

2024 HONG KONG AWARDS FOR ENVIRONMENTAL EXCELLENCE



GUIDEBOOK FOR PROPERTY MANAGEMENT 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 Property Management Sector for non-SMEs



Business entities, in relation to the buildings and appointed by the owners of the associated premises, which are responsible for the management of the premises are eligible to apply for the Property Management Sector. This sector is further divided into two sub-sectors, namely Commercial & Industry and Residential. For a composite building which is partly for commercial and / or industry use and partly for residential use, the commercial and / or industry part is eligible to apply for the Commercial & Industry sub-sector while the residential part is eligible to apply for the Residential sub-sector.

Property Management companies 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.

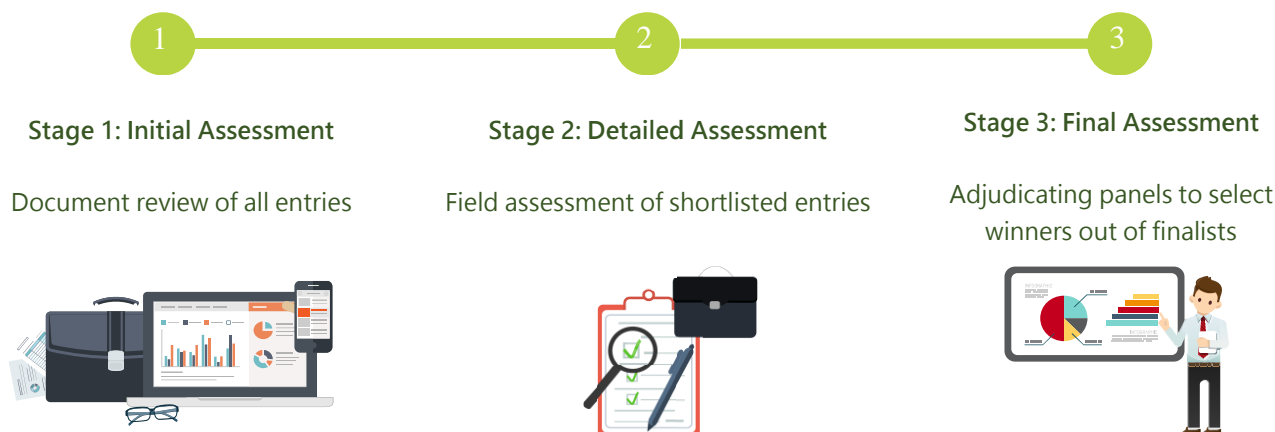
1.5 Purpose of this Guidebook for Property Management Sector

The purpose of this Guidebook is to explain the application procedures and assessment criteria for the Property Management 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 Property Management 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 **Property Management (Both Commercial & Industrial and Residential)** 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 participant various green activities to drive for greater success in environmental excellence.

3.1.2 Policy and Commitment

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 support the implementation of environmental programmes, such as reserving a fixed minimum annual budget.

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; and
- ✿ 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 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

Organisations should ensure that they are aware of all relevant environmental legislation by establishing suitable procedures for identifying such requirements and ensuring that key staff have the necessary knowledge to access this information. Each organisation should have its own list of relevant environmental requirements which it must comply with.

3.2.2 Waste Management

A variety of waste materials will be generated from properties 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 the suggestions to minimise waste:

- ✦ Compile a waste management action plan with waste reduction and recycling targets.
- ✦ Conduct waste audit / checking to identify the types and quantities of waste generated.
- ✦ Record and analyse municipal solid waste disposal by tenants / residents for having a better understanding on solid waste charging.
- ✦ Plan well to avoid excessive purchasing and storage of materials.
- ✦ Implement incentive schemes to encourage staff to minimise waste.

Food Waste Handling

- ✦ Promote food waste reduction and recycling, such as engaging tenants / residents in food waste recycling and installing composters to transform food waste to fertiliser for internal use.
- ✦ If composters could not be set up at the property, consider taking food waste to composting facilities for production of organic fertilisers.

Recycling and upcycling

- ✦ Provide sufficient spaces for segregation of recyclable wastes.
- ✦ Consider using bio-degradable materials or materials with recycled content.
- ✦ Educate tenants / residents to practise proper recycling (e.g. clean recycling) by placing poster near the recycling points and organising workshops.
- ✦ Promote clean recycling concept to staff through training or workshops.
- ✦ Upcycle old items into other useful items.
- ✦ Install reverse vending machines to collect glass / plastic bottles for recycling. Public could earn credit points and gifts for recycling glass / plastic bottles.
- ✦ Provide drinking water dispenser to encourage stakeholders (e.g. staff members, tenants, the public) not to buy bottled water.

3.2.3 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 Heating, Ventilation, and Air Conditioning System (HVAC), lifts and escalators, and pumps operation (e.g. water pumps and swimming pool plant). Operation of the emergency generator (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:



- ✱ Develop an energy management system for managing energy issues of operations / activities and achieve ISO 50001 certification.
- ✱ Perform energy or carbon 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.
- ✱ Switch to hybrid / electric vehicles.
- ✱ Purchase carbon offsets to offset the carbon emission related to business operations.

Lighting and equipment

- ✱ Use energy-saving lightings such as LED lights, especially during replacement of damaged light bulbs.
- ✱ Turn off a portion of lights 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 excess light and 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 products and choose products with energy-saving labels.
- ✱ Consider using renewable energy, such as solar power and wind power.

Ventilation and temperature control

- ✱ Use natural ventilation instead of air conditioning.
- ✱ Establish an inspection and maintenance programme to ensure all air conditioning / ventilation are operating efficiently and dust filters are cleaned regularly.
- ✱ 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.

Vehicles and car parking

- ✦ Adopt car searching and parking guidance system in the carpark. Through the system, drivers could easily access information on carpark vacancy and being guided to the vacancy with the shortest route, which saves fuel and reduces carbon emissions.

3.2.4 Wastewater Discharges and Water Saving

Major sources of wastewater discharges from properties include domestic sewage, discharges from cleaning processes, kitchen activities, engineering and building maintenance, and water consumption in 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;
- ✦ Install sensor type water faucets to reduce water wastage;
- ✦ Use products and equipment with water efficiency labels (e.g. faucets and flow restrictors) to reduce water usage;
- ✦ Regularly check water pipes and water faucets for leakage;
- ✦ Installs flooding sensors to detect leakage;
- ✦ Regularly monitor water usage to evaluate effectiveness of water reduction efforts;
- ✦ Adopt dripping irrigation system to minimise water usage on irrigation;
- ✦ Collect rainwater or condensed water for cleaning, watering plants or other use; and
- ✦ Consider reusing greywater where possible (e.g. reuse swimming pool water for cleaning).



3.2.5 Air Quality

Numerous airborne pollutants may be found inside buildings and affect the Indoor Air Quality. Pollutants including chemicals, dust, bacteria, fungal spores and viruses are commonly detected in enclosed indoor environments. Many buildings in Hong Kong receive outside air passing through an air conditioning system and circulating around the property.

There are a number of measures that can be taken to improve air quality and reduce air pollution:

- ✦ 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.
- ✦ Use low VOC paints for renovation.
- ✦ Provide electric vehicle charging stations in car park to encourage the use of electric vehicles.

3.2.6 Noise Control

Major noise source from property is plant equipment associated with 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.

3.2.7 Green Procurement

You can contribute to environmental protection by purchasing environmentally friendly products. Every product that you purchase for your property, whether it is used by staff or by the tenants/residents, 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 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 government departments, such as Green Specifications by Environmental Protection Department or other green procurement guidelines when practising green procurement.

Purchasing procedures

- ✦ Purchase 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, office furniture can be refurbished for a fraction of the cost of purchasing new items.
- ✦ Encourage colleagues to suggest products that are known to be 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, 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.
- ✦ Specify environmental requirements in tender documents or contracts to increase the environmental awareness of suppliers and contractors, to ensure compliance of environmental legislation and to encourage the use of environmentally friendly products.
- ✦ Give preference to environmentally friendly products or environmentally responsible suppliers / contractors (e.g. suppliers of sustainable products with eco-labels).
- ✦ Buy goods in bulk quantities.
- ✦ Stop / Avoid purchasing disposable items and microplastic-containing products.
- ✦ Support the purchase of products that bear environmentally friendly logos or eco-labels.

3.2.8 Housekeeping

In general, the appearance and condition of the property that you manage will determine the working environment for your staff and public perception of the property. Good cleaning, material storage, waste handling and removal procedures are important for maintaining a healthy and safe working environment whilst reducing impact on the environment as a whole.

The following are suggestions to keep the property clean, healthy and tidy:

- 🌱 Carry out regular inspections to the facilities, corridors and public area of the property.
- 🌱 Compile a repair and renew plan for the facilities to keep them well-functioning.
- 🌱 Have regular cleaning for the whole property, including walls and windows.
- 🌱 Label and place different material according to the nature and frequency of usage.
- 🌱 Educate tenants and residents not to put anything at the corridor and staircase to maintain good hygiene and safety.

3.3 Partner Synergy



Managing a property (whether residential, commercial or industrial) is like serving a small community of people who share the same workplace or residential complex. Since you are developing environmental programmes “for” the community that you manage, the co-operation of the community members is vital to the success of your programmes. It is necessary to involve your customers early in the design of environmental programmes, and seek their input, consent and support. When you have gathered sufficient information to know what environmental programmes are relevant to the “community” that you manage, you are ready to launch a programme for the “community”. As a property manager, you have the magnetism to pull people in the “community” together for a common cause. You should introduce your programmes to community members through learning events; inspiring action; encouraging participation; and soliciting feedback.

Another good way to learn about the different types of environmental management practices that can be taken, as well as to spread the word of the work that is being accomplished is through business partners. The sharing of information among partners can help to reduce duplication of efforts. You can also refer to Appendix 2 to learn best practices in your sector. Partners can also provide support and experience when the need arises. Partners of a property management organisation include:

3.3.1 Tenants / Residents







The environmental programme you develop for your company not only influences the people who work in your company but should also ripple out into the property community that you manage. This is because environmental strategies are about people and will work when people truly participate in the strategies. Likewise, communication and learning are important to both your company and the managed community because people will do something different if they understand the reasons and benefits of it. You should:

- 🌱 Understand your tenants' / residents' needs.
- 🌱 Get the support of your tenants / residents for your programmes.
- 🌱 Encourage and motivate your tenants / residents to participate in your programmes.
- 🌱 Solicit feedback and take appropriate improvement actions where necessary.
- 🌱 Try to provide incentives or rewards such as gifts and awards to tenants / residents for their environmental involvements.
- 🌱 Organise a series of theme-based environmental activities for residents / tenants to promote environmental protection and increase their environmental awareness. Such activities may include visits, workshops, seminars, exhibitions, fun fairs, organic farming, etc.
- 🌱 Recruit residents / tenants as environmental ambassadors for environmental activities.

3.3.2 Suppliers and Contractors

Informing suppliers and contractors about the importance of environmental management, encouraging them to undertake measures internally within their operation, and giving preference to environmentally responsible suppliers / contractors in the procurement process will accelerate the improvement of environmental quality in Hong Kong. In long term, you should collaborate with contractors to develop environmental initiatives on the continual pursuit of best practices.

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 suppliers 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 are currently using (at a comparable price).
-  Encourage suppliers to provide you with documentation that guarantees the 'environmentally friendly' authenticity of the products that you are purchasing. You can also ask the contractors to submit the Material Safety Data Sheet (MSDS) of chemical products and use low (Volatile organic compounds) VOC content products such as water-based paints.
-  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.

3.3.3 General Community




It is important to understand the impact of your business and environmental actions and to influence the society. You should also act as a role model to demonstrate your effort and performance in environmental protection. It is also important to promote the benefits of environmental management to members of the general public. This will help encourage more people to protect Hong Kong's environment.

There are a number of actions that can be taken to promote environmental awareness:

-  Provide free display of posters or videos or digital signage at lift lobbies / clubhouses to disseminate environment-related information.
-  Offer free or concessionary rate for rental of venue to NGOs / other parties for organising environment-related community activities.
-  Motivate 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.).
-  Cooperate with social enterprises to organise environmental campaigns.
-  Establish communication channels with your stakeholders on environmental issues. You are encouraged to publish your environmental initiatives and achievements in other media and publications.
-  Set up donation boxes and give proceeds to local environmental charities.

4. WEIGHTINGS OF ASSESSMENT CRITERIA

As mentioned in Section 3 above, the assessment of eligible entries under the Property Management 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 (PROPERTY MANAGEMENT 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: _____

Type of Establishment: ☐ Commercial & Industrial Building ☐ Residential Building

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 panel(s) 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



Federation of Hong Kong Industries



Hong Kong Productivity Council



The Chinese Manufacturers' Association
of Hong Kong



The Hong Kong Council of Social Service



ENVIRONMENTAL
CAMPAIGN COMMITTEE
環境運動委員會

Environmental Campaign Committee



Business Environment Council



Hong Kong General Chamber of Commerce



The Chinese General Chamber
of Commerce



The Hong Kong Chinese Importers'
and Exporters' Association

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 Property Management 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 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 environmental / sustainability / ESG policy.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Apply the environmental / 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"/>
➤ Encourage staff to take part in environmental activities.	<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"/>
➤ 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"/>
➤ Collect ideas from staff and answer their questions or concerns.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ 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"/>
<i>Environmental Training</i>		
➤ Decide what type of training is needed.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Decide who should be the targeted trainees.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Decide what level of competence is needed.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Implement environmental training according to training needs identified.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Managing for Continual Improvement</i>		
➤ Define your environment objectives and targets.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Devise a simple plan to schedule regular checks of the organisation's environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Formulate measures to achieve objectives and targets.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Appoint staff to be responsible for undertaking different measures.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Keep track of the progress of the programme defined.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Carry out an environmental review to determine areas requiring improvement.	<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
<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"/>
➤ Set up and implement procedures to reduce energy consumption.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use renewable energy where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Purchase carbon offsets to offset the carbon emissions related to business operations.	<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"/>

	Yes	No
<i>Light and equipment</i>		
➤ Use energy-saving lightings such as LED lights.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Turn off a portion of indoor lights during lunch hour, overtime work and after normal operating hours.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Turn off unnecessary external lights at night.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install occupancy sensors so that lights are turned off when the space is unoccupied.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install timers so that lights and electric and electronic equipment are turned off after work hours.	<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"/>
➤ Turn off electronic equipment when not in use.	<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 when purchasing new appliances.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Post signs on electric and electronic appliances to remind people to turn off the equipment when not in use.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider stopping escalators from running during non-peak hours.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff, tenants and residents to use the stairs whenever possible.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Ventilation and temperature control</i>		
➤ Turn off air-conditioning systems after normal office hours.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install timers or computer controls to turn off the air-conditioning system.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a maintenance programme on air-conditioning / ventilation systems.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Limit access to the control of air-conditioning units to discourage abuse of them.	<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 the blinds or curtains to allow in heat from the sun during colder months.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Apply solar film on windows to reduce direct sunlight and the demand for air-conditioning.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Keep windows and doors closed when air-conditioning units are running.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adjust the temperature of chilled water supply according to weather.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure cooling towers are properly operated and maintained. Cooling water is disinfected, and the quality is tested regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use variable speed pumping for secondary chilled water distribution loop.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install water / seawater cooled chiller (e.g. replacement of air-cooled chiller).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt green roof to help lower top floor temperature.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Water Conservation and Wastewater Control		
➤ Select plumbing fixtures and water-consuming devices with Grade 1 Water Efficiency Label.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install flow restrictors and automatic shut-off systems to reduce water use.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage users to always turn off faucets completely and report any leakage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a monitoring and repair programme to ensure that pipes are in good working condition.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use environmentally friendly cleaning products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Carry out watering of vegetation in the morning or evening.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Abandon the use of pesticides and chemical fertiliser on vegetation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide support / guidance to building occupants in piping trade effluent to proper effluent discharge points.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure that building occupants connect their effluent to the foul sewers instead of storm water drains.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Maintain drainage pipes within the premises to avoid pipe leakage or blockage-caused flooding.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure that the communal effluent treatment system operates properly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor the operation of the wastewater treatment system and the discharge quality.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor the plant loading profile and look for sheddable loads.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Improve the dewatering process with optimal dosage of chemicals.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Where practical collect rainwater or bleed-off water from cooling towers for irrigation or toilet flushing.	<input type="checkbox"/>	<input type="checkbox"/>
Waste Management		
General		
➤ Conduct waste audit / checking to identify the types and quantities of waste generated from the property managed.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish waste reduction plan for better waste management.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish an orderly and clean office environment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use the 'First-In-First-Out' principle to avoid expiry of material 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"/>
➤ Use double-sided photocopying.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage the use of e-mail, online platform, and mobile application for both internal and external communication.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Streamline operation procedures and eliminate unnecessary forms and records.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Introduce electronic forms to avoid excessive printouts.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Avoid photocopying faxed documents unless required.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Avoid handling out excessive paper flyers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Minimise the use of tape and strapping when sealing packages.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Choose proper size packages and avoid using fillers in packaging.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Avoid breakage and spillage of materials when handling to minimise wastage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Keep reusable cloth rags on hand to wipe up spills.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Choose solar powered appliances to avoid battery disposal.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to use re-useable containers, dishes, cups and coffee filters in the pantry wherever possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use refillable containers for cleaning products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use shredded wastepaper for packaging.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Reuse envelopes by attaching new labels to them or any other means.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Reuse the boxes you receive from your suppliers for storing materials or delivering products to your tenants / residents.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer your unused boxes back to the supplier for reuse.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish collection bins for used packaging, cord binding, envelopes and other materials that can be reused.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish wastepaper recycling boxes for individual workstation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage wastepaper separation by cleaning staff.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Return used products, corrugated cardboard, paper boxes and shrink-wrap to suppliers if possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Procure refillable pens and re-chargeable batteries.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Recycle or upcycle used materials as far as possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Participate in community recycling programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide separate collection facilities for different recyclable materials to encourage source separation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Educate cleaning staff for proper and clean recycling.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Place the recyclable waste collection facilities at easily accessible locations.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Reduce and reuse festive / promotional decorations.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Avoid the use of bottled water and unnecessary decorations / souvenirs at official events.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install umbrella dryers to replace the distribution and consumption of disposable umbrella bags.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Food Waste</i>		
➤ Use food waste composter to reduce food waste or arrange contractors to collect food waste for recycling.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide incentives to motivate residents / tenants in participating in food waste reduction programmes.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
<i>Chemical Waste</i>		
➤ Designate an area to store potentially harmful substances to prevent leakage to the environment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Employ a licensed chemical waste collector to collect and dispose of chemical wastes.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure that chemical wastes generated are properly labelled, packaged and temporarily stored in a designated chemical waste storage area.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure that storage is in accordance with the Environmental Protection Department's Code of Practice on the Packaging, Handling and Storage of Chemicals.	<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"/>
➤ Exercise procedures during the handling and storing of these potentially harmful substances to prevent leakage to the environment.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Noise Control</i>		
➤ Schedule noisy office or building renovation works during times that do not conflict with work.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Cover or relocate noisy equipment to an area where it will not disturb people at work.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Service dripping and noisy air-conditioners regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Implement measures to minimise nuisance to occupants at noise sources (e.g. pump room MVAC system, etc.).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Advise carpark users to properly control noise from vehicle alarm systems.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Advise noise source to reduce noise level if annoying noise is identified.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Report excessive noise to EPD.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt measures to control noise from bars, discos, karaoke and entertainment venues.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Air Pollution / Odour Control</i>		
➤ Instruct contractors to follow regulations on the use of refrigerants in the air-conditioning systems.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Locate odour generating sources (e.g. sewage treatment room, refuse room) far away from occupants or consider installing odour control devices.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Maintain emergency power generator, if any, properly to avoid dark smoke emission.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Assist occupants (e.g. catering business) in determining the best practicable air emission control scheme if necessary.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Reduce the nuisance arising from cooking fumes emitted from restaurants and catering businesses.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Cover up or wet the sand, debris or other dusty materials stored outside the site if there is renovation work.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide electric vehicle charging stations in car park to encourage the use of electric vehicles.	<input type="checkbox"/>	<input type="checkbox"/>
Indoor Air Quality		
➤ Monitor that there is sufficient fresh air within the building.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure that the venting facilities of the office are not located near outdoor air pollution sources.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Clean the air outlets, ducts, filters and cooling coils in the air-conditioning system regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Clean carpet and upholsteries regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Place photocopiers and laser printers in properly ventilated areas.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Report any air pollution nuisance from outside sources to EPD.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Instruct contractors to use materials that contain low volatile organic compound (VOCs) content during renovation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Obtain Certification to IAQ for premises.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide adequate ventilation for the carpark.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt car searching and parking guidance system in the carpark.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Avoid installation of exhaust outlets near to any windows or fresh air intakes of the building.	<input type="checkbox"/>	<input type="checkbox"/>
Transportation		
➤ Encourage staff and building occupants to use public transport or walk to work whenever possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff and building occupants to carpool if parking facilities are available.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a vehicle maintenance programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Switch to hybrid / electric vehicles.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage all company drivers to use the most efficient transport routes.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage delivery of materials during non-peak traffic hours.	<input type="checkbox"/>	<input type="checkbox"/>
Landscaping		
➤ Landscape the external grounds of the building.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Choose plants that are suitable for the site.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Practise organic planting and / or farming.	<input type="checkbox"/>	<input type="checkbox"/>
Green Procurement		
➤ Purchase products that are reusable, recyclable, contain reusable parts, use minimal resources, are designed to last for longer time periods, and contain fewer toxic pollutants (e.g. recycled paper, recycled toner cartridges).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a green procurement policy that favours staff purchases of environmentally preferable products and make the policy known to suppliers.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Support the purchase of products that bear recognised environmental logos or eco-labels.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to examine the possibility of repairing items instead of purchasing new ones.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to conduct simple research with suppliers on frequently used items and find out if they can be substituted by other more environmentally friendly options.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff and suppliers 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"/>
➤ Adopt green menus at property banquets / functions.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Make reference to the green specifications published by the Environmental Protection Department or other green procurement guidelines when practising green procurement.	<input type="checkbox"/>	<input type="checkbox"/>

PARTNER SYNERGY

	Yes	No
<i>Tenants' / Residents' Needs</i>		
➤ Communicate regularly with tenants/residents.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Find out about tenants/residents' environmental needs.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Address tenants/residents' environmental needs.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Tenants' / Residents' Support</i>		
➤ Involve tenants / residents in planning and implementation of environmental programmes.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Organise environmental activities for tenants / residents.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Gain tenants / residents' support in environmental activities.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Encouragement and Motivation of Tenants / Residents</i>		
➤ Encourage participation of tenants / residents.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide incentives for tenants / residents to participate in environmental programmes.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide supportive coaching to tenants / residents.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Set goals and provide feedback to tenants / residents on progress of environmental activities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Create opportunities to promote a positive image of community that you manage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Organise activities to foster unity and camaraderie.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Create opportunities for sharing of goals and accomplishments.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
<i>Tenants' / Residents' Feedback</i>		
➤ Solicit feedback from tenants / residents.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Respond appropriately to tenants / residents' comments and enquires.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Influence your Suppliers / Contractors</i>		
➤ Inform suppliers of your environmental / sustainability / ESG policy and provide them with a mission statement.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Work with suppliers to identify environmentally friendly products that can be substituted for those currently used.	<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"/>
➤ 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"/>
➤ Employ waste collector which has joined the "Charter on Proper Operation of Refuse Collection Vehicles".	<input type="checkbox"/>	<input type="checkbox"/>
<i>Influence on the Community</i>		
➤ Share the lessons learnt in setting up the environmental programme with the general community.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Communicate the accomplishments of the environmental programme to 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"/>
➤ Provide free display of posters or videos or digital signage at lift lobbies / shopping malls to disseminate environment-related information.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer free or concessionary rate for rental of venue to NGOs / other parties for organising environment-related community activities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Set up donation boxes and give proceeds to local environmental charities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Report your environmental initiatives in newsletters, magazines and other publications.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Apply for relevant awards or labels to gain formalised recognition for your efforts.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Publish environmental / sustainability / ESG report to communicate your performance with stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Collaborate with other parties (e.g. tertiary institutions, NGOs) to conduct environmental research and studies to promote environmental protection.	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 2 – Highlights of Best Practices for the Property Management Sector

- ✻ Secure top management (e.g. Board of Directors) commitment and involvement in environmental protection as they are vital for the successful implementation of environmental initiatives.
- ✻ Develop an environmental management system for managing 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.
- ✻ Establish annual action plan and targets on environmental enhancement (i.e. energy consumption, water consumption and waste reduction, etc.).
- ✻ Allocate sufficient resources to support the implementation of environmental programmes, such as a fixed minimum annual budget.
- ✻ Provide incentives or rewards such as cash, gifts and awards to recognise to staff's / tenants' / residents' environmental initiatives and achievements.
- ✻ Arrange regular environmental training sessions to staff and encourage them to participate in local and overseas training sessions.
- ✻ Conduct waste / energy / carbon audit to identify areas for improvement in various environmental aspects.
- ✻ Educate tenants / residents to practise proper recycling (e.g. classification of different plastic resources and clean recycling) by placing poster near the recycling points and organising workshops.
- ✻ Record and analyse municipal solid waste disposal by tenants / residents for having a better understanding on solid waste charging.
- ✻ Adopt the following energy saving measures:
 - use renewable energy (e.g. solar power and wind power);
 - use LED lights;
 - use motion sensors, carbon dioxide sensors and timers to control the lighting and air conditioning system;
 - establish real-time energy management system to identify abnormalities in energy consumption and poor performance in energy efficiency;
 - divide the areas into different zones for better arrangement of lighting and air conditioning in order to reduce electricity consumption; and
 - replace old and / or oversizing chillers with energy efficient chillers.

- ✻ Promote food waste reduction and implement food waste recycling, such as installing composters to transfer food waste to fertiliser for internal use or delivering food waste to O · PARK 1, the organic resources recovery centre in Siu Ho Wan.
- ✻ Promote clean recycling, low carbon lifestyle, green driving habits and biodiversity concept to staff, tenants and / or residents.
- ✻ Install reverse vending machines to collect glass / plastic bottles for recycling. Public could earn credit points and gifts for recycling glass / plastic bottles.
- ✻ Install umbrella dryers to replace the distribution and consumption of disposable umbrella bags.
- ✻ Provide electric vehicle charging stations in car park to encourage the use of electric vehicles and offer incentives or rewards to staff members or tenants/ residents for driving environmentally friendly vehicles.
- ✻ Adopt car searching and parking guidance system in the carpark to reduce the time spent in searching for a free parking space.
- ✻ Conduct indoor air quality audit for tenants / residents.
- ✻ Where practical collect rainwater or bleed-off water from cooling towers for irrigation, toilet flushing and cleaning purposes.
- ✻ Collaborate with other parties (e.g. tertiary institutions, NGOs) to conduct environmental research and studies to promote environmental protection.
- ✻ Require contractors to submit the MSDS of chemical products and use low VOC content products such as water-based paints.
- ✻ Organise a series of theme-based environmental activities for residents / tenants to promote environmental protection and increase their environmental awareness. Such activities may include visits, workshops, seminars, exhibitions, fun fairs, video competition, organic farming, etc.
- ✻ Adopt green menus at property banquets / functions, such as veggie, no shark fin soup and sustainable seafood menus.
- ✻ Establish green procurement policy guideline to purchase environmentally friendly products. Give preference to environmentally friendly products or environmentally responsible suppliers / contractors (e.g. suppliers of sustainable products with eco-labels).

- ✿ Specify environmental requirements in tender documents or contracts to increase the environmental awareness of suppliers and contractors, to ensure compliance of environmental legislation and to encourage the use of environmentally friendly products.
- ✿ Register as a collector managing communal grease trap facilities as far as possible or employ registered Waste Cooking Oils collector.
- ✿ Provide free display of posters or videos or digital signage at lift lobbies / shopping malls to disseminate environment-related information.
- ✿ Offer free or concessionary rate for rental of venue to NGOs / other parties for organising environment-related community 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.).