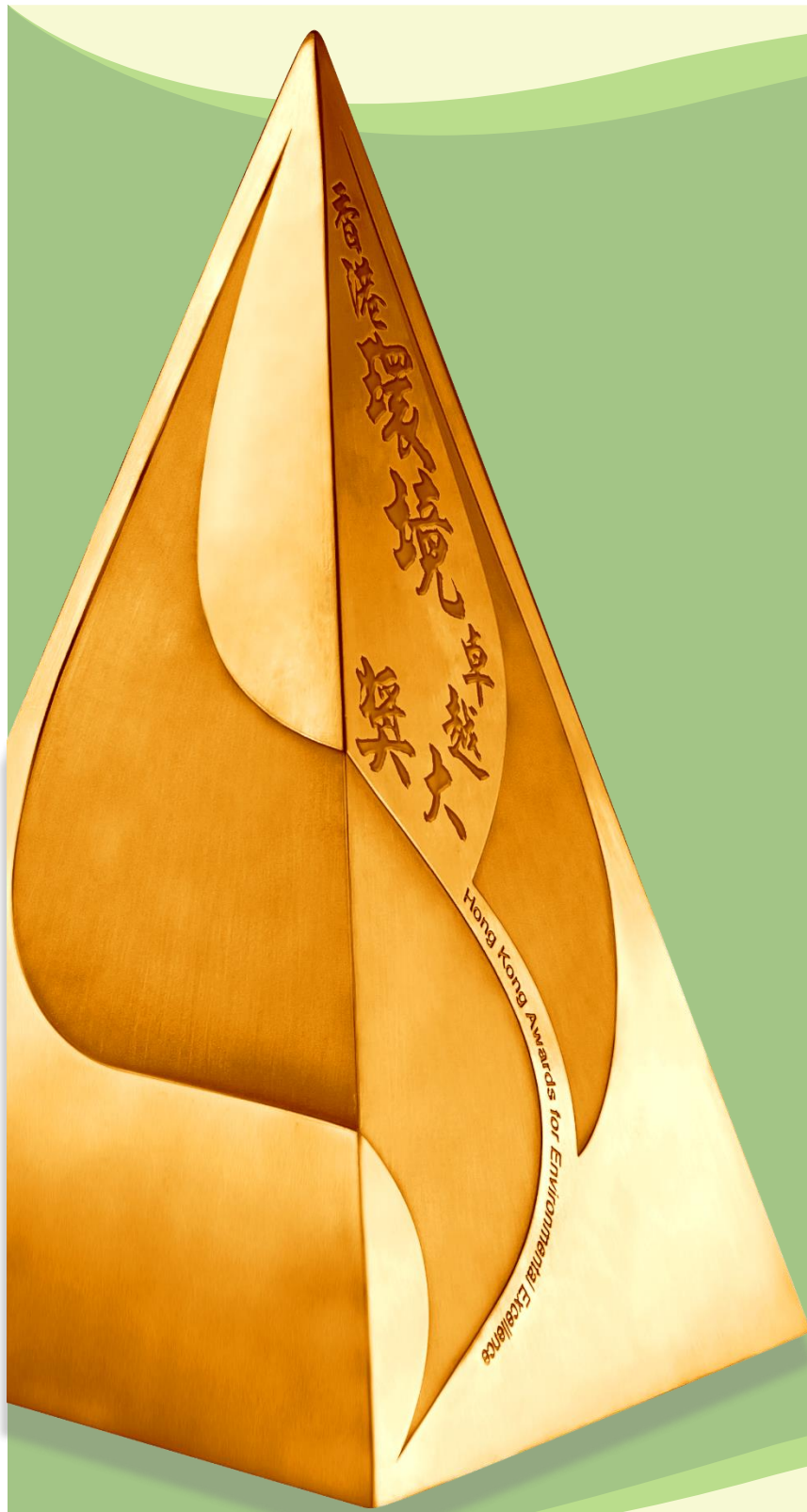


2024 HONG KONG AWARDS FOR ENVIRONMENTAL EXCELLENCE



GUIDEBOOK FOR SHOPS AND RETAILERS SECTOR

(for non-SMEs)

2024

1. INTRODUCTION

1.1 Background

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

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



1.2 Overview of 2024 HKAEE

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

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

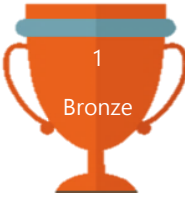
2024 Hong Kong Awards for Environmental Excellence			
11 Sectors (for non-SMEs)			
			
Construction Industry [^]	Environmental Industry	Hotels and Recreational Clubs	Manufacturing and Industrial Services [@]
			
Property Management (Commercial & Industrial / Residential)	Public and Community Services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

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

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

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

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

2024 Hong Kong Awards for Environmental Excellence	
Awards Category	
The awards to be granted in each of the sector:	
<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 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 Shops and Retailers Sector for non-SMEs



Business entities that have engaged in the retail sale of merchandise or retail services, mainly to the general public for personal or household consumption or utilisation are eligible to apply for the Shops and Retailers Sector.

Shops and Retailers companies that meet the definition of SMEs defined in the programme booklet shall apply for the **HKAEE for SME – Shops and Retailers Sector**.

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

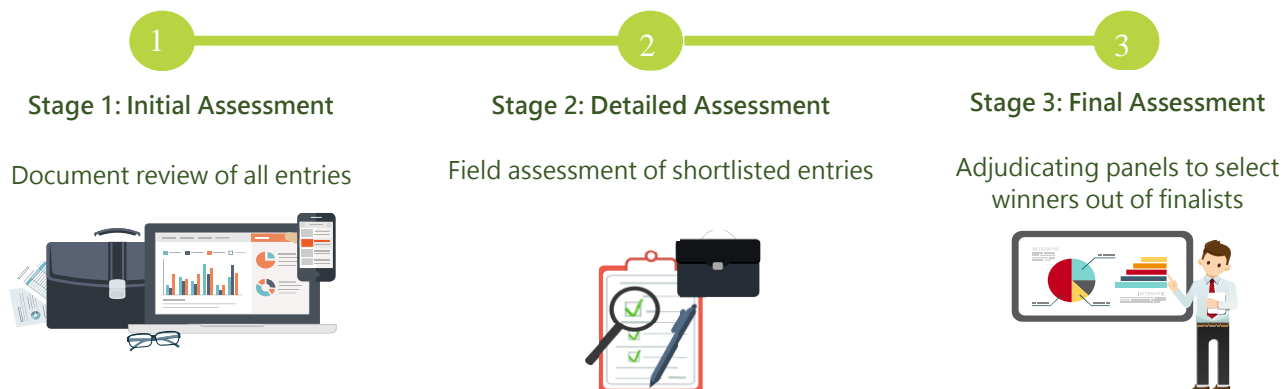
1.5 Purpose of this Guidebook for Shops and Retailers Sector

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

Eco-Business Model



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

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

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

3.1 Green Leadership



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

3.1.1 Leadership

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

3.1.3 Organisation and Resources

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

3.1.4 Environmental Communication

An organisation should develop channels that enable effective and timely communication of environmental message and other useful information. Two-way communication is preferable and can exercise in different forms. Environmental measures to be undertaken internally and externally should be promoted among staff members. Effective promotion on the benefits of environmental management will encourage staff members to develop green initiatives and undertake measures themselves. The following approaches could further foster green culture among staff members:



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

3.1.5 Environmental Training

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

3.1.6 Managing for Continual Improvement

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



3.2 Programme and Performance









3.2.1 Regulatory Compliance

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

3.2.2 Environmental Programme Implementation

Once the management has formalised 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 a 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.

-  **Understand Your Needs** - Carry out an environmental review to determine the status of your organisation in relation to protection of the environment (the Self-Assessment Checklist for Shops and Retailers in Appendix I can be a starting point). The checklist is designed to help identify the strengths and weaknesses of your organisation and assist you in prioritising the actions that you need to take.
-  **Define Your Objectives** - Once you have identified the key areas that need improvement, you can priorities 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

Electricity is the main form of energy used and source of carbon emission within most of the establishments in Hong Kong. Hong Kong's electricity is primarily generated through the combustion of coal and gas. Both coal and gas are non-renewable energy, and they will eventually run out. Furthermore, coal burning can result in undesirable 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 involve simple yet effective practices that require minimal time and effort from everyone. Some suggestions are shown below:



- ✻ Review energy bills to define the amount of energy used on an annual and monthly basis;
- ✻ Determine the main sources of energy usage or energy loss (e.g. energy loss could include the effect of an open window in an air-conditioned area);
- ✻ 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;
- ✻ Consider adopting renewable energy in supporting business operations; and
- ✻ Purchase carbon offsets to offset the carbon emissions related to business operations.

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

Lighting and equipment

- ✻ Use energy-saving lightings such as LED lights, especially during replacement of damaged light bulbs.
- ✻ Install timers or occupancy sensors in low traffic area so that lights are turned off when not in use.
- ✻ De-lamp unnecessary lightings and encourage the use of natural lighting where possible.
- ✻ Adopt lighting zone control wherever possible to switch lighting off in unoccupied areas.
- ✻ Ensure that lights in your stockrooms, showrooms and all other areas within your store are turned off after use and after office hours. This can be achieved by posting signs near the room exits.
- ✻ Check with suppliers to determine the energy efficiency of the products and chose products with energy-saving labels(e.g. Grade 1 energy labels).
- ✻ Encourage employees to take the stairs instead of lifts whenever possible.

Ventilation and temperature control

- ✻ Ensure air conditioning units in stockrooms are turned off after use. Encourage turning off air conditioning systems after normal store hours. Install timers or computer controls on units to ensure that they are turned off after regular work hours.
- ✻ 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 abuse of the units.
- ✻ Regularly check indoor temperatures to determine if controls are correctly set.

- ✻ If your establishment is equipped with blinds or curtains, use them to deflect the heat of the sun (to reduce air conditioning loading) during summertime and open 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.
- ✻ Select uniforms according to the season and job requirement to reduce demand on air-conditioning.

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, 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.
- ✻ 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

In an office or a shop environment, large amounts of waste materials are produced through packaging materials, waste paper, cardboard boxes and food waste from lunch, etc. The following outlines measures that can be taken to reduce the amount of waste which ends up in landfills.



Reduce – General

- ✻ Follow “first in, first out” principle to minimise wastage or over-order of stocks.
- ✻ Avoid unnecessary and excessive packaging. Consider to practise packaging free; if packaging is unavoidable, use single or modular type of materials instead of multi-layered materials to enhance recyclability, eliminate unnecessary layers, and reduce void spaces.
- ✻ 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 an excess amount of fillers.
- ✻ Prioritise the use of upcycling / post-consumer materials for the development and production of new products.
- ✻ Handle and store materials carefully to reduce breakage and spills.
- ✻ Rent pallets to transport merchandise to your stores instead of purchasing new ones.
- ✻ 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 handing out paper flyers, instead post advertisements over the Internet, in newspapers, on billboards and on television.
- ✻ Provide an option to the customers for not receiving the printed copy of receipt (e.g. e-receipt).

Reduce - In the pantry

- 🌱 Encourage staff members to buy or bring in their own lunch in reusable containers.
- 🌱 Provide 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.

Reuse

- 🌱 Reuse the boxes and bags for delivering products and use shredded waste paper for packaging.
- 🌱 Offer your unused boxes and pallets back to your suppliers for reuse.
- 🌱 Set up a collection bin for used packaging materials that can be reused.
- 🌱 Reuse envelopes by attaching new labels on them.
- 🌱 Reuse furniture and decorations when store are relocated or renovated.
- 🌱 Encourage customers to bring their own shopping bags by provision of incentives (e.g. financial incentive, gift redemption).

Recycle / Upcycle

- 🌱 Upcycling waste products into other useful products.
- 🌱 Ask suppliers about the possibility of returning used products and if possible return used corrugated cardboard, paper boxes and shrink-wrap to them.
- 🌱 Return appliances to the supplier that are no longer of use, or donate them to an appliance refurbishment organisation.
- 🌱 Establish waste collection boxes for paper, plastics, metals and / or other recyclables in your establishment to enhance source separation of waste for recycling.
- 🌱 Set up a return or refill programme for items that can be reused or refilled within your establishment. For example, some cosmetic containers can easily be refilled many times before they are discarded.
- 🌱 Cooperate with suppliers to run take-back / trade-in programme for products which will cause significant environmental impacts (e.g. electrical and electronic equipment).
- 🌱 Participate in the development of a community-recycling programme.

3.2.6 Housekeeping

The general appearance of your retail establishment is a key factor to attract customers. It is therefore important to create a pleasant atmosphere in your establishment by ensuring that your facilities are well maintained.

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 and sell on a daily basis have the potential to cause harm to your staff, customers and the environment if they are not handled and stored properly. To decrease mishaps and create a positive work environment, you should also take measures to store products properly.

- 🌱 Develop an environmental housekeeping policy and strategy.
- 🌱 Train employees for good housekeeping practices. That should include staff familiarisation with the location and size of products.
- 🌱 Set aside a designated area within the establishment to store inventory and potentially harmful substances to prevent leakage to the environment.

- ✻ Ensure proper procedures are followed during the handling and storing of these potentially harmful substances. This can be re-enforced by posting signs to inform employees of good practices for handling and storing materials.
- ✻ Design a catalogue system to keep track of inventory. If possible, use a computerised store inventory system to save on manpower, increase efficiency and account for dangerous goods that may potentially cause harm to staff, customers and the environment.
- ✻ Monitor inventory storage procedures on a regular basis, to ensure that safety standards are being achieved.
- ✻ Keep merchandise handling instructions in an accessible area.
- ✻ Consider to use environmental preferable cleaning products at all times for the sake of human health and environment.
- ✻ Always use the "First-In-First-Out" principle to avoid expiry of materials.

3.2.7 Indoor Air Quality/ Odour Control

The air inside buildings can contain numerous airborne pollutants. Pollutants including toxic chemicals, dust, mites, bacteria, fungal spores and viruses are commonly detected in enclosed indoor environments. Many stockrooms and retail stores in Hong Kong are located inside insufficiently ventilated buildings or malls that 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 stockrooms and retail stores include chemicals generated from new furniture, carpet, 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 can be taken to improve indoor air quality within your stockrooms and / or retail stores.

- ✻ Check with your facilities management if there is sufficient fresh air supplied to the building.
- ✻ Ensure that the inlet of fresh air supply is not located near outdoor air pollution sources (e.g. chimney exhaust from an adjacent building).
- ✻ Ensure that air outlets, ducts, filters and cooling coils within air-conditioning systems are cleaned and, if necessary, replaced on a regular basis.
- ✻ Clean the carpet and upholsteries on a regular basis.
- ✻ Photocopiers generate ozone during operation and therefore it is important that you allocate these machines in ventilated areas.
- ✻ Use electric forklifts in the stockrooms (if applicable) to avoid pollutant emissions.
- ✻ During renovation, avoid plywood and particle board, which usually contain formaldehyde-based adhesives during productions; use no-VOC or low-VOC paints, sealants, lacquers, plant-based paint strippers, solvent-free caulk and adhesives; avoid spray paint.

3.2.8 Transportation

In Hong Kong air pollution can be largely attributed to motor vehicle use, power station emissions and transboundary sources. Road vehicles in Hong Kong are usually powered by fossil fuel. The combustion of fuel in car engines results in the release of air pollution particles. Inhaling these particles is proven to cause respiratory diseases such as asthma and bronchitis. Furthermore, these air pollutants also contribute to global warming and acid rain. As more and more motor vehicles drive on Hong Kong streets, the air pollution situation worsens. However, we can help to reduce air pollution by switching to alternative forms of travel.

Ways to improve Transport Efficiency within your establishment

- ✻ Encourage staff and customers to use public transport or to walk to work whenever possible. In your advertisements, you can supply information regarding public transport options customers can take to get to your store.
- ✻ If parking facilities are available at your establishment, encourage staff to car pool.

Ways to improve Transport Efficiency if you operate a vehicle fleet

- ✻ Establish a vehicle maintenance programme to ensure that vehicles are well maintained.
- ✻ Encourage the manager of your vehicle fleet or contractors to purchase environmentally preferable vehicles. Vehicles that are meeting higher emission standards (e.g. Euro-VI) are readily available. Furthermore, vehicles powered on natural gas or propane produce even fewer emissions. Hybrid or electric vehicles can also be good substitutes.
- ✻ Encourage the manager of your vehicle fleet to determine the most efficient transport routes and avoid making individual trips.
- ✻ Encourage the delivery of materials during non-peak traffic hours.
- ✻ Ensure the drivers comply with the Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap 611).

3.2.9 Green Procurement

You can contribute to environmental protection by incorporating environmental considerations into the planning and management of all activities involved in sourcing and procurement, conversion, and all logistics management activities (also including coordination and collaboration with suppliers, intermediaries, third-party service providers and customers) that will result in a reduction of pollution. Every product that you purchase for your establishment (whether it is used by staff or for sale to customers) or logistic arrangement for the delivery of products from suppliers to end customers (may involve the stockrooms / warehouses), has the impact on the environment.



Take purchase of goods as an example, you can reduce the amount of waste that you produce through making careful decisions. Products that are biodegradable, can be fashioned into new items or may even be reused several times before they are disposed of, will reduce stress on landfills.

General rules for environmentally responsible product purchasing

Encourage the purchase of products (including goods, materials and / or services) that meet as many of the following criteria as possible:

- ✻ Purchase goods / materials products that are reusable or contain reusable parts such as refillable pens and rechargeable batteries.
- ✻ Buy goods / materials 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.
- ✎ Select durable goods / materials to avoid constant replacement.
- ✎ Choose to purchase 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 the workplace.
- ✎ Choose service providers or contractors that use goods / materials complying with legal and company's environmental requirements.
- ✎ Strive to purchase merchandise that is environmentally preferable so that your customers have the option of buying such goods / materials.
- ✎ 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 preferable products. This policy should be made known to suppliers.
- ✎ Conduct simple research into heavily used items within your establishment (paper products, plastic bags) that could be substituted by other more environmentally preferable alternatives.
- ✎ Examine the possibility of repairing items instead of purchasing new ones. In many instances furniture can be refurbished for a fraction of the cost of purchasing new items.
- ✎ Encourage colleagues to suggest products that are known to be more environmentally preferable than what you are currently using.
- ✎ Encourage ethical purchasing, the practice of avoiding products that have been created as a result of environmental degradation. For example, purchase cruelty free products, 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.
- ✎ Stop / Avoid purchasing disposable and microplastic-containing products.
- ✎ Support the purchase of products that bear environmentally friendly logos or eco-labels.

3.3 Partner Synergy







3.3.1 Communication and Motivation

Once you have committed to environmental conservation measures within your organisation, you should share with others. Your suppliers, contractors, customers and other business partners deserve to learn about the positive actions that you are now taking. Knowledge of your environmental programme is valuable to others since seeing your accomplishments can motivate them to establish their own programmes. 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 programmes 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 demand that you purchase and use environmentally friendly products whenever possible. Therefore, it is important that your suppliers and other relevant partners are made aware of your programme requirements and are capable of meeting your needs. There are a number of activities that you can undertake to clearly communicate your requirements to your suppliers.

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

Influence your Customers

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

-  Post your environmental policy in a prominent place within your establishments.
-  Listen to your customers when they identify those areas requiring improvement and how you could be of help.
-  Encourage customers to share their comments regarding the environmentally preferable products that you offer as well as suggest any products that they may wish for you to sell.
-  Label goods / materials that are recycled, can be reused or are not harmful to the environment.
-  Post information regarding the products on signs in front of each display.
-  Encourage customers to bring their own bags to reduce the use of plastic bags and shopping bags.
-  Offer incentive programmes to encourage customers to return used product containers in exchange of free gifts or extra membership points.

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

Influence on the Community




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

By helping your community, in return you can gain satisfaction through knowing that your efforts can improve the environment and give you good standing within the community. Furthermore, taking simple initiatives including efforts to report the lessons that you have learnt in setting up your programme(s) and other useful information can help in raising community awareness. There are a number of ways that you can get involved.

-  Motivate staff members 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.).
-  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.
-  Support, sponsor and/or collaborate with non-government organisation (NGOs) to promote environmental protection, such as participating in recycling programmes, supporting food donation schemes, etc.

4. WEIGHTINGS OF ASSESSMENT CRITERIA

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

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

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

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

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

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

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

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

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

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

***Note:**

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

5. APPLICATION FORM (SHOPS AND RETAILERS 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
Mailing Address : HKAEE Technical Consultant, Hong Kong Productivity Council,
HKPC Building, 78 Tat Chee Avenue, Kowloon Tong, Kowloon, Hong Kong
Online Application : <https://aas.hkaee.gov.hk/HKAEE/applicationform/apply>

Important Note:

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

6. ACKNOWLEDGEMENTS

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

Funded by



Environment and Conservation Fund

Organisers



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

Environment and Ecology Bureau



Advisory Council on the Environment



ENVIRONMENTAL
CAMPAIGN COMMITTEE
環境運動委員會

Environmental Campaign Committee



BUSINESS
ENVIRONMENT
COUNCIL
商界環保協會

Business Environment Council



香港工業總會
FHKI Federation of
Hong Kong Industries

Federation of Hong Kong Industries



Hong Kong General Chamber of Commerce
香港總商會 1861

Hong Kong General Chamber of Commerce



Hong Kong Productivity Council



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

The Chinese General Chamber
of Commerce



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

The Chinese Manufacturers' Association
of Hong Kong



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

The Hong Kong Chinese Importers'
and Exporters' Association



The Hong Kong Council of Social Service

7. ENQUIRY



Tel: 2788 5903



E-mail: awards@hkaee.gov.hk



Website: www.hkaee.gov.hk

8. DISCLAIMER

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

Appendix 1 – Self Assessment Checklist for the Shops and Retailers Sector

GREEN LEADERSHIP

	Yes	No
Leadership		
➤ Demonstrate commitment from management.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Involve management in the environmental programme and activities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Communicate with staff in a two-way manner.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish incentives by management to encourage the employees to practise green measures.	<input type="checkbox"/>	<input type="checkbox"/>
Policy and Commitment		
➤ Establish an environmental / sustainability / ESG policy.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Contain commitment to environmental conservation in the environmental / sustainability / ESG policy.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Apply the environmental / sustainability / ESG policy company-wide.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Direct the stated aims and objectives of the policy towards the organisation's activities and procedures.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Select premises with green building certifications (such as BEAM Plus and LEED certifications) when deciding the location of your shop.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Sign environment-related charters launched / supported by the Hong Kong SAR Government. (e.g. Carbon Reduction Charter, Waste Reduction and Recycling Charter, Carbon Neutrality (Waste Reduction) Charter, Food Wise Charter, Energy Saving Charter on Indoor Temperature, Energy Saving Charter on "No ILB", Use Less, Waste Less in My Hands, Waste Check Charter, Charter on Proper Operation of Refuse Collection Vehicles, Charter on External Lighting, Energy Saving Charter, 4T Charter, Glass Container Recycling Charter and Bye Bye Microbeads Charter).	<input type="checkbox"/>	<input type="checkbox"/>
Organisation and Resources		
➤ Appoint a "Green Manager" to coordinate the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish an Environmental Task Force to steer and facilitate the environmental programme implementation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Allocate sufficient resources for environmental programme implementation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff 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"/>
Environmental Communication		
➤ 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 to the environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Collect ideas from staff and answer their questions or concerns.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer incentives or rewards to staff for their environmental initiatives.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Communicate the accomplishments of the environmental programme to the community.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Environmental Training</i>		
➤ Review 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"/>
<i>Managing for Continual Improvement</i>		
➤ Devise a simple plan to schedule regular checks of the organisation's environmental programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Document the findings of 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. benchmark your interior fit-out, renovation and refurbishment work with reference to the requirements of BEAM Plus Interiors).	<input type="checkbox"/>	<input type="checkbox"/>

PROGRAMME AND PERFORMANCE

	Yes	No
<i>Regulatory Compliance</i>		
➤ 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"/>

	Yes	No
<i>Environmental Programme Implementation</i>		
➤ 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 the objectives and targets.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Appoint staff to be responsible for undertaking different measures.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Keep track of the progress of the programme defined.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Energy Conservation and Progressing towards Carbon Neutral</i>		
<i>General</i>		
➤ Review energy bills regularly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Conduct energy and / or carbon audit to find out the main sources of energy usage and carbon emissions, and identify the improvement areas.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish an energy / carbon reduction target.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Set up and implement procedures to reduce energy consumption / carbon emission.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use renewable energy where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Purchase carbon offsets to offset the carbon emissions related to business operations.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Light and equipment</i>		
➤ Use energy-saving lightings such as LEDs lights.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Turn off a portion of lights during lunch hour, overtime work and after normal operating hours.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install timers or occupancy sensors so that lights in warehouses or showrooms 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"/>
➤ Switch off excess lights from external lightings such as the signboards, exterior spot lights, outdoor electronic display panels during mid-night to 7 a.m. to avoid energy consumption and nuisance.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Turn off electronic equipment when not in use.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use electronic ballasts to replace conventional electromagnetic ballasts where possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Select products that are more energy efficient 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"/>
➤ Use timers on electronic equipment to ensure that they are turned off after work hours.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Consider stopping escalators from running during non-peak hours.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Encourage employees and customers to use the stairs whenever possible.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Ventilation and temperature control</i>		
➤ Install timers or computer controls to turn off air-conditioning system.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a maintenance programme on air-conditioning / ventilation systems.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Limit access to the control of air-conditioning units to discourage abuse of them.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Check room temperatures regularly to determine if controls are properly set.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use blinds or curtains to deflect the heat of the sun in summer and draw 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"/>
➤ Encourage your building manager to turn off air-conditioning systems after normal office hours.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Water Conservation and Wastewater Control</i>		
➤ Select water-consuming devices with Grade 1 Water Efficiency Label	<input type="checkbox"/>	<input type="checkbox"/>
➤ Install flow restrictors and automatic shut-off systems or other devices to reduce water use.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage users to always turn off faucets completely and report any leakage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a monitoring and repair programme to ensure that pipes are in good working condition.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use environmentally friendly cleaning products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Maintain drainage pipes within the premises to avoid pipe leakage or blockage-caused flooding.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Waste Management</i>		
➤ 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"/>
➤ Encourage the use of e-receipt to replace printed receipt.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use double-sided photocopying.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage the use of e-mail, online platform, and mobile application for both internal and external communication.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Streamline operation procedures and eliminate unnecessary forms / records.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt an e-fax system to reduce the use of fax paper and printing supplies	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt electronic channels for promotion to replace printed flyers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ 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 for resource conservation and to minimise wastage.	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Keep reusable cloth rags on hand to wipe up spills.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Choose solar powered appliances to avoid battery disposal.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to use re-useable containers, dishes, cups and coffee filters in the pantry wherever possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use refillable containers where possible.	<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"/>
➤ Establish wastepaper recycling boxes for individual workstation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage wastepaper separation within your establishment.	<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"/>
➤ Use recycled paper, refillable pens, recycled toner cartridges, re-chargeable batteries and other recyclable materials.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Recycle or upcycle used materials as far as possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Participate in community recycling programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide separate collection facilities for different recyclable materials to encourage source separation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish take-back system for collecting used packaging containers	<input type="checkbox"/>	<input type="checkbox"/>
➤ Place the recyclable waste collection facilities at easily accessible location.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Store and dispose harmful wastes appropriately.	<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"/>
Housekeeping		
➤ Establish an orderly and clean store environment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use the 'First-In-First-Out' principle to avoid expiry of material.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Post signs to inform employees 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"/>

	Yes	No
➤ Designate an area to store potentially harmful substances to prevent leakage to the environment.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Exercise procedures during the handling and storing of potentially harmful substances to prevent leakage to the environment.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Air Quality / Odour Control</i>		
➤ Instruct contractors to follow regulations on the use of refrigerants in the air-conditioning systems.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Locate odour generating sources far away from occupants or consider installing odour control devices.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure there is sufficient supply of fresh air within the stores.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure the venting facilities of the establishment are not located near potential outside air pollution sources (e.g. chimney exhaust from adjacent buildings).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Clean the air outlets, ducts, filters and cooling coils the 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 outside sources to EPD.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Instruct contractors to use materials contain low volatile organic compound (VOCs) during renovation.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Use electric forklifts in storerooms.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Obtain Certification to IAQ for premises.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Transportation</i>		
➤ Encourage staff and customers to use public transport or walk to work whenever possible.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff and customers to carpool if parking facilities are available.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Establish a vehicle maintenance programme.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage the purchase of hybrid / electric vehicles.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage all company drivers to use the most efficient transport routes.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage delivery of materials during non-peak traffic hours.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Purchase vehicles that are meeting higher emission standard (e.g. Euro-VI) or environmentally friendly.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Ensure the drivers comply with the Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap 611).	<input type="checkbox"/>	<input type="checkbox"/>
<i>Green Procurement</i>		
➤ Purchase products that are reusable, recyclable, contain reusable parts, use minimal resources, are designed to last for longer time periods and contain fewer toxic pollutants (e.g. recycled paper, recycled toner cartridges).	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
➤ Establish a policy and guideline that favours staff purchase of environmentally friendly products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Support the purchase of products that bear recognised environmental logos or eco-labels.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage staff to examine the possibility of repairing items instead of purchasing new ones.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt green menus at banquets / functions.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Make reference to the green specifications published by the Environmental Protection Department or other green procurement guidelines when practising green procurement.	<input type="checkbox"/>	<input type="checkbox"/>

PARTNER SYNERGY

	Yes	No
<i>Influence your Suppliers / Contractors</i>		
➤ 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 options.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage suppliers to provide documentation that guarantees the "environmentally friendly" authenticity of the products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Adopt green specification in tendering to select suppliers offering sustainable green products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Give preference to environmentally friendly products or environmentally responsible suppliers / contractors.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Invite suppliers / contractors to participate in community support programme(s) or environmental partnership programme with the public / private sector / NGOs.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Influence your Customers</i>		
➤ Communicate regularly with customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Solicit feedback from customers.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Respond appropriately to customers' comments and enquires.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide supportive coaching to customers.	<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"/>

	Yes	No
➤ Organise environmental activities for customers (e.g. organise campaigns to promote adoption of green products).	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage customers participating in environmental activities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Set goals and provide feedback to customers on progress of environmental activities.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer environmentally friendly products for customers' selection.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Designate special counters / shelves for green products to encourage customers' purchase.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Encourage customers to purchase green products by providing them with bonus points / rewards / discounts on these products.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Set up recycling corners to encourage customers to collect and recycle used products / packaging materials.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Provide discounts for customers who return used products / packaging material to you.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Disseminate environmental protection message in promotional activities to your customers / clients.	<input type="checkbox"/>	<input type="checkbox"/>
<i>Influence on the Community</i>		
➤ 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"/>
➤ Collaborate with other organisations to promote environmental protection.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Create opportunities to project a positive image of community that you manage.	<input type="checkbox"/>	<input type="checkbox"/>
➤ 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"/>
➤ Identify your impact to the society and communicate the impact with the community.	<input type="checkbox"/>	<input type="checkbox"/>
➤ Publish environmental / sustainability / ESG reports.	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 2 – Highlights of Best Practices for the Shops and Retailers Sector

- ✻ Commitment and involvement from the top management in environmental protection (e.g. Board of Directors) as they are vital for the successful implementation of environmental initiatives.
- ✻ Establish an environmental policy which lays down the principles and guidelines to steer its business operation to be environment friendly.
- ✻ Allocate sufficient resources for environmental programme implementation and establish environmental communication channels both internally and externally.
- ✻ Appoint environmental ambassadors to promote and coordinate environmental programmes.
- ✻ Encourage staff members to participate in green activities and support environmental initiatives through establishing incentive schemes.
- ✻ Convey messages to staff members regarding environmental challenges and issues through various communication channels to enhance their awareness.
- ✻ Organise green activities, such as beach cleaning, second-hand materials exchanging activities, seminars and upcycling workshops, to enhance staff members' skills, knowledge and capacities on environmental protection.
- ✻ Review products' lifecycle to minimise unnecessary use of resources, practise sustainable production and consumption, and achieve waste prevention and reduction. For example:
 - prioritising the use of upcycling / post-consumer materials for the development and production of new products;
 - replacing unsustainable and non-environmentally friendly ingredients, such as palm oil, mineral oil and mica, by natural biodegradable alternatives or other sustainable options in product range;
 - collecting surplus materials generated during manufacturing process for reuse, upcycling or recycling; and
 - considering practising packaging free; if packaging is unavoidable, use single or modular type of materials instead of multi-layered materials to enhance recyclability, eliminate unnecessary layers, and reduce void spaces.
- ✻ Use electronic-information board to share the latest promotional activities and/or product information to customers, minimising the production of printed promotional materials and/or product catalogues.

- ✻ Integrate paperless solutions into daily operations to conserve paper consumption and save costs, such as:
 - adopting electronic platforms for internal trainings, meetings and surveys;
 - digitising the system by utilising computer software to monitor and track inventory;
 - using QR codes and/or digital price tags to reduce the need of printing physical promotional materials and price labels; and
 - developing mobile applications to replace printing of membership cards, paper coupons and vouchers.
- ✻ Adopt energy saving initiatives to combat the global climate change problem and to reduce the operating cost, including:
 - installing energy saving lightings (e.g. LED lights) in retail stores and warehouses;
 - adopting slide doors / plastic curtains for fridges / display warmers to reduce energy loss;
 - adopting demand-side management initiatives by programming the lighting control systems and ventilation systems to avoid unnecessary usage; and
 - installing light and air-conditioning zoning controls and encourage staff members to switch off lightings and air-conditioning for unoccupied zones.
- ✻ Conduct carbon audit and achieve carbon neutral for certain company events.
- ✻ Maintain a good indoor air quality within the retail shops and office by installing air purifiers, locating photocopiers and printers at independently ventilated or properly ventilated areas.
- ✻ Replace diesel-powered forklift trucks by electric forklift trucks to improve air quality and reduce carbon emission.
- ✻ Operate Euro-VI or above emission standards' vehicle fleets and redesign delivery routes to minimise fuel consumption and hence emissions.
- ✻ Purchase environmentally friendly products, including:
 - printing paper certified by the Forest Stewardship Council (FSC);
 - electrical appliances with Grade 1 Energy Labels issued by the Electrical and Mechanical Services Department (EMSD); and
 - furniture made of post-consumer / sustainable materials, such as shelves made of reclaimed timber, chair made of recycled plastic.
- ✻ Adopt sustainable sea food menu and commit not to consume shark fin or related products at any external and internal events to conserve marine species.
- ✻ Promote green concepts to the general public through posting environmental information in retail stores, company websites and social media platforms, and publishing sustainability report and e-newsletter.

- ✻ Support, sponsor and/or collaborate with non-government organisation (NGOs) to promote environmental protection, such as participating in recycling programmes, supporting food donation schemes, etc.
- ✻ Encourage customers to bring their own bags to reduce the use of plastic bags and shopping bags.
- ✻ Source for environmentally friendly products such as organic cosmetic products, energy-saving bulbs and, low formaldehyde furniture for customers to choose from.
- ✻ Provide arrangements for customers to handle end-of-life products. For example, organise incentive programmes to encourage customers to return used product containers in exchange of free gifts or extra membership points.
- ✻ Provide appropriate product labels or instruction(s) to indicate the recommended disposal methods.
- ✻ Collaborate closely with suppliers and contractors on sourcing matters and providing services.
- ✻ Collaborate and share experience with other industry players or trade associations on the implementation of environmental programmes and activities.
- ✻ Motivate staff member and stakeholders to support and participate in various community activities (i.e. tree planting, beach clean-up, barbers, carbon reduction programmes and biodiversity, habitat and wetlands conservation programmes, etc.).