

# Controlling Officer's Environmental Report 2005-06

## Civil Service Bureau

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### **Introduction**

This Environmental Report gives an updated account of the achievements made and measures taken by the Civil Service Bureau (CSB) in green management and sets out the Bureau's green targets for 2006-07.

### **Environmental Policy**

CSB is committed to ensuring that the operations of the Bureau are conducted in an environmentally responsible manner. We exercise the principle of "Reduce, Reuse, Recycle and Replace" and seek continual improvement in the efficient use of resources.



### **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 (renamed as the Official Languages Division (OLD)) and the Civil Service Training and Development Institute (CSTDI) into CSB in July 2003 and April 2004 respectively, CSB has a total establishment of 603 as at 31 March 2006. Our headquarters is currently located in the West Wing of the Central Government Offices (CGO) on Ice House Street, Central, which is a joint-user government building under the management of the Director of Administration. The offices of OLD are mainly located in Queensway Government Offices (QGO) which is under the management of the Building Management Committee (BMC) of QGO. As for CSTDI and the Secretariat on Civil Service Discipline, their offices are located in North Point Government Offices (NPGO) which is under the management of the BMC of NPGO.

A few CSB Divisions are located on 18/F, 9 QRC which is a commercial premises.



### **Green Strategies**

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

- (a) promoting paperless offices and raising the awareness of staff on environmental aspects within the Bureau;
- (b) applying the principles of "Reduce, Reuse, Recycle and Replace" 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 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 and issuing CSB Circular which provides that civil servants may wear smart casual dress in summer months to complement the energy conservation policy of the Government.



### **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. The specific green measures which have been put in place over the years and the key achievements are summarized below -

#### **(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 23 Volumes of the "Glossary of Terms Commonly Used in Government Departments" (the Glossary), writing aids, reference materials on the use of the official languages and "Word Power" (a newsletter to promote greater interest in Chinese and English) onto CCGO for access by government staff. 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.
- Uploaded the annual prospectus "Service Directory" with updated information on CSTDI training courses, seminars and web courses onto CCGO and the e-learning portal, the Cyber Learning Centre Plus (CLC Plus), resulting in reduction in printing copies of these documents.
- 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. Civil Servants' Guide to Good Practices (2005), guidelines on conduct and discipline, frequently asked questions on conduct related matters, etc. This provides electronic access to the information and has significantly reduced the need to issue hard copies of such reference materials.
- 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.
- Uploaded the Memorandum on Condition of Services and Specimen Letters of Appointments to the CCGO for download by B/Ds, thus reducing the need to provide about 5,000 hard copies for each updating exercise.
- Distributed the call circulars inviting nominations to courses/seminars by electronic means, thus resulting in the cessation of the distribution of about 300 printed copies of the call circulars in a year.



## **(ii) Information Sharing within CSB through CSB network**

- In line with our policy to promote paperless office, we have extended the Local Area Network (LAN) to officers in OLD in January 2004. Upon incorporation of CSTDI into CSB on 1 April 2004, staff in CSTDI have also been provided with access to our LAN. Now all CSB officers can access our LAN either through dedicated or shared PCs. Confidential Mail System has also been provided to those officers with operational needs. All documents, including classified documents, may now be

transmitted via electronic means. This has helped enhance internal communication and further reduce paper consumption.

- Upgraded the file servers and Lotus Notes Mail servers in CSB. With the improvement in CPU and disk capacity, server equipment was consolidated. Besides, less power consumption servers were acquired, thus reducing electricity consumption.
- Uploaded electronic version of circulars, newsletters, training materials, Government regulations and Civil Service Personnel Statistics etc. on CSB Intranet/Lotus Notes Bulletin Board for reference/sharing by CSB colleagues, thereby reducing the need for keeping hard copies by individual officers. Besides, the CSB Intranet will be enhanced to provide an enhanced channel for information sharing. More electronic version documents can be uploaded for sharing and access control function will be available for sharing of restricted information. This will be conducive to savings in paper consumption.
- Uploaded the CSB Telephone Directory onto CSB Intranet thereby reducing the printing of more than 1,000 copies of the directory.
- Full rollout of e-Leave to all CSB staff since July 2004. The system allows vacation leave and sick leave applications to be submitted on-line. Paper-based vacation leave and sick leave application forms are no longer required.
- Launched the CSB Departmental Portal (DP) since March 2004 to provide a platform for e-transactions, including inter-departmental services such as on-line access for CSB staff to the e-Payroll System of the Treasury, thereby reducing in paper consumption through the wider use of communication by electronic means.
- The Electronic Training Management System launched in 2005 enabled CSB to collect and generate government-wide training statistics electronically. It would also provide on-line management of training related administration processes and allow applications from CSB staff for CSTDI courses to be submitted by electronic means thereby reducing paper consumption.
- Promoted the wider use of e-learning thereby reducing the need to print training materials in hard copies.

### **(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 average annual consumption of the printed application forms has been reduced substantially.

- Uploaded all 23 Volumes of the "Glossary of Terms Commonly Used in Government Departments", and "Word Power" 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 were produced in the past).
- Uploaded the annual prospectus "Service Directory" onto the homepage thereby reducing the need to produce it in paper form.

**(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 -

<b>Publications Ceased Production</b>	<b>Printed Copies Reduced Annually</b>
Staff List	1,360
Staff Biographies	700
On Course Training Newsletter	54,000

<b>Printed Publications Replaced by Electronic Version</b>	<b>Printed Copies Reduced Annually</b>
Hong Kong Facts 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), 64,800 copies of "Clerical and Secretarial Newsletter" (from 90,000 to 25,200) and 25,000 copies of "Sources of Finance for Civil Servants" annually, 1,500 copies (from 15,500 to 14,000) of "Word Power" quarterly, and 211,000 copies of "Civil Service Newsletter" (CSN) (from 240,000 to 29,000) quarterly.
- Encourage colleagues and pensioners to read the e-version of CSN and ceased distribution of the CSN subscription form to new retirees with effect from 1 June 2004.
- E-version of performance appraisal forms for clerical and secretarial grades has been implemented since June 2004. It is no longer required to pre-print and stock up printed copies of the appraisal forms which might be subject to amendment from time to time following review.
- The "Glossary of Terms Commonly Used in Government Departments" is also available in CD-ROM for distribution to B/Ds.

- The Guidebooks on Official Chinese Writing (Second Edition) was produced in CD-ROM version for sale to the general public which replaced the printed version of first edition (about 1,000 copies were printed in paper form in the first edition.)

#### **(v) Streamlined Procedures**

- Re-organised CSB in 2002 through streamlining procedures, delayering 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 and December 2005, a total of 28,640 and 9,000 unused application forms were returned respectively.
- Through rationalization of returns submitted to the Statistics Unit of CSB, B/Ds were no longer required to submit half-yearly returns on "Wastage Estimates of non-directorate officers" starting from February 2006. The rationalization has brought about reduction in paper consumption required for processing the statistical returns.



## **(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.
- In line with the government's energy saving policy, we have adopted the energy saving measures of maintaining indoor temperature at 25.5°C as far as possible during summer in our office premises and encouraged staff to wear smart casual dress in summer months. Mini thermometers have been distributed to divisions to remind staff of the need to maintain the room temperature at appropriate level.

### **(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 T8 model fluorescent lamps in office corridors were replaced by the more energy efficient T5 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 offices at 9 QRC, which was refurbished in 2002, 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 on 18/F and 20/F 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, been reduced by 16%. The premises on 20/F has been released in April 2005.

### **(iii) Energy Audit**

- Environmental Audit Teams and inspection teams comprising divisional representatives conduct environmental auditing regularly 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. With the concerted effort of all colleagues, CSB has achieved an electricity savings of 16% and has won the "Office Building Saver Gold Award" in the competition.

**(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.
- (iii) Encourage staff to use recycled paper whenever possible.

**(d) Waste Management**

- (i) Provided green boxes in offices for collection of wastes for recycling.
- (ii) Collected used printer cartridges and CDs for recycling.

**(e) Greening of offices**

- (i) Increased provision of plantings and greenery in the offices to improve office environment.

**(f) 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, our

offices at QGO and 9 QRC have been certified as complying with the "Good Class of the IAQ Objectives" required for the protection of employees in the workplace.

**(g) Promoting Staff Awareness and Staff Participation**

(i) Appointed a directorate officer (Principal Executive Officer (Civil Service) Management) 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.

(vi) Shared and exchanged views and ideas with representatives of other B/Ds in implementing energy saving measures in the briefing sessions and experience sharing sessions organized by EMSD. Being the "Office Building Saver Gold Award" awardee, CSB representative gave a presentation in the Energy Efficiency and Conservation Competition experience sharing session in February 2005 to share our successful experience in achieving reduction in energy consumption.

(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 450 trees have been planted since 2003.



## Targets

To keep up the momentum in green management and to save resources, we have set 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%.

With the concerted efforts of all our colleagues, we have been able to reduce our energy and paper consumption by more than 10% each since 2004-05, already surpassing the overall saving target of 6% for energy consumption and 10% for paper consumption by 2006-07. Promoting green management is nonetheless an on-going commitment of CSB, and by reinforcing our good efforts, we strive to sustain our achievement. In 2006-07, 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](mailto:csbts@csb.gov.hk)

Fax : 2868 5069

Post : Civil Service Bureau  
10/F, Central Government Offices, West Wing,  
Ice House Street, Central, Hong Kong.

**Civil Service Bureau**

**July 2006**