

# 2024 HONG KONG AWARDS FOR ENVIRONMENTAL EXCELLENCE



GUIDEBOOK FOR PUBLIC AND COMMUNITY SERVICES 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 <sup>^</sup>	Environmental Industry	Hotels and Recreational Clubs	Manufacturing and Industrial Services <sup>@</sup>
			
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 <sup>@</sup>	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.

<sup>^</sup> 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.

<sup>@</sup> 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 Public and Community Services Sector for non-SMEs

Public and Community Services Sector mainly covers organisations which provide services in relation to the benefits of the community at large. Examples of organisations which are eligible to apply for the Public and Community Services Sector include but not limited to:

- ✦ government departments;
- ✦ quasi-government corporations;
- ✦ public institutions;
- ✦ public utilities;
- ✦ statutory organisations;
- ✦ non-governmental organisations;
- ✦ charitable organisations;
- ✦ tertiary education institutions (e.g. universities, self-financing post-secondary institutions);
- ✦ hospitals; and
- ✦ healthcare and community services (e.g. nursing homes, elderly centres, rehabilitation centres, youth centres, day-care centres).



Organisations 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 whether an applicant is eligible for this Sector.

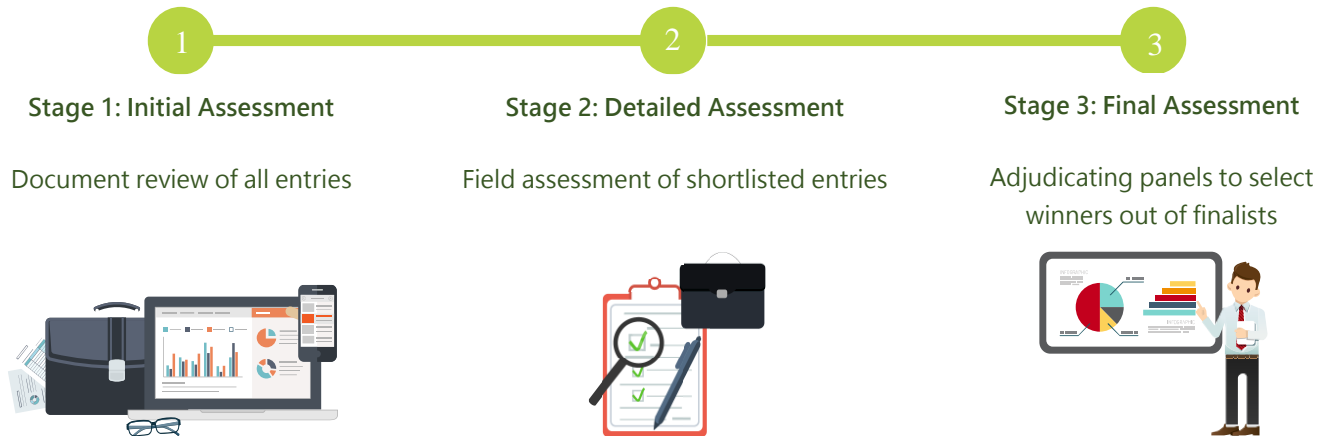
## 1.5 Purpose of this Guidebook for Public and Community Services Sector

The purpose of this Guidebook is to explain the application procedures and assessment criteria for the Public and Community Services 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 Public and Community Services 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 **Public and Community Services** 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 organisation, 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 committing 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 formal definition of the goals and policy on environmental management, allocation of resources to fulfill the requirements of the organisation's policy, communication on policy goals and engagement of 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

In order to drive green culture within an organisation, commitment and participation of the management would encourage more staff to participate in green actions, hence achieving a greater success in environmental excellence. 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 environmental protection can be formally declared through a written policy. Selecting premises with green building certifications (such as BEAM Plus and LEED certifications) when deciding the location of the office and signing environment-related charters launched / supported by the 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).



### 3.1.3 Organisation and Resources

Staff should be assigned 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; 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 organisation 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 staffs 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 Air Pollution Control / Odour Control

For organisations with air pollutants emissions to the atmosphere, efforts should be made to reduce emissions by measures such as adoption of alternative cleaner fuel, installation of pollution control equipment, etc.

### 3.2.3 Water Conservation and Wastewater Control






For organisations with effluent discharge to the environment, efforts should be made to reduce discharge by measures such as minimisation at source, installation of water treatment facilities etc.



### 3.2.4 Waste Management

A variety of waste materials will be generated from the operations of your organisation. The following are suggestions to minimise waste:



-  Compile a Waste Management Plan under a holistic approach to manage the waste issues;
-  Place waste collection boxes for paper, plastics, metals and other recyclables in your establishment to enhance source separation of waste for recycling;
-  Keep record and review the amount of waste and recyclables generated during operations;
-  Minimise the use of disposable items, e.g. cutleries and paper cups; and
-  Collect and recycle food waste.

### 3.2.5 Energy Conservation and Progressing towards Carbon Neutral

Electricity is the main form of energy used and sources of carbon emission within most offices in Hong Kong. Hong Kong's electricity is primarily generated through the combustion of coal and gas. Both coal and gas are natural resources, they will eventually run out. Furthermore, coal burning can result in the release of undesirable air pollutants. Actions to reduce electricity 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. Some suggestions are shown below:



- ✎ Perform energy audit regularly to review the main sources of energy usage or energy loss and identify room for improvement;
- ✎ Establish a total energy reduction plans and target for your organisation as well as for individual energy using components (e.g. set a 10% target for reducing overall energy consumed, 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 establishment;
- ✎ Establish real-time energy management system to identify abnormalities in energy consumption and poor performance in energy efficiency;
- ✎ Consider adopting renewable energy in supporting business operations;
- ✎ Switch to hybrid / electric vehicles; 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.
- ✎ Consider turning off a portion of office lights during lunch breaks, during overtime work and after normal office hours.
- ✎ Ensure that lights in conference rooms / meeting rooms are turned off after use. Signs should be posted near the room exits to remind users to turn off lights.
- ✎ Install timers on lights and occupancy sensors so that lights are turned off when not in use.
- ✎ Check the lighting levels to determine if there is excess light; then adjust the levels accordingly.
- ✎ Encourage the use of natural lighting where possible.
- ✎ Consider using electronic ballasts to replace conventional electromagnetic ballasts during replacement of damaged ballasts.
- ✎ Check with suppliers to determine the energy efficiency of the equipment and chose those electrical appliances (with Grade 1 or 2 Energy Label issued by the Electrical and Mechanical Services Department (EMSD) or equivalent. Use timers on electric and electronic office equipment (e.g. laser printers) to ensure that they are turned off after work hours.
- ✎ Consider stopping your escalators from running during non-peak hours.
- ✎ Encourage employees to use the stairs instead of lifts whenever possible.

#### Ventilation and temperature control

- ✎ Encourage turning off air conditioning systems after normal office hours.
- ✎ Install timers or computer controls on units to ensure that they are turned off after regular work hours.
- ✎ Ensure that air conditioning units in conference rooms / meeting rooms are turned off after use. Signs should be posted near the room exits to remind users to turn them off.
- ✎ Use fans to enhance cooling effect and reduce the energy use of air conditioners.
- ✎ Use natural ventilation instead of air conditioning as far as possible during cool seasons.
- ✎ Establish an inspection and maintenance programme to ensure all air conditioning / ventilation equipment are operating efficiently and dust filters are cleaned regularly.
- ✎ Restrict access to the control of air conditioning units to discourage overuse of the units.
- ✎ Check room temperatures regularly to see 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.

### 3.2.7 Indoor Air Quality

The air inside buildings can contain numerous airborne pollutants. Pollutants including gases, dust, mites, bacteria, fungal spores and viruses are commonly detected in enclosed indoor environments. Many offices 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 offices can include chemicals from new furniture, carpet fibres, renovation work, smoke, dust from unclean furniture, and equipment as well as 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 curb indoor air pollution within your office environment.

- 🌿 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 potential 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 cleaned and, if necessary, replaced on a regular basis.
- 🌿 Clean the carpet and upholsteries on a regular basis.
- 🌿 Situate photocopiers in properly ventilated areas as these machines generate ozone during operation.
- 🌿 Apply for EPD's Indoor Air Quality Certification Scheme for Offices and Public Places to benchmark your performance.

### 3.2.8 Housekeeping

In general, the appearance and condition of the workplace that you manage will determine the working environment for your staff and the public perception of your organisation. 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 liquid 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 Green Procurement

You can contribute to environmental protection by purchasing environmentally friendly products. You can reduce the amount of waste that you produce through making careful decisions when you are purchasing goods. Biodegradable products and products can be reused several times before they are disposed of, will reduce stress on landfills. Furthermore, the organisations can make reference to the green specifications published by the Environmental Protection Department or other green procurement guidelines when practising green procurement.



### 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

- 🌱 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 contribute to many environmental problems including global warming, deforestation, biodiversity loss and more.
- 🌱 Buy goods in bulk quantities.
- 🌱 Avoid purchasing disposable items.
- 🌱 Support the purchase of products with environmentally friendly logos or eco-labels.







## 3.3 Partner Synergy

### 3.3.1 Stakeholders Engagement and Influence






As an organisation in the Public and Community Services Sector, the need to understand and engage or influence your stakeholders is probably more important than in other sectors. Stakeholders in many cases are the general public which your organisations serve or who uses your services or products. In addition, some organisations in this sector with large scale can have significant influence on suppliers through purchasing. Furthermore, expectations from the stakeholders on the environmental performance from your organisation will also be high. You can also refer to Appendix 2 to learn the highlights of best practices in your sector.

### Influence on the Community

It is important for the organisation to understand and communicate your impact to the society. You should also act as a role model to demonstrate your effort in environmental protection.






-  Communicate your organisation's efforts on environmental performance with your stakeholders.
-  Establish communication channels with your stakeholders on environmental issues.
-  Get involved and support local green initiatives. Community involvement can range from organising 'Beach clean-up' campaigns to funding projects that aid in the establishment of conservation areas.
-  Set up donation boxes and give proceeds to local environmental charities.
-  Publish your environmental initiatives and achievements in other media and publications.
-  Apply for awards or labels to gain formalised recognition for your efforts.

### Influence your Customers

-  Involve your customers / clients in your environmental initiatives.
-  Provide incentives where possible to customers / clients to acknowledge their efforts in participation in environmental initiatives.
-  Promote environmental protection through events organised for your customers / clients.
-  Understand stakeholders' expectations on your organisation's environmental performance.
-  Acknowledge and respond to stakeholders' concerns on environmental improvement.




### 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. Work with suppliers with them to capture the type of products that you seek at a competitive price. Ask your suppliers to identify environmentally preferable products that can substitute those you are currently using (at a comparable price). 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.
-  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.

## 4. WEIGHTINGS OF ASSESSMENT CRITERIA

As mentioned in Section 3 above, the assessment of eligible entries under the Public and Community Services 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:

 <b>Green Leadership</b>	 <b>Programme and Performance</b>	 <b>Partner Synergy</b>
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<sup>PLUS</sup>)* 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

### (PUBLIC AND COMMUNITY SERVICES 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 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](mailto: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](mailto:awards@hkaee.gov.hk)



Website: [www.hkaee.gov.hk](http://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 Public and Community Services Sector

### GREEN LEADERSHIP

	Yes	No
<b>Leadership</b>		
➤ 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"/>
<b>Policy and Commitment</b>		
➤ Establish an environmental / sustainability / ESG policy.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Apply the environmental / sustainability / ESG policy throughout the company.	<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"/>
➤ Select premises with green building certifications (such as BEAM Plus and LEED certifications) when deciding the location of your office.	<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"/>
<b>Organisation and Resources</b>		
➤ 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 members to participate in the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish and operate a sound environmental management system.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environmental Communication</b>		
➤ Publicise the environmental / sustainability / ESG policy, initiatives and accomplishments from time to time.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Encourage staff to give suggestions or feedback on the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Collect staff's ideas and answer their questions or concerns.	<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"/>
<b><i>Environmental Training</i></b>		
➤ 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"/>
<b><i>Managing for Continual Improvement</i></b>		
➤ 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 and 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
<b><i>Regulatory Compliance</i></b>		
➤ 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 based on the information collected.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a procedure to ensure that relevant staff members 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 the environmental requirements accordingly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor the status of compliance with environmental requirements regularly.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Take appropriate corrective and preventive actions for areas of regular, repeated or significant non-compliance.	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Environmental Programme Implementation</i></b>		
➤ Formulate an environmental programme which defines the objectives, targets and actions to address the areas identified.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Appoint staff to be responsible for undertaking different measures in the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Calculate carbon footprint and establish a reduction plan.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor the progress of the environmental programme defined.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Conduct environmental audit (e.g. energy audit, carbon audit)	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Air Pollution / Odour Control</i></b>		
➤ Identify all atmospheric emissions.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use alternative cleaner fuel when possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install air pollution control equipment.	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Water Conservation and Wastewater Control</i></b>		
➤ Select water-consuming devices with Grade 1 Water Efficiency Label.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor water usage regularly to evaluate effectiveness of water reduction efforts.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use flow-control water faucets to reduce wastage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Check water pipes and water faucets for leakage regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Identify all effluent discharges.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Minimise effluent generation at the source.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install wastewater treatment facilities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider reusing water where possible.	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Waste Management</i></b>		
➤ 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"/>
➤ Adopt e-fax system to reduce the use of fax paper and save natural resources.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt electronic channels for promotion to replace printed flyers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage the use of e-receipt to replace printed receipt.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Streamline operation procedures to eliminate unnecessary paper forms / records.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Identify all waste generated from organisation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Devise a Waste Management Plan to manage waste.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Monitor organisation's waste and recyclable quantities regularly.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Provide option of less rice, provide portion size option for meal and provide on-site meal portioning instead of pre-packed meal box to reduce food waste.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Educate staff and cleaning staff for proper and clean recycling.	<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"/>
<b><i>Energy Conservation and Progressing towards Carbon Neutral</i></b>		
<b><i>General</i></b>		
➤ 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"/>
➤ Establish real-time energy management system to identify abnormalities in energy consumption and poor performance in energy efficiency.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Purchase carbon offsets to offset the carbon emissions related to business operation	<input type="checkbox"/>	<input type="checkbox"/>
➤ Switching to hybrid / electric vehicles	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Light and equipment</i></b>		
➤ Use energy-saving lightings such as LED lights.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Turn off a portion of office light during lunch breaks, during overtime work and after normal office hours.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install timers or occupancy sensors so that lights are turned off when not in use.	<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"/>
➤ Install timers on electronic office equipment to ensure that they are turned off after work hours.	<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"/>
➤ 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"/>

	Yes	No
➤ Encourage staff and customers to use the stairs whenever possible.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Ventilation and temperature control</i>		
➤ Encourage your building manager to turn off air-conditioning systems after normal office hours.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install timers or computer controls to turn off air-conditioning system.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure that air-conditioning units in conference room / meeting room are turned off after use.	<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 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>Indoor Air Quality</i>		
➤ 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 air-conditioning system regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Clean carpet and upholsteries regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Place photocopier and laser printers in properly ventilated areas.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Report any air pollution nuisance from outdoor sources to EPD.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Housekeeping</i>		
➤ Establish an orderly and clean workplace 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"/>
➤ 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 if relevant to prevent leakage to the environment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Exercise safety procedures during the handling and storing of these potentially harmful substances to prevent leakage to the environment.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
<b>Green Procurement</b>		
➤ Purchase environmentally friendly products, such as 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 guiding policy that favours staff purchase of products and make the policy known to suppliers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to conduct simple research into heavily used items that could be substituted by other more environmentally friendly options.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to suggest products that are known to be more environmentally friendly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage sustainable consumption (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"/>
➤ Encourage staff to examine the possibility of repairing items instead of purchasing new ones.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Support the purchase of products that bear environmentally friendly logos or eco-labels.	<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
<b>Influence your Suppliers / Contractors</b>		
➤ Inform suppliers of your environmental policy and provide them with a 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"/>

	Yes	No
➤ 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"/>
<i>Influence your Customers</i>		
➤ Community regularly with customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Find out customers' environmental needs.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage customers to share their opinions on your organisation's environmental performance.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Involve your customers/clients in your environmental initiatives.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide incentives where possible to customers/clients to acknowledge their efforts in participation in environmental initiatives.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Promote environmental protection through events organised for your customers / clients.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Influence on the Community</i>		
➤ Communicate organisation's efforts on environmental performance to the public and stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish communication channels with your stakeholders on environmental issues.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Understand stakeholders' expectations on your organisation's environmental performance.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Acknowledge and respond to stakeholders' concerns on environment.	<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"/>
➤ Publish environmental / sustainability / ESG report to communicate your performance with stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Collaborate with other organisations to promote environmental protection.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer free or concessionary rate for rental of venue to NGOs / other parties for environment-related activities.	<input type="checkbox"/>	<input type="checkbox"/>

## Appendix 2 – Highlights of Best Practices for the Public and Community Services Sector

- ✻ Develop an environmental management system and an energy management system and achieve ISO 14001 and ISO 50001 certification.
- ✻ Allocate an adequate amount of budget each year for environmental programme implementation.
- ✻ Establish a committee to oversee strategies, policies and steer the environmental programmes organised, as well as to conduct review regularly to keep track of the progress.
- ✻ Advocate Government's blueprint and identify the United Nation Sustainable Development Goals for developing long term strategies.
- ✻ Establish employee suggestion scheme to encourage constructive feedback or collect suggestions from all staff members. Where appropriate, monetary rewards or gift certificates could be provided as an incentive.
- ✻ Establish an environmental training plan to set short- and long-term goal(s) for skill(s) / knowledge that the organisation and staff members to acquire.
- ✻ Organise in-house training and sponsor staff members to participate in external environmental training to enhance their knowledge, capacities and awareness on tackling environmental challenges.
- ✻ Organise in-house competition to encourage staff members in practising energy saving measures and suggesting saving initiatives.
- ✻ Publish and circulate environmental / green housekeeping guidelines to nurture staff members of green habits.
- ✻ Perform internal and / or external audits on a regular basis to inspect energy use, waste management, water use of each unit of operations and identify rooms for improvement.
- ✻ Benchmark environmental performance (e.g. resources consumption and waste generation) with similar local and / or regional organisations.
- ✻ Conduct waste audits to understand waste streams and identify potential areas to minimise waste generation.

- ✻ Introduce paperless solutions to reduce amount of paper consumed, such as to:
  - promote “paperless meetings” by using electronic devices such as tablets and laptop computers for presentations and discussions in day-to-day meeting;
  - develop electronic document management system / mobile applications for the dissemination of environmental information to the general public;
  - adopt electronic platforms for internal training and conducting surveys; and
  - make use of e-Tendering system.
- ✻ Support waste reduction at source through measures such as to:
  - ban the provision of plastic straws and poly-foam food containers at canteen;
  - install hand dryer to reduce the use of disposable paper towels;
  - provide option of less rice, portion size option for meal and on-site meal portioning instead of pre-packed meal box to reduce food waste;
  - collect yard waste such as landscape waste and wood for composting;
  - support the “Green Event Pledge” initiated by the Environmental Protection Department (EPD) and commit to using reusable cups and cutleries when organising events or meetings; and
  - procure products in bulk to reduce individual packaging.
- ✻ Make references of environmental products in accordance to the list of Green Procurement Items issued by EPD, including:
  - recycled A3 and A4 paper;
  - furniture;
  - hand soap;
  - computer equipment with “Energy Star” labels; and
  - pesticides.
- ✻ Promote collection of waste cooking oil for bio-diesel production and utilisation of biodiesel.
- ✻ Donate surplus and/or aged materials, such as wooden pallets, to NGOs for reusing and recycling.
- ✻ Conduct carbon audits to quantify and keep track on GHG emissions of the organisation.
- ✻ Adopt different energy saving measures such as:
  - installation of building management system to continuously monitor and control ventilation, lighting and power systems;
  - installation of photovoltaic system and joining the Feed-in Tariff scheme to support the use of renewable energy;
  - installation of solar heating systems to provide hot water;
  - replacement of traditional lighting with LED lights;
  - installation of heat pump to recovery waste heat from the air-conditioning system for heating water;
  - adoption of variable frequency drives in electric motors;

- installation of window films on air-conditioned areas under direct sunlight and set up a green roof to reduce indoor temperature on hot sunny days during summer; and
  - installation of occupancy / motion sensors to automatically switch on and off the lightings in those areas infrequently used, e.g. staircases and pantry areas.
- 
- ✱ Install water treatment plant to provide pre-treatment on the wastewater generated within the premises and install low-flow water fixtures (shower heads, faucets and urinals) with Grade 1 water efficient label.
  - ✱ Collect rainwater and condensed water from air-conditioning system for irrigation and cleaning.
  - ✱ Adopt electric vehicles, hybrid vehicles or vehicles complied with the Euro VI emission standard or above to reduce direct emissions and to minimise the generation of roadside air pollutants as well as to plan driving routes to reduce mileage.
  - ✱ Offer bicycle and electric vehicle parking spaces to encourage low-carbon transportation for staff and visitors.
  - ✱ Publish annual Corporate Sustainability / Environmental / ESG Reports to effectively communicate environmental initiatives with stakeholders.
  - ✱ Organise environmental activities to raise public awareness on environmental protection and encourage behaviour change.
  - ✱ Establish channels to promote and share self-initiated environmental practices with other organisations within the industry.
  - ✱ Partner with NGOs to organise environmental activities to raise public awareness on environmental protection and encourage behaviour change.
  - ✱ Offer free or concessionary rate for rental of venue to NGOs / other parties for environment-related activities.
  - ✱ Adopt risk-based approach in contracting and consider environmental factors during purchasing process.
  - ✱ Include green purchasing requirements in maintenance contracts to engage maintenance contractors to use environmentally friendly products. Tender specification could be modified to request suppliers in avoiding single-use disposal items, such as reducing plastic packing, and adopt products with higher recyclability and recycled content.

- ✦ Communicate environmental requirements / information to contractors and suppliers through experience sharing sessions, forums, meetings, joint functions and contract documents.
- ✦ Develop a monitoring system to assess and evaluate suppliers' / contractors' environmental performance and compliance status and provide incentives for rewarding those with better environmental performance.
- ✦ Arrange environmental awareness and follow-up training to suppliers and contractors
- ✦ Collaborate with contractors to develop environmental initiatives on the continual pursuit of best practices.
- ✦ Proactively organise more environmental programmes to engage general public (i.e. open day).
- ✦ 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.).