

# 2009 Environmental Report

**Transport Branch  
Transport and Housing Bureau**

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# **I**NTRODUCTION

The Transport and Housing Bureau (THB) is responsible for policy matters in two portfolios, viz., Transport and Housing, handled by the Transport Branch (TB) and the Housing Department (HD) respectively. This environmental report covers the environmental performance of TB of THB. On the part of the environmental performance of HD, please visit its website at <http://www.housingauthority.gov.hk/en/aboutus/resources/publications/0,,1-0-0-0,00.html>.

The Secretary for Transport and Housing is the head of the Bureau. She is assisted by the Permanent Secretary for Transport and Housing (Transport) and the Permanent Secretary for Transport and Housing (Housing) / Director of Housing. In addition, TB oversees the operation of their executive departments, namely, the Civil Aviation Department, Highways Department, Marine Department and Transport Department.

# **K**EY RESPONSIBILITIES OF THE TRANSPORT BRANCH

We are responsible for the formulation of policies relating to the development of transport infrastructure, provision of transport services, traffic management, maritime transport and logistics, air services and civil aviation management. In the process of policy-formulation, sustainability is also a key consideration.

The major areas of policy responsibilities include –

- to plan for and implement the construction and improvement of our transport infrastructure, with emphasis on railways;
- to further promote the usage of public transport services by improving their quality and co-ordination;
- to effectively manage road use, reduce traffic congestion and promote road safety;
- to continue to support environmental improvement measures in transport-related areas;
- to enhance and promote Hong Kong as an international and regional transportation and logistics hub;
- to enhance, in partnership with the Airport Authority, the competitiveness of the Hong Kong International Airport and promote Hong Kong as an international and regional aviation centre; and
- to enhance the competitiveness of the Hong Kong Port and to strengthen Hong Kong's position as an international shipping and maritime centre.

# **E**NVIRONMENTAL GOALS OF THE TRANSPORT BRANCH

We are committed to –

- ensuring that our policies are environmentally friendly;
- ensuring that all programmes and operations under our purview are conducted in an environmentally responsible manner; and
- enhancing staff's environmental awareness.

To achieve the above committed environmental goals, we give effect through pursuit of the following objectives -

## **LAND AND WATERBORNE TRANSPORT**

- We will continue to provide transport infrastructure and services in an environmentally friendly manner.

## **CIVIL AVIATION**

- We aim to ensure that the legislative framework and administrative measures are effective in minimising the environmental impact of aircraft operations.
- We will continue to work with the Airport Authority and the Civil Aviation Department to ensure that the environmental impact of airport development and operations is minimised and that parties concerned are pro-active in minimising pollution and disturbance from activities at the Hong Kong International Airport.

## **PORT AND MARITIME SERVICES**

- We aim to ensure that our legislative framework and administrative measures are effective in minimising the environmental impact of shipping and port operations.
- We will continue to work, in conjunction with the Environmental Protection Department and the port and maritime community, to ensure that the environmental impact derived from shipping, port development and operations is minimised.

## **LOGISTICS**

- We will continue to work with the logistics community to promote measures to protect the environment and to ensure that the environmental impact of logistics operations is minimised.

# **E**NVIRONMENTAL MANAGEMENT AND PERFORMANCE

## **LAND AND WATERBORNE TRANSPORT**

Hong Kong is one of the most densely populated cities in the world. A safe, efficient, reliable and environmentally friendly transport system is important to the sustainable development of the city. On environmental management, we will continue to press ahead with the following initiatives -

- priority for efficient and environmentally friendly transport modes;
- reduction in traffic congestion and better inter-modal co-ordination;
- greater emphasis on pedestrian facilities; and
- application of Information Technology (IT) to transport management.

### ***Priority for efficient and environmentally friendly transport modes***

Railways are environmentally friendly, safe and efficient mass carriers in Hong Kong, carrying about 35% of our public transport passengers. At present, the total length of our railway under operation is about 219 km.

Railway Development Strategy 2000 has recommended the implementation of a number of new passenger lines, as follows -

- Kowloon Southern Link;
- West Island Line (WIL);
- Shatin to Central Link (SCL);
- Hong Kong section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link (XRL);

- South Island Line (SIL);
- Northern Link (NOL); and
- North Hong Kong Island Line (NIL).

The construction of the WIL started in August 2009. For Hong Kong section of the XRL, we have started construction in early 2010 and aim to complete in 2015. The MTR Corporation Limited (MTRCL) is working on the detailed design of SIL and the extension of the existing Kwun Tong Line to Whampoa as Kwun Tong Line Extension and the construction works are planned to commence in 2011. The MTRCL is also carrying out the further planning and design of SCL. The NOL and NIL are under review in light of future demands.

To ensure that resources for railway projects are effectively invested, the Government reviews from time to time the priority of the railway projects on the drawing board taking into account changes in the community's transport needs, population projection and land use planning.

With our policy for better use of railways as the backbone of the passenger transport system, the Government will continue with its efforts to enhance the co-ordination between railway and other public transport modes to avoid wasteful duplication of public transport resources and alleviate traffic congestion. Railway developments and supportive infrastructure will be designed and built to better serve community needs.

□ ***Reduction in traffic congestion and better inter-modal co-ordination***

To reduce traffic in busy areas and hence the impact on the environment, we have taken the following measures -

- implementation of more bus-bus, bus-rail, green minibus-rail and green minibus-green minibus interchange schemes;
- rationalisation of bus routes and stops; and
- introduction of Park-and-Ride schemes by railway corporations.



### Bus-bus interchange schemes

Bus-bus interchange schemes are pursued as one of the measures to achieve more efficient use of bus resources, relieve congestion, minimise environmental impact on busy corridors, and reduce the need for long-haul point-to-point bus routes.

Up to end 2009, a total of 237 bus-bus interchange schemes offering fare concessions of \$0.1 to \$24.9 to passengers had been implemented. Through the provision of fare discount incentives and selection of convenient interchanging locations, the implementation of these schemes is well received by the public. On average, some 120,000 passengers use these interchanges everyday. The schemes have also improved the bus network and facilitated inter-district travel whilst minimising the need for introducing additional bus routes.

### Bus-rail and green minibus-rail interchange schemes

To promote the interchange between rail and other public transport modes, interchange discount concessions in the form of bus-rail interchange (BRI) and green minibus-rail interchange (GRI) schemes have been introduced. As at end 2009, five franchised bus routes and 54 green minibus routes were offering fare concessions to passengers involved in the BRI (ranged \$0.5 to \$1.0) and GRI (ranged \$0.3 to \$3.0) schemes for the MTR. Besides, passengers travelling on MTR East Rail Line could enjoy free interchange on MTR feeder bus routes K12, K14, K17 and K18 at designated MTR stations along East Rail Line. At the same time, MTRCL also offered free transfer on MTR bus routes for West Rail and Light Rail passengers in North-west Transit Service Area at the moment.

### Green minibus-green minibus interchange schemes

Green minibus-green minibus interchange schemes are introduced to achieve more efficient use of minibus resources and minimise environmental impact on public roads subject to financial capability of the operators concerned. To promote the interchange between two different green minibus routes, fare concessions were offered to interchanging passengers on 44 routes (ranged \$1.00 to \$3.50) as at end 2009.

### Rationalisation of bus routes and stops

To improve the efficiency of bus operation and to alleviate their traffic and

environmental impact, the Government has been working together with the franchised bus companies to rationalise bus services and improve bus stopping arrangement.

Through route amalgamation, truncation, modification and frequency adjustment, about 40 bus trips passing through Yee Wo Street and one bus trip passing through Central per day were removed in 2009. On the Kowloon side, about 150 bus trips were removed from Nathan Road.

Since January 2002, bus companies have deployed only Euro II and above buses on Yee Wo Street to help enhance the environment in the pedestrian-busy corridor. The Government has been working with franchised bus companies on deployment of more Euro II and above buses on other busy corridors including Hennessy Road, Queensway, Des Voeux Road Central and Nathan Road. As at end 2009, about 88% of the buses deployed on the above busy corridors were Euro II and above buses.

#### Park-and-Ride schemes

Park-and-Ride (PnR) facilities are usually provided at public transport hubs strategically located on the fringe of busy business/urban areas so that motorists can leave their cars behind and use public transport to complete their trips.

PnR schemes have been operating at Hong Kong, Kowloon and Tsing Yi Stations of Airport Express, at Choi Yuen Road near East Rail's Sheung Shui Station, at West Rail Kam Sheung Road Station, at Choi Hung Station and some commercial carparks located near Olympic Station of the Tung Chung Line and Hang Hau Station of the Tseung Kwan O Line.

From time to time, the feasibility of providing PnR facilities at other existing railway stations would be assessed. In planning future rail stations and major transport interchanges, especially those on the fringe of the urban area, PnR facilities will be developed wherever appropriate.



Park-and-Ride Facilities

□ ***Greater emphasis on pedestrian facilities***

Promoting better pedestrian environment is one of the means to enhance the quality of life. We continued to implement further pedestrian schemes in 2009. In Mong Kok, the trial part-time pedestrian scheme at Sai Yeung Choi Street South, Nelson Street, Soy Street and Tung Choi Street was taking shape and being closely monitored. In addition, we are taking forward feasibility studies on the development of pedestrian subway systems in Causeway Bay and footbridge system in Mong Kok. We will continue with the public consultation on the proposed schemes for improving the walking environment in Yuen Long town centre.



Sai Yeung Choi Street South  
(part-time pedestrian scheme)

Footpath widening is another effective means to improve pedestrian environment. We are making good progress on footpath widening works and landscaping works in various districts, including Woosung Street, Saigon Street and Parkes Street in Jordan; and Kweilin Street in Sham Shui Po.

To improve pedestrian accessibility to uphill areas and to reduce dependence on vehicular access to these areas via congested, steep and narrow access roads, provision of escalator links / elevator systems are to be considered. In this

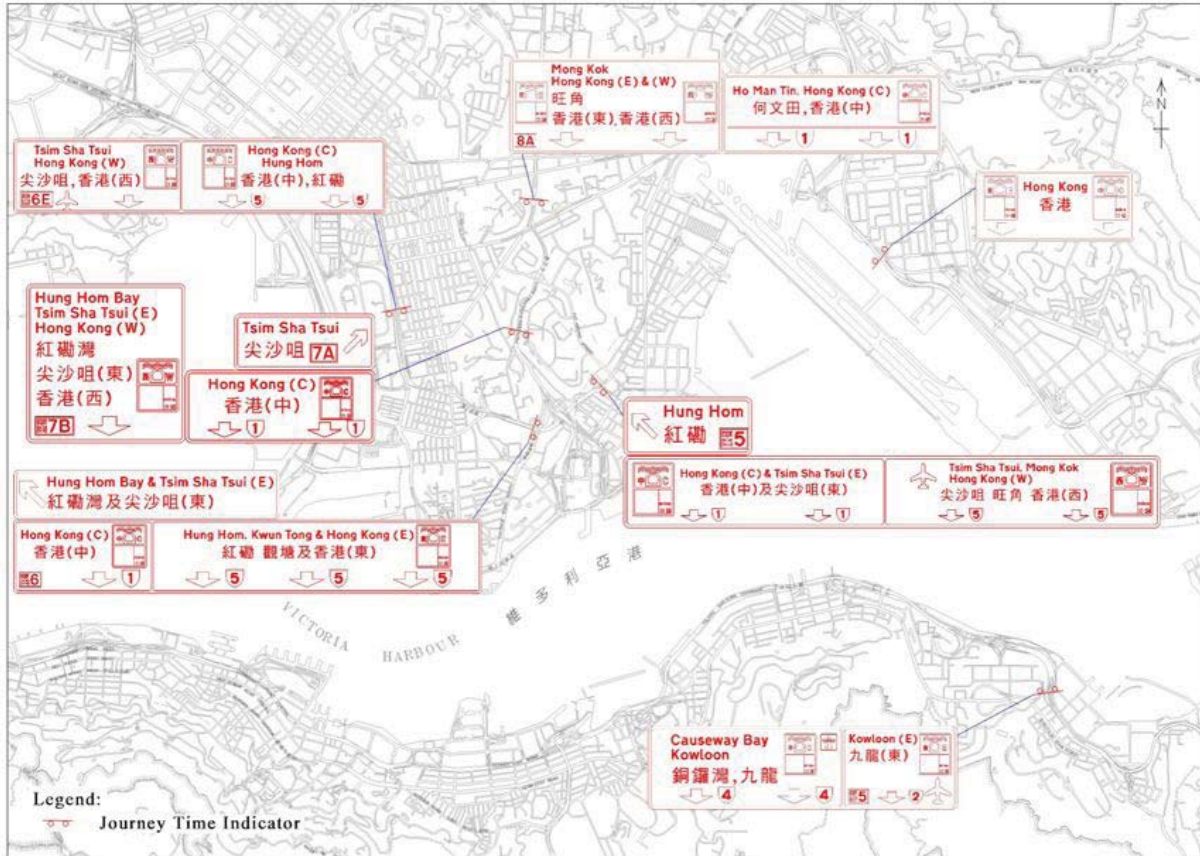
connection, the Government has developed a ranking system on the provision of hillside escalator links / elevator systems. These escalator links / elevator systems will enable pedestrians to overcome height differences and will provide an alternative mode of transportation for pedestrians.

□ ***Application of IT to transport management***

We are continuing to promote the deployment of advanced information and telecommunication technologies to enhance the performance of the transport system in Hong Kong, thus reducing fuel consumption, vehicle emissions and travelling time. We shall enhance and expand the Journey Time Indication System, introduce new public services on the Internet, and continue to expand the Area Traffic Control system to other districts.

*Journey Time Indication System*

In the light of the satisfactory performance of the Journey Time Indication System on Hong Kong Island, we will expand the system to Kowloon and Eastern District. The system will provide the latest traffic situation for motorists crossing the harbour so that they can make informed choices of the route and avoid congested tunnels. The journey time and average vehicle speed along major tunnel approach roads will also be shown on Transport Department's (TD) website. The project commenced in late 2008 for completion in mid 2010.



Proposed Locations of Journey Time Indicators in Kowloon and Eastern District



Proposed Journey Time Indicators at Waterloo Road Southbound (near Kowloon Hospital)

Public Services on the Internet

In 2009, we integrated special traffic news, special traffic and transport arrangement, real-time closed-circuit television images, cross harbour journey time from Hong Kong to Kowloon and a traffic speed map on a common platform called Road Traffic Information Service on the Internet for road users and the public to better

plan their journeys and avoid traffic congestions. Such information can also be accessed through mobile phones and Personal Digital Assistant devices (commonly known as PDA). The traffic speed map now covers major roads on northern Hong Kong Island, Kowloon and New Territories South.

To enable commuters to make better use of public transport services, we launched the Public Transport Enquiry Service in TD homepage in April 2009. It is a one-stop multi-modal public transport route search system with map information to the public.

We were also developing a Driving Route Search Service to provide motorists through the Internet with driving route options within Hong Kong based on distance, toll or travel time. Moreover, useful information such as no-stopping restrictions, part-time pedestrian streets, major public car parks and special traffic news will also be shown for motorists' reference. User testing and data updating are in the progress as at end 2009. The pilot version is targeted to launch to the public in the first half year of 2010.

#### Area Traffic Control System

In view of the significant benefits of the Area Traffic Control (ATC) system in optimising the utilisation of road capacity, minimising traffic delay and reducing vehicle emission, the system was expanded to Tai Po and North districts in 2005 and Tuen Mun and Yuen Long districts in 2008. In 2006, we replaced the ATC system on Hong Kong Island with a new state-of-the-art system to enhance performance. Similarly, the replacement of existing ATC system in Kowloon, Sha Tin and Tsuen Wan districts and expansion of the system to Tseung Kwan O have commenced and is expected to complete in 2011.

## **CIVIL AVIATION**

The Airport Authority (AA) and Civil Aviation Department (CAD) have implemented a range of initiatives to safeguard the environment. The former is responsible for the operation and development of the Hong Kong International Airport (HKIA) and the latter is the regulator for civil aviation and provider of air traffic control services.

## □ ***Initiatives by AA***

AA's Corporate Environmental Policy focuses on adopting and encouraging practices that prevent or minimise pollution and maximise energy and natural resource use efficiencies.

### *Emissions*

AA operates three air-quality monitoring stations: on the north and south sides of the airport and on Lung Kwu Chau, an island north of HKIA. Data from the stations provides useful insights into regional air quality and is analysed by scientists at the Hong Kong University of Science and Technology.

AA licences new airside vehicles only if they meet strict environmental standards. Since July 2008, AA has banned idling engines on the airside, except for some vehicles and equipment due to safety and operational considerations. AA is also minimising its environmental impact by increasing the number of electric, liquefied petroleum gas (LPG) and hybrid vehicles in its fleet. To facilitate the use of environmentally friendly vehicles, AA has installed an LPG filling station and electric-vehicle charging stations on the apron. Over 200 electric vehicles and pieces of ground service equipment are in operation at HKIA. AA is now investigating the feasibility of using electric vehicles for the bulk of the airside fleet.

Since October 2009, all AA's diesel vehicles have run on B5 biodiesel – a mixture of 95% conventional diesel and 5% biodiesel made from used cooking oil. B5 biodiesel reduces exhaust smoke by up to 50% in trials. About 4,000 litres of used cooking oil is collected at the airport each month and recycled into biodiesel to power its fleet.

### *Energy savings*

During the year, the lighting schedule and photocell settings in the Terminal 1 Departures Concourse were adjusted to reduce the use of gantry lighting, while maintaining a suitable illumination level. The set-point for the air-conditioning system in the passenger terminals was increased to 25.5°C and the system's operating schedule was adjusted. About 10% of HKIA's escalators and travelators were shut down during the day and nearly all were turned off from midnight to 5 am. These changes resulted in an estimated annual saving of 4.6 million kilowatt hours of electricity, which is equivalent to about 2,576 tonnes of greenhouse gas emissions.

AA's energy saving efforts were recognised at the Hong Kong Awards for Environmental Excellence, where AA received a "Class of Excellence" Energywise Label for the second consecutive year and a bronze award in the public sector category. In addition, AA was the second runner-up in the biggest unit saver (company) category in a competition organised by Friends of the Earth, a local environmental group.

### *Carbon reduction*

AA proactively encourages and facilitates low-carbon operations among its business partners. AA's programmes to minimise emissions, recycle and reuse waste, and use energy efficiently work in concert with an airport-wide carbon-reduction initiative.

In 2008, AA signed the Aviation Industry Commitment to Action on Climate Change. Since then, AA has actively pursued its goal of reducing the industry's environmental impact. In April 2009, AA completed the first airport-wide carbon audit, and during the year held nine carbon reduction workshops for its business partners. Since July 2009, carbon audits have been conducted on 90% of the buildings and vehicles at HKIA. More than 30 of its partners have participated in carbon-management workshops, and AA continues to use its expertise to help airport businesses create effective carbon-reduction plans.

During the year, AA joined the Climate Change Business Forum to facilitate collaboration and experience sharing with other Hong Kong business leaders to reduce carbon emissions.

### *Water and solid waste*

During the year, the volume of solid waste recycled by AA exceeded 1,100 tonnes. AA also encourages waste separation and recycling among business partners. At HKIA, construction contractors are required to sort and reuse waste materials wherever possible. Compliance is monitored through compulsory waste disposal logs.

HKIA recovers and treats wastewater from restaurants, aircraft catering and cleaning, as well as toilet sinks. During the year, its wastewater treatment plant processed 1.1 million cubic metres of greywater, a portion of which was used for



landscape irrigation at HKIA.

AA buys environmentally friendly products wherever possible. AA was a founding member of the Hong Kong Green Purchasing Charter in 2007. The following year, AA established a green purchasing policy for items ranging from printing paper, LED lights, hybrid and electric vehicles to detergents used to clean the airport apron. This year, AA conducted a survey to review the applicability of the Hong Kong Green Label Scheme, a local product-certification programme, to its operations. AA also plans to organise a green purchasing training programme for its staff.

#### □ ***Initiatives by CAD***

CAD implemented a series of aircraft noise mitigation measures and closely monitored their implementation. Such measures include noise abatement departure procedures, Continuous Descent Approach procedure to reduce aircraft noise experienced by residents in Sai Kung and Ma On Shan, and use of flight paths over water to avoid overflying residential areas whenever possible.

CAD requires all airlines to adopt the noise abatement departure procedures stipulated by the International Civil Aviation Organization for aircraft departing to the northeast of the airport.

In 2009, CAD recorded that 92% of arriving aircraft were able to land from the southwest of HKIA (i.e. over water) between midnight and 7 am; and 99.4% of aircraft departing to the northeast of the airport were able to take the southbound route over the West Lamma Channel between 11 pm and 7 am.

Older and noisier aircraft stipulated in Chapter 2 of Annex 16 Volume I Part II of the Convention on International Civil Aviation are banned from operating at the HKIA. All aircraft operating at the HKIA meet stringent noise standards.

CAD also provides periodic reports on aircraft noise measurements, performance of noise mitigation measures, and means to enhance the noise mitigation measures. Moreover, CAD meets members of the public and maintains a hotline to handle enquiries or complaints on aircraft noise issues.

### *Rationalization of flight paths*

Taking advantage of the latest development in satellite navigation technologies, CAD has been actively pursuing air routes rationalisation with a view to enhancing the operating efficiency of the Hong Kong air route system, which is conducive to reducing the environmental footprint of aircraft operations in Hong Kong.

Since October 22, 2009 the arrival routes for aircraft from the west and north of Hong Kong have been shortened. After the adjustment, each flight arriving in Hong Kong from the Mainland, Southeast Asia or Europe via the new routes would be able to save up to about 210 kilometres, or 14 minutes in flight time.

Based on the traffic figures recorded in the first quarter of 2009, it is estimated that the new routes will enable annual savings of more than 10 million kilometres in journey, or 12,000 hours in flight time for the arrival aircraft.

With the new routes, air travellers will benefit from a shorter flying time while airline operators will benefit from less fuel consumption.

CAD would continue to, as part of its airspace improvement programme, develop and progressively apply more advanced aviation technologies and work closely with airline operators to further enhance the air route system in the Hong Kong Flight Information Region.

## **PORT AND MARITIME SERVICES**

The Marine Department (MD), which is responsible for maritime and navigational safety matters within the waters of Hong Kong, has implemented various initiatives to protect and improve the environment -

- MD operates a fleet of patrol vessels to ensure compliance with marine regulations against offences such as littering, illegal transfer or discharge of oil, and smoke emission by ships in Hong Kong waters.
- MD monitors the exhaust of vessels and conducts spot checks on vessels within Hong Kong waters. On receipt of complaint and sufficient evidence of excessive dark smoke emission causing nuisance, MD will initiate prosecution.

- MD adopts performance-based contracts for the scavenging of floating refuse and collection of refuse from ocean-going ships and local vessels to ensure the effectiveness and efficiency of the marine cleansing services.
- MD maintains a Maritime Oil Spill Response Plan to co-ordinate departmental actions for handling oil pollution incidents in Hong Kong waters and continues to fulfill the pledge to respond on site within two hours of reported oil spillage inside harbour limits.
- MD has signed a cooperation arrangement with the port administration of Guangdong, Shenzhen and Macao to adopt the Regional Maritime Oil Spill Response Plan for the Pearl River Estuary.
- MD maintains energy saving plans to minimise energy consumption in the China Ferry Terminal and the Macau Ferry Terminal by economising on the use of lighting and air conditioning.
- MD has adopted green measures on all fronts in the operation of the Government Dockyard, including annual review and upgrading of facilities with environmentally friendly engines, equipment and products, regular air quality checks on indoor worksites and emission measurements for engines installed on government vessels, etc. A feasibility study on the installation of Selective Catalytic Reduction devices on some government vessels for the reduction of the emission of Nitrogen Oxide has been carried out.
- MD implements relevant international conventions on marine pollution prevention through the enactment and enforcement of legislation. These conventions include the International Convention for the Prevention of Pollution from Ships (MARPOL 73/78), and the International Convention on Oil Pollution Preparedness Response and Co-operation 1990. These conventions apply to all ships in Hong Kong waters and Hong Kong registered ships anywhere in the world.
- MARPOL 73/78 has six Annexes to prevent or minimise pollution from ship operations in respect of (I) oil; (II) noxious liquid substances; (III) harmful substances in packaged form; (IV) sewage; (V) garbage; and (VI) emissions into the atmosphere. All six Annexes have been extended to Hong Kong Special Administrative Region.
- We also work closely with operators of container terminals, mid-stream

- Container terminal operators have also implemented other measures, such as the use of energy saving equipment, reduction of unnecessary light fittings, installation of grease traps and oil interceptors in workshops and kitchens, engaging specialised contractors to handle waste disposal, and the use of liquefied petroleum gas shuttle buses to reduce air pollution.
- The Ecology Study on northern Lantau was completed in late 2007, which indicates that large scale reclamation required for the development of a container terminal thereat would cause habitat loss for Chinese White Dolphins. Given the ecological concern, the Government is studying the alternative southwest Tsing Yi site for the development of Container Terminal 10.
- We recognise that the protection of the marine environment is not only important in its own right but also instrumental in enhancing Hong Kong's position as a world-class port. In the course of port planning and development, we will continue to work with Environmental Protection Department and the Sustainable Development Unit to comply with relevant environmental impacts and sustainability assessment requirements.

## **LOGISTICS**

We encourage the use of paperless exchange of information in the logistics industry through the promotion of wider use of IT along the supply chain. For

example, an On-Board Trucker Information System (OBTIS) pilot study is underway. OBTIS provides an information and technology platform for enhanced efficiency in fleet management and better communication between truckers and stakeholders of the supply chain.

# **G**REEN OFFICE MANAGEMENT

## **MANAGING PAPER AND ENERGY CONSUMPTION**

It is our mission to improve and conserve our environment, and to optimise the use of resources to reduce pollution and waste. We strive to implement various green housekeeping measures in daily office operations with a view to maintaining a green workplace. Our main focus of the green office management is on reducing paper and energy consumption.

With the advocacy of environmental conservation over the past few years, staff awareness in this respect has been highly enhanced and staff members have developed good practices by adopting of the following green initiatives -

### ***On Paper Consumption***

- to use recycled paper in office operations;
- to print and photocopy on both sides of paper;
- to reuse single-side used paper for drafting, printing and receiving fax;
- to reuse envelopes and loose minute jackets for internal transmission of documents and correspondence;
- to communicate and disseminate information by electronic means within bureaux/departments as well as with members of the public;
- to avoid printing or photocopying documents unless hard copy is absolutely necessary;
- to distribute softcopies by emails, diskettes or CD-ROMs instead of print-outs; and
- to upload reports, circulars and other publicity materials on e-bulletin board, intranet and internet website for general reference.

## □ ***On Energy Consumption***

- to turn off some lighting when the occupancy is low, e.g. during lunch and after office hours;
- to switch off unnecessary lighting in public communal areas, such as reception counters, corridors, lift lobbies, etc., during lunch and after normal office hours;
- to reduce the use of high power incandescent lamps;
- to switch on air-conditioning for pre-cooling no earlier than 15 minutes before conference rooms are to be occupied and switch off as soon as the room is unoccupied;
- to regulate room temperature to 23.5°C by modifying all the air conditioners' thermostats at our offices;
- to activate the standby mode or hibernation mode features of personal computers;
- to switch off personal computers (including both monitor and computer processing unit) after office hours;
- to switch off non-essential servers at night, on Saturday and public holidays;
- to appoint energy wardens and assign last-man-out to check the effectiveness of energy saving measures; and
- to encourage staff to walk up or down one or two storeys rather than using the lift.

## **GREEN PURCHASING**

“Green” stationery items supplied by the Government Logistics Department, such as clutch pencils, refillable ball pens, recycled pencils and furniture made of chip board, are now widely used in THB. Other green items e.g. recyclable laser printer toner cartridges and box files made of recycled paper are also ordered from contractors for office use.

It has all along been our practice to purchase only office equipment such as

photocopiers and printers with Energy Efficiency label. We also use e-tender whenever applicable.

## **STAFF AWARENESS**

The support and cooperation of staff members are always the key to the success of our green office management. For the years to come, we will continue to work closely with our staff with a view to fostering a green culture and ensuring that our offices operate in an environmentally responsible manner.



# VIEWS AND SUGGESTIONS

If you have any views and suggestions in connection with this Environmental Report, you are welcome to contact us via email at [thbenq@thb.gov.hk](mailto:thbenq@thb.gov.hk) or by fax on 2868 4643 or write to us at 15/F., Murray Building, Garden Road, Central, Hong Kong.