4 Environmental Communication

Environmental measures to be undertaken internally and externally should be promoted among staff members. Effective promotion on the benefits of environmental management will encourage staff members to develop green initiatives and undertake measures themselves. The following approaches could further foster green culture among staff members:



-  Establish incentives (e.g. certificates or gifts) to motivate staff members adopting environmental conservation measures through daily operations;
-  Nominate and encourage representatives to take part in Environmental Task Forces or environmental-related awards (e.g. HKAEE Outstanding Green Achiever Commendation Scheme)

3.1.5 Environmental Training

All relevant staff members should receive adequate training to implement environmental measures within the organisation.



3.1.6 Managing for Continual Improvement

Regular checks should be undertaken to monitor the progress and review the overall effectiveness of measures taken (e.g. monitor the organisation's performance through establishing management systems such as ISO 14001 Environmental Management Systems). In addition, your company should benchmark. In addition, your company should benchmark your environmental performance with industrial / regional / global standards (e.g. obtain BEAM Plus and LEED certifications or benchmark your interior fit-out, renovation and refurbishment work with reference to the requirements of BEAM Plus Interiors) to manage for continual improvement.



3.2 Programme and Performance

3.2.1 Regulatory Compliance










Operations of hotels and recreational clubs in Hong Kong are under control of a number of legal environmental requirements. These companies must identify and comply with all relevant legal environmental requirements. Hotels and recreational clubs should ensure that they are aware of all relevant environmental legislation by establishing suitable procedures for identifying such requirements and ensuring that key staffs have the necessary knowledge to access this information.

3.2.2 Air Emissions

Air emissions generated within hotels and recreational clubs are normally caused by flue gas emissions from the boiler plants and emergency generators, cooking fumes and odours emissions from kitchens exhausts, ozone depleting substances (e.g. potential leakage of refrigerant from the chiller plants and refrigerators) and potential leakage of volatile organic compounds (e.g. paint, thinner, air freshener and laundry detergent).

Maintenance activities play an important role to minimise air emissions and to fulfil regulatory compliance. Proper management of plant equipment minimises pollutants emissions as well as minimises nuisance to your neighbours.

To minimise emissions from plant equipment, the equipment should be operated in accordance with the manufacturers' operating manual. In addition, the following measures are examples that should be considered to minimise cooking fumes emissions from kitchens:

-  Control cooking oil temperature to minimise smoke generation.
-  Remove food residual from frying oil.
-  Avoid direct contact of cooking oil or animal fat with direct flame or hot surfaces.
-  Install only appropriate numbers of cooking stoves to meet business needs.
-  Install efficient air pollution control equipment in kitchens, especially individual equipment to separately control the emissions caused by fumes generating and odorous cooking process.
-  Ensure the outlets are located at well-ventilated areas and free from obstructions to ensure adequate dispersions.
-  Seek for advice from environmental professionals to identify the suitable locations of emissions point. It is suggested that the distance between emissions points and residential area should be kept in between 5m to 20m.
-  Ensure optimal operating conditions. All air pollution control equipment should be properly operated and maintained. All equipment and parts should be regularly checked and cleaned.
-  Stock adequate spare parts for air pollution control equipment in case of emergencies.

3.2.3 Wastewater Discharges and Water Saving

Major sources of wastewater discharges from hotels and recreational clubs include domestic sewage, discharges from cleaning processes, operation of laundry machines, kitchen activities, engineering and building maintenance, and water consumption in guestrooms, public area toilets, staff changing and shower rooms, fountains and watering facilities. Although majority of wastewater will be discharged to the government sewers, it is prudent to minimise wastewater generation to preserve natural resources as well as to minimise costs.



Ways to reduce water consumptions include:

- ✦ Use dual flush or low-flush toilets;
- ✦ Turn off water taps when not in use. Consider the use of lever type, foot operated or sensor type water faucets to make it easier for employees to turn off water taps;
- ✦ Use products and equipment with water efficiency labels (e.g. shower heads, faucets and flow restrictors) to reduce water usage;
- ✦ Regularly monitor water usage to evaluate effectiveness of water reduction efforts;
- ✦ Regularly check water pipes and water faucets for leakage;
- ✦ Collect rainwater or condensed water for cleaning, watering plants or other use;
- ✦ Consider reusing greywater where possible (e.g. reuse swimming pool water for cleaning);
- ✦ Consider to pre-soak dishes in warm water to reduce usage of detergents and water; and
- ✦ Give chances to guests on how often their bed sheet, towels and bathrobe will be changed.

In addition, you may make reference to the “Best Practice Guidelines for Water Usage in Hotel Industry” developed by the Water Supplies Department (WSD) to enhance water use efficiency. The Best Practice Guidelines summarises water use efficiency practices for the local hotel industry operation, making reference to the experience of other countries.

3.2.4 Waste Management

A variety of waste materials will be generated from the operations of hotels and recreational clubs including food wastes, waste cooking oil, grease traps wastes, packaging wastes, construction and demolition wastes and general wastes. Some waste can be reduced through reuse or recycling. Improper management of waste can lead to pest and vermin problems which will affect businesses. In addition, with the increasing costs for disposal of waste, it makes business sense to minimise waste generation. The following are suggestions to minimise waste:



Purchasing

- ✦ Consider bulk purchase to minimise packaging.
- ✦ Consider purchasing products with simple packaging or reusable packaging.
- ✦ Stop / Reduce the purchase of disposable items (e.g. disposable tableware and personal disposable items).
- ✦ Consider purchasing products made with recycled content.

Food Processing

- ✦ Control the food portion during preparation to minimise food waste.
- ✦ Minimise food decorations.
- ✦ Make use of surplus food and/ or food trimmings for cooking dishes (e.g. leftover plain rice for making fried rice or congee).
- ✦ Without compromising hygiene considerations, donate excessive food to charities.

Management

- Plan well to avoid excessive purchasing, storage and manufacturing of food.
- Adopt first-in-first-out principal to minimise food passing their expiry dates.
- Monitor the amount of general waste and food waste generated to identify waste reduction opportunities.
- Transport or store food properly to avoid spillage.
- Place non-slippery mats in the washing area to avoid breakage of crockery.
- Implement incentive schemes to encourage staff to minimise waste.

Dining Areas

- Provide sufficient spaces for segregation of recyclable wastes.
- Consider taking food waste to composting facilities for production of organic fertilisers.
- Consider taking used cooking oil to facilities for recycling use.
- Adopt reusable utensils and stop / reduce the provision of disposable tableware.
- Provide portion choices for customers to minimise food waste.

Guest Rooms

- Stop placing bottled water in guestrooms and install water refilling station on guestroom floors.
- Place recycling bins in guestrooms.
- Stop / Minimise the provision of personal disposable articles (e.g. toothbrushes, combs).
- Reuse old guest towels and wash cloths for cleaning.
- Collect remaining toilet tissue rolls, toothpaste, soap, shower gel, etc. for internal use or donation.
- Install soap dispensers to replace plastic bottles of shower gel and shampoo.

3.2.5 Noise

Major noise source from hotels and recreational clubs is plant equipment associated with Heating, Ventilation, and Air-Conditioning (HVAC) system, emergency generators and air pollution control equipment. There are legal compliance issues associated with the operations of these plants as well as nuisance issues to neighbours.

3.2.6 Energy Conservation and Progressing towards Carbon Neutral

Electricity is the main form of energy used and source of carbon emission within most of the establishments in Hong Kong. Significant amount of electricity is consumed for lighting and HVAC system, pumps operation (e.g. water pumps and swimming pool plant), and equipment and machines (e.g. dishwashers and laundry machines). Operation of the boiler plant (consumption of diesel oil) is also energy intensive. Actions to reduce energy use will result in the preservation of natural resources. Many measures can be taken to reduce the use of energy and progress towards carbon neutral in your establishment. Most of which involve simple yet effective practices that require minimal time and effort from everyone. The following are suggestions on approach on how to start:

- Perform energy audit regularly to review the main sources of energy usage or energy loss and identify ways for improvement;
- Establish a total energy reduction target for your entire establishment as well as for individual energy using components (e.g. set a 10% target for reducing overall energy consumption, and a 30% for the amount of energy consumed by your air conditioning system, to be achieved by the end of next year);
- Determine and implement procedures to reduce the amount of energy consumed for each major energy source within your organisation;
- Establish real-time energy management system to identify abnormalities in energy consumption and poor performance in energy efficiency;



- ✻ Switching to hybrid / electric vehicles;
- ✻ Consider adopting renewable energy in supporting business operations; and
- ✻ Purchase carbon offsets to offset the carbon emissions related to business operations.

Ways to reduce electricity consumption can include, but not limited, to the following:

Lighting and equipment

- ✻ Use energy-saving lightings such as LED lights, especially during replacement of damaged light bulbs.
- ✻ Turn off a portion of lights, escalators and lifts during off-peak hours.
- ✻ Install motion or light sensors to control lighting based on actual need.
- ✻ Check the lighting levels to determine if there is more than enough light then adjust levels accordingly.
- ✻ Encourage the use of natural lighting where possible.
- ✻ Switch off excess lights from external lightings such as the signboards, exterior spotlights, outdoor electronic display panels during mid-night to 7 a.m. to avoid energy consumption and nuisance.
- ✻ Check with suppliers to determine the energy efficiency of the equipment and chose electrical appliances (with Grade 1 or 2 Energy Label issued by the Electrical and Mechanical Services Department (EMSD) or equivalent) when purchase new ones.

Ventilation and temperature control

- ✻ Use natural ventilation instead of air conditioning.
- ✻ Establish an inspection and maintenance programme to ensure all air conditioning / ventilation equipment are operating efficiently.
- ✻ Check room temperatures regularly to determine if controls are correctly set.
- ✻ Use blinds or curtains to deflect the heat of the sun (to reduce air conditioning loading) during summertime and draw them to allow in heat from the sun during colder months.
- ✻ Keep all windows and outside doors closed when air conditioning units are running if appropriate.
- ✻ Install solar film on windows to reduce room temperature and reduce the air conditioning cooling load in summer.

3.2.7 Indoor Air Quality

The air inside buildings may contain numerous airborne pollutants. Pollutants including chemicals, dust, bacteria, fungal spores and viruses are commonly detected in enclosed indoor environments. Many hotels and recreational clubs in Hong Kong are located inside buildings that receive outside air passing through an air conditioning system and circulating around the establishment. Although the air can be contaminated through outside influences in some cases, air conditioning systems are the culprit behind contamination if they are not properly maintained.

Other nuisances that contribute to indoor air pollution within establishments can include chemicals from furniture, carpet, renovation work, smoke, dust from unclean furniture, equipment and pollutants produced by machinery. In some instances, poor air circulation can result in a build-up of carbon dioxide levels causing discomfort. Other air pollutants including smoke, dust, ozone and air-borne bacteria can cause a wide array of human health problems when inhaled. There are a number of measures that can be taken to improve indoor air quality within your establishments.

- ✻ Check with your facilities management if there is sufficient fresh air supplied to the building.
- ✻ Ensure that the inlet of fresh air supply is not located near outdoor air pollution sources (e.g. chimney exhaust from an adjacent building).

- ✎ Ensure that air outlets, ducts, filters and cooling coils within air-conditioning systems are maintained and if necessary replaced on a regular basis.
- ✎ Clean the carpet and upholsteries on a regular basis.
- ✎ Install air pollution control equipment.
- ✎ Use low Volatile Organic Compounds (VOC) paints for renovation.
- ✎ Grow plants in the premises.

3.2.8 Housekeeping

In general, the appearance and condition of your workplace that you manage will determine the working environment for your staff and the public perception of your business. You can enhance your workplace environment by ensuring that your establishment is cleaned on a regular basis (including regular cleaning and maintenance of walls, ceilings, floors and office equipment). Furthermore, the methods you use to handle and store your products will also affect your establishment's work environment. Some of the products that you use on a daily basis have the potential to cause harm if they are not handled and stored properly. Items including correction fluid, spray-paint, solvents (especially during renovation) and pesticides can be sources of air pollution and some of them can contribute to the depletion of the ozone layer.

3.2.9 Supporting Sustainable Seafood

Hotels consume huge amount of food from all over the world in order to provide excellent dining services for the customers. In particular, the continuous consumption of seafood has caused rapid degradation of the global marine ecosystem. It is important for the hotels to be aware of the environmental impacts brought by their dining services. You can minimise the impact on the ecosystem by establishing purchasing guidelines and procedures for the use of sustainable seafood.

General guidelines for the use of sustainable seafood

- ✎ Include commitment to use of sustainable seafood in your environmental policy / sustainability policy.
- ✎ Mandate requirements related to sustainable seafood are stated clearly in quotation / tendering documents to make suppliers aware of your company's mission.
- ✎ Choose sustainable seafood caught or formed from well-managed fisheries or responsible aquaculture operations.
- ✎ Encourage seafood suppliers to provide you with documentation that guarantees the sustainable authenticity of the seafood that you purchase. For example, sustainable seafood bears relevant logos or eco-labels.
- ✎ Conduct simple research / visits to check the sources of the seafood supplied to ensure the supply is from sustainable catching / farming method.
- ✎ Encourage seafood suppliers to arrange a visit with you to ensure that their supplies are from sustainable fishing or farming methods.
- ✎ Give preference to the seafood suppliers that can demonstrate their seafood traceability (e.g. suppliers with a Chain of Custody (CoC) system for ensuring the seafood offered is from sustainable sources).
- ✎ Disseminate seafood sustainability message to public by posting your sustainable seafood policy in a prominent place within your establishments, reporting your achievements and efforts to use sustainable seafood in newsletter and other publications.
- ✎ Offer and promote sustainable seafood to your customers.
- ✎ Promote sustainable food by including sustainable seafood and remove unsustainable dishes, such as shark fin and bluefin tuna, from the menu.

- ✻ Get involved and support local initiatives on sustainable seafood. Community involvement can range from participating in local sustainable seafood related activities to organising campaigns or funding projects aiding in marine conservation.
- ✻ Donate to charities / non-governmental organisations in supporting their sustainable seafood programmes.
- ✻ Work with green groups / organisations to provide you with more sourcing advice in selection of sustainable seafood.
- ✻ Apply for respective Chain of Custody (CoC) certification to demonstrate your support of sustainable seafood.

3.2.10 Green Procurement

You can contribute to environmental protection by purchasing environmentally friendly products / ingredient. Every product that you purchase for your establishment, whether it is used by staff or by the customers, has impact on the environment. You can reduce the amount of waste through making careful decisions when you are purchasing goods.



Products that are biodegradable, can be fashioned into new items or may even be reused several times before they are disposed of. These actions will reduce stress on landfills.

General rules for environmentally responsible product purchasing

Encourage the purchase of products that meet as many of the following criteria as possible:

- ✻ Purchase products that are reusable or contain reusable parts such as refillable pens and rechargeable batteries.
- ✻ Buy products that can be recycled, such as uncoated paper bags that can be easily recycled.
- ✻ Buy products that reduce the use of resources. For example, energy efficient light fixtures should be purchased over less energy efficient options.
- ✻ Choose durable products and equipment to avoid constant replacement.
- ✻ Choose products with no or low toxicity such as low pollution water-based paint. Using these types of products will also help to reduce safety hazards in workplace.
- ✻ Make reference to the green specifications published by the Environmental Protection Department or other green procurement guidelines when practising green procurement.

Purchasing procedures

- ✻ Purchasing products that are environmentally friendly. If your organisation does not have any policy guiding the purchase of products, you should consider designing one that favours purchasing environmentally friendly products. This policy should be made known to suppliers.
- ✻ Conduct simple research into heavily used items within your establishment (paper products, plastic bags, etc.) that could be substituted by other more environmentally friendly options.
- ✻ Examine the possibility of repairing items instead of purchasing new ones. In many instances, furniture can be refurbished for a fraction of the cost of purchasing new items.
- ✻ Encourage colleagues to suggest products that are more environmentally friendly than what you are currently using.
- ✻ Encourage ethical purchasing, the practice of avoiding products that would bring adverse effect to the environment and society. For example, purchase cruelty free products, do not buy products that have been manufactured out of rainforest wood since the destruction of these forests causing many environmental problems including global warming, deforestation, biodiversity loss and more.
- ✻ Buy goods in bulk quantities.
- ✻ Stop / Avoid purchasing disposable items as far as practicable and microplastic-containing products.
- ✻ Support the purchase of products that bear environmentally friendly logos or eco-labels.

3.3 Partner Synergy







3.3.1 Communication and Motivation

Once you have committed to environmental conservation measures within your establishments, you should share with others. Your suppliers, customers and other business partners deserve to learn about the positive actions that you are now taking. Knowledge of your environmental programme is valuable to others since seeing your accomplishments can motivate them to establish their own programme.

In some instances, your partners may not be aware of the benefits of establishing such a programme. In other cases, they may be interested in starting their own programme, yet they need some initial guidance on how to begin. It is therefore important that your policy is made known to interested parties. By assuming a proactive stance, you will encourage others to learn about environmental protection and give your organisation more exposure within the business world. Publishing an environmental report or sustainability report is a good form of communication with your stakeholders.







Influence your Suppliers / Contractors

A sound environmental programme will demand that you purchase and use environmentally friendly products whenever possible. Therefore, it is important that your suppliers and other relevant partners are made aware of your programme requirements and are capable of meeting your needs. There are a number of activities that you can undertake to clearly communicate your requirements to your suppliers.

-  You should inform suppliers of your environmental policy and provide them with your mission statement.
-  State environmental requirements in tender documents.
-  Work with supplier to help capture the type of products that you seek at a competitive price. Ask your suppliers to identify environmentally friendly products that can substitute those you currently use (at a comparable price).
-  Encourage suppliers to provide you with documentation that guarantees the 'environmentally friendly' authenticity of the products that you are purchasing.
-  Encourage suppliers to use recyclable / biodegradable packaging materials.
-  Invite your suppliers / contractors to participate in any community support programme(s) or environmental partnership programme(s) with the public / private sector / NGOs.

Influence your Customers

Just as you appreciate your suppliers for providing you with various environmentally friendly products, your customers will appreciate your efforts in offering them with quality services and goods. In general, by communicating the message that you are environmentally responsible you can increase customer loyalty. It is therefore a good practice to supply your customers with information regarding the environmental measures that you are taking and the nature of the products they are purchasing. There are many ways in which you can help your customers to be aware of your efforts and to support your environmental programme.








-  Post your environmental policy in a prominent place within your establishments.
-  Listen to your customers when they identify those areas requiring improvement and how you could be of help.
-  Offer and promote sustainable food to your customers.
-  Encourage customers to reduce using disposable articles.
-  Post the signs or use table placards in guest rooms to motivate customers to adopt green practices.
-  Offer incentives to your customers for supporting your environmental programmes.

In general, by communicating the message that you are environmentally responsible you can increase customer loyalty.

Influence on the Community




Everyone in Hong Kong experiences the effects of pollution. Many people would like to help to improve environmental quality, however, not everyone knows how to get involved. As a “green” business operator, you deal with environmental management issues on a daily basis. You are in a strong position to help guide community ‘greening’ efforts.

By helping your community, in return you can gain satisfaction through knowing that your efforts can improve the environment and give you good standing within the community. Furthermore, taking simple initiatives including efforts to share your experience on how you implement your environmental programme and other useful information can help in raising community awareness. There are a number of ways that you can get involved.

-  Get involved and support local green initiatives. Community involvement can range from organising environmental campaigns to funding projects that will aid in the establishment of conservation areas.
-  Set up donation programme and give proceeds to local environmental charities.
-  Donate surplus food to charity bodies or people in need.
-  Report your environmental initiatives and achievements in newsletter and other publications.
-  Collaborate and share experience with other hotels on the implementation of environmental programmes and activities.
-  Proactively initiate more environmental programmes to engage general public.
-  Apply for awards or labels to gain formalised recognition for your efforts.

4. WEIGHTINGS OF ASSESSMENT CRITERIA

As mentioned in Section 3 above, the assessment of eligible entries under the Hotels and Recreational Clubs sector comprises three criteria, namely, *Green Leadership*, *Programme and Performance* and *Partner Synergy*. Specific to this sector, the weighting of each of the assessment criteria is as follows:

 Green Leadership	 Programme and Performance	 Partner Synergy
25%	45%	30%

In order to recognise applicants' efforts to promote in the *HKAEE* as well as their achievements in the Hong Kong Green Organisation Certification (HKGOC) and other recognised certification or award schemes, a maximum of 10 bonus points will be given to the applicants during Stage 2 assessment of the *HKAEE*, as follows:

Bonus Points Awarded for Efforts in Promoting HKAEE (maximum 3 bonus points)

- Applicants who have promoted HKAEE through their business network and / or promotional channels / platforms (e.g. display the awarded logos and stickers in premises, website and electronic screens, etc.; imprint the awarded logo in name cards, letterhead; and publish featured articles through media) will earn a **maximum of 1 bonus point**.
- Applicants who have successfully referred their business partners (e.g. suppliers) to join the HKAEE will earn a **maximum of 2 bonus points**.

Applicants who have promoted HKAEE through their business network and successfully referred their business partners may also be awarded with the title of “**Outstanding HKAEE Promotional Partner**” if they have fulfilled certain criteria, please refer to Section 2.6 of 2024 HKAEE Programme Booklet for details.

Bonus Points Awarded for Achievements in Hong Kong Green Organisation Certification (HKGOC) (maximum 4 bonus points)

- Applicants who possess valid *Wastewi\$e* / *Energywi\$e* / *IAQwi\$e* / *Carbon Reduction Certificate* / *recognition of Hong Kong Green Organisation* will earn 1 bonus point per Certificate / recognition.

Bonus Points Awarded for Efforts in Other Schemes (maximum 3 bonus points)

- Applicants who possess a valid certificate from environmental schemes such as *ISO 14001*, *ISO 20121*, *ISO 50001*, *IECQ HSPM QC 080000*, *Hong Kong - Guangdong Cleaner Production Partners (Manufacturing) Recognition Scheme*, *Hong Kong Green Mark Certification Scheme*, *WWF-Hong Kong's Low-carbon Operation Programme (LOOP^{PLUS})* and *Low Carbon Manufacturing Programme (LCMP)*, *CLP Smart Energy Award*, *WGO's Green Office Awards Labelling Scheme (GOALS)*, *FHKI's BOCHK Corporate Low-Carbon Environmental Leadership Awards*, *BEAM Plus New Buildings / BEAM Plus Existing Buildings / BEAM Plus Interiors*, *Hong Kong Green Shop Alliance Award*, *EEB's Charter on External Lighting* or other schemes recognised by the Organisers will earn 1 bonus point. The Organisers reserve the right to grant bonus points to any applicants.

***Note:**

1. HKGOC consists of four Certificates, namely "Wastewi\$e Certificate", "Energywi\$e Certificate", "IAQwi\$e Certificate" and "Carbon Reduction Certificate". Participants can further obtain the recognition of "Hong Kong Green Organisation" by demonstrating the environmental practices in multiple aspects. Please refer to the HKGOC programme booklet for details.
2. ISO 14001 is an environmental management system standard published by the International Organization for Standardization.
3. ISO 50001 is an energy management system standard published by the International Organization for Standardization.
4. ISO 20121 is an event sustainability management system standard published by the International Organization for Standardization.
5. IECQ HSPM QC 080000 is a standard on hazardous substances process management published by the IEC Quality Assessment System for Electronic Components.
6. Hong Kong - Guangdong Cleaner Production Partners (Manufacturing) Recognition Scheme is jointly operated by the Environment and Ecology Bureau of the Government of the HKSAR and the Department of Industry and Information Technology of Guangdong Province.
7. Hong Kong Green Mark Certification Scheme is a system certification scheme operated by the Hong Kong Q-Mark Council, Federation of the Hong Kong Industries.
8. Low-carbon Operation Programme and Low Carbon Manufacturing Programme are schemes operated by WWF-Hong Kong. The bonus point will only be granted to applicants in applicable Sectors for their operations in Hong Kong or Greater Bay Area (only applicable to Manufacturing and Industrial Services sector (for non-SMEs) or Construction Manufacturing and Industrial Services sector (for SMEs)).
9. CLP Smart Energy Award is organised by CLP Power Hong Kong Limited which aims to recognise organisations who have implemented energy conservation measures and achieved outstanding energy saving results.
10. Green Office Awards Labelling Scheme (GOALS) is a recognition scheme for offices organised by the World Green Organisation (WGO).
11. BOCHK Corporate Low-Carbon Environmental Leadership Awards is organised by the Federation of Hong Kong Industries, which aims to promote environmental practices among the manufacturing and services enterprises in Hong Kong and the Pan Pearl River Delta (PRD) region.
12. BEAM Plus is an independent assessment of building sustainability performance. It is certified by Hong Kong Green Building Council Limited (HKGBC) while the assessment is handled by the BEAM Society Limited.
13. Hong Kong Green Shop Alliance Award is organised by the Hong Kong Green Building Council, which aims to foster green shopping environment in Hong Kong. Only winners of the main awards, i.e. "Best Green Practice in Malls", "Best Green Practice in Shops" and "Best Collaborative Effort of Malls and Shops" can earn bonus point in HKAEE.
14. Charter on External Lighting is a voluntary scheme implemented by EEB to invite owners and responsible persons of external lighting installations to switch off lighting installations of decorative, promotional or advertising purposes which affect the outdoor environment during the preset time (i.e. 10 p.m., 11 p.m. or midnight to 7 a.m. on the following day) to foster a better nighttime environment, which is conducive for the public to rest and energy saving.
15. The presentation of the award to any winning organisation is still subject to further consideration of non-compliance record of environmental regulations, if any, before the date of the Presentation Ceremony.

5. APPLICATION FORM (HOTELS AND RECREATIONAL CLUBS SECTOR)

SECTION 1 - Organisation Profile

Application Deadline: 14 Jan 2025

(Please note that the Name of Organisation indicated below refers to "the entity of application", which will be used in the award and publicity and cannot be changed without justifiable reasons.)

Name of Organisation (holding a valid Hong Kong Business Registration Certificate or other legal entities):

in English: _____
in Chinese: _____
Address: _____

Telephone: _____
Website: _____
Description of
Core Business: _____
BR Number: _____

Name of Functional Unit, if applicable:

in English: _____
in Chinese: _____
Address: _____

Name of Parent Company / Affiliated Company, if applicable:

in English: _____
in Chinese: _____

Number of employees (under the Business Registration of the applicant organisation)

Hong Kong: (Full time) _____ (Part time) _____
Parent Company: (Full time) _____ (Part time) _____

Is your company or its parent company / affiliated company (if applicable) a listed company?

☐ Yes

☐ No

SECTION 2 - Contact Details and Declaration

Please provide the following information about the contact person of your organisation.

Name of Contact Person: _____
Designation: _____
Telephone: _____
E-mail: _____
Postal Address: _____
(If different from Section 1)

Please read the consent statement below before signing and submitting this application form.

Signature: _____
(with Organisation Chop) _____ Date: _____
Name of Signatory _____ Designation: _____

The HKAEE Technical Consultant (Hong Kong Productivity Council, HKPC) has adopted a Personal Data (Privacy) Policy. You may contact HKAEE Technical Consultant to request access to, and amend your personal data provided by you. If needed, please send an email to: sec@hkaee.gov.hk. The personal data collected from you will be erased and destroyed after 24 months upon the completion of the assessment of HKAEE.

CONSENT STATEMENT

I hereby declare that the information given above is accurate to the best of my knowledge, and agree that all decisions made by the Organisers (i.e. Environment and Ecology Bureau and Environmental Campaign Committee and its Secretariat) and adjudicating panels are final and binding in all aspects relating to the HKAEE. I understand that any false or misleading information may lead to disqualification of my application.

I agree that personal data (including name, phone number, correspondence address and email address) provided by me will be used for the purpose of the communication, administration, evaluation and management of my application. I understand if I cannot provide the relevant personal data, processing of my application by the Organisers and the Technical Consultant may be affected.

The HKAEE Technical Consultant (Hong Kong Productivity Council, HKPC) intends to use the personal data (including your name, phone number, correspondence address and email address) that you have provided to promote the latest development, consultancy services, events and training courses of HKPC. Should you find such use of your personal data unacceptable, please indicate your objection by ticking the box below.

☐ I object to the proposed use of my personal data in any marketing activities arranged by HKAEE Technical Consultant (HKPC).

The Environment and Ecology Bureau and / or the Environmental Campaign Committee and its Secretariat also intend to use the personal data (including your name, phone number, correspondence address and email address) that you have provided to promote the latest development, policies, activities and schemes of the Environment and Ecology Bureau and / or the Environmental Campaign Committee. Should you find such use of your personal data unacceptable, please indicate your objection by ticking the box below.

☐ I object to the proposed use of my personal data in any marketing activities arranged by the Environment and Ecology Bureau and / or the Environmental Campaign Committee and its Secretariat.

Is your Company interested in joining the “Outstanding Promotional Partner Commendation Scheme”?

(The HKAEE Technical Consultant will further contact you on the details separately upon receiving this application)

☐ Yes ☐ No

Is / Are employee(s) of your Company interested in joining the “Outstanding Green Achiever Commendation Scheme”?

(The HKAEE Technical Consultant will further contact you on the details separately upon receiving this application. Please refer to the separate guideline and dedicated application form for details of this commendation scheme.)

☐ Yes ☐ No

How do you know about the Hong Kong Awards for Environmental Excellence? (Can select more than one)

- ☐ Mass media (e.g. TV and newspaper)
- ☐ Social Media (e.g. Facebook, LinkedIn, YouTube and Instagram)
- ☐ Roving exhibitions
- ☐ Through the Technical Consultant
- ☐ Referral from another company / organisation
(Please specify the name of the company / organisation: _____)
- ☐ Posters or advertisement
- ☐ Official website or eDMs
- ☐ Experience Sharing Seminars held by the Organiser
- ☐ Through participation in Hong Kong Green Innovations Awards (HKGIA) or Hong Kong Green Organisation Certification (HKGOC)
- ☐ Through commerce chambers / trade associations
(Please specify name of chamber / association: _____)
- ☐ Others (Please specify: _____)

Please complete the Application Form and send it to the HKAEE Technical Consultant (Hong Kong Productivity Council) by the below channels. Applications can also be submitted directly online –

Email : awards@hkaee.gov.hk
Mailing Address : HKAEE Technical Consultant, Hong Kong Productivity Council,
HKPC Building, 78 Tat Chee Avenue, Kowloon Tong, Kowloon, Hong Kong
Online Application : <https://aas.hkaee.gov.hk/HKAEE/applicationform/apply>

Important Note:

Please immediately call the HKAEE Hotline (Tel: 2788 5903) if no acknowledgement of application is received within 7 working days from the date of application.

6. ACKNOWLEDGEMENTS

The Organisers wish to thank the Environment and Conservation Fund for funding the HKAEE.

Funded by



Environment and Conservation Fund

Organisers



中華人民共和國香港特別行政區政府
環境及生態局
Environment and Ecology Bureau
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China

Environment and Ecology Bureau



Advisory Council on the Environment



ENVIRONMENTAL
CAMPAIGN COMMITTEE
環境運動委員會

Environmental Campaign Committee



BUSINESS
ENVIRONMENT
COUNCIL
商界環保協會

Business Environment Council



香港工業總會
FHKI Federation of
Hong Kong Industries

Federation of Hong Kong Industries



Hong Kong General Chamber of Commerce
香港總商會 1861

Hong Kong General Chamber of Commerce



Hong Kong Productivity Council



香港中華總商會
CGCC The Chinese General Chamber
of Commerce, Hong Kong

The Chinese General Chamber
of Commerce



香港中華廠商聯合會
The Chinese Manufacturers'
Association of Hong Kong

The Chinese Manufacturers' Association
of Hong Kong



香港中華出入口商會
The Hong Kong Chinese Importers' & Exporters' Association

The Hong Kong Chinese Importers'
and Exporters' Association



The Hong Kong Council of Social Service

7. ENQUIRY



Tel: 2788 5903



E-mail: awards@hkaee.gov.hk



Website: www.hkaee.gov.hk

8. DISCLAIMER

The information contained in this guidebook has been produced for guidance only. While every precaution has been taken to ensure its accuracy, no responsibility for any claims, losses or expenses as a result of any material in this publication can be accepted by the Organisers or any organisations involved in this guidebook.

Appendix 1 – Self Assessment Checklist for the Hotels and Recreational Clubs Sector

GREEN LEADERSHIP

	Yes	No
Leadership		
➤ Demonstrate commitment from management.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Involve management in the environmental programme and activities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Communicate with staff in a two-way manner.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish incentives by management to encourage the staff to practise green measures.	<input type="checkbox"/>	<input type="checkbox"/>
Policy and Commitment		
➤ Establish an environmental / sustainability / ESG policy.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Contain commitment to environmental conservation in the environmental / sustainability / ESG policy.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Apply the environmental policy / sustainability / ESG policy company-wide.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Direct the stated aims and objectives of the policy towards the organisation's activities and procedures.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Sign environment-related charters launched / supported by the Hong Kong SAR Government (e.g. Carbon Reduction Charter, Waste Reduction and Recycling Charter, Carbon Neutrality (Waste Reduction) Charter, Food Wise Charter, Energy Saving Charter on Indoor Temperature, Energy Saving Charter on "No ILB", Use Less, Waste Less in My Hands, Waste Check Charter, Charter on Proper Operation of Refuse Collection Vehicles, Charter on External Lighting, Energy Saving Charter, 4T Charter, Glass Container Recycling Charter and Bye Bye Microbeads Charter).	<input type="checkbox"/>	<input type="checkbox"/>
Organisation and Resources		
➤ Appoint a "Green Manager" to coordinate the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish an Environmental Task Force to steer and facilitate the environmental programme implementation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Allocate sufficient resources for environmental programme implementation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to become involved in the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish and operate a sound environmental management system.	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Communication		
➤ Publicise the environmental / sustainability / ESG policy, initiatives and accomplishments from time to time.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to give suggestions or feedback on the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Collect ideas from staff and answer their enquiries.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer incentives or rewards to staff for their environmental initiatives.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Communicate the accomplishments of the environmental programme to the community.	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Training		
➤ Define environmental training needs for individual staff and provide necessary training.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Maintain environmental training records.	<input type="checkbox"/>	<input type="checkbox"/>
Managing for Continual Improvement		
➤ Devise a simple plan to schedule regular checks of the organisation's environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Document the findings of the checking properly and implement any corrective actions arising from the checking.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor if appropriate corrective actions are taken and to address any lapses or inadequacies.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Benchmark environmental performance with industrial / regional / global standards (e.g. obtain BEAM Plus, LEED certifications or benchmark your interior fit-out, renovation and refurbishment work with reference to the requirements of BEAM Plus Interiors).	<input type="checkbox"/>	<input type="checkbox"/>

PROGRAMME AND PERFORMANCE

	Yes	No
Regulatory Compliance		
➤ Identify and collect legal information from corporate sources, relevant government authorities and industry associations.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a register of environmental requirements relevant to your operation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a procedure to ensure that relevant staff have continuous access to the legal requirements.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a procedure to ensure relevant information on legal requirements is communicated to staff effectively.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a procedure to keep track of changes to environmental requirements and to update them accordingly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor the status of compliance with environmental requirements regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Take appropriate corrective and preventive actions for areas of regular, repeated or significant non-compliance.	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Programme Implementation		
➤ Carry out an environmental review to determine areas requiring improvement.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Define your environmental objectives and targets.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Formulate measures to achieve objectives and targets.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Appoint staff to be responsible for undertaking different measures.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Calculate carbon footprint and establish a reduction plan.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Review the outcome of environmental programme and find ways for improvement.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Air Emissions</i>		
➤ Monitor cooking oil temperature to minimise smoke in kitchens.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Remove food residual from frying oil.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Avoid direct contact of cooking oil or animal fat with direct flame or hot surfaces.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install appropriate numbers of cooking stoves to meet business needs.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install efficient air pollution control equipment in kitchens.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install separate air pollution control equipment for fumes generating and odorous cooking procedures and use individual controls for emissions to reduce the loads on the air pollution control equipment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure exhausts are located at well-ventilated areas and free from obstructions to ensure adequate dispersions.	<input type="checkbox"/>	<input type="checkbox"/>
➤ The emission points adequately space from residential neighbours (5m to 20m) depending on numbers of frying stoves and amount of energy consumptions. Seek advice from environmental professionals to identify the suitable locations of emissions points.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Operate and maintain air pollution control equipment properly to ensure optimal operating conditions. Check and clean all equipment and parts regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Stock adequate spare parts for air pollution control equipment in case of emergencies.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish and implement vehicle maintenance programme to avoid dark smoke emitting from shuttle buses.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Wastewater Discharges and Water Saving</i>		
➤ Use dual flush or low-flush toilets in your establishment during your next renovation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Turn off water taps when not in use.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install lever, foot operated or sensor type water faucets to make it easier for employees to turn off water taps.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt water-saving cleaning methods to reduce water usage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install flow restrictors to control water flow and reduce wastage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use products and equipment with water efficiency labels (e.g. shower heads and faucets) to reduce water usage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Check water pipes and water faucets for leakage regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor water usage regularly to evaluate effectiveness of water reduction efforts.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider reusing water where possible (e.g. reuse swimming pool water for cleaning).	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Consider to pre-soak dishes in warm water to reduce usage of detergents and water.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Give chances to guests on how often their bed sheet, towels and bathrobe will be changed.	<input type="checkbox"/>	<input type="checkbox"/>
Waste Management		
➤ Conduct waste audit / checking to identify the types and quantities of waste generated.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish waste reduction plan for better waste management.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Collect recyclable waste materials (e.g. wastepaper, plastic bottles, glass bottles, metals, food waste, fluorescent tubes, toner cartridges, rechargeable batteries, waste electric and electrical equipment).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install water dispensers with filtration system in hotel / recreational club and stop the distribution of plastic bottled water.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt an e-fax system to reduce the use of fax paper and printing supplies.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt electronic channels for promotion to replace printed flyers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Streamline operation procedures and eliminate unnecessary forms / records.	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing		
➤ Negotiate with suppliers to collect used containers (e.g. containers for soy sauce).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider bulk purchase to minimise packaging.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider purchasing products with simple packaging or reusable packaging.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Stop / Reduce the use of disposable items (e.g. disposable tableware and personal disposable items).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use pre-treated materials at source to minimise waste generation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider purchasing products made with recycled content	<input type="checkbox"/>	<input type="checkbox"/>
Food Processing		
➤ Control the food portion during preparation to minimise food waste.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Minimise food decorations.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Make use of surplus food and/ or food trimmings for cooking dishes (e.g. leftover plain rice for making fried rice or congee).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Donate excessive food to charities without compromising hygiene considerations.	<input type="checkbox"/>	<input type="checkbox"/>
Good Internal Management		
➤ Plan well to avoid excessive purchasing, storage and manufacturing of food.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt first-in-first-out principal to minimise food passing their expiry dates.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Transport and store goods properly to avoid spillage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Implement incentive schemes to encourage staff to minimise waste.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Educate staff and cleaning staff for proper and clean recycling.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Reduce and reuse festive / promotional decorations.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Stop / Avoid the use of bottled water and unnecessary decorations / souvenirs at official events.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Dining Areas</i>		
➤ Provide sufficient spaces for segregation of recyclable wastes.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider taking food waste to composting facilities for production of organic fertilisers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider taking used cooking oil to facilities for recycling.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt reusable utensils and stop / minimise the use of disposable utensils.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Guest Rooms</i>		
➤ Stop / Minimise the provision of personal disposable articles and plastic bottled water.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Place recycling bins in guestrooms.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Reuse old guest towels and wash cloths for cleaning.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Collect remaining toilet tissue rolls, toothpaste, soap, shower gel, etc. for internal use or donation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install soap dispensers to replace plastic bottles of shower gel and shampoo.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Noise</i>		
➤ Check and maintain plant equipment regularly.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Energy Conservation and Progressing towards Carbon Neutral</i>		
<i>General</i>		
➤ Review energy bills regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Conduct energy and / or carbon audit to find out the main sources of energy usage and carbon emissions and identify the improvement areas.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish an energy / carbon footprint reduction target.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Determine and implement procedures to reduce energy consumption.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish real-time energy management system to identify abnormalities in energy consumption and poor performance in energy efficiency.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Switching to hybrid / electric vehicles.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider adopting renewable energy in supporting business operations.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Purchase carbon offsets to offset the carbon emissions related to business operations.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Light and equipment</i>		
➤ Use energy-saving lightings such as LED lights.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adjust the lighting levels appropriately.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage the use of natural lighting.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use electronic ballasts to replace conventional electromagnetic ballasts where possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Select products that are more energy efficient during the purchase of new appliances.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Avoid excess lights from external lightings such as the signboards, exterior spotlights, and outdoor electronic display panels or install timers during mid-night to 7 a.m. for these external lightings.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install motion or light sensors to control lighting.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Ventilation and temperature control</i>		
➤ Use natural ventilation as far as possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a maintenance programme on air-conditioning / ventilation systems.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Check room temperatures regularly to determine if controls are properly set.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use blinds or curtains to deflect the heat of the sun in summer and draw them to allow in heat from the sun during colder months.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Keep windows and doors closed when air-conditioning units are running.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Air Quality</i>		
➤ Check if there is sufficient fresh air within the building.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure that the air supplying the establishment is not located near outdoor air pollution sources.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Maintain air outlets, ducts, filters and cooling coils in air-conditioning system regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Clean carpet and fabric furniture regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install air pollution control equipment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use low VOC paint for renovation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Grow plants in the premises.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Housekeeping</i>		
➤ Establish an orderly and clean environment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use the 'First-In-First-Out' principle to avoid expiry of materials before their consumption.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Post signs to inform staff of good practices for handling and storing materials.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Keep an inventory of the substances that are potentially harmful to the environment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Designate an area to store potentially harmful substances to prevent leakage to the environment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Exercise procedures during handling and storage of these potentially harmful substances to prevent leakage.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Adoption of Sustainable Seafood</i>		
➤ Contain commitment to use sustainable seafood in the environmental / sustainability / ESG policy.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Arrange training to staff to enhance their awareness on the importance of adoption of sustainable seafood.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Stop consuming unsustainable food (e.g. shark-fins) during company events (e.g. annual dinner).	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Provide guidelines for staff in selection of sustainable seafood.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Conduct simple research / visits to check the sources of the seafood supplied to ensure the supply is from sustainable catching / farming method.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Give preference to the seafood suppliers that can demonstrate their seafood traceability (e.g. suppliers with a Chain of Custody (CoC) system for ensuring the seafood offered is from sustainable sources).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Support the purchase of seafood that bears environmentally friendly logos or eco-labels (e.g. sustainable seafood bearing Marine Stewardship Council (MSC)-certified eco-label, Aquaculture Stewardship Council (ASC)-certified eco-label, Accredited Fish Farm Scheme (AFFS)-certified local label).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage suppliers to provide documentation that guarantees the sustainable authenticity of the products / ingredients (e.g. certification on sustainable fishing or farming methods).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Procure seafood with reference to international sustainable seafood guide (e.g. WWF Sustainable Seafood Guidebook).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Work with suppliers to select sustainable seafood to replace seafood which is caught or farmed in an ecologically unfriendly way.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Mandate requirements related to sustainable seafood are marked clearly in quotation / tendering documents to make suppliers aware of your mission.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer sustainable seafood choices to your customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Promote sustainable food by including organic vegetables and sustainable seafood and remove shark fin and blue fin tuna dishes from the menu.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide incentives / discount for customers that order dishes with sustainable seafood.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Explain to your customers why you have avoided purchasing unsustainable seafood species in the place cards displayed at the restaurants.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Organise campaigns to promote sustainable seafood to your customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Share your experiences in the adoption of sustainability seafood to green groups / organisations / government / peers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Disclose your commitment, practices, and achievements of sustainable seafood in website, publications as well as a prominent place within the restaurants.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Work with green groups / organisations to provide you with more sourcing advice, with an aim to help your company more effectively way in selection of sustainable seafood.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Participate in local seafood sustainability programmes.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Donate to local environmental charities in support of marine conservation and seafood sustainability.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Apply for respective Chain of Custody (CoC) certification to demonstrate your support of seafood sustainability.	<input type="checkbox"/>	<input type="checkbox"/>
Green Procurement		
➤ Purchase products that are reusable, recyclable, contain reusable arts, use minimal resources, are designed to last for longer time periods and contain fewer toxic pollutants.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a guiding policy that favours staff purchases of environmentally friendly products and make the policy known to suppliers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage colleagues to conduct simple research into heavily used items that can be substituted by other more environmentally friendly options.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage colleagues to examine the possibility of repairing items instead of purchasing new ones.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage colleagues to suggest products that are known to be more environmentally friendly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage ethical purchasing (the practice of avoiding products that would bring adverse effect to the ecosystem).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Buy goods in bulk quantities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Avoid purchasing disposable items as far as practicable.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide guidelines for staff in selection of organic ingredient.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Support the purchase of products that bears environmentally friendly logos or eco-labels.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Make reference to the green specifications published by the Environmental Protection Department or other green procurement guidelines when practicing green procurement.	<input type="checkbox"/>	<input type="checkbox"/>

PARTNER SYNERGY

	Yes	No
Communication and Motivation		
<i>Influence your Suppliers / Contractors</i>		
➤ Inform suppliers of your environmental policy and provide them with mission statement.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Work with suppliers to identify environmentally friendly products to substitute those less friendly in the operations.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage suppliers to provide documentation that guarantees the "environmentally friendly" authenticity of the products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt green specification in tendering to select suppliers offering sustainable green products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Give preference to environmentally friendly products or environmentally responsible suppliers / contractors.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Invite suppliers / contractors to participate in community support programme(s) or environmental partnership programme with the public / private sector / NGOs.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
<i>Influence your Customers</i>		
➤ Post the environmental policy in a prominent place within the establishment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage customers to share their comments and suggest any products that they may wish to purchase.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer and promote sustainable food to your customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage customers to reduce using disposable articles.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Post the signs or use table placards in guest rooms to motivate customers to adopt green practices.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer incentives to your customers for supporting your environmental programmes.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Influence on the Community</i>		
➤ Share the lessons learnt in setting up the environmental programme with the community.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Identify your impact to the society and communicate the impact with the community.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Get involved in and support local environmental initiatives.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Set up donation boxes and give proceeds to local environmental charities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Donate surplus food to charity bodies or people in need.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Report your environmental initiatives in magazines and other publications such as newsletters, environmental / sustainability / ESG report.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Collaborate with other organisations to promote environmental protection.	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 2 – Highlights of Best Practices for the Hotels and Recreational Clubs Sector

- ✻ Develop an environmental management system to manage the environmental issues of in-house practices and achieve ISO 14001 certification.
- ✻ Develop an energy management system for managing energy issues of operations / activities and achieve ISO 50001 certification.
- ✻ Include commitment to support sustainable seafood in the environmental policy / sustainability policy and develop a chain of custody system and seek for certification (i.e. Marine Stewardship Council (MSC)-certified eco-label, Aquaculture Stewardship Council (ASC)-certified eco-label, Accredited Fish Farm Scheme (AFFS)-certified local label) to ensure sustainable seafood traceability.
- ✻ Establish environmental targets, sustainability roadmap and implement associated environmental programmes and practices to advocate the United Nations Sustainable Development Goals (SDGs).
- ✻ Establish an effective communication channel, such as suggestion box, newsletter, regular meeting, for communicating various environmental issues.
- ✻ Establish a green corner for posting the environmental policy, environmental practices, programmes and activities to increase employee' s environmental awareness.
- ✻ Encourage staff members to participate in green activities and support environmental initiatives through establishing incentive schemes.
- ✻ Provide internal and external environmental trainings for staff members to enhance their skills, capacities and knowledge in environmental protection.
- ✻ Conduct waste / energy / carbon audit to identify areas for improvement in various environmental aspects.
- ✻ Practise waste prevention, minimisation and recycling by implementation of series of measures, such as to:
 - install water dispensers in common areas to replace the provision of bottled water to guests;
 - use refillable dispensers to replace disposable bottles of bathroom amenities;
 - place individual recycling bin in guestrooms to encourage resource separation and recycling;
 - stop the provision of single-use drinking straws; and
 - donate, reuse or recycle, kitchen utensils, furniture, uniforms, amenities and others supplies before disposal.

- ✎ Adopt a holistic approach to food waste management, such as to:
 - adopt first-in-first-out system for food storage;
 - offer different portion sizes of food for guests to minimise food waste;
 - partner with non-governmental organisations (NGOs) to donate surplus food;
 - take food waste to composting / recycling facilities; and
 - provide suitable amount of food at buffets to avoid food waste.

- ✎ Adopt energy saving measures where appropriate, such as to:
 - Install building management system to continuously monitor and control ventilation, lighting and power systems;
 - replace traditional lighting with LED lights;
 - use motion sensors, light sensors and timers to control the lighting and air conditioning system;
 - install solar film on windows to reduce room temperature and reduce the air conditioning cooling load in summer; and
 - utilise renewable energy in the daily operation to reduce electricity consumption and reduce carbon emissions (e.g. install solar heat water supply system and install solar panels at the rooftop, etc.).

- ✎ Implement a series of water saving measures by making reference to the “Best Practice Guidelines for Water Usage in Hotel Industry” by the Water Supplies Department (WSD), including to:
 - optimise the flow rate of water taps in kitchens, bathrooms and toilets to better control water usage;
 - use products and equipment with water efficiency labels (e.g. shower heads, faucets and flow restrictors) to reduce water consumption; and
 - encourage guests to support water conservation by changing towels and linen upon request.

- ✎ Install electrostatic precipitators and/or hydro-vent systems in kitchens to remove oily fumes and maintain the indoor air quality level.

- ✎ Adopt electric vehicle or hybrid vehicles (if applicable) to reduce direct emissions and roadside pollutants; and provide charger for electric vehicles at the parking spaces.

- ✎ Establish a green procurement mechanism to encourage usage of environmentally preferable products such as recycled paper, paints and adhesives with low volatile organic compounds (VOCs) content, stationaries that can be refilled, environmentally friendly detergents and eco-friendly disinfectants.

- ✎ Share experience with other hotels and recreational clubs on the implementation of environmental programmes and activities.

- ✎ Publish annual corporate sustainability / environmental reports to effectively communicate environmental initiatives to stakeholders.

- ✻ Organise environmental activities to promote and raise public awareness on environmental protection, marine conservation, sustainable seafood and sustainable lifestyle.
- ✻ Offer green accommodation / conference packages for customers and low carbon menus such as vegetarian cuisine and light banquet.
- ✻ Affix signage in guest rooms to engage guests' involvement in water and energy conservation.
- ✻ Integrate environmental requirements into tenders and related document. Provide training for contractors and suppliers to ensure the products/services comply with the requirements.
- ✻ Collaborate and share experience with other industry players or trade associations on the implementation of environmental programmes and activities.
- ✻ Motivate staff member and stakeholders to support and participate in various community activities (i.e. tree planting, beach clean-up, barbers, carbon reduction programmes and biodiversity conservation programmes, etc.).