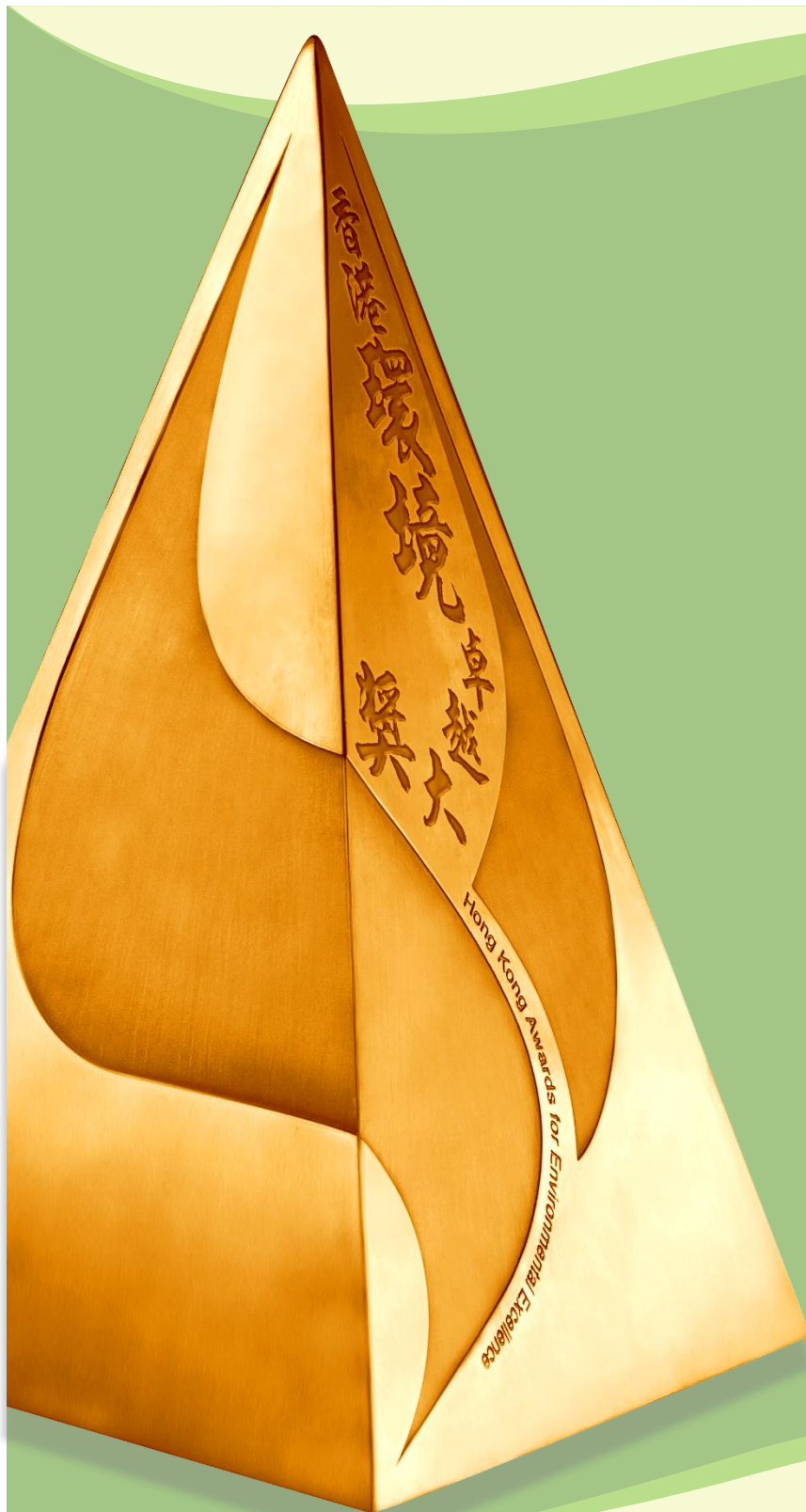


# 2024 HONG KONG AWARDS FOR ENVIRONMENTAL EXCELLENCE



**GUIDEBOOK FOR SERVICING INDUSTRY SECTOR**  
( for 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	
<p>The awards to be granted in each of the sector:</p> <div><div><p>1 Gold</p></div><div><p>1 Silver</p></div><div><p>1 Bronze</p></div><div><p>A maximum of 10 Certificates of Merit</p></div></div> <p>or a combination as deemed appropriate by the Final Adjudicating Panel(s).</p>	

## 1.3 Objectives of the HKAEE for SMEs

The HKAEE for SMEs aims to:

- ✎ Encourage SMEs to implement green management;
- ✎ Measure organisations' performance and their commitment to environmental management within the industry; and
- ✎ Recognise organisations with excellent performance on environmental management.

## 1.4 Eligibility for the HKAEE for SMEs

All businesses / organisations and their functional units that (i) meet the definition of SMEs as adopted by the Hong Kong SAR Government, (ii) have 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 are eligible to apply for the *SMEs* sectors in 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.



### Definition of SMEs

*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.*

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.

\* Ownership of a 50% of interest or more will be classified as an affiliated company.

## 1.5 Eligibility for the Servicing Industry Sector for SMEs

The **Servicing Industry Sector** would cover SMEs of customer-oriented operations such as financial services, legal services, business consulting services, hotels, restaurants, property management, transport and logistics etc.



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

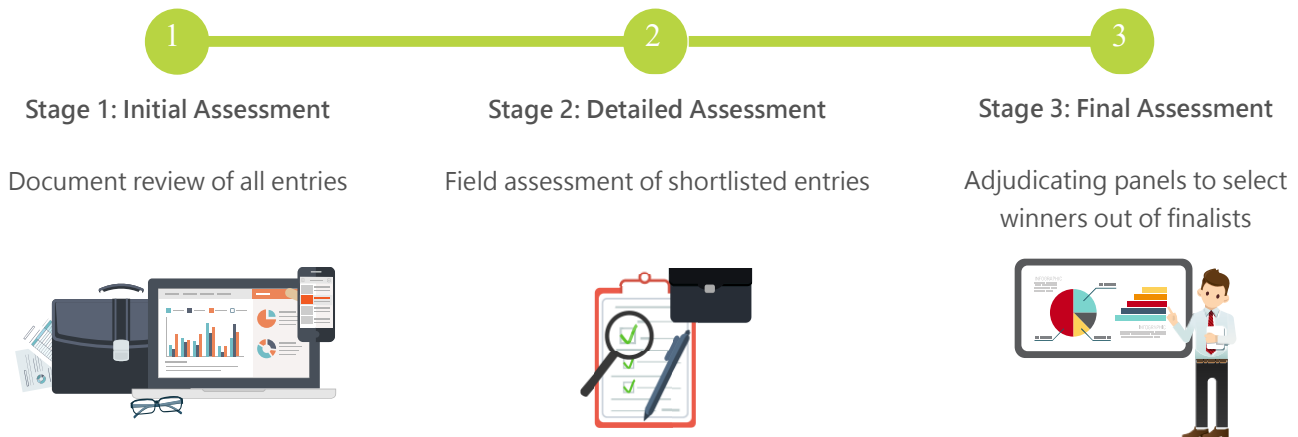
## 1.6 Purpose of this Guidebook for Servicing Industry Sector for SMEs

The purpose of this Guidebook is to explain the application procedures and assessment criteria for the Servicing Industry Sector under the HKAEE for SMEs.

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 Servicing Industry 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 **SME – Servicing Industry** 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 should demonstrate leadership in initiating the environmental measures to be taken. The efforts of senior management should involve formal definition of the corporate goals and policy on environmental management, allocation of resources to fulfil the requirements of the company 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 participate in various green activities to drive for greater success in environmental excellence.

### 3.1.2 Policy and Commitment

Top management should create an environmental policy that proclaims the commitment of the organisation to protecting the environment. An organisation's environmental policy is a statement of intent that is designed to outline how it will reduce environmental impacts and improve performance. An environmental policy should:

- ✱ Align with business mission and daily operation;
- ✱ Demonstrate commitment to adopting environmental practices to achieve continuous improvement, such as 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);
- ✱ Comply with environmental legislation relating to the business operation;
- ✱ Communicate and disclose to employees and stakeholders; and
- ✱ Selecting premises with green building certifications (such as BEAM Plus and LEED certifications) when deciding the location of the operation sites.

### 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 appropriate and 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 & Performance



### 3.2.1 Regulatory Compliance

Organisations should be aware of all relevant environmental legislations by establishing suitable procedures to identify such requirements and ensure that key staff possess 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 Environmental Programme Implementation

Once the management has demonstrated its commitment to environmental conservation measures, an environmental programme that defines the objectives, targets and schedule of various environmental initiatives can be formulated. Your environmental programme should be designed to meet your organisation's specific needs. Setting up your own environmental programme makes good business sense. Such programme can streamline operations, cut costs, improve environmental performance and improve your image in the eyes of your staff, partners and the public.

The following outlines the approach you can take to create your own environmental programme(s):

- ✱ **Understand Your Needs** — Carry out an environmental review to determine the status of your organisation in terms of environmental protection (the Self-Assessment Checklist in [Appendix 1](#) can be a starting point). The checklist is designed to help identify the strengths and weaknesses of your organisation and assists you in prioritising the actions to be taken.
- ✱ **Define Your Objectives** — Once you have identified the key areas that need improvement, you can prioritise the areas that you intend to make improvement and set objectives.
- ✱ **Define Your Targets** — According to the objectives, define specific, practicable and measurable targets for implementation.

- 🌱 **Formulate Your Action Plan** — Formulate in detail the measures that will be taken to achieve the targets and the implementation timeframe. At the same time determine the staff representatives for undertaking different measures.
- 🌱 **Monitor Your Programme** — Keep track of the progress of the programme defined.
- 🌱 **Review the Results** — Review monitoring data to identify room for improvements.

Now you understand how to develop an environmental programme within your establishment, you can begin to determine the measures that suit yours.

### 3.2.3 Energy Conservation and Progressing towards Carbon Neutral

Energy conservation is fundamental for environmental programme. Electricity is the main form of energy used and major source of carbon emission in Hong Kong. In Hong Kong, electricity is primarily generated through the combustion of coal and gas. Both coal and gas are natural resources, and they will eventually run out. Furthermore, coal burning results in air pollution. Actions to reduce electricity consumption can help preserve natural resources. Many measures can be taken to reduce the use of energy and progress towards carbon neutral in your establishment, most of which are simple yet effective practices that require minimal time and effort. For example:



- 🌱 Review energy bills to find out the amount of energy consumed on an annual or monthly basis;
- 🌱 Determine the main sources of energy usage or energy loss (e.g. energy loss due to an opened window in an air-conditioned building);
- 🌱 Establish energy reduction plans and targets for your organisation as well as for different energy consuming components (e.g. set an annual reduction target of 10% on the overall energy consumption, and a 30% reduction target on the amount of energy consumed by your air conditioning system);
- 🌱 Use conferencing system for meeting whenever applicable to minimise the carbon emission generated from overseas / local transportation;
- 🌱 Switch to hybrid / electric vehicles; and
- 🌱 Purchase carbon offsets to offset the carbon emissions related to business operations.

#### Ventilation and temperature control

- 🌱 Set temperature of all air conditioner(s) at 24 to 26°C;
- 🌱 Post reminder signs to remind staff members to turn off lights / air-conditioners when not in use;
- 🌱 Establish an inspection and maintenance programme to ensure all air conditioning / ventilation equipment are operating efficiently and dust filters are cleaned regularly; Use fans to reduce air conditioning load;
- 🌱 Use blinds or curtains to deflect the heat of the sun (to reduce air conditioning loading) during summer time and open them to allow in heat from the sun during colder months; and
- 🌱 Keep all windows and outside doors closed when air conditioning units are running if appropriate.

#### Lighting and equipment

- 🌱 Use energy-saving lightings such as LED lights;
- 🌱 De-lamp unnecessary lightings and encourage the use of natural lighting where possible;
- 🌱 Use energy-efficient equipment with Grade 1 or 2 Energy Label issued by the Electrical and Mechanical Services Department (EMSD) or equivalent;
- 🌱 Adopt demand-side management initiatives by programming the lighting control systems and ventilation systems to avoid excessive use during non-business hours;
- 🌱 Install timers or occupancy sensors in low traffic area so that lights are turned off when not in use; and
- 🌱 Consider turning off a portion of office lights during lunch breaks, during overtime work and after normal office hours.

### 3.2.4 Water Conservation and Wastewater Control

Simple measures can be taken to protect the coastal waters by simply cutting down on the amount of water consumed on a daily basis. Reducing the amount of wastewater produced in your establishment will benefit the environment and people in Hong Kong, and also result in cost savings.



Ways to conserve water and minimise water pollution inside your establishment include:

- ✦ Install flow restrictors, aerators, toilet dams and automatic shut off systems and other water flow devices to faucets and water fountains within the organisation;
- ✦ Post reminder signs to remind staff members to turn off faucets when not in use and report leaky faucets;
- ✦ Establish a monitoring and maintenance programme to ensure that pipes are in good working order and that leaks are repaired as soon as they are detected; and
- ✦ Select water-consuming devices with Grade 1 Water Efficiency Label. Consider the use of environmentally preferable cleaning products (e.g. use vinegar to wash windows instead of astringent window cleaners, use biodegradable liquid soap in toilet and in the pantry for dish washing).

### 3.2.5 Waste Management

All business operations inevitably generate waste. A holistic Waste Management Plan could be compiled to manage the waste issues of the organisation. You can place waste collection boxes for paper, plastics, metals, packaging materials and / or other recyclables in your establishment to facilitate source separation of waste for recycling.



#### Reduce - General

- ✦ Sealing packages – Minimise the amount of tape strapping and shrink-wrap used.
- ✦ Use reusable shipping crates in place of cartons.
- ✦ Choose proper sized packages to pack goods and avoid using excessive number of fillers.
- ✦ Handle and store materials carefully to reduce breakage and spillage.
- ✦ Encourage the use of staff bulletin board or e-mail for both internal and external communication, or if this is not possible, circulate material rather than making copies for individuals.
- ✦ Avoid printed marketing materials and encourage the use of digital marketing.
- ✦ Choose solar powered appliances such as calculators to avoid battery disposal.
- ✦ Encourage staff to buy or bring their own lunch in reusable containers.
- ✦ Use reusable (not paper) cutlery, dishes, cups and coffee filters wherever possible.
- ✦ Use refillable containers for cleaning products.
- ✦ Encourage staff members to use hand towels instead of paper towel.
- ✦ Use electronic quotations and invoices.
- ✦ Adopt electronic platforms for internal training or conducting surveys.

#### Reuse

- ✦ Reuse the boxes and bags for delivering products.
- ✦ Offer unused boxes and pallets back to your suppliers for reuse.
- ✦ Use shredded wastepaper for packaging.
- ✦ Establish a collection bin for used packaging materials that can be reused.
- ✦ Reuse envelopes by attaching new labels on them.
- ✦ Choose renewable resources and sustainable recycled materials.

### Recycle / Upcycle

- 🌱 Upcycle waste products into other useful products (e.g. upcycle plastic bottles as planters.).
- 🌱 Donate old appliances to an appliance refurbishment organisation.
- 🌱 Establish waste collection boxes for paper, plastics, metals and / or other recyclables to enhance source separation of waste for recycling.
- 🌱 Liaise with cleaning staff and encourage them to help in the source separation of waste programme.
- 🌱 Collaborate with suppliers on establishing a recycling programme for returning the used packaging materials (e.g. corrugated cardboard, paper boxes and shrink wrap) and appliances that are no longer in used.
- 🌱 Cooperate with suppliers to run take-back / trade-in programme for products which will cause significant environmental impacts (e.g. electrical and electronic equipment).

### 3.2.6 Housekeeping

In general, the appearance and condition of the workplace will determine the working environment for your staff and the public perception of your organisation. You can enhance your workplace 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 ways you handle and store your products will also affect your work environment. Some of the products that you use on a daily basis have the potential to cause harm if they are not handled and stored properly. Items including correction fluid, spray-paint, solvents (especially during renovation) and pesticides can be sources of air pollution and some of them even contribute to the depletion of ozone layer.

### 3.2.7 Indoor Air Quality / Odour Control

The air inside buildings might contain numerous airborne pollutants. Pollutants such as gases, dust, mites, bacteria, fungal spores and viruses are commonly found in enclosed indoor environments. Many offices in Hong Kong are insufficiently ventilated and receive outside air passing through 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 and warehouses 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. A number of measures can be taken to curb indoor air pollution within your office and warehouse.

- 🌱 Check with your facilities management to see if there is sufficient fresh air supplied to the building.
- 🌱 Ensure that the inlet of fresh air supply is not located near outdoor air pollution sources (e.g. chimney exhaust from an adjacent building).
- 🌱 Ensure that air outlets, ducts, filters and cooling coils of air-conditioning systems are cleaned and, if necessary, replaced on a regular basis.
- 🌱 Clean the carpet and upholsteries on a regular basis.
- 🌱 Photocopiers generate ozone during operation. It is therefore important that you place these machines in properly ventilated areas.
- 🌱 Use electric forklifts in the warehouse (if applicable) to avoid pollutant emissions.

### 3.2.8 Green Procurement

You can contribute to environmental protection by purchasing environmentally friendly products. Every product that you purchase, whether it is used by staff or for sale, has impact on the environment. You can reduce the amount of waste that you produced by making careful decisions in time of purchase. Biodegradable products can be fashioned into new items or may even be reused several times before they are disposed of. These will reduce pressure 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 recyclable products such as uncoated paper bags that can be easily recycled.
- ✦ Buy products that minimise 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 reduce safety hazards in workplace.
- ✦ Purchase merchandise that is environmentally preferable so that your customers have the option of buying such goods / materials.
- ✦ Adopt green menus at company annual dinner / events.
- ✦ 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 (e.g. paper products, plastic bags) that to see if they could be substituted by 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 cause environmental degradation. 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.
- ✦ Purchase products that bear environmentally friendly logos or eco-labels.
- ✦ Source locally wherever possible to minimise carbon emissions during transportation.

### 3.3 Partner Synergy



#### 3.3.1 Clients and suppliers' Support

Clients and suppliers' support are fundamental to the success of environmentally friendly import / export trades. Suppliers, import / export trade companies and clients should develop environmental guidelines, plans and goals to minimise the environmental impact of trading activities. Your environmental programme will stand a higher chance of success if all stakeholders are involved in its design stage. You may also consider reporting your environmental performance to your clients, soliciting feedback from them and taking appropriate actions in response to their feedback whenever appropriate. Under this approach, the import / export trades can reduce negative impact by redesigning sourcing and distribution systems as well as managing reverse logistics to eliminate unnecessary freight movements and packaging materials disposal.







#### 3.3.2 Communication and Motivation

Once you have committed to environmental conservation measures within your organisations, you should share with others. Your suppliers, customers and other business partners deserve to learn about the positive actions you take. Knowledge of your environmental programme is valuable to others since seeing your accomplishments can motivate them to establish their own programme. In some instances, your partners may not be aware of the benefits of establishing such a programme. In other instances, they may be interested in starting up their own programme, yet they need some initial guidance as to how to begin.

It is therefore important that your policy is made known to interested parties. By assuming a proactive stance, you will encourage others to learn about environmental protection and give your organisation more exposure within the business world. Publish an environmental report or sustainability report is a good form of communication with your stakeholders.

##### **Influence your Suppliers / Contractors**

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

-  You should inform suppliers of your environmental policy and provide them with your mission statement.
-  State environmental requirements in tender documents.
-  Work with 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 demonstrates and guarantees the 'Environmentally friendly' quality of the products that you are purchasing.
-  Encourage suppliers to use recyclable / biodegradable packaging materials.
-  Invite suppliers to participate in community support programmes or environmental partnership programme(s) with the public / private sector / NGOs.

### Influence your Customers

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

- 🌱 Post your environmental policy in a prominent place within your establishments.
- 🌱 Listen to your customers when they identify areas of improvement and how you could be of help.
- 🌱 Encourage customers to use less packaging materials or reduce package size.
- 🌱 Encourage customers to share their comments regarding the environmentally friendly products that you offer as well as suggesting any products that they wish you to sell.
- 🌱 Encourage customers to choose products / materials that have incorporated green considerations.
- 🌱 Offer incentive (e.g. certificates or discount) to encourage customers to participate in your environmental programme.

### Influence on the Community

Everyone in Hong Kong experiences the effects of pollution. Many people would like to help improve environmental quality, however, not everyone knows how to get involved. As a green business operator, you deal with environmental management issues on a daily basis. You are in a strong position to guide community's green efforts. It is important for you to understand the impact of your business and environmental actions, and communicate your impact to the society.




You should act as a role model to demonstrate your effort in environmental protection. By helping your community, you improve the environment and enjoy good standing within the community. Furthermore, taking simple initiatives including efforts to report the lessons learnt in setting up your programme(s) and other useful information can raise community awareness. There are a number of ways that you can get involved.

- 🌱 Get involved and support local green initiatives. Community involvement can range from organising "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.
- 🌱 Report your environmental initiatives and achievements in newsletter, sustainability reports and other publications.
- 🌱 Collaborate and share experience with other industry peers on the implementation of environmental programmes and activities.
- 🌱 Apply for awards or labels to gain formalised recognition for your efforts.



## 4. WEIGHTINGS OF ASSESSMENT CRITERIA

As mentioned in Section 3 above, the assessment of eligible entries under the Servicing Industry 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 (SERVICING INDUSTRY SECTOR - SMEs)

### SECTION 1 - Organisation Profile

**Application Deadline: 14 Jan 2025**

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

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

in English: \_\_\_\_\_

in Chinese: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Website: \_\_\_\_\_

Description of  
Core Business: \_\_\_\_\_

BR Number: \_\_\_\_\_

**Name of Functional Unit, if applicable:**

in English: \_\_\_\_\_

in Chinese: \_\_\_\_\_

Address: \_\_\_\_\_

**Name of Parent Company / Affiliated Company, if applicable:**

in English: \_\_\_\_\_

in Chinese: \_\_\_\_\_

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

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

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

☐ Yes

☐ No

## SECTION 2 - Contact Details and Declaration

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

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

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

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

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

**CONSENT STATEMENT**

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

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

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

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

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

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

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

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

☐ Yes ☐ No

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

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

☐ Yes ☐ No

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

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

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

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

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



ENVIRONMENTAL  
CAMPAIGN COMMITTEE  
環境運動委員會

Environmental Campaign Committee



Advisory Council on the Environment



BUSINESS  
ENVIRONMENT  
COUNCIL  
商界環保協會

Business Environment Council



Federation of Hong Kong Industries



Hong Kong General Chamber of Commerce



Hong Kong Productivity Council



The Chinese General Chamber  
of Commerce



The Chinese Manufacturers' Association  
of Hong Kong



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 Servicing Industry Sector (for SMEs)

### 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 employees in a two-way manner.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish incentives by management to encourage the employees 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"/>
➤ Contain commitment to environmental conservation in environmental / sustainability / ESG policy.	<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 involvement 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>		
➤ Communicate the environmental / sustainability / ESG policy, initiatives and accomplishments to staff regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to give suggestions or feedback on the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>



	Yes	No
➤ Collect ideas from staff and answer staff's initiatives.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer incentives or rewards to staff for their environmental initiatives.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environmental Training</b>		
➤ Define environmental training needs for individual staff and provide appropriate environmental training.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Maintain environmental training records.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Managing for Continual Improvement</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, 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>Regulatory Compliance</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"/>
➤ Take appropriate corrective and preventive actions for areas of regular, repeated or significant non-compliance.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environmental Programme Implementation</b>		
➤ Carry out an environmental review to determine areas requiring improvement.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Define your environmental objectives and targets.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Formulate measures to achieve objectives and targets.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Appoint staff to be responsible for undertaking different measures.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Review the outcome of environmental programme and find ways for improvement.	<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 conferencing system for meeting whenever applicable to minimise the carbon emission generated from oversea / local transportation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Purchase carbon offsets to offset the carbon emissions related to business operations.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to use public transport or walk to work whenever possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage all company drivers to use the most energy-efficient transport routes.	<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 lights 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"/>
➤ Apply lighting zone control to enable switching on / off lighting independently in different parts of the office.	<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 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"/>
<b><i>Ventilation and temperature control</i></b>		
➤ Install timers or computer controls to turn off the 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"/>

	Yes	No
➤ 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"/>
➤ Keep windows and doors closed when air-conditioning units are running.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use fans to enhance cooling effect and reduce the use of air conditioners.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Water Conservation and Wastewater Control</b>		
➤ Install flow restrictors and automatic shut off systems to reduce water use.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Select water-consuming devices with Grade 1 Water Efficiency Label.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff 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"/>
<b>Waste Management</b>		
➤ Review types and quantities of waste disposed of and define reduction target(s).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use double-sided photocopying.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage the use of E-mail for both internal and external communication.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt an e-fax system to reduce the use of fax paper and save printing supplies.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Avoid photocopying faxed documents unless required.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Avoid handing out excessive paper 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 and eliminate unnecessary forms / records.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Minimise the use of tape and strapping when sealing packages.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Choose proper sized 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"/>
➤ 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 waste paper 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 customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt reusable carriers for goods distribution.	<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"/>

	Yes	No
➤ 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, re-chargeable batteries to reduce waste generation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Recycle or upcycle used materials as far as possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Educate cleaning staff for proper and clean recycling	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide separate collection facilities for different recyclable materials to encourage source separation.	<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>Housekeeping</b>		
➤ 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"/>
➤ 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"/>
<b>Indoor Air Quality / Odour Control</b>		
➤ Monitor that there is sufficient fresh air within the office / warehouse.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure that the venting facilities of the office / warehouse are not located near outdoor air pollution sources.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Clean 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"/>
➤ Use electric forklifts in warehouse (if possible) to avoid air pollutant emissions.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Report any air pollution nuisance from outside sources to EPD.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Grow plants in the office.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage delivery of materials during non-peak traffic hours.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Green Procurement</b>		
➤ Purchase environmentally friendly products such as products that are reusable, recyclable and contain less harmful materials (e.g. recycled paper, recycled toner cartridges).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a guiding policy that favours staff purchases of environmentally friendly products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to conduct simple research 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 to examine the possibility of repairing items instead of purchasing new ones.	<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 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"/>
➤ Encourage the purchase of hybrid / electric vehicles.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt green menus at official events.	<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"/>

## PARTNER SYNERGY

	Yes	No
<b>Clients and suppliers' Support</b>		
➤ Develop environmental guidelines, plans, goals for suppliers and customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Communicate regularly with customers and suppliers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Find out about customers' environmental needs of.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Pay attention to environmental needs of customers and provide environmentally friendly products (such as energy-saving bulbs and, low formaldehyde furniture) to customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Involve customers in the planning and implementation of environmental programmes.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Organise environmental activities for customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Seek customers' support of environmental activities.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communications and Motivation</b>		
<i>Influence your suppliers / contractors</i>		
➤ Inform suppliers of your environmental policy and provide them with a mission statement.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Work with suppliers to ship more products together, rather than in smaller batches.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Work with suppliers to use less packaging materials or reduce the packaging size.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage suppliers to use recyclable / biodegradable packaging materials.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage suppliers to use alternative fuel vehicles or low carbon route for the transportation of products.	<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"/>
➤ Adopt green specification in tendering to select suppliers offering sustainable green products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Give preference to environmentally friendly products or environmentally responsible suppliers / contractors.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Invite suppliers / contractors to participate in community support programme(s) or environmental partnership programme with the public / private sector / NGOs.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Influence your customers</i>		
➤ Work with customers to deliver products together, rather than in smaller quantities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage customers to use less packaging materials or reduce the packaging size.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Solicit feedback from customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Respond appropriately to customers' comments and enquiries on environmental issues.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Post the environmental policy in a prominent place within the establishment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage customers to choose products / materials that have incorporated green considerations.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Influence on the community</i>		
➤ Share experiences in setting up the environmental programme with the community.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Identify your impact to the society and communicate the impact with the community.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Get involved in and support local environmental activities (e.g. community recycling programme).	<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 reports.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Report your environmental achievements in newsletters, magazines and other publications.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Apply for relevant awards or labels to gain formalised recognition for your efforts.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Collaborate with other organisations to promote environmental protection.	<input type="checkbox"/>	<input type="checkbox"/>

## Appendix 2 – Highlights of Best Practices for the Servicing Industry Sector (for SMEs)

- ✻ 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.
- ✻ Establish an Environmental Management Taskforce to coordinate environmental programmes. Appoint environmental ambassadors to further promote environmental programmes.
- ✻ Sign green charters that are relevant to your business to show the commitment towards environmental sustainability.
- ✻ Establish an environmental policy, align business strategy to United Nations Sustainable Development Goals and develop an environmental management system, especially in-house practices that adopt a systematic approach and put the green office concept into practice.
- ✻ Establish annual action plan and targets on environmental programmes, use electronic means to plan and promote these programmes and relevant events.
- ✻ Offer incentives or rewards to staff members for their environmental initiatives or achievements (e.g. reduction in energy consumption).
- ✻ Arrange trainings, for example, seminars, conferences, workshops and site visits for staff members. Topics include but not limited to waste management, energy efficiency, green office practice, green leadership, etc.
- ✻ Set up annual energy saving, water saving and waste reduction objectives and targets to reduce consumption and wastage. Keep a track record of the data for analysis and further improvements.
- ✻ Conduct regular energy and carbon audit to find out the main sources of energy usage and carbon emissions, and identify the improvement areas.
- ✻ Control the use of raw materials at source to avoid waste generation, for example, strictly control the material use for packaging.
- ✻ Upcycle waste products into other useful products (e.g. upcycle plastic bottles as planters).
- ✻ Source locally wherever possible to minimise carbon emissions during transportation.



- ✻ Adopt the following measures to reduce the paper consumption:
  - Use electronic quotations and invoices;
  - Implement "paperless meeting" by using electronic devices such as personal computers or mobile devices for presentations and discussions in day-to-day meetings; and
  - Adopt electronic platforms for internal trainings or conducting surveys.
  
- ✻ Adopt the following energy saving initiatives:
  - Install energy saving lightings (e.g. LED lights);
  - De-lamp unnecessary lightings;
  - Use energy-efficient equipment with Grade 1 or 2 Energy Label issued by the Electrical and Mechanical Services Department (EMSD) or equivalent; and
  - Adopt demand-side management initiatives by programming the lighting control systems and ventilation systems to avoid excessive use during non-business hours.
  
- ✻ Provide environmentally friendly products such as energy-saving bulbs and low formaldehyde furniture to customers.
  
- ✻ Offer incentives or rewards for clients / business partners for taking part in green activities or programmes.
  
- ✻ Use reusable cups and cutleries when organising events or meetings. Do not provide bottled water.
  
- ✻ Practise supply chain management by establishing a protocol to ensure suppliers' environmental standards are assessed.
  
- ✻ Communicate regularly with customers and suppliers on your environmental initiatives and programmes, and collect their feedback.
  
- ✻ Inform suppliers of your environmental policy and provide them with a mission statement. Work with suppliers to identify environmentally friendly products to substitute those less friendly in the operations. Give preference to environmentally friendly products or environmentally responsible suppliers / contractors.
  
- ✻ 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.).