

Building Partnerships with the Regulated Trades and Industries

Introduction

Polluters in Hong Kong traditionally have been controlled through laws and enforcement actions. While this is good for catching persistent offenders, enforcement alone is not effective in encouraging compliance and better understanding about the environment. To address this gap, the Environmental Protection Department (EPD) has pursued partnerships with various industries and sectors. This paper aims to provide Members with an overview of the work carried out by the EPD in building partnerships with the targeted industries and trades since late 1999.

Partnerships with a purpose

2. Pollution control is not only about prosecuting offenders – it is about stopping the pollution in the first place. The EPD encourages compliance by developing partnership programmes with trades and industries affected by pollution control laws. These include the ***construction industry, restaurant trade, vehicle repair workshops*** and ***property management sector*** that are the subject of most public complaints over the past decade.

3. The EPD realizes that it cannot protect and improve the environment on its own. It needs co-operation and input from everyone in the community. Through the concerted efforts of the EPD, the trade associations, academic and research bodies, and outside institutions, partnership programmes aim to improve communication and reduce confrontation, clarify requirements of the laws, advise on pollution prevention measures, provide training to the trade operators on good work practices, develop practical and cost-effective pollution control solutions, and increase the environmental awareness and image of the trades and industries.

4. By adopting a holistic approach and involving multiple stakeholders working towards goals of common interest, partnerships offer the following benefits:

- Gaining co-operation and better compliance through continuous dialogue with the regulated trades and industries, and related stakeholders
- Increased transparency for better public access to information and to avoid misunderstanding of the regulated parties of the requirements of the laws
- Early participation of the regulated parties and related stakeholders in the development and review of pollution control requirements and measures to address all practical problems and concerns and to reduce confrontation
- Collective solutions to problems instead of regulatory requirements unilaterally imposed by the regulator.

About the programmes

5. All the four partnership programmes (i.e. the construction industry, restaurant trade, vehicle repair workshops and property management sector) are driven by clearly defined goals that are better served by multiple parties acting together under concerted effort through collaboration. These programmes provide new tools, which in combination with law enforcement allow the EPD to adopt an integrated compliance strategy to provide effective responses to pollution problems.

6. The programmes involve respective trade organizations, government departments and outside institutions. Regular meetings are held to discuss issues and propose measures that help compliance. Contacts are two-way and friendly. Very often, activities are organized and carried out jointly with participation and contribution by all the concerned parties.

7. Central to the partnership programmes is the focus on training and education. To this end, information has been produced to clarify law requirements and guide compliance. Unlike traditional government information, which merely spells out the requirements of a particular piece of legislation, materials provided under the programmes are user-oriented. They are trade-specific or sector-specific and are presented in various forms, ranging from promotional leaflets, posters, guidebooks, CD-ROM, videos, to dedicate web sites. Coupled with these information; talks, train-the-trainer workshops, courses, seminars and visits are jointly organized by the EPD and the respective trade organizations to help educate the frontline operators and managers to raise their environmental awareness and follow good work practices. These education and training activities are often interactive in nature, involving use of different communication and educational tools including road shows, dramas and

demonstration models.

8. Since 1999, the EPD together with the trade organizations, other government departments and outside institutions, have produced some 40 publications, organized some 170 courses and seminars, and trained up approximately 20,000 trade operators under these programmes.

9. The EPD understands that every trade or sector has its own constraints and therefore partnership programmes must be designed and tailor-made to suit the specific needs of the respective trades. The sections below describe some of the features specific to individual programmes.

Vehicle Repair Workshops (VRW)

10. As most VRWs in Hong Kong are small in scale, it is understandable that the vehicle repair trade practitioners generally lack knowledge on pollution control requirements and means to achieve compliance. For historical reasons, these practitioners regard government authorities as simply law enforcement bodies which are indifferent to their difficulties in achieving compliance. To address these problems, the EPD has established a collaboration scheme with the two relevant trade associations since December 2000. Under the scheme, 50 trade representatives have been appointed as “ambassadors” who will visit workshops that receive complaints and help the operators to reduce their problems. Up to now, over 300 VRWs have joined and benefited from the collaboration scheme.

11. One of the key pollution concerns is the emission of volatile organic compounds from the VRWs. With the assistance of research institutions, a compact and affordable activated carbon adsorption system suitable for use in VRWs has recently been developed and well received by the trade practitioners. Promotional activities including a seminar, seven demonstration workshops, and six road shows have been organized to familiarize the practitioners with the operation of the system.

Property Management Sector

12. Domestic renovation works carried out in densely populated areas are often noisy, intrusive and messy. In response to such complaints, EPD started a pilot project in 2001 at three new estates in Tseung Kwan O to educate property managers, residents, and renovation contractors on pollution control. The result was encouraging; no complaints were received. This comparing to around 10 numbers of complaints per each new estate is a good achievement. In Oct 2001, EPD partnered with the Hong

Kong Association of Property Management to extend the collaboration to the rest of the territory.

13. Apart from education and training, the key programme areas of the partnership include:

- Empowerment to the Sector – the EPD successfully liaised with the Lands Department to include environmental clauses into the Deeds of Mutual Covenant by end 2003. This will empower property managers in making house-rules with reference to EPD’s guidelines to protect the environment
- Communication and Publicity - property management companies have agreed to incorporate EPD’s guidelines into the property owners’ manual for new housing estates. A dedicated website was also launched to disseminate EPD’s guidelines, news, programme and activities.

14. To enhance future cooperation, the EPD/Property Management Partnership Liaison Group was established in March this year. It is a centralized forum to facilitate communication and cooperation with the trade on waste reduction, indoor air quality and environmental pollution problems encountered in property management.

Restaurant Trade

15. The restaurant trade remains one of the most important servicing sectors in Hong Kong, with over 10,000 undertakings and an employment size of 200,000 plus. Most of these restaurants are small in size and located within residential districts, resulting in nuisance to and complaints by nearby residents.

16. A “Helping the Restaurant Trade Environmental Programme” has been developed by the EPD in collaboration with four restaurant trade associations. Under the programme, a hotline service together with a meet-the-advisor service is provided to help restaurant operators under complaints to fix their pollution problems.

17. Greasy fumes and odours, and oily wastewater, are common sources of complaint. The lacking of easy and practical solutions to these problems prompted the EPD to collaborate with academic and research institutions, equipment suppliers and contractors, and energy companies, to develop new technologies that suit local situations. As a result, effective cooking fume control equipment and enhanced grease treatment systems have been successfully developed.

18. To increase the environmental awareness of the restaurant trade, a large-scale 2-day event on environmental exhibition and conference for the restaurant and food related trade was jointly organized by the EPD, the trade associations and related stakeholders at the HK Convention and Exhibition Centre in July 2002. The event attracted some 50 pollution control equipment suppliers and contractors to display and market their products, and over 5,000 participants from the restaurant trade to attend the exhibition and seminars. Following the success of the event, the EPD and the same stakeholders organized a joint study mission to Japan in November 2002 to share experiences with their counterparts. As a result, they brought back new ideas and state-of-the-art control technology that would be applicable to Hong Kong. Trials and pilot schemes are now being developed to move things forward.

Construction industry

19. The EPD works closely with the Hong Kong Construction Association, professional and academic institutions, the Construction Industry Training Authority, the works departments and the Works Branch of the policy bureau to promote environmental awareness and compliance in the construction industry. Apart from training and education, the programme provides incentives to contractors to adopt good and innovative pollution control measures by publicizing their work on 2 commonly used websites - Green Construction Examples and Green Construction Equipment; facilitating the sharing of experience on the Green Construction Information Corner website as well as through workshops and seminars. Furthermore, EPD has in collaboration with HKCA developed the “Best Practice Guide” for environmental protection on construction sites. The programme not only enhances communication and strengthens working relationships between the EPD and the construction industry, it also develops common interest in “green” construction.

20. To set a good example to the private sector, the EPD is now working with the Works Branch of the policy bureau to introduce a series of practicable environmental mitigation measures in government works contracts. This will entail new environmental specifications that are workable and quantifiable, and a set of bills of quantities that will allow environmental control measures be measured and paid. This pay-for-environment contract arrangement will greatly help the construction industry to find cost-effective measures to solve their environmental problems. In addition, consideration is now being given to the inclusion of environmental elements in the “Construction Design Management” for government contracts.

Achievements so far

21. Since the introduction of these partnership programmes in 1999, there has been growing support and demand from the regulated parties for the continuation and expansion of these programmes. To allow Members to have a better understanding of these programmes, *Annex A* provides a brief summary of the parties involved, the publications produced, activities and events organized under these programmes. The tools provided by these programmes, in combination with law enforcement, have enabled the EPD to make the following achievements:

- Increased environmental awareness of the trade associations, their members, and trade operators – many trade associations have set up environmental committees to promote environmental protection within the trade and collaborate with the EPD to address environmental issues
- Increased transparency and less confrontation – with the availability of the guiding materials, help desk and ambassador services etc., the regulated parties have better access to information and alternative means for technical advice and assistance
- A reverse trend in the number of environmental complaints received from the public – apart from a general decline in the number of complaints, the most notable are the complaints related to cooking fumes, and VRWs, which have reduced from 1,581 to 1,048 and from 462 to 379 respectively during the period 2000 to 2002
- The adoption of new effective pollution control equipment – for example, many effective pollution control measures and systems e.g. wheel washing device, are commonplace on construction sites. Restaurants have installed hundreds of electrostatic precipitators to treat cooking fumes over the past few years. In all these cases, the programmes facilitate collective solutions that are more cost effective.
- Going beyond compliances – many trades now recognize the benefits brought about by going beyond law compliance. These benefits can be tangible e.g. water saving measures, and intangible e.g. green image.

Looking ahead

22. The success of partnerships has not eliminated offences. The EPD will

continue to crack down on offences but as few offences are being committed and communication has improved, more emphasis can be placed on the use of a range of alternative tools including outreach, education and training, voluntary compliance, self-regulation, incentive schemes etc., embraced by the partnership programmes, to improve the environmental performance of trades and industries. To realize this ambition, the EPD will form dedicated teams, separate from enforcement teams, to establish closer relationships with the concerned trade associations, government departments, academic and professional institutions, and community groups; and collaborate with them for the shared purpose.

Environmental Protection Department
June 2003

An overview of EPD's Partnership Programmes with the regulated Trades and Industries (as at May 2003)

<i>Major Elements</i>	<i>Restaurant Trade</i>	<i>Construction Industry</i>	<i>Vehicle Repair Trade</i>	<i>Property Management Sector</i>
Trade Associations	<ul style="list-style-type: none"> ♦ Hong Kong Federation of Restaurants & Related Trades ♦ Association of Restaurant Managers Limited ♦ The Association of HK Catering Services Management Limited ♦ The HK Food Council 	<ul style="list-style-type: none"> ♦ Hong Kong Construction Association ♦ Hong Kong General Building Contractors Association 	<ul style="list-style-type: none"> ♦ Hong Kong Vehicle Repair Merchants Association Limited. ♦ Environmental Vehicle Repairers Association Limited 	<ul style="list-style-type: none"> ♦ Hong Kong Association of Property Management Companies
Other Major Stakeholders	<ul style="list-style-type: none"> ♦ Related Government Departments (FEHD, TID BD, FSD, EMSD) ♦ District Councils ♦ Academic Institutions (universities, HK Institute of Vocational Education, Chinese Cuisine Training Institute) ♦ Environmental organizations (HKPC, BECL) ♦ Utilities Companies (Towngas, CLP, HKE) ♦ Pollution Control equipment suppliers 	<ul style="list-style-type: none"> ♦ Works Department and Bureau (HD, HyD, ETWB) ♦ Academic Institutions (HK Poly U, HK Institute of Vocational Education, Construction Industry Training Authority) ♦ Professional organizations (HKIE, HKIA, HKIOA) 	<ul style="list-style-type: none"> ♦ Hong Kong Productivity Council ♦ Institute of Vocational Education 	<ul style="list-style-type: none"> ♦ Related Government Departments (HAD, HD, BD, Lands D, FEHD) ♦ Academic Institutions (universities, Institute of Vocational Education) ♦ Professional organizations (HK Institute of Housing, HK Institute of Real Estates Administration, Chartered Institute of Housing)

<i>Major Elements</i>	<i>Restaurant Trade</i>	<i>Construction Industry</i>	<i>Vehicle Repair Trade</i>	<i>Property Management Sector</i>
Technical Support & Development (Website, Hotline etc.)	<ul style="list-style-type: none"> ♦ A free one-stop “<i>Help Desk</i>” service comprising of <ul style="list-style-type: none"> (a) A Hotline (b) A dedicated website (c) An Updated List of Pollution Control Contractors and Suppliers (d) A free “<i>Meet-the-Advisor</i>” Service 	In collaboration with HKCA, a “ <i>Green Construction Information Corner</i> ” was set up in HKCA’s web to provide a one-stop information centre for green construction. Two web sites, namely “ <i>Green Construction Equipment</i> ” and “ <i>Green Construction Examples</i> ” are also established.		<ul style="list-style-type: none"> ♦ A dedicated website with “<i>Contact us</i>” box and achievement corner. ♦ Provide tailor-made advice for environmental clauses to incorporate into property owners' manual
Dedicated Website(s)	www.greenrestaurant-hk.org www.epd.gov.hk/epd/partnership/eng/food.htm	www.hkca.com.hk/epd/epdfront.htm www.epd.gov.hk/epd/partnership/eng/cons2.htm www.greenconstructionequipment.com.hk/	www.epd.gov.hk/epd/partnership/eng/tran.htm	www.epd.gov.hk/epd/greenproperty www.epd.gov.hk/epd/partnership/eng/house.htm
Education & Publicity (Guidebooks, Training Courses etc.)	<ul style="list-style-type: none"> ♦ Environmental Guidebook: <ul style="list-style-type: none"> (a) 飲食業環保措施指南 (b) 廚神環保秘笈 ♦ CD-ROM: <ul style="list-style-type: none"> (a) 飲食業環保措施指南 ♦ Promotional Poster: <ul style="list-style-type: none"> (a) 食肆環保智叻星 (b) 環保廚神 	<ul style="list-style-type: none"> ♦ Green Construction Pocket Handbook ♦ CD-ROM: <ul style="list-style-type: none"> (a) Train-the-trainer package (b) Partnership for Green Construction Conference – A New Era of Hong Kong 	<ul style="list-style-type: none"> ♦ Promotional Leaflet & Poster ♦ Sample Chemwaste label ♦ VCD on “汽車維修車房如何符合環保法例研討會” ♦ Technical specifications on activated carbon adsorption plant 	<ul style="list-style-type: none"> ♦ Environmental Guidebook: <ul style="list-style-type: none"> (a) 環保物業管理參考指南 (b) 導師培訓教材 (c) Reference Guide for Environmental Property Management ♦ CD-ROM: <ul style="list-style-type: none"> (a) 物業管理環保靠你 (b) 導師培訓教材

<i>Major Elements</i>	<i>Restaurant Trade</i>	<i>Construction Industry</i>	<i>Vehicle Repair Trade</i>	<i>Property Management Sector</i>
	<ul style="list-style-type: none"> ◆ Promotional Leaflets: <ul style="list-style-type: none"> (a) 協助飲食業界環保計劃的最新動態 (a) 食肆環保你做得到 ◆ Demonstration Models for education purpose: <ul style="list-style-type: none"> (a) Water saving (b) Grease trap (c) Electrostatic precipitators (d) Noise reduction equipment 	<ul style="list-style-type: none"> ◆ Promotional Posters: - 6 theme posters on air, water, noise, construction waste, chemical waste and the partnership programme ◆ Green Construction Videos <ul style="list-style-type: none"> (a) Low Waste Construction (b) Dust Management in Construction Sites (c) Water Pollution Control in Construction Sites ◆ Screen Savers for Green Practices ◆ Best Practice Guide for Environmental Protection on Construction Sites 		<ul style="list-style-type: none"> (c) FAQs and useful tips ◆ Promotional Posters: <ul style="list-style-type: none"> (a) 裝修講環保 (b) 受噪音滋擾點算好? ◆ Promotional Leaflets.: <ul style="list-style-type: none"> (a) 裝修講環保你我做得到 (b) 受噪音滋擾點算好? (c) 環保裝修錦囊
No. of training courses and seminars offered & No. of participants	<ul style="list-style-type: none"> ◆ No. of courses/seminars offered = 32 ◆ No. of participants = 9000 approx. 	<ul style="list-style-type: none"> ◆ No. of courses/seminars offered = close to 100 since 1999 ◆ No. of participants = 8000 approx. 	<ul style="list-style-type: none"> ◆ No. of seminars offered = 6 ◆ No. of workshops = 10 ◆ No. of roadshows = 6 ◆ No. of plant tours to activated carbon adsorption plants = 7 ◆ No. of participants = 900 (approx.) 	<ul style="list-style-type: none"> ◆ No. of courses/seminars offered = 13 ◆ No. of participants = 2100 approx.

<i>Major Elements</i>	<i>Restaurant Trade</i>	<i>Construction Industry</i>	<i>Vehicle Repair Trade</i>	<i>Property Management Sector</i>
Collaboration with Stakeholders (including multiple related stakeholders)	<ul style="list-style-type: none"> ♦ Regular liaison meetings with the trade associations since 1999 ♦ In collaboration with DCs, friendly visits to restaurants in local areas ♦ Present talks in FEHD's bi-monthly seminars to new applicants for restaurant licences ♦ Collaboration with academic and professional institutions on R&D of new technology and equipment ♦ Present talks at meetings of the restaurant associations ♦ Collaborate with HKPC & BEC on help desk, education and training ♦ Collaboration with Vocational Training Council 	<ul style="list-style-type: none"> ♦ Regular liaison meetings with HKCA since 1999, up to now more than 20 meetings ♦ Set up "Green Construction Information Corner" in HKCA's web site and prepared "Best Practice Guide for Environmental Protection on Construction Sites" ♦ Friendly visits to construction sites with good green practices ♦ Collaboration with HK Poly U and CITA to design training courses for the trade ♦ Collaboration with Vocational Training Council to produce Green Construction Videos ♦ Liaison meetings with Works Departments to promote green construction 	<ul style="list-style-type: none"> ♦ Regular liaison meetings with trade associations since 2000, up to now 10 meetings ♦ Launch "Ambassador Scheme" with trade associations since Dec 2000 with 50 ambassadors up to now. ♦ Joint promotion campaigns at vehicle examination centres & garage-dense areas. ♦ Deliver seminars to trade practitioners ♦ Joint visit to waste disposal facility ♦ Joint Vehicle Emission Testing Day 	<ul style="list-style-type: none"> ♦ Regular liaison meetings with the trade association ♦ Inclusion of environmental clauses and requirements into owners' manual of new housing estates ♦ Briefing of the partnership programme to DCs ♦ Presenting talks to the trade on tackling environmental pollution problems

<i>Major Elements</i>	<i>Restaurant Trade</i>	<i>Construction Industry</i>	<i>Vehicle Repair Trade</i>	<i>Property Management Sector</i>
Major Events	<ul style="list-style-type: none"> ♦ “Forum on Food Waste Composting” on 18 October 2001 at the Baptist University ♦ “Environmental Seminar for the Restaurant Trade” on 30 October 2001 at the City Hall ♦ “Environmental Briefings for the Restaurant Trade and Suppliers/Contractors of Pollution Control Service & Equipment” on 30 November 2001 ♦ “Environmental Exhibition & Conference for the Food & Restaurant Trade” on 3 and 4 July 2002 at the HK Convention & Exhibition Centre ♦ “Study Mission to Japan on Quality Management Towards Green Restaurant” during 13 to 20 November 2002 to Tokyo and Yokohama 	<ul style="list-style-type: none"> ♦ Workshop – “Green Construction – New Training Platform” in July 2002 ♦ “Partnership for Green Construction – A New Era of Hong Kong Development” on 27 November 2002 ♦ “Environmental Workshop – Planning & Supervision Towards a Greener Construction” on 21 May 2003 	<ul style="list-style-type: none"> ♦ "汽車維修車房如何符合環保法例研討會" held on 12.1.2001 & 23.2.2001 ♦ Study on the cost effectiveness & practicality of activated carbon adsorption plant in the control of VOC from paint spraying 	<ul style="list-style-type: none"> ♦ Launching of Pilot Scheme in early 2001 ♦ Official launching for the whole territory in October 2001 ♦ Organizing “Train-the-trainer programme” in December 2002 ♦ Holding regular experience sharing sessions
Activities specific to the trade	<ul style="list-style-type: none"> ♦ Develop a standard operating procedure to evaluate removal efficiency of cooking fume control equipment ♦ Develop effective cooking fume control equipment and enhanced grease trap systems 	<ul style="list-style-type: none"> ♦ Develop procedure to shorten the period in processing licence application 	<ul style="list-style-type: none"> ♦ Joint vehicle emission testing day 	<ul style="list-style-type: none"> ♦ Develop guidelines for the property managers to make house rules to protect the environment ♦ Include clauses in the Deeds of Mutual Covenant to empower the trade to make house rules

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Activities under Planning	<ul style="list-style-type: none"> ♦ Organize “<i>Green Restaurant Award</i>” and set up “<i>Model Green Restaurant</i>” ♦ Organize structured environmental training courses for trade operators 	<ul style="list-style-type: none"> ♦ Collaborate with ETWB in formulating “<i>Construction Design Management</i>” (CDM) ♦ Continue to liaise with ETWB on the proposal to have separate BQ items on green construction equipment and practices for government contracts ♦ To produce green construction videos on construction noise 	<ul style="list-style-type: none"> ♦ Publish the Environmental Guidebook with VCD ♦ Organize “<i>Green Garage Award</i>” 	<ul style="list-style-type: none"> ♦ Develop and issue guidelines to tie in with the adoption of modified Deeds of Mutual Covenant ♦ Organize more experience sharing sessions ♦ Organize additional “Train the trainer” sessions for the trade