

Controlling Officer's Environmental Report 2003-04

Civil Service Bureau

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Introduction

This Environmental Report accounts for achievements made and measures taken in 2003-04 by the Civil Service Bureau (CSB) in green management and sets out the Bureau's green targets for 2004-05.

Environmental Policy

CSB is committed to ensuring that the operations of the Bureau are conducted in an environmentally responsible manner.



Policy Objective and Functions of Civil Service Bureau

The Policy Objective of CSB is to ensure that the civil service is honest, trustworthy, efficient and provides quality service to the public.

To ensure that this Policy Objective can be achieved, we must deliver results in a number of areas, that is, we must -

- (a) modernise the policy and practice applicable to the management of the civil service;
- (b) equip staff with the skill, knowledge and ability to deliver an efficient service to the community;
- (c) promote a culture focused on achieving results;
- (d) uphold the integrity of the civil service; and
- (e) promote staff well-being.

The activities of CSB are largely office-based. With the incorporation of the former Official Languages Agency into CSB as the Official Languages Division (OLD), CSB has a total establishment of 520 as at 31 March 2004. Our headquarters is currently located in Central Government Offices (CGO), West Wing, Ice House Street, Central which is a joint-user government building under the management of the Director of Administration. A few CSB Divisions are located outside CGO. The Secretariat on Civil Service Discipline is accommodated in leased premises at Wu Chung House, Queen's Road East, Wanchai. Since mid-2002, the Housing and Establishment Division, the Staff Relations Division, part of the Appointments Division and the Statistics Unit had been relocated to leased premises at No. 9 Queen's Road Central (9 QRC). As for the OLD, its offices are mainly located in Queensway Government Offices (QGO) which is under the management of the Building Management Committee of QGO, and the Simultaneous Interpretation Section is housed in leased premises at United Centre, Queensway. The three leased premises are managed by private management companies of the buildings concerned. Except for air-conditioning within office hours which are covered by the management fees, the electricity charges for these leased premises are borne by CSB.

On 1 April 2004, the Civil Service Training Development Institute which is accommodated in the North Point Government Offices was incorporated into CSB. The achievements made and measures taken by the Institute in respect of green management will be covered in our 2004-05 report.



Environmental Management

To implement our environmental policy, we adopt the following measures -

- (a) promoting paperless offices and raising the awareness of staff on environmental aspects within the Bureau;
- (b) applying the principles of reduction, reuse and recycling in consumption of resources and provisions of services;
- (c) reviewing critically the continued needs of printed publications and their distribution lists;
- (d) undertaking the procurement of more green supplies and environmentally sound products;
- (e) promoting a green working environment through the smoke-free work place policy and provision of more greenery and plantings in offices;
- (f) streamlining operational procedures and workflow to eliminate non-value added steps thereby facilitating reduction in resource consumption;

- (g) putting in place an effective management framework. These include appointing a directorate officer as the Green Manager and formation of cross-divisional working groups, namely the CSB Cost Savings Committee which has been formed in mid-2002 to co-ordinate measures for saving resources; a Task Force on Reduction of Energy and Paper Consumption; and dedicated divisional environmental audit teams;
- (h) conducting reviews to identify further green measures in order to seek continued improvement on environmental protection; and
- (i) in a service-wide context, encouraging colleagues to make suggestions for cost savings, including saving in energy, paper and other resources through the existing Staff Suggestions Scheme.



Key Environmental Achievements

Building on the achievements in the past years, we have continued to make positive progress in promoting green management in the Bureau. Key achievements include -

(a) Save Paper Consumption

(i) Information Sharing with all Government bureaux and departments (B/Ds) through Central Cyber Government Office (CCGO)

- Uploaded the electronic version of Civil Service Regulations (CSR), CSB Circulars and Circular Memoranda, Civil Service Newsletter and newsletters of general grades etc. onto the CCGO to which all B/Ds have access. This has significantly reduced the need to provide them in paper form.
- Uploaded the electronic version of the Summary Guide on CSRs onto CCGO to which all B/Ds can gain access to the latest version of the Guide, thereby leading to the cessation of printing 15,500 copies of the Guide as well as the amendments sheets.
- Uploaded all 22 Volumes of the "English-Chinese Glossary of Terms Commonly Used in Government Departments", writing aids and reference materials on the use of the official languages onto CCGO for access by civil servants. This has eliminated the need to produce them in paper form.
- Uploaded "A Guide on Training in the Civil Service" onto CCGO, resulting in cessation of printing 3,000 copies of the guide.
- Set up the electronic "Resource Centre on Civil Service Integrity Management" to allow access by B/Ds to reference materials relating to integrity management, e.g. guidelines on conduct and discipline, ICAC's Newsletter - "Integrity Online" etc.

through the site, leading to reduction in paper consumption and cessation of printing 180,000 copies of the "Integrity OnLine" half-yearly.

- Introduced the "Information Repository on the Administration of the Civil Service" in the CCGO. The Repository is an electronic information sharing platform which B/Ds can gain electronic access to a host of information on the administration of the civil service. This has significantly reduced the need to provide them in paper form.
- Distributed CSB Circulars, CSB Circular Memoranda and Vacancy Circulars, and SCS's letter to B/Ds by electronic means, leading to the reduction of consumption of 10,000 reams of A4 size paper annually. B/Ds are also strongly advised to further circulate these within their B/Ds by electronic means where possible.
- Distributed the Memorandum on Condition of Services and Letters of Appointments to B/Ds all by electronic means, leading to the reduction of more than 2,800 printed copies of the documents annually.



(ii) Information Sharing within CSB through CSB Intranet

- Extended the Local Area Network to all officers at Executive Officer II and above and to other officers through provision of communal terminals and launched the Confidential Mail System. All documents, including classified documents, may now be transmitted via electronic means. Facilities and technical support are also provided to staff of this Bureau to facilitate the wider use of communication through electronic means. This has resulted in reduction in paper consumption.
- Extended the Local Area Network to about 100 officers in OLD in January 2004 in line with our policy to promote paperless office. Now all staff in OLD are provided with Lotus Notes e-mail accounts. This has helped enhance internal communication and further reduce paper consumption.
- Uploaded electronic version of circulars, newsletters, training materials, Government regulations etc. on CSB Intranet for reference by CSB colleagues, thereby reducing the need for keeping hard copies by individual officers.
- Uploaded the CSB Telephone Directory onto CSB Intranet in April 2003 thereby reducing the printing of more than 1,000 copies of the directory.
- Implemented the web-based Electronic Leave Application and Processing System (eLAPS) in November 2002 to replace the existing notes-based system. In addition to

vacation leave applications, the system now also allows sick leave applications to be submitted on-line. Paper-based vacation leave and sick leave application forms are no longer required. We have also planned to extend the eLAPS to OLD and CSTDI in 2004-05.

- Launched the CSB Departmental Portal (DP) in March 2003 to provide a platform for e-transactions, including on-line access to the e-Payroll System of the Treasury, thereby reducing in paper consumption through the wider use of communication by electronic means.

(iii) Information Available for Public Access through CSB Homepage

- Uploaded the Appointments Information System, information on civil service personnel statistics and other information relating to the administration of Civil Service onto the CSB Homepage. The public and user B/Ds may search for such information as Government vacancies, entry requirements, salary of recruitment rank, personnel statistics, etc. through the Internet, thereby leading to cessation of printing 100,000 copies of "Job-opportunities in the Civil Service" and 10,500 copies of "Civil Service in Figures" annually, and reduction in paper consumption in making hard copies of the information.
- Enhanced the "Online GF 340 Application System" to allow applicants of Common Recruitment Examination as well as civil service and non-civil service vacancies to submit on-line applications. On average, about 50% of applications for Government vacancies were received on-line thereby reducing the demand for paper-based application forms. The annual consumption of the printed application forms has been reduced by 360,000 from 800,000 to 440,000 copies.
- Uploaded all 22 Volumes of the "English-Chinese Glossary of Terms Commonly Used in Government Departments", "Guidebooks on Official Chinese Writing", "Samples of Official Chinese Writing - Administrative and Personnel Matters" and "Word Power" (a newsletter to promote greater interest in Chinese and English) onto the CSB homepage for access by the public. This has eliminated the need to provide them in paper form (about 21,000 copies of the Glossary and 1,200 copies each of the Guidebooks and Samples were produced in the past).

(iv) Review the Continued Need of Printed Publications

- Regularly reviewed the continued need of printed publications and their distribution lists, and kept the number of paper publications to the minimum, leading to -

**Publications
Ceased Production**

**Printed Copies
Reduced Annually**

Staff List	1 360
Staff Biographies	700
Printed Publications	Printed Copies
Replaced by Electronic Version	Reduced Annually
Hong Kong Fact Sheet - Civil Service	4 000
Civil Service Pay Scales	1 400
Clerical Grades Staff List	650
Secretarial Class and Telephone Operators Staff List	650
Civil Service Personnel Statistics	500

- Following regular reviews of the distribution lists, reduced 6,000 printed copies of "Keep in Touch" (from 7,500 to 1,500), 73,200 copies of "Clerical and Secretarial Newsletter" (from 90,000 to 16,800) and 18,000 copies of "Sources of Finance for Civil Servants" annually, and 203,000 copies of "Civil Service Newsletter" (CSN) (from 240,000 to 37,000) quarterly, and 1,500 copies (from 15,500 to 14,000) of "Word Power" quarterly.

(v) Streamlined Procedures

- Re-organised CSB on 1 November 2002 through streamlining procedures, delaying decision-making processes and devolving authority to B/Ds on civil service management matters thereby eliminating non-value added steps, enhancing civil service efficiency and achieving economy of resources.
- Instead of centrally processed by CSB recruiting departments/grades can make use of the "Online Government Vacancies Advertising System" to post recruitment advertisements onto the CSB website and vacancy circulars onto the CCGO direct. The change has brought about reduction in paper consumption required for central processing and documentation.

(vi) Others Paper Saving Measures

- Exercised economy in the use of paper by various means -
 - * using the blank side of used paper for drafting/printing
 - * printing on both sides of paper
 - * reusing envelopes or using transit envelopes
 - * reusing loose minute file jackets
 - * minimizing photocopies
 - * using photocopiers with double-sided copying functions

- * avoiding use of fax leader pages
 - * minimizing copies of flimsies and reference copies at meetings
- Provided green boxes in offices for collection of papers used on one side for reuse.
 - Put up notices near photocopiers to remind colleagues to minimize photocopying and to copy on both sides if photocopying is unavoidable.
 - Modified the application form (CSB 31) for the Common Recruitment Examination (CRE) thereby allowing its reuse for future examinations. In addition, arrangement has been made with the Public Enquiry Service Centres of District Offices and Job Centres of the Labour Department to return unused application forms for later use. After our last CRE held in January 2004, a total of 28,640 unused application forms were returned.



(b) Save Energy Consumption

(i) Air-Conditioning

- Kept the room temperature at a reasonable level to avoid unnecessary electricity consumption in air-conditioning.
- Cleaned up air-conditioning and dust filter regularly.

(ii) Electrical Appliances and Equipment

- Replaced worn out items with energy efficient appliances and office equipment as far as practicable.
- Installed timer adapters in toilets of QGO in the last quarter of 2003 to ensure lights are switched off outside office hours. In addition, the T5 model fluorescent lamps in office corridors were replaced by the more energy efficient T8 model and the circuit of light fittings were re-arranged in early 2004 to reduce electricity consumption in QGO.
- In line with our policy to use more environmentally friendly materials, devices and equipment in refurbishment of offices, our newly refurbished offices at 9 QRC have complied with the energy efficiency requirements required by Electrical and Mechanical Services Department (EMSD) under the "Hong Kong Energy Efficiency

Registration Scheme for the Electrical Installations".

- Reduced non-essential lighting in ancillary areas in our offices at 9 QRC, including the corridor and the filing rooms. This has resulted in 236 fluorescent lamps (i.e. about 27%) being removed in June 2003 and the monthly energy consumption has, on average, reduced by 20% since then.

(iii) Energy Audit

- Environmental Audit Teams and inspection teams comprising divisional representatives conducted environmental auditing frequently to ensure compliance with the green measures and to look for improvement opportunities in green management.
- Designated staff members to conduct regular checking to ensure lights, office equipment and air-conditioners in conference rooms, common corridors and unoccupied areas, are switched off during lunch time and after office hours.

(iv) Participation in inter-departmental competition to promote awareness and best practices in energy efficiency and conservation

- The offices located at 9 QRC has participated in the Energy Efficiency and Conservation Competition launched by EMSD to compete for the "Venue Saver Awards". Participating venues compete on the percentage of electricity savings achieved during the competition period from October 2003 to September 2004 as compared to the corresponding period in the previous year. In the first half of the competition period, we have achieved a savings of around 15%.

(c) Procurement Management

(i) Purchased green supplies and environmentally sound products such as recycled papers and refillable ball pens.

(ii) Specified the use of woodfree papers which are made from woodpulp derived from renewable forests, and environmental friendly printing inks in placing printing orders with the Government Logistics Department.

(d) Waste Management

(i) Provided green boxes in offices for collection of wastes for recycling.

(ii) Collected used printer cartridges for recycling.

(e) Promoting Staff Awareness and Staff Participation

(i) Appointed a directorate officer (Principal Executive Officer (Civil Service) Management) since 1994 to act as the Green Manager to promote and oversee the implementation of green housekeeping measures within the Bureau.

- (ii) Issued internal guidelines to set out the Bureau's green housekeeping measures for compliance. Officers newly joined the Bureau are briefed on these green measures. Guidelines and tips on green housekeeping are uploaded onto the CSB Intranet and are re-circulated at half-yearly intervals to remind staff of the importance of green management as well as the green measures to be observed.
- (iii) Promoted energy and paper saving measures and encouraged staff to adopt green office practices through the CSB Staff Newsletter.
- (iv) Encouraged staff to propose green measures through the existing Staff Suggestions Scheme. Practicable proposals for saving in energy, paper consumption and other resources have been actively pursued.
- (v) Encouraged staff to participate in green activities organized in the community, such as the Community Chest Green Day in June 2003.
- (vi) Divisional representatives in CSB attended the briefing sessions on "Energy saving Tips" organized by EMSD in June 2003 to exchange views and ideas with representatives of other B/Ds on how to save energy in a simple and practical way.
- (vii) Organized the Electronic Christmas Card Design competition to raise green awareness among staff. Winning designs were uploaded onto CSB Website and Intranet for use by colleagues.
- (viii) Organized tree-planting activities bi-annually through the CSB Volunteer Team since 2003 at Nei Lak Shan of Lantau Island. On average, there were more than 40 participants and over 300 trees were planted in 2003.



- (f) Greening of offices
 - (i) Increased provision of plantings and greenery in the offices to improve office environment.
- (g) Air Quality Improvement
 - (i) Implemented the Government's "Smoke-free Workplace Policy".

(ii) Indoor air quality of offices regularly monitored by EMSD and improvements works to the ventilation system conducted as and when required to ensure good indoor air quality (IAQ).

(iii) Participated in the IAQ Certification Scheme launched by the Environment, Transport and Works Bureau and the Environmental Protection Department. After detailed testing and measurements taken by EMSD in 2003, our offices at QGO have been certified as complying with the "Good Class of the IAQ Objectives" required for the protection of employees in the workplace in early 2004. In 2004-05, other locations of CSB offices will also join the scheme where feasible.

Targets

To keep up the momentum in green management and to save resources, we have set the following saving targets for paper and energy consumption for CSB offices. Taking the Financial Year (FY) 02-03 as the base year, we aim to cut down respectively in FY 03-04, 04-05, 05-06 and 06-07 -

(a) our energy consumption (in KWh) by 1.5%, 3%, 4.5% and 6%; and

(b) our photocopying paper consumption (in ream which is equivalent to 500 sheets of A3 or A4 paper) by 2.5%, 5%, 7.5% and 10%.

In 2003-04, with the concerted efforts of all our colleagues, we have been able to surpass the saving targets both in energy and paper consumption, and our energy and paper consumption have already been reduced by 7% and 10% respectively. Promoting green management is nonetheless an on-going commitment of CSB. In 2004-05, we would continue to-

(a) explore further energy saving proposals;

(b) review the need for printed publications and to reduce the number of printed publications to the absolute minimum;

(c) actively pursue the replacement of the existing printed publications by electronic means e.g. issuing CD-ROM, uploading onto CSB Homepage or CCGO;

(d) further promote staff awareness in green management and to encourage staff participation in environmental protection activities;

(e) further encourage the use of electronic means in both internal and external communication;

(f) further develop e-learning infrastructure and to promote the wider use of e-learning;

(g) procure more green products and to require the contractors/suppliers to use environmentally sound products in their execution of service contracts; and

(h) review the effectiveness of the green measures taken and seek continuous improvement in the efficient use of resources and energy.



Feedback Mechanism

Any comments or feedback on this Environmental Report are welcome. Please send them to us by one of the following means -

E-mail : csbts@csb.gov.hk

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