

# Environmental Report 2001

中文



# Contents

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering Committee](#)

[Principal Environment Results in 2001](#)

[Environmental Conservation Activities](#)

[Working Environment](#)

[Communication with Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[中文](#)



## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Message from the Director



EMSD launched the Environmental Management System (EMS) project in 1999, shortly after the establishment of Quality Management System (QMS). We received the ISO 14001 Corporate Certificate in 2000, and in the same year we also formalised our Safety Management System for achieving OHSAS 18001 Corporate Certification in 2001.

Building on this experience, we have now decided to unite the quality, environmental, and occupational health and safety aspects of our operations into a single Integrated Management System (IMS). Our goal is to strengthen our commitment to these vital areas of our operation within 2002.

This report details what we have accomplished over the past year. With regard to Government environmental initiatives, we help promulgate and implement energy efficiency programmes. In 2001, we have completed the target of conducting 154 energy audits in major government and public buildings. With the implementation of improvement work for all the Energy Management Opportunities (EMOs) identified, we estimate a cumulative energy savings of approximately 46 Tera Joules (TJ) per year had been achieved. Our active involvement in building the liquefied petroleum gas (LPG) filling station infrastructure for the LPG vehicles scheme has helped to accelerate the changeover of diesel taxis to LPG models. At the end of 2001, there were a total of 19 LPG filling stations in operation and over 14,100 LPG taxis on the road. Another 26 LPG filling stations are scheduled to be in operation by the end of this year.

With regard to our own housekeeping, we have strived to comply with all environmental requirements. Moreover, we believe that compliance is a starting point and that continuous improvement through the “Plan-Do-Check-Act” principle of the Environmental Management System implemented in 2000 is vital for our contribution towards sustainable

development. Looking ahead, there will be many changes and challenges to the Department with respect to our triple role, namely as corporate citizen, regulatory authority and service provider. Notwithstanding these, we pledge that our commitment to environmental performance will remain undiminished.

September 2002

Roger S.H. Lai

Director of Electrical and Mechanical Services

## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

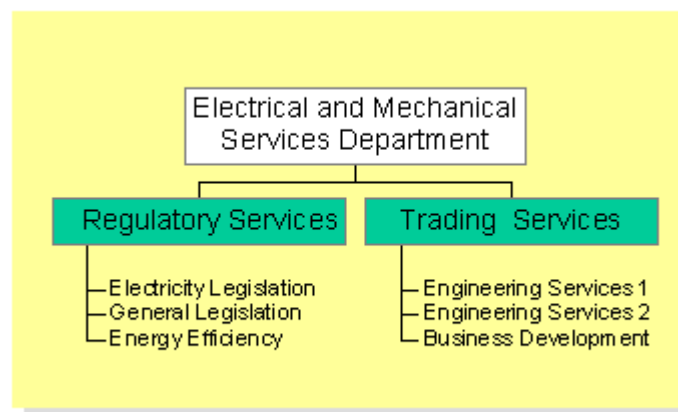
[Feedback](#)

[Content](#)

# Profile of Organisation



The following chart shows the key organisational structure in EMSD:



The Trading Services arm has around 4,500 staff. It provides electrical and mechanical engineering services to other Government departments and public bodies. The Regulatory Services, with a work-force of 360, enforces legislation in electrical safety, gas safety and mechanical safety; as well as promoting public awareness and practices in energy conservation and efficiency. EMSD thus has three major roles in contributing to environmental protection and conservation.

- **As a good corporate citizen** - we ensure our employees are well trained in environmental awareness and practices; and that our daily operations are conducted in such a way as to be in compliance with all relevant environmental legislation and standards.

- **As a responsible service provider** – we ensure that services provided to clients are conducted in an environmental-friendly manner; and we advise clients on technology options that are financially viable and environmental-friendly.
- **As a regulatory authority for promotion of energy efficiency in the community** – we implement energy efficiency programmes to help raise public awareness on energy conservation and efficiency.

## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Goal, Policy and Steering Committee



## Goal and Policy

As a good corporate citizen, the Department has put in place its Environmental Goal since 2000. Established by senior management in consultation with EMSD employees, it describes the Department's environmental vision and objectives. To ensure that this Goal is fulfilled, EMSD has drawn up an environmental policy. The policy is reviewed from time to time by the Quality, Environment and Productivity Steering Committee (QEPSC) and approved by senior management.



### Our Goal:

The management and staff of the Electrical and Mechanical Services Department are committed to building a better environment through an ongoing conservation, protection and improvement programme.



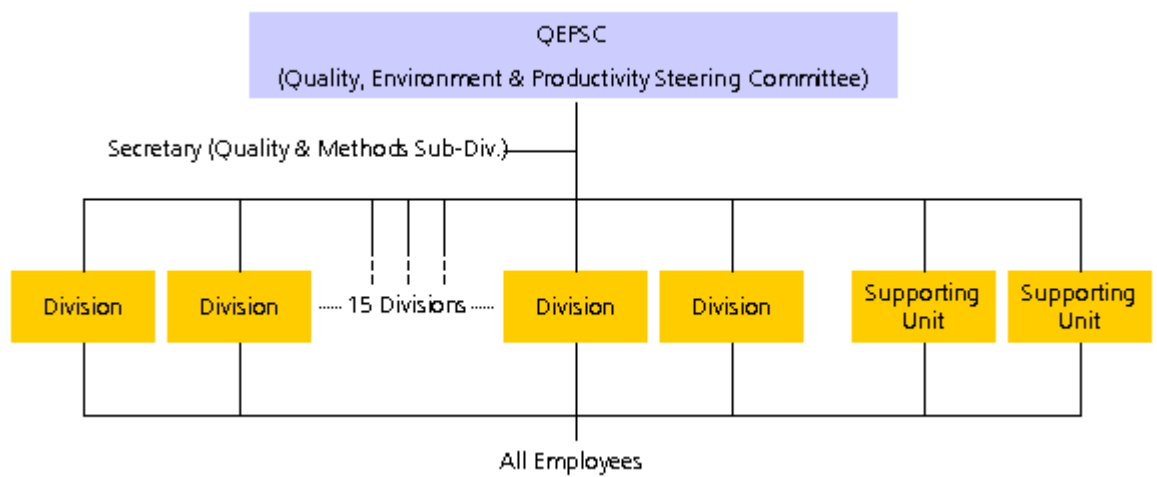
### Our Policy:

- ✿ To take pride in ourselves as a responsible organisation that is helping to build a better environment.
- ✿ To take every reasonable and practicable measure to conserve resources, minimize the generation of waste and prevent pollution in each and everyone of our business operation processes.
- ✿ To comply with green legislation as the baseline of our operations and to ensure that all staff behave accordingly.
- ✿ To encourage our contractors and their staff to be equally friendly to the environment.
- ✿ To ensure that our environmental management system conforms to internationally recognised ISO14001 standards.



### Steering Committee

In addition to our dedication to environmental conservation and protection, we are also committed to providing and maintaining a safe environment for employees. To fulfil this commitment, the QEPSC was established in 1996. It is chaired by an Assistant Director with members from each Division/Strategic Business Unit (SBU) and supporting units. The steering committee receives broad-term directives from senior management and is responsible for establishing environmental, safety, quality and productivity initiatives. These initiatives are then cascaded to member representatives who will be responsible for the coordination, implementation and promotion of these initiatives in their respective units, and also for reporting back to the QESPC for approval.



# Environmental Report 2001

## Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

## Principal Environmental Results



Below is a review of the progress made on our major activities in 2001:

Main Objectives	Target	Results in 2001	Page Reference
Environmental Management System (EMS)	In order to continuously improve the EMS, it is essential for all Strategic Business Units to acquire, sustain and conform to ISO 14001 certification standards.	All ISO 14001 certificates in the 10 Strategic Business Units (SBU) have been rationalised and have successfully gone through all surveillance audits and renewal certification. This year, 9 SBUs have their Quality, Environmental & Safety Management Systems united as an Integrated Management System (IMS).	P12-14
Protecting the environment	<ul style="list-style-type: none"> <li>Reduce vehicle emissions.</li> <li>Establish a collection and recycling system.</li> <li>Increase the use of recycled paper.</li> </ul>	<ul style="list-style-type: none"> <li>Downward trend in number of diesel vehicles in the Government vehicle fleet.</li> <li>The collection and recycling system was well maintained and sustained throughout the year.</li> <li>Widespread use of recycled paper within EMSD.</li> </ul>	P6
Conserving the environment	<ul style="list-style-type: none"> <li>Reduce energy consumption or maintain energy consumption at current levels.</li> <li>Implement energy conservation measures through the promotion of DSM.</li> <li>Promote energy efficiency labelling scheme for household appliances and office equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Downward trend in consumption per capita values of electricity and town gas in EMSD venues.</li> <li>Launched the air-conditioning DSM initiatives.</li> <li>The number of EELS labels issued has reached 1,200.</li> </ul>	P6-8

	<ul style="list-style-type: none"> <li>Promote and implement energy management opportunities (EMO).</li> <li>Promote and implement the Hong Kong Energy Efficiency Registration Scheme for Buildings (HKEERSB).</li> </ul>	<ul style="list-style-type: none"> <li>More than 154 audits conducted with a cumulative energy savings of over 46TJ.</li> <li>The number of certificates issued has reached 100.</li> </ul>	
<p>Improving the environment</p>	<ul style="list-style-type: none"> <li>Improve Indoor Air Quality for buildings in Hong Kong.</li> <li>Establish proper measures to reduce air, soil and water pollution in our housekeeping.</li> <li>Support cleaner fuel options for vehicles.</li> <li>Promote the energy efficiency of air-conditioning systems such as wider-use of water cooled systems.</li> </ul>	<ul style="list-style-type: none"> <li>Satisfactory progress achieved on IAQ survey and preparation for the certification of Government buildings.</li> <li>No abnormality reported in 2001.</li> <li>Active participation in the LPG vehicles scheme, which helped accelerate the replacement of diesel taxis with LPG models and increase the number of LPG filling stations from 12 in 1999 to a total of 19 at the end of 2001.</li> <li>A pilot scheme was launched in May 2000 on the wider-use of fresh water for water-cooled air-conditioning systems in non-domestic buildings in designated areas.</li> </ul>	<p>P8-9</p>

## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Conservation Activities

## *Protecting the Environment*

[| Protecting the Environment](#) | [Conserving the Environment](#) | [Improving the Environment](#) |



### Vehicle Emissions

At EMSD, we provide service maintenance for the Government's 6,200 fleet of vehicles; we play a significant role in ensuring that emissions from the Government fleet are reduced to a minimum. The number of the diesel vehicles in the Government fleet has decreased from 2,218 in 1999 to 1,578 in 2001.



### Waste Collection, Disposal & Recycling



Over the years, EMSD has handled and disposed a considerable amount of industrial and chemical waste in an environmentally responsible manner. Collected items are carefully stored and transported before being disposed of in accordance with regulatory requirements.

At the same time, we also take a proactive approach to prevent excessive use of these substances to ensure the generation of such waste is kept to a minimum.





## Use of Recycled Paper



EMSD conducted a study on new and recycled paper to identify their implications to our daily operations. Starting from late 2001, EMSD began the wide-spread use of environment-friendly recycled office printing papers made from recycled fibre sources.

# Environmental Report 2001

## Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering Committee](#)

[Principal Environmental Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Conservation Activities

## Conserving the Environment

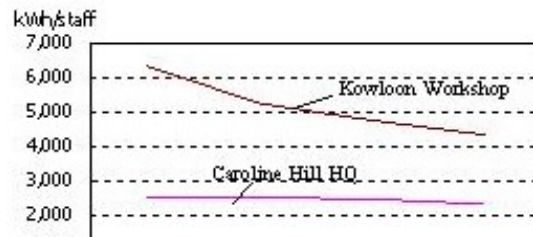
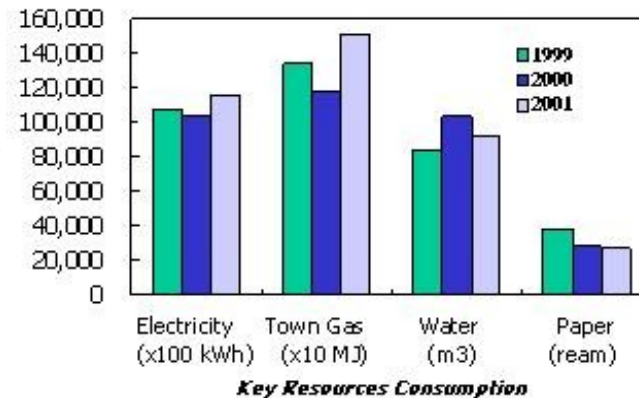
[Protecting the Environment](#) | [Conserving the Environment](#) | [Improving the Environment](#) |



### Energy and Resource Savings

According to our statistics, consumption of water and paper has been reduced by 10.6% and 4.5% respectively from the year 2000 levels.

Despite increases in gas and electricity consumption due to additional business activities and a new depot being put into operation, consumption per capita values in both our Caroline Hill Headquarters and Kowloon Workshop have been exhibiting downward trend since 1999.



Some resource consumption levels remain less satisfactory; however, it should be mentioned that since EMSD is an engineering service provider, the facilities or equipment we service may vary with time and beyond our

reasonable jurisdiction. Thus, some figures depicted may not correlate directly with our performance. When studying these figures, it should be noted that, in fact, they reflect the consumption of a particular resource or waste product collected and recycled in our operation.



### **Demand Side Management (DSM)**

As part of the its policy to promote efficient use and conservation of energy through DSM, the SAR Government signed agreements with power companies in May 2000 for the implementation of DSM programmes by the companies. During the programme implementation period, EMSD monitors the performance of these programmes, and coordinates the power companies' efforts.





## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Conservation Activities

## *Improving the Environment*

| [Protecting the Environment](#) | [Conserving the Environment](#) | [Improving the Environment](#) |



### Indoor Air Quality (IAQ)

EMSD has pioneered periodic IAQ measurement for its clients since the mid-1990s. Over the past several years, EMSD has been actively involved in formulating the IAQ management programme and assisting in the preparation of Guidance Notes for participation and certification in the programme. In 2001, we surveyed 72 buildings in a pilot scheme. The experience gained in this pilot scheme has been fed back to the Environmental Protection Department and other concerned bureaux/departments to help mapping out the way forward.



### LPG Vehicles

As Hong Kong's Authority on Gas Safety, we are closely involved in regulating all the safety aspects of the LPG schemes. These include mandatory safety controls and approvals of LPG vehicles, LPG filling



stations, LPG vehicle workshops and competently trained LPG mechanics. In addition, our active involvement in coordinating the construction of all LPG filling stations has helped to accelerate the development of an improved auto-LPG filling station network and speed up the replacement of diesel taxis with LPG models. As at the end of 2001, there were a total of 19 LPG filling stations in operation and over 14,100 LPG taxis on the road. We expect another 26 LPG filling stations to become operative by the end of this year. We will continue to work with other Government departments towards the eventual replacement of all the 18,000 diesel taxis in Hong Kong with LPG models by the end of 2005.

## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organization](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Working Environment



While we care for our environment and appreciate its effect on our health and future well-being, we consider it equally important to care for the occupational health and safety (OH&S) of our employees. We trust that a healthy, safe and comfortable working environment will help to create a harmonious corporate culture. We aspire to make EMSD an attractive workplace with interesting job challenges, high job satisfaction, co-operative values, low absenteeism and zero work injury.

We began establishing our Occupational Health and Safety Management Systems in 2000. As we stated last year, our aim is to achieve OHSAS 18001 certification in each business unit. We are pleased to report that we were awarded an OHSAS 18001 Corporate Certificate in October 2001, after external accreditation for nine business units (*details of the certificates are shown in Annexes*). We have not been complacent after attaining this achievement and we are now working to extend this system to our Regulatory Services arm to ensure full compliance with our stated policy.

## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Communication with Stakeholders and the Public



We recognise the legitimate interest that our stakeholders, including our clients and employees, and the general public, have in our environmental performance. We have communicated to them our environmental report since 1999. We will continue to prepare our environmental report annually and publish it on our website.

As a service provider, we are committed to working together with our clients to bring about improvement in environmental performance.

As a regulatory authority, we have prepared various informative pamphlets to promulgate the Energy Efficiency Labelling Scheme (EELS) in order to raise public awareness on the energy efficiency of domestic and office type electrical appliances. Details of such pamphlets are available from the EMSD web-site on <http://www.emsd.gov.hk> ([Communication pamphlets](#)).



## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Environmental Management

## *Environmental Management System (EMS)*

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[| EMS](#) | [IMS](#) | [Audit Mechanism](#) | [Education and Awareness](#) |

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At EMSD, we implement a common set of policies for all business and supporting units. The individual units are themselves responsible for safeguarding the environmental issues. The Quality and Methods Sub-division acts as a facilitator for all environmental management systems, whilst QEPSC ensures the implementation of corporate goals and policies.



### **Environmental Management System**

Good environmental management is essential if we are to be efficient and effective in our environmental efforts. The EMS we instituted in 2000 closely follows the international environmental standard ISO 14001:1996. Under the EMS, we follow the “Plan-Do-Check-Act” model. Compliance and other environmental considerations are integrated into the planning, implementation, improvement, and review phases of all our activities. This means that EMSD will continuously monitor the effectiveness of the EMS through ongoing self-assessment of aspects of environmental significance and by evaluating reportable occurrences and non-conformance incidents. Corrective actions are established where needed and monitored by the EMS tracking systems. Each EMSD Division individually assesses the EMS according to ISO 14001:1996 standards (details of the certificates are shown in Annexes) at six-monthly intervals.

## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Environmental Management

## *Integrated Management System (IMS)*

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[| EMS](#) | [IMS](#) | [Audit Mechanism](#) | [Education and Awareness](#) |

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To bring synergy to our management systems, we decided in 2001 to upgrade all of our quality management systems to the ISO 9001:2000 standard and bring together quality, environmental and health and safety as a single Integrated Management System by the end of 2002.

## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Environmental Management

## *Audit Mechanism*

| [EMS](#) | [IMS](#) | [Audit Mechanism](#) | [Education and Awareness](#) |



To periodically verify that the EMS is operating effectively as intended, internal and external audits are conducted. Compliance with regulatory requirements is verified through routine and periodic inspections, and operational evaluation. Internal EMS audits are conducted by a pool of more than 100 environmental auditors who are conversant with ISO 14001 auditing skills. In addition to internal audits, we also invite an independent external certification body to conduct ISO 14001 surveillance audits and further ensure our compliance with international standards. This audit mechanism is designed to ensure that any non-conformance is regularly identified and addressed.

**Internal audit: –**  
Auditors, who have no direct relationship with the SBU being examined, carry out audit with an independent attitude.



**External audit: –**  
Certification Body to ensure compliance with international standards.

**Regular inspection and operational evaluation: –**  
As a good corporate citizen, we carry out regular inspection to ensure regulatory compliance.

## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)

# Environmental Management

## *Education and Awareness Training*

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[| EMS](#) | [IMS](#) | [Audit Mechanism](#) | [Education and Awareness](#) |

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We organised environmental awareness and environmental management implementation training programmes for our employees and new recruits. These serve to raise environmental awareness and ensure that our people are competent to carry out their environmental responsibilities. Specifically, they would have the skills and knowledge to implement the EMS in their Units. The training programmes include general awareness for all employees, regulatory-compliance training for selected employees, and specific courses for managers and internal auditors. So far, more than 3,100 man-days have been invested in the above training initiatives. In addition, we have included environment-related instruction as part of the ongoing EMSD training plan to ensure our employees' knowledge is regularly refreshed and updated.



## Environmental Report 2001

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)



# Independent Verification



### **Purpose of the verification**

P-E Handley Walker (HK) Ltd. was commissioned by the Electrical and Mechanical Services Department (EMSD) to perform an independent verification on the report layout, wording and the accuracy of the data in the context of a public corporate environmental report.

### **Scope of the verification**

The verification is focused on coverage of the report and accuracy of the reporting system on environmental performance.

The relevant documents of the key information and data from all Divisions of the EMSD were reviewed and the pertinence of the data to the calendar year 2001 was also verified.

### **Verification Statement of the Corporate Environmental Report**

Our verification results confirm that the data presented is consistent with the materials, and that the system used to collect, maintain and analyze the data is also effective.

Our verification results also indicate that the EMSD has presented a comprehensive, fair and balanced disclosure of information of their Environmental Performance.

EMSD has made a notable achievement in meeting its objectives and targets in fulfillment of its environmental policy. For those on-going environmental targets, progress is generally satisfactory.

During the verification process, we have noticed an increased consumption in industrial resources as evidenced from the year 2000 and 2001 data due to the full scale operation of two depots and the increased loading for vehicle modification and body overhaul in this year.

Particularly noteworthy is the Department's effort in achieving the improvement works for the Energy Management Opportunity Programme and the pro-active involvement in Gas Safety and LPG vehicles Scheme in Hong Kong.

#### **Recommendations for future Reports**

EMSD is undergoing active strategic role on the Demand Side Management with the utility companies. It is recommended that the development of this programme such as the Energy Efficiency Rebate Programme can be highlighted in this report in future.



Tommy Lau  
Principal Consultant  
Compliance Services  
P-E Handley Walker (HK) Ltd.

# Environmental Report 2001

## Annexes

### Directory

[Message from the Director](#)

[Profile of Organisation](#)

[Goal, Policy and Steering  
Committee](#)

[Principal Environmental  
Results](#)

[Conservation Activities](#)

[Working Environment](#)

[Communication with  
Stakeholders and the Public](#)

[Environmental Management](#)

[Independent Verification](#)

[Annexes](#)

[Feedback](#)

[Content](#)



### Key Environmental Figures

#### *Office Waste Recycling*

	Waste Paper (kg)	Used Batteries (kg)	<sup>1)</sup> Toner Cartridges (no.)	<sup>2)</sup> Room Cooler (no.)	Unserviceable Computer (no.)	Refrigerator (no.)
<b>1999</b>	5,891	--	--	1,105	120	252
<b>2000</b>	17,362	5,99	173	1,065	213	296
<b>2001</b>	26,898	3,122	1,276	1,470	347	335

<sup>1)</sup> Particular type only

<sup>2)</sup> Six-year replacement cycle with trade-in of old unit is on-going

#### *Industrial Waste Recycling*

	Spent Vehicle Battery (no.)	Metal Scrap (kg)	<sup>3)</sup> Waste Oil (l)	Damaged Traffic Bollard (no.)	Condemned Vehicle (no.)	Used Vehicle Tyre (no.)	CFC Refrigerant (kg)	<sup>5)</sup> Other Chemical Wastes (kg)
<b>1999</b>	3,696	47,805	155,500	3,920	846	442,350	1,000,000 <sup>(4)</sup>	--
<b>2000</b>	3,920	45,401	142,387	4,225	842	370,485	1,955	21,448
<b>2001</b>	4,880	56,097	236,750	4,040	731	440,910	2,089	30,040

<sup>3)</sup> Increase in activities

<sup>4)</sup> Aggregated amount up to 1999 for the CFC replacement programme

<sup>5)</sup> Oily wastes, etc.

### Office Resource Consumption

	<sup>6)</sup> Electricity (kWh)	<sup>6)</sup> Town Gas (MJ)	Water (m3)	<sup>10)</sup> Paper (ream)	<sup>11)</sup> Envelope (no.)
<b>1999</b>	10,681,557	1,422,816	84,216	38,323	355,161
<b>2000</b>	10,370,343	1,336,176 <sup>(8)</sup>	103,535	28,355	233,522
<b>2001</b>	11,516,845 <sup>(7)</sup>	1,506,624 <sup>(9)</sup>	92,525	27,088	327,554

<sup>6)</sup> Despite the increase in consumption, the electricity and town gas consumption per capita values have been exhibiting a downward-trend since 1999 (e.g. the electricity consumption per capita value in Caroline Hill Headquarters and Kowloon Workshop has been decreasing from 2,537 to 2,464 and 6,341 to 4,751 respectively from year 1999 to 2001).

<sup>7)</sup> New depots in service    <sup>8)</sup> Boiler plant replacement    <sup>9)</sup> Increase in activities    <sup>10)</sup> A4 size

<sup>11)</sup> Periodical fluctuation in consumption due to publicity campaigns (e.g. electrical and gas safety).

### Industrial Resource Consumption

	Paint & Solvent (l)	Kerosene (l)	Lubrication Oil (l)	Grease (kg)	Refrigerant R22, R134a (kg)	<sup>12)</sup> Industrial Gas (m3)
<b>1999</b>	31,044	--	124,849	1,362	592	1,798
<b>2000</b>	31,580	5,717	139,384	1,732	30,509	2,650
<b>2001</b>	35,272	918	153,130	802	20,490	3,721 <sup>(13)</sup>

<sup>12)</sup> Oxygen, Argon & Acetylene    <sup>13)</sup> Increase in vehicle operation

### Vehicle by Engine Type

	Petrol		Diesel		LPG		Electric		Others <sup>#</sup>	
	Public*	Government**	Public*	Government**	Public*	Government**	Public*	Government**	Public*	Government**
<b>1999</b>	345,008	5,330	149,188	2,218	329	--	--	1	--	--
<b>2000</b>	359,015	4,743	146,172	1,662	4,247	2	52	--	54	--
<b>2001</b>	368,956	4,667	135,143	1,578	14,172	5	43	--	1	--

\* Data from Transport Department

\*\* Vehicle maintained by EMSD

# Wankel

engine

### ***Vehicle Service Resource Consumption***

	<b>Sulphuric Acid (kg)</b>	<b><sup>14)</sup>Battery Electrolyte (l)</b>	<b>Tubeless Tyre (no.)</b>	<b>Outer Cover Tyre (no.)</b>	<b>Inner Tube (no.)</b>
<b>1999</b>	5,680	--	10,811	4,122	1,160
<b>2000</b>	4,855	860	11,488	2,859	534
<b>2001</b>	435	6,370 <sup>(15)</sup>	23,936 <sup>(16)</sup>	6,182	322

<sup>14)</sup> 4-litre pack

<sup>15)</sup> Increase in use of package-type electrolyte battery

<sup>16)</sup> Periodic fluctuation due to operational need



## **ISO14001 and OHSAS18001 Certificates**

### ***ISO14001 Certificates of EMSD***

<b><i>Unit/Division/Sub-division</i></b>	<b><i>Certificate No.</i></b>
Corporate Certificate for EMSTF	HC006
Airport Sector Division	CC1803
Corporate Services Units	CC1765
General Engineering Services Division	CC2021
Health Sector Division	CC1804
Municipal Sector Division	CC1820
Project Division	CC1839
Regulatory Services	CC1985
Supplies Sub-division	CC1845
Transport, Security and Central Services Division	CC1826
Vehicle Engineering Division	CC1805

***OHSAS 18001 Certificates of EMSD***

<b><i>Unit/Division/Sub-division</i></b>	<b><i>Certificate No.</i></b>
Corporate Certificate for EMSTF	HC011
Airport Sector Division	CC2051
Corporate Services Units	CC2067
General Engineering Services Division	CC2091
Health Sector Division	CC2087
Municipal Sector Division	CC2070
Project Division	CC2094
Supplies Sub-division	CC2097
Transport, Security and Central Services Division	CC2100
Vehicle Engineering Division	CC2077

## Feedback Form on EMSD's Corporate Environmental Report 2001

1. Which aspect of the report do you find most useful?

	Yes	No	No comment
Profile of the Organisation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Goal, Policy and Steering Committee	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Principal Environmental Results in 2001	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conservation Activities	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working Environment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Communication with Stakeholders and the Public	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Environmental Management	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Annexes	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

2. Which aspect of the report would you like more information?

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3. How do you think EMSD could further improve our environmental and OHS performance?



4. Which part of the report do you find most interesting?

	Yes	No	No comment
Profile of the Organisation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Goal, Policy and Steering Committee	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Principal Environmental Results in 2001	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Conservation Activities	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working Environment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Communication with Stakeholders and the Public	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Environmental Management	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Annexes	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

5. Do you find the report informative?

Yes  No  No comment

6. Do you have any new initiatives on indoor air quality, energy efficiency, renewable energies and the use of electricity or other fuel resources consumption?

Yes  No  No comment



7. Other comments and suggestions, please specify.

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8. How can we convey our feedback to your comments/suggestions?

(Please provide email or contact detail for us to follow up.) - Optional

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Readers without internet e-mail access, please send your hardcopy feedback form to Quality & Methods Sub-division, EMSD. (Attn: Quality and Methods Manager, Fax: 2882 1574)

