



環保報告

Environmental Report

46 環保政策和目標  
Environmental Policy and Objectives

46 提高員工的環保意識  
Promotion of Staff Awareness

47 節省能源  
Energy Conservation

48 善用紙張及信封  
Saving of Paper and Envelopes

48 廢物管理  
Management of Wastes

49 採購環保產品  
Procurement of Green Products

49 環保方面的成果  
Green Performance

50 《清新空氣約章》  
Clean Air Charter

50 前瞻  
The Way Forward





本署主要負責評估物業的差餉與地租、修訂有關帳目和發出徵收通知書，並向政府決策局和部門提供物業估價服務、編製物業市場統計數字，以及就租務事宜為業主和租客提供諮詢與調解服務。

## 環保政策和目標

差餉物業估價署致力確保營運過程中履行環保責任，恪守《清新空氣約章》的承諾。本署制定了下列環保政策和目標：

政策：差餉物業估價署使用資源時，遵循「減用、再用和再造」三大原則。

目標：節約資源和減少廢物。

本署在運作上處處體現環保文化，日常運作中亦以推行各項環保措施為要務。為此，本署委任內務秘書為「環保經理」，負責監察和檢討部門推行環保措施的情況。

## 提高員工的環保意識

為了提高員工的環保意識，鼓勵他們身體力行環保概念，提倡節約能源和提高能源效益，以及爭取員工持續支持環保，本署：

- 透過內聯網，定期公布各項環保內務管理措施和最新的環保計劃；
- 發布資源節約小錦囊；
- 鼓勵員工通過公務員建議書計劃、部門協商委員會會議提出環保建議；
- 建立網上討論區，方便員工討論部門各項改善措施；以及

The Department is primarily responsible for the assessment of properties to rates and Government rent, maintaining accounts and issuing demand notes for their collection. We provide property valuation advice to Government bureaux and departments and compile property market statistics. We also provide advisory and mediatory services on landlord and tenant matters.

## Environmental Policy and Objectives

The Department is committed to ensuring that our operations are conducted in an environmentally responsible manner and meeting the commitments of the Clean Air Charter. The Department has formulated its environmental policy and objectives as follows:

Policy : The Rating and Valuation Department will exercise the principles of Reduce, Reuse and Recycle in the consumption of resources.

Objectives : Resources saving and waste reduction.

The Department has integrated an environmentally responsible culture in all aspects of its operations and has accorded a high priority in implementing various green housekeeping measures in its operations. To this end, our Departmental Secretary is appointed as Green Manager to oversee and review the Department's green measures.

## Promotion of Staff Awareness

To promote environmental awareness and participation among staff in the continuous improvement of environmental protection and enhancing energy conservation and efficiency on green issues, and to sustain staff support, the Department has:

- circulated regularly through the intranet system various departmental green housekeeping measures and up-to-date green initiatives;
- disseminated saving tips to promote economy in the use of resources;
- encouraged staff to put forward green suggestions such as through Staff Suggestions Scheme and in Departmental Consultative Committee meetings;
- set up a cyber discussion forum to facilitate staff's discussion on departmental improvement measures; and



- 藉着康樂社籌辦的活動，將環保觀念從辦公室推展至日常生活中，例如在本署的電子布告板設立「交換角」，讓員工刊登交換二手物品的電子廣告。

## 節省能源

本署在日常工作中推行的節省能源措施包括：

### 辦公室

- 當陽光直射室內時，將百葉簾放下；
- 員工即將進入房間（例如會議室）之前，才啟動空調；
- 午膳時間或沒有人使用辦公室時關掉電燈；
- 使用省電的 T5 光管，節約能源；
- 安排能源監督在午膳時間和下班時間後定期巡查，確保辦公室及會議室的電燈、文儀器材和空調關上；
- 辦公時間內將辦公室文儀器材設定至省電模式；
- 避免使用非必要的照明設備，並拆除過多的光管，把員工一般不會在該處閱讀文件的地方調暗；
- 把電腦設備室的溫度調高攝氏 1 至 2 度；以及
- 提醒員工穿著輕便合適的衣服，將辦公室的溫度保持在攝氏 25.5 度。

### 汽車

- 鼓勵共用部門車隊，以減少汽油消耗量；
- 事先計劃路線，以縮短行車距離和時間，避開擁擠的地區；
- 善用外出車輛或安排多人乘搭同一車輛，避免一人用車的情況；

- extended the green concepts from office to daily life through activities organised by the Recreation Club, e.g. exchange goods among colleagues by posting e-advertisements on "Exchange Corner" in the Department's electronic bulletin board.

## Energy Conservation

The Department has implemented various daily energy saving measures, including:

### Office

- lower the venetian blinds when direct sunlight is penetrating a window;
- switch on air-conditioning units only immediately before users entering the venues such as conference rooms;
- switch off lightings during lunch hours and when offices are not in use;
- use energy-saving T5 fluorescent tubes to reduce energy consumption;
- conduct regular inspection by energy wardens to ensure lights, office equipment and air-conditioners in offices and conference rooms are switched off during lunch break and after office hours;
- set office equipment to energy saving mode during office hours;
- avoid unnecessary lightings and reduce the illumination level of areas where colleagues do not normally have to read written materials by removing excessive fluorescent tubes;
- adjust upwards the air-conditioning temperature of the computer equipment rooms by 1°C to 2°C; and
- dress light, casual and smart, and maintain the indoor office temperature at 25.5°C.

### Vehicles

- encourage sharing of pool cars to reduce fuel consumption;
- plan routes to minimise the journey distance and time, and to avoid congested areas;
- plan travel or carpool to avoid single-passenger car trips;



- 車輛等候時停車熄匙，以節省能源和減少廢氣排放；
- 密切監察汽車保養，確保車輛不會排出大量廢氣；以及
- 密切留意汽車耗油量。

## 善用紙張及信封

本署採取下列措施，以善用紙張及信封：

- 充分利用每張紙的正反兩面，並把多頁資料印在同一張紙上；
- 把過時表格的空白一面用作草稿紙；
- 使用再造紙代替原木漿紙；
- 影印機旁設置環保盒，放置經單面使用的紙張，以使用於複印；
- 以可供重複使用的釘孔信封傳遞非機密文件；
- 重複使用信封及暫用檔案夾；
- 發送傳真文件後，無需再郵寄文件的正本；
- 在適當情況下不使用傳真封面頁；
- 盡量縮短文件的分發名單；
- 減少指引和守則印文本的數目，廣泛使用內聯網和分區資料儲存庫；以及
- 將部門刊物、員工通訊等上載到本署的知識管理系統、電子布告板和網頁。

## 廢物管理

在「物盡其用，人人有責」的原則下，本署採取下列各項措施：

- 收集廢紙及報紙作回收之用；
- 交還用完的雷射打印碳粉盒和噴墨盒作回收之用；以及
- 參與由大廈管理處統籌的回收計劃，在本署範圍內放置回收箱。

- switch off vehicle engines while waiting to save energy and reduce vehicle emissions;
- closely monitor vehicle maintenance to ensure low emissions; and
- closely monitor vehicle fuel consumption.

## Saving of Paper and Envelopes

The Department has adopted the following measures to economise the use of paper and envelopes:

- use both sides of the paper and print multiple pages on one sheet;
- use obsolete forms with one clean side as drafting paper;
- use recycled paper instead of virgin paper;
- set up green trays in photocopiers to facilitate printing with papers used on one side;
- use transit envelopes for unclassified documents;
- reuse envelopes and loose minutes jackets;
- avoid sending original documents after they have been sent by fax;
- stop the use of fax cover page where appropriate;
- keep documents distribution list to minimal level;
- reduce the number of hardcopy manuals and regulations, and maximise the use of the intranet system and Divisional Information Centre; and
- release the Department's paper publications, staff newsletter, etc. by uploading the e-copy on the Department's Knowledge Management System, electronic bulletin board and homepage.

## Management of Wastes

To uphold the principles of reduce, reuse and recycle, the Department has adopted the following:

- collect waste paper/newspaper for recycling;
- return used laser printer toner and ink-jet cartridges for recycling; and
- participate in the recycling programme coordinated by the Building Management Office by placing recycling bins in the Department premises.



## 採購環保產品

本署致力推行環保採購，購買產品時盡可能考慮環保因素：

- 購置具有自動節能功能、符合能源效益的辦公室文儀器材；
- 購置環保產品，例如再造紙、可替換筆芯的原子筆、可循環再造的碳粉盒 / 噴墨盒及環保電池 / 充電池；
- 購置具有雙面影印與列印功能的影印機和打印機；以及
- 購置傳真機時，選擇使用普通紙而非熱能傳真紙的機種。

## 環保方面的成果

### 減少耗紙量

由於員工協力節約，2012-13 年度本署的 A3 和 A4 紙耗用量合共為 9 074 令，較 2011-12 年度的 9 127 令減少 0.6%，相對 2002-03 年度的 12 070 令更減少 24.8%。此外，2012-13 年度的耗紙量約 93% 為再造紙。

## Procurement of Green Products

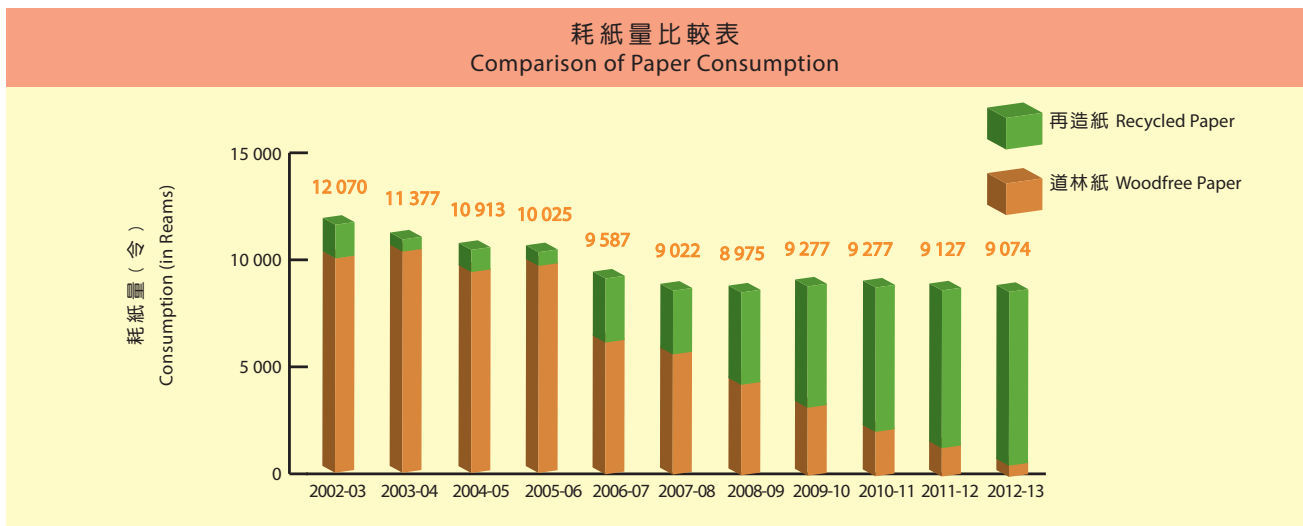
The Department is committed to green procurement. In conducting procurement, we took into account environmental factors as far as applicable:

- procure energy efficient office equipment with automatic energy saving function;
- procure green products such as recycled paper, refillable ball pens, recyclable toner/ink-jet cartridges and environmentally friendly/rechargeable batteries;
- procure photocopiers and printers with double-sided copying/printing function; and
- procure plain paper fax machines instead of thermal paper ones.

## Green Performance

### Reduced Consumption of Paper

With concerted staff efforts, the consumption of A3 and A4 paper in 2012-13 was 9 074 reams, indicating a decrease of 0.6% against 9 127 reams in 2011-12 and 24.8% against 12 070 reams in 2002-03. Besides, about 93% of the paper requirement for 2012-13 was met by recycled paper.



來年本署定當繼續提醒同事注意保護環境，確保用得其所，以減少耗紙量。

In the coming year, the Department shall keep on promoting environmental awareness among colleagues and endeavour to economise consumption with a view to reducing consumption.



## 環保報告 Environmental Report

2004年1月，本署推出綜合發單及繳款服務，讓擁有多個物業的繳納人可選擇收取一張綜合徵收通知書，自此本署的紙張及信封耗用量持續減少。

截至2012-13年度最後一季為止，約有15萬個獨立帳目整合成大約1 870個綜合帳目。本署會繼續鼓勵擁有多個物業的差餉繳納人，採用這種以客為本且符合環保原則的服務。

### 減少和回收廢物

本署繼續積極減少製造廢物，並鼓勵廢物回收。2012-13年度共回收了44 420公斤廢紙，並收集了1 266個用完的碳粉盒和噴墨盒，交予政府物流服務署公開拍賣。

### 《清新空氣約章》

為配合《清新空氣約章》的承諾，本署實施下列有助改善空氣質素的環保標準和做法，並提醒員工注意：

- 遵守所有適用於汽車操作的條例和規例；
- 每年為部門車輛安排全面檢查，確保車輛操作正常；
- 定期監測室內空氣質素。2012年2月，本署辦事處所在的長沙灣政府合署獲環境保護署頒發《良好級室內空氣質素檢定證書》；以及
- 採取各項辦公室和車輛操作的節能措施。

### 前瞻

為響應政府節省能源和紙張的呼籲，本署會繼續盡力節約用紙和用電。各科別將認真檢討並密切留意用紙和用電模式，務求令辦公室的運作更具環保效益。

The consumption of paper and envelopes has been reducing since the launching of the Consolidated Billing and Payment Service in January 2004, which allows payers with multiple properties the option of receiving a consolidated demand.

As at the end of 2012-13, about 150 000 individual accounts have been replaced by around 1 870 consolidated accounts. The Department will continue to invite multi-property ratepayers to use this customer-focus and environmentally friendly service.

### Reduce and Recycle of Wastes

The Department has continued its efforts to reduce and recycle wastes. In 2012-13, 44 420 kilograms of waste paper were collected for recycling; and 1 266 numbers of empty toner/ink-jet cartridges were collected for sale by public auctions arranged by the Government Logistics Department.

### Clean Air Charter

In line with the commitments of the Clean Air Charter, the Department has maintained and reminded staff to observe environmental standards/practices in improving air quality:

- comply with all the applicable ordinance and regulations related to vehicle operation;
- arrange annual maintenance to ensure proper function of the Department's vehicle;
- conduct indoor air-quality monitoring regularly. In February 2012, the Environmental Protection Department awarded a "Good Class" Indoor Air Quality Certificate to the office building; and
- adopt a number of energy saving measures in the office and for vehicle operation.

### The Way forward

To support the Government's drive to economise the use of energy and paper, the Department will sustain its effort in saving paper and electricity with best endeavour. All divisions will continue to critically review and closely monitor their paper and energy consumption patterns with a view to achieving a greener office.





## 電子資料管理系統

2009年7月，本署參加由政府資訊科技總監辦公室領導的電子資料管理策略工作小組，就文件、記錄和知識管理各方面制訂電子資料管理策略提供意見，工作小組於2010年10月審批正式的報告。於電子資料管理研究之後，署方已開發並在2013年2月推出名為「知識管理系統」的新資訊科技平台，集合部門的書面知識，以及同事的工作經驗和知識，通過電子媒介以有效的方式讓同事分享。另外，為配合政府檔案管理電子化的方針，本署正開發內部適用的文件管理系統，務求把電子和非電子檔案以統一的方式整合管理。實施電子資料管理計劃有助減少檔案儲存空間，向辦公室無紙化邁進一步。

## 電子發單服務

為提供快捷簡便的服務，同時節約用紙，本署在2010年12月推出電子發單服務，市民可於徵收差餉及/或地租季度通知書印文本發出之前，經互聯網收取通知書的電子版本。本署希望最終可停發印文本通知書，以達到環保的目標。

截至2013年3月為止，超過14 650個用戶登記使用電子發單服務，連結超過21 240個繳納人帳戶，當中約67%用戶登記戶口時，選擇停收通知書印文本，情況令人鼓舞，表示繳納人對本署的電子服務有信心，並且力行環保。本署會繼續努力與市民合作節約用紙，提倡綠化環境。

## 《清新空氣約章》

本署將一如既往，在所有工作環節中採取節能措施，以恪守《清新空氣約章》的承諾，為改善本港的空氣質素出一分力。

## Electronic Information Management System (EIMS)

We have joined the Electronic Information Management (EIM) Working Group led by OGCIO in July 2009 to provide inputs in formulating the EIM Strategy covering domains such as Document Management, Records Management, and Knowledge Management, with the finalised report endorsed by the Working Group in October 2010. Following the EIM Study, the Department has developed and implemented a new IT platform - Knowledge Management System (KMS) in February 2013 under which the Department's written knowledge as well as colleagues' working experiences and knowledge can be built up and shared among staff effectively through electronic means. Separately, pursuant to the Government's drive for electronic records management, the Department is developing a department-wide Document Management System to manage both electronic and non-electronic records in an integrated and consistent manner. Implementation of the EIM strategy will help reduce our need for storage area and is a step towards a paperless office.

## E-billing

To provide a convenient, efficient service and to conserve paper consumption, the Department launched the e-billing service in December 2010. This allows the public to receive the quarterly demands for rates and/or Government rent via the Internet in advance of the paper bills. Dispensing with paper bills is our ultimate environmentally friendly objective.

As at March 2013, over 14 650 subscribers have registered for the service, linking up over 21 240 payer accounts. It is encouraging to see that about 67% of the subscribers have opted to drop their paper bills readily at the initial account set-up. This has demonstrated the confidence of our payers in using the service and their high commitment to conserving the environment. The Department will continue its effort to join hands with the public in reducing paper consumption and in promoting a greener environment.

## Clean Air Charter

The Department will continue to adopt energy-efficient measures in all its practices in an effort to improve Hong Kong's air quality in compliance with the commitments of the Clean Air Charter.

