

**October
2005**

A Triple Bottom Line Approach

Environmental Report 2004





Mangrove forests are one of the most productive and bio-diverse wetlands on earth. Yet, these unique coastal tropical forests are amongst the most threatened habitats in the world.

Growing in the inter-tidal areas between land and sea, mangroves provide critical habitat for a diverse marine and terrestrial flora and fauna.

Healthy mangrove forests are key to a healthy marine ecology.

Director's Message

This is the sixth Environmental Report of the Electrical and Mechanical Services Department and has continued adopting the Triple Bottom Line (TBL) format, reporting our performance against environmental, social and economic parameters in an integrated approach.

The TBL reporting not only speaks for the openness and transparency we embrace in communicating with stakeholders our performances in the three dimensions but also paves the way for us in compiling an all-encompassing sustainability report in future.

Aiming for a better quality of life for the Hong Kong public represents an underlying principle of our day-to-day operation. In our dual role as an E&M engineering service provider and public safety guardian, we see the TBL reporting as a strategic move towards our mission of bettering the quality of life of the community.



Roger S. H. Lai
Director of Electrical and Mechanical Services

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About this Report

EMSD has published an annual Environmental Report since 1999. This year we have continued adopting the Triple Bottom Line (TBL) format, reporting our performance against environmental, social and economic parameters in an integrated approach. At the same time, we also use environmental, social and economic performance indicators developed by Global Reporting Initiative* to measure and improve our performance in these three dimensions.

Based on the operations of EMSD for the calendar year 2004 (unless otherwise specified), the report covers both Trading Services and Regulatory Services, and encompasses all geographic locations of EMSD. For further information about our services, please refer to the EMSTF Annual Report# and Regulatory Services - An Achievement Overview, both of which can be found on our website at www.emsd.gov.hk.



* The Global Reporting Initiative (GRI) is an independent institution whose mission is to develop and disseminate globally applicable Sustainability Reporting Guidelines for voluntary use by organisations.

#EMSTF - Electrical and Mechanical Services Trading Fund

Triple Bottom Line Performance at a Glance

Environmental

- Since the introduction of internal power-saving measures in 2002/03, the electricity consumption of our major offices – the Caroline Hill Headquarters and the Kowloon Workshop – has continued to decline gradually. Through heightened awareness and persistent effort in energy saving, we achieved our 2004 target of a 1.5% saving, equivalent to about 123,964 kWh.
- With the introduction of the first phase of our Electronic Document Management System (eDMS) and our discipline in reducing paper usage, we have reduced our paper consumption in 2004 to 28,386 reams, achieving our 2.5% reduction target.

Social

- In an effort to retain a pool of experienced workers and to enhance staff dedication and loyalty for the EMSTF operation, we took the lead to extend the duration of contract for non-Civil Service staff to a maximum of two years.
- Along similar lines for smooth operation of EMSTF, we provide training for non-Civil Service staff based on operational needs.
- As a participant in the Government's Youth Work Experience and Training Scheme, we provided 20 training places to young recruits in 2004.
- Our OHS accident rate continued to remain at low level of 9.1 in 2004/05 (9.12 in 2003/04).
- We held over 90 road shows and carnivals throughout the year to promote electrical, mechanical and gas safety as well as energy efficiency and attracted more than 12,000 persons to join.

Economic

- EMSTF continued to report positive financial performance with 11.3% in the Return on Revenue (ROR) and 40.4% in the Return on Average Net Fixed Asset (ANFA). In 2003/04, we achieved 11.5% in ROR and 34.7% in ANFA.
- There were about 5,000 staff employed in EMSD last year.
- We let out contracts totalling more than \$1,166 million for the provision of goods and services.

INTRODUCTION

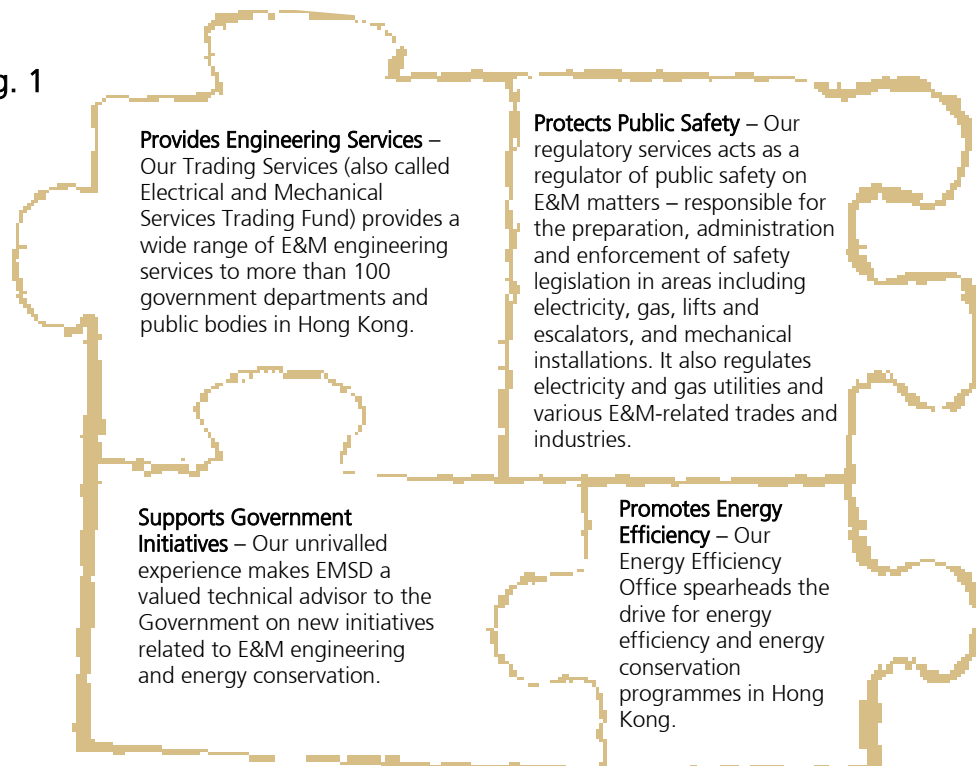
About EMSD

At the end of 2004, EMSD had around 5,000 employees within an operating structure organised along two service lines, Regulatory Services and Trading Services, to meet the needs of Hong Kong in four major areas (Figure 1).

The **Regulatory Services** arm operates a number of divisions specialising in electrical safety, mechanical safety, gas safety, energy efficiency and conservation, and utilities monitoring.

The **Trading Services** arm operates a number of strategic business units, each catering to the needs of a specific group of government departments and public sector bodies.

Fig. 1



Governance

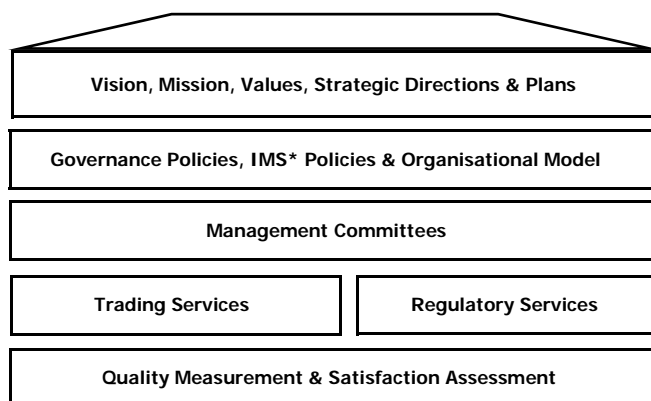
EMSD is a government agency with a clearly defined organisational structure. Various legislation, policies, circulars and instructions are in place to govern our organisational practices. The following are of major importance to the operation of our business:

- Public Finance Ordinance
- Trading Fund Ordinance
- EMSTF Framework Agreement

In addition to the relevant policy bureaux to which EMSD is accountable, our operations are also subject to independent monitoring by LegCo, the Ombudsman and the Director of Audit.

Management Framework

The diagram below highlights the key elements that define and guide the management of EMSD.



* IMS - Integrated Management System

Vision, Mission and Values

Regulatory Services

Vision

To be the government agency that makes Hong Kong a top-ranking city in E&M safety and in the utilisation of energy.

Mission

To enhance the safety and the quality of life of our community by ensuring that E&M and energy technologies are harnessed in a safe, reliable, economical and environment-friendly manner.

Values

- Expertise
- Integrity
- Reliability
- Commitment

Trading Services

Vision

To be the most preferred E&M engineering service provider in Hong Kong.

Mission

To give our community a better quality of life by providing our customers and the public with total engineering solutions and service excellence.

Values

- Customer focus
- Caring
- Integrity
- Service excellence
- Commitment

INTRODUCTION

Policies and Systems

As we seek to meet and exceed the expectations of our customers, our staff, and the community at large, we are committed to the following policies:

Quality – achieving service excellence and total customer satisfaction through the implementation of Total Quality Management;

Human Resources – enhancing corporate core competencies and business performance through continuous development of human resources;

Safety and Health – achieving and maintaining a high standard of safety and health at work; and

Environment – building a better environment through an ongoing environmental conservation, protection and improvement programme.

Stakeholders & Communication

As a government agency, EMSD primarily serves four stakeholder groups:

- Client customers
- Policy bureaux
- Employees
- The community

Other stakeholders include suppliers and contractors, industry and business organisations, and professional and trade associations.

Recognising the importance of maintaining two-way communication with our stakeholders, we have in place a variety of communication channels and engagement mechanisms. These include customer liaison groups, staff consultative committees, regular consultations with trade associations and professional institutions, and an array of E&M safety and energy efficiency programmes.

Through established communication channels with a wide range of groups and individuals, we are able to promote a genuine understanding of how we operate and what we contribute through our service, and also to solicit views and opinions on environmental, social, energy, regulation and safety issues.

Both our staff and customer satisfaction surveys are conducted once every two years. We are pleased to report record high scores on both surveys – 6.5 on a scale of 10 in the 2003 staff survey, and 5.97 out of 8 in the 2004 customer survey.

Other stakeholder surveys include a perception survey on our services and a public awareness survey on E&M safety and energy efficiency issues. Our latest endeavours include a trade survey commissioned in February 2005, covering the various trades in the E&M sector. Results of the survey would be available in end 2005 and should give us pointers to the trade's expectations and its perception of our services and performance.

EMSD's Triple Bottom Line Reporting

The Triple Bottom Line (TBL) concept was first introduced in the 2003 edition of our Environmental Report, where we covered our economic and social activities in addition to our environmental performance, in partial compliance with the GRI requirements.

As a government agency as well as a progressive organisation, we regard sustainable development as a principal directive in our day-to-day operation. The TBL reporting thus represents the openness and transparency we embrace in communicating our environmental, social and economic performance with stakeholders. Moreover, it is a good opportunity for us to appraise our areas of improvement in the three perspectives of TBL performance.

In our dual role as an E&M engineering service provider and public safety guardian, we see the adoption of the TBL format as a strategic move towards our mission of bettering the quality of life of the community.

About Triple Bottom Line Reporting

The term "Triple Bottom Line" was first used by management consultant John Elkington in 1997. The philosophy focuses on not just economic benefits but also the environmental and social values an organisation adds and sometimes destroys. At its narrowest, the term "Triple Bottom Line" is used as a framework for measuring and reporting corporate performance against economic, social and environmental parameters. At the broadest, the term is used to capture the whole set of issues and processes that organisations must address to create positive social, environmental and economic values, whilst minimising any harm or damage caused by their activities. Achieving this involves clarity of reporting purpose and taking into consideration the needs of stakeholders, such as shareholders, customers, employees, business partners, governments, and the public.

INTRODUCTION**CASE STUDY***New Headquarters in Kowloon Bay*

In preparation for moving into our new headquarters in Kowloon Bay, we have set up a steering committee to review and discuss the impacts it might have on the environment. A working group was tasked with developing energy efficiency measures applicable to the premises. Dealing with a wide scope of systems and installations, ranging from air-conditioning and ventilation to lighting and lifts, and from energy management to the use of green energy, the working group has created a broad array of measures. Some of the more prominent are:

- Water-cooled chiller with evaporative condenser
- Environmentally friendly refrigerant of ammonia
- Heat pump for hot water supply
- Heat wheel for heat recovery
- Desiccant wheel and heat pipe for fresh air dehumidification
- Thermal storage of binary ice
- High efficacy luminaries (T5 lamps) and electronic ballasts
- Sun pipe to provide daylight to office area in the inner zone of building
- Photovoltaic panel installation on the roof to generate solar energy
- Adequate energy meters installed on major equipment and various main and sub-main systems to enable the performance of energy audits and facilitate resource management by users
- Vertical document transportation system to minimise the use of lifts for transporting documents and files and to save electricity consumption



Environmental Performance



ENVIRONMENTAL PERFORMANCE

Environmental Responsibility

Aiming for a better quality of life for the community represents an underlying principle of the day-to-day operation of EMSD. To this end, we see the need to protect, conserve and improve the environment in which we operate. Indeed, we take this environmental responsibility very seriously.

First and foremost, we have in place an efficient and effective Environmental Management System that is integrated with our other management systems. It comes with an audit mechanism involving both external and internal auditors.

While we are aware that our operations can impact the environment, we work to avoid and reduce such impacts as far as practicable. Our efforts include reducing the energy, water and other resources and materials we consume in the course of rendering our services. At the same time, we also work to minimise environmental pollution such as emissions, effluents and waste. The following sections detail our progress in these areas in 2004.

Environmental Management System

With the international standard ISO 14001 as its basis, our Environmental Management System (EMS) was first implemented in the mid-1990s to

cover a broad range of activities of the various divisions within EMSD. We maintain a decentralised management framework, with each division ensuring that its operations comply with the ISO 14001 standard as well as the legislative requirements in Hong Kong. In 2000, we became the first government agency to attain the ISO 14001 Corporate Certificate.

Integrating EMS with other Management Systems

Following the implementation of an Integrated Management System (IMS) in 2002, we bring together our quality, environment, and health and safety systems into a single integrated system. This IMS facilitates rationalisation, reduction of duplicated processes, better management of activities and the adoption of better management practices.

Audit Mechanism

We have a pool of over 100 trained ISO 14001 internal auditors to verify the effectiveness of the EMS in each division. Our EMS is also subject to surveillance audits by independent external certification bodies to ensure full compliance with the ISO 14001 requirements. In 2004, a total of 11 environmental audits were conducted within EMSD in conjunction with the IMS internal audits.

Fig. 2 - The EMS in EMSD is based on P-D-C-A management cycle

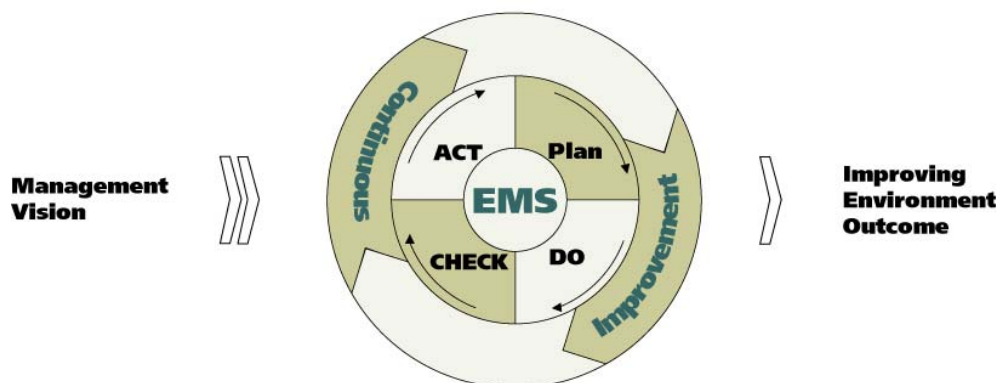
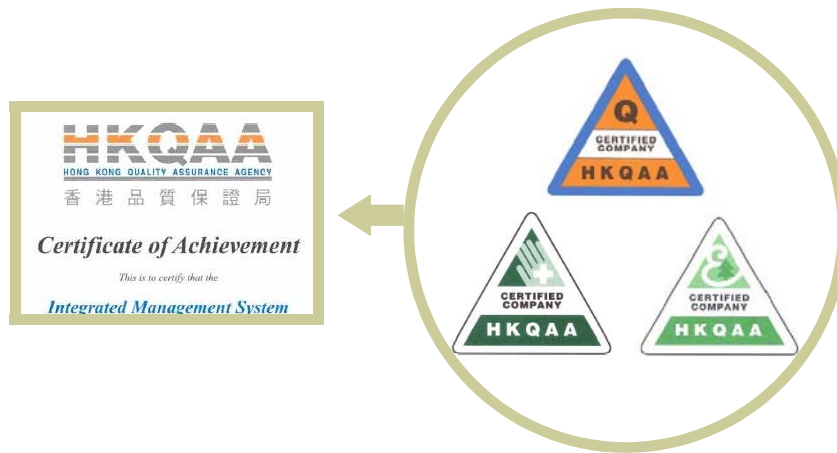


Fig. 3



Environmental Impacts from Cradle to Grave

The GRI indicators reported against in this section is: EN14

The following figure highlights our key material, energy and resource flow and impacts.

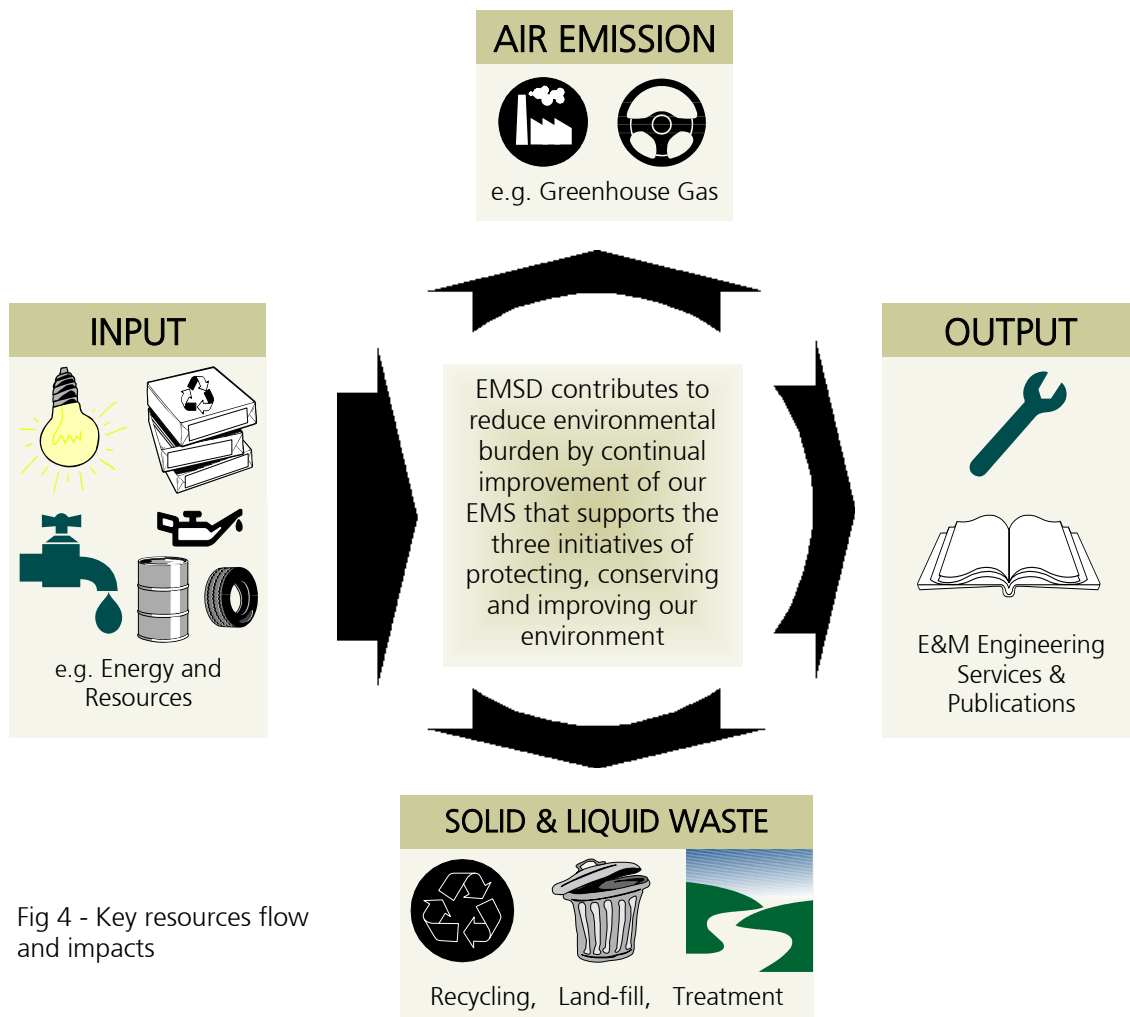


Fig 4 - Key resources flow and impacts

ENVIRONMENTAL PERFORMANCE

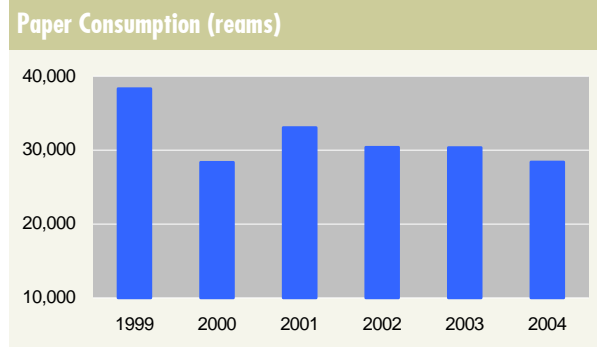
Materials Consumption

The GRI indicators reported against in this section is: EN1

Materials and products used in our everyday operation impact the environment in different ways throughout their lifecycle, from production to use and ultimate disposal. On one hand, we make every endeavour to minimise the use of materials in the course of our daily work. On the other hand, we introduce various environmental programmes to promote the reuse and recycling of materials – our Airport and Vehicle Engineering Division is leading the way in this regard. Promoting the use of retread tyres and reconditioned spare parts were among their 2004 initiatives.

Paper

We began a trial run of eDMS in one of our strategic business units in 2003. Under the electronic Document Management System (eDMS), staff are no longer required to print and file hard copies of a variety of specified documents. Due to the success of the trial run, the eDMS was put



into full implementation throughout EMSD in July 2004. A quantitative analysis to gauge its impact on paper consumption will be conducted later in 2005.

In 2004, we purchased 28,386 reams of A4 paper, which is equivalent to approximately 5.9 reams per staff member. This represents a 6.47% reduction from 2003. With growing environmental awareness among our staff and the recent introduction of the eDMS, we believe we will be able to further reduce the use of paper.

Moreover, since late 2001 we have adopted the widespread use of environmentally friendly recycled printing paper made from recycled fibre.

Conservation of Trees at the Caroline Hill Headquarters

CASE STUDY

Trees play a vital role in a community's scenic beauty, the character of local landscape and the overall quality of the local environment. When we took occupation of our Caroline Hill Headquarters in 1966, it was already home to a few trees. These have flourished over the years to now have diameters of 110 cm. Before we moved away from the premises, we had established protective fencing to help conserve the trees and ensure that sustainable protection is provided.



Benchmarking our performance

EMSD has adopted the International Standards Organisation (ISO 14001) standard as the basis of our Environmental Management System (EMS). Implementation of EMS commenced in mid-90's. In 2000, we became the first government agency to attain the ISO 14001 Corporate Certificate. In 2002, following the implementation of Integrated Management System (IMS), the EMS was rationalised to encompass 10 distinct but coherent systems at divisional level.

CASE STUDY

Recycling of Safety Helmets

A trial programme for the recycling of safety helmets was begun in 2004, with about 900 helmets collected by year-end. The success of the trial has proved the worth of a longer-term programme and so we are now proceeding with logistical planning, providing temporary storage for obsolete safety helmets, for example, and setting up collection procedures.

**Industrial Resources**

We recognise that the materials and products used in our everyday operation impact the environment in different ways through their production, use and ultimate disposal. EMSD will work to reduce the use of materials, to re-condition and re-use them whenever possible, and to sustain resources over the long term. In 2004, we had over 2,700 worn tyres retreaded for use in the vehicle fleets of various government departments. Retread tyres are particularly suitable and cost-effective for large vehicles such as buses, trucks and refuse collection vehicles.

For details of our performance in other industrial materials consumption, please refer to the section of "Summary of Statistics".

Water Consumption

The GRI indicator reported against in this section is: EN5

Our water consumption is mainly related to air conditioning, and to shower, sink and pantry facilities, and workshop cleaning. Consumption data was available for our Caroline Hill Headquarters and Kowloon Workshop.

While the overall water consumption peaked in 2003, reaching 134,603 cubic metres due primarily to the outbreak of SARS, consumption in 2004 returned to a reasonable level of 86,717

cubic metres. This compares favourably to the 2002 level of 93,335 cubic metres.

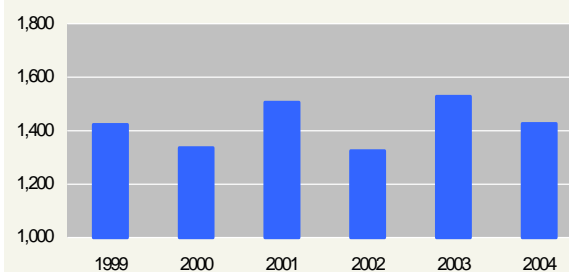
Energy Consumption

The GRI indicator reported against in this section is: EN3

Gas

We rely on town gas for water heating. Our gas consumption returned to a reasonable level of 1,426 thousands MJ in 2004, in stark contrast with the 2003 level of 1,528 thousands MJ, when extra hot water was needed for cleaning workshops, equipment and facilities, and for showers taken by staff after working in high-risk environments during the outbreak of SARS.

Gas Consumption* ('000 MJ)



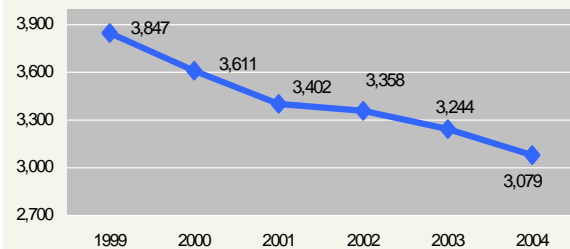
* in Caroline Hill Headquarters and Kowloon Workshop.

Commitment

A 6% reduction of electricity consumption by fiscal year 2006-07 (on accumulative basis with FY 2002-03 as the baseline).

ENVIRONMENTAL PERFORMANCE

Electricity Consumption (kWh) per staff *



* in Caroline Hill Headquarters and Kowloon Workshop.

Electricity

Our total electricity consumption decreased in 2004 – from 8.49GWh in 2003 to 7.68GWh for a 8% per cent reduction, while the consumption-per-employee measurement in our major venues (Caroline Hill Headquarters and Kowloon Workshop) continued to decline from 3,244 to 3,079 kWh/employee. These savings can be attributed to a growing awareness of energy conservation among our staff and a number of good housekeeping measures, such as using natural ventilation instead of air-conditioning during cool seasons, de-lamping, and turning off unnecessary lighting during lunch time and after office hours.

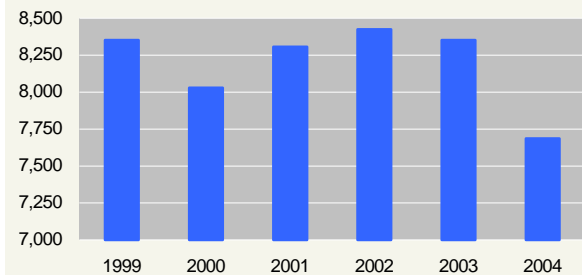
We will make every effort to achieve the target of a 6% reduction by the year 2006-07 (on an accumulative basis with fiscal year 2002-03 as the baseline), despite the relocation to the new Headquarters this year.

Emissions, Effluents and Waste

The GRI indicators reported against in this section are: EN11, EN13, EN16

Over the years, EMSD has handled and disposed of a considerable amount of industrial and chemical waste in an environmentally responsible manner. We have a range of policies, programmes and objectives in place to help us monitor and improve these areas. Collected items are carefully stored and transported before being disposed of in accordance with statutory requirements. EMSD received no prosecutions under the environmental ordinance in 2004.

Electricity Consumption ('000 kWh)



Other highlights include:

- Recycling of safety helmets – more than 900 helmets with expired validity periods were collected for recycling in 2004.
- Recycling of spent mercury lamps – over 80,000 spent mercury lamps were collected for recycling in 2004.
- Maintenance service – we play a significant role in ensuring that vehicle emissions for a fleet of more than 5,000 government vehicles are reduced to a minimum. The number of diesel vehicles in the government fleet decreased from 2,218 in 1999 to 1,384 in 2004.

Promoting Energy Efficiency and Renewable Energy

The GRI indicator reported against in this section is: EN17

With our Energy Efficiency Office celebrating its 10th year of operation in 2004, we are pleased to report encouraging progress on a number of its initiatives. These included two energy saving competitions, designed for the public and private sector respectively, which recognise best practices and achievements in energy efficiency and conservation.

Our Energy Efficiency Labelling Scheme has been extended to cover 17 product categories, including recent additions of electronic ballasts, computers and domestic gas instantaneous water heaters.

A key initiative in 2004 was a consultancy study entitled *Life Cycle Energy Analysis (LCEA) of Building Construction*. Getting to the crux of

sustainable development, it assessed the environmental impact and cost implications of building development over the course of construction, operation and demolition. The study produced an assessment tool for architects, designers and structural engineers to use to appraise the life cycle costs and life cycle performance of all materials and components in a building, thereby helping them to make informed choices in the interest of sustainable development.

On cleaner fuels, we have approved the building of submarine pipelines by two of Hong Kong's utilities companies for the importation of liquefied natural gas from Shenzhen. As for the LPG vehicle scheme, all 18,000 taxis in Hong Kong and more than 1,400 light buses were already running on LPG as of December 2004.

In 2004, there was an upsurge – a two-fold increase over 2003 – in adoptions of the more energy-efficient evaporative cooling tower-type air-conditioning system, a total of 78 applications were received, involving a total floor area of 4.3 million square metres and a potential annual saving of 52 million kWh in energy consumption

and a reduction of 36,000 tonnes of carbon dioxide emissions. This reflects growing awareness and interest among developers and management companies in energy conservation.

Exploration of the use of wind energy was the focus of our renewable energy work in 2004. Two wind monitoring stations were set up to measure the wind potential in Hong Kong, with three more due to begin operating in early 2005. We have also encouraged and facilitated the erection of two production-scale wind turbines by the two power companies in Hong Kong for public demonstration purposes.

Helping Government Flying Services in Energy Conservation

Our energy programme with the Government Flying Services (GFS) has demonstrated that green efforts can help a relatively small government department make great strides in protecting the environment. The energy consumption of GFS was significantly reduced from 5.43 million kWh in 1999-2000 to 4.28 million kWh in 2003-2004, a 21 per cent drop over four years.

Through the energy audits we have conducted since 1999, a number of Energy Management Opportunities (EMOs) were identified and then translated into energy savings at GFS. To date, these have included:

- Replacing electro-magnetic ballasts with electronic ballasts
- Using carbon dioxide detectors to control fresh air units – that is, modulating outside air ventilation based on real-time occupancy inside the rooms to reduce heat gain and chiller loading
- Implementing a number of green programmes, such as the smoke-free workplace policy, indoor air-quality checks, collection of recyclable materials, and the use of environmentally-friendly stationery and office equipment.



ENVIRONMENTAL PERFORMANCE

Key Results in 2004

| Main Objectives | Targets | Results in 2004 |
|-----------------------------------|---|---|
| Protecting the Environment | <ul style="list-style-type: none"> • Reduce vehicle emissions. • Sustain an effective collection and recycling system. • Reduce paper consumption. • Introduce a pilot programme for collection and recycling of safety helmets. | <ul style="list-style-type: none"> • The number of diesel vehicles in Government vehicle fleet continued to decline . • Collection and recycling system was well maintained and sustained throughout the year. • Paper consumption showed a slight downward trend. • Over 900 helmets with expired validity period were collected. |
| Conserving the Environment | <ul style="list-style-type: none"> • Reduce energy consumption • Promote and implement energy efficiency labelling schemes (EELS) . • Promote best practices in energy management. • Promote and implement the Hong Kong Energy Efficiency Registration Scheme for Buildings (HKEERSB). | <ul style="list-style-type: none"> • Electricity and gas consumption were reduced approximately by 8% and 6.5% respectively from 2003. • A total number of 17 product categories were covered under the scheme. • Over 200 energy audits of public buildings were completed so far. • More than 300 buildings were registered since the scheme was introduced . |
| Improving the Environment | <ul style="list-style-type: none"> • Establish proper measures to reduce air, soil and water pollution in our housekeeping. • Support cleaner fuel options for vehicles. • Promote energy efficiency of air-conditioning systems such as the wider-use of water-cooled systems. • Support renewable energy applications | <ul style="list-style-type: none"> • No abnormality reported in 2004. • There were about 18,000 LPG taxis and 1,400 LPG light bus on the road, 50 filling stations in service and more than 900 trained mechanics registered with EMSD. • The Cooling Tower Scheme was expanded to cover 57 designated areas, a total of 78 applications were received involving a total floor area of approximately 4.3 millions square meters. • EMSD established two wind monitoring stations to investigate the wind energy potential on the eastern side of Hong Kong. |

Social Performance



SOCIAL PERFORMANCE

Social Responsibility

At EMSD, we trust that our long-term success depends on how well we work with our people, including employees, suppliers and contractors, customers and the community. Treating them with respect and adhering to the basic principles of honesty and fairness create a positive social environment in EMSD.

Our Staff

The GRI indicators reported against in this section are: LA1, LA2, LA10

EMSD, and in particular its Trading Services, must continuously enhance its capabilities and competitive strengths. Our employees are essential to building a strong and capable organisation and so we support them in pursuing learning and development opportunities that will eventually enhance their future contribution to the organisation. For example, we encourage our staff to set up specialist groups to nurture a self-learning culture and create value and business potential through knowledge sharing activities.

Employment

As of end of 2004, EMSD had around 4,810 employees – 370 working in Regulatory Services, and 4,440 working in Trading Services. About 82% of personnel are employed on permanent terms.

With new service contracts secured in 2004 and coming into effect in 2005, we expect some 20 additional jobs will be created.

EMSD's total staff turnover rate for 2004-05 was about 1%, which is slightly higher than the average of all government agencies. This slightly higher turnover rate was attributable to the leave of non-Civil Service staff.

Equal Employment Opportunities

As a government agency, we are governed by the relevant codes of conduct issued by the Civil Service Bureau. We provide equal employment opportunities without regard to race, religion, national origin, gender, physical condition, marital status, age or any other factors protected by law. As a commitment to upholding the equal-employment policy, we currently have 277 employees with minor disabilities.

Youth Employment

In full support of Government's youth employment initiative, EMSD is an active participant in the Youth Work Experience and Training Scheme that provides short-term employment for a period of 6 to 12 months to youths aged 15 to 24 with below-degree education attainment. Through the scheme, we help enhance trainees' work skills, experience and credentials to brighten their employment prospects. In 2004, we recruited a total of 20 young people. Of these, 15 completed the scheme, receiving more than 142 man-months of on-the-job engineering training.

Employee Satisfaction

Independent research specialists are appointed to conduct a staff satisfaction survey on a biennial

Benchmarking our performance

In gauging the performance of our management we consider feedback from our staff. We have appointed an independent research specialist to conduct staff satisfaction survey in alternative year since 1997. In the last survey, a total of 4,985 questionnaires were sent to staff in the Trading Services and Regulatory Services at senior engineer rank and below,

In the survey, the overall satisfaction of staff working at EMSD is measured using a 10-point rating scale. The average overall staff satisfaction rating in 2003 year was 6.5. The rating improves significantly by 0.5 when compared with that obtained in the survey in 2001.

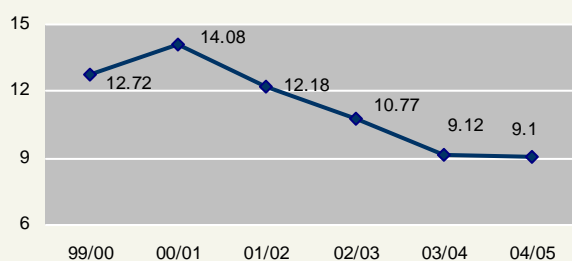
basis. In the 2003 survey, every employee at senior engineer rank and below was provided with an opportunity to express his/her views through a set of survey questionnaires. We are pleased to report that the average overall staff satisfaction rating has significantly improved by 0.5 compared to the 2001 rating, reaching a record high of 6.5 on a scale of 10.

Healthy and Safe Working Environment

The GRI indicators reported against in this section are: LA5, LA6, LA7

At EMSD, we take a proactive approach to Occupational Health and Safety (OH&S). Our policies and infrastructure help ensure that a high standard of OH&S in the workplace can be achieved and maintained throughout the department. Our accident rate has been in decline since 2000 and we again succeeded in lowering it this year to 9.1.

Accident Rate (No. of Accidents/1,000 staff/year)



Absenteeism

In 2004, a total of 13,423 working days were lost due to staff sick leave (with medical certification) or an average of 2.8 days of sick leave per employee.

Department Occupational Safety & Health Committee

In EMSD, an Occupational Safety and Health Committee (DOS&H) comprising management and staff representatives meets regularly to assess

the safety performance in all areas, to define strategies and procedures, and to actively promote health and safety at work.

Significant aspects of our approach are reflected in our OHS policies:

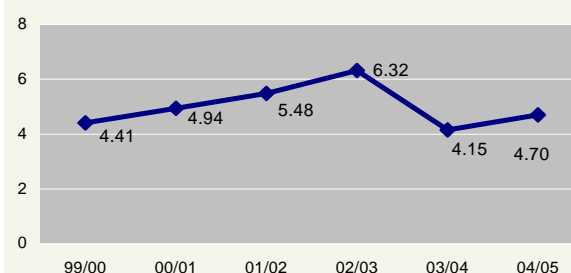
1. To provide and maintain a safe and healthy working environment and work systems for all our staff, and appropriate protection to other people who may be affected by our work.
2. To observe all statutory and contractual requirements for safety and health, relevant standards and codes of practice, and relevant recommendations issued by safety and health authorities.
3. To provide adequate resources for implementing the safety and health policy and the safety plan, including the provision of necessary information, staff training and supervision.
4. To apply the safety and health policy to all our staff and contractors.
5. To keep the policy under constant review, to ensure that it is effective and up-to-date.

Training and Education

The GRI indicator reported against in this section is: LA9

Staff training and development has always been recognised as an important vehicle of change to help EMSD through the challenges posed by the Trading Fund operation and ever-rising public expectation on the regulatory front. Over the years, we have taken a business-oriented

Average Training Days per Employee



SOCIAL PERFORMANCE

approach to human resource development; training needs are analysed based on projected business trends and customer/community needs, and we tailor our training programmes accordingly. Our objective is to ensure that our customers and the public at large are the ultimate beneficiaries of our training and development investments.

During the year 2004, we provided over 22,510 days of training to our staff. This equated to an average of 4.7 training-days-per-employee. In a bid to retain high-calibre employees, we have also included staff on contractual terms in our training programmes.

Graduate Training Scheme

Our Engineering Graduate Training Scheme has long been considered one of the most important on-the-job training programmes in the engineering profession in Hong Kong. Since its inception in 1970, it has contributed to the maintenance of a supply of trained engineers to meet the needs of the local profession, with more than 580 graduates participating. In 2004, we recruited 24 engineering graduates with electrical, mechanical, electronic, building services and information technology specialisations.

Technical and Craft Apprentice Scheme

Another remarkable training programme of EMSD is the Technical and Craft Apprentice Scheme. Instrumental to the development of Hong Kong's E&M sector, the long-standing scheme has been running for 50 years, training up more than 4,400 apprentices for the profession.

Human Rights

The GRI indicator reported against in this section is: HR1

Hong Kong is an open and free society, where the Government operates in the full glare of scrutiny by the United Nations treaty monitoring bodies, our own legislators and an independent free and active press. As a government agency whose business activities take place solely in Hong Kong,

we are committed to all human rights treaties upheld by the Government.

Customers

Our customer satisfaction survey is conducted once every two years. We are pleased to report a record high rating of 5.97 on a scale of 8 in the 2004 survey, a 0.2 point increase from the 2002 rating.

Participating in the Community

The GRI indicator reported against in this section is: SO1

A key role of EMSD is keeping the public safe from electrical, mechanical and gas incidents. On the one hand, we implement and enforce safety legislation and introduce a wide range of safety standards and practices. On the other, we develop various public education programmes to foster awareness of the issues involved and to reinforce safety practices within the community.

Moreover, we are justly proud of our staff's community involvement over the years, in particular, through a variety of volunteer activities.

Public Education

Public education is an important aspect of the work of our Regulatory Services arm. We promote E&M safety and energy efficiency through a number of channels, including publications, promotional and advertising campaigns, posters and mail-outs, carnivals and road shows, games, contests and quizzes, and talks and seminars, tailored to both the trade and the general public.

Highlights of our work in 2004 include:

- E&M Safety Campaign – One of the largest collaborations between the public and private sectors and an annual public education programme since 2001, featuring an outdoor carnival and a mix of publicity and community activities.
- Hong Kong Energy Efficiency Awards – The first-of-its-kind energy saving



competition for the private sector, promoting best practices in energy efficiency and conservation by property management companies and schools.

- E&M Safety Newsletter – A family-friendly publication designed to provide handy tips on home-based E&M safety, reaching tens of thousands of households and students throughout the territory.
- School Outreach – A range of school programmes intended to deliver our safety and energy efficiency messages, which have so far reached over 60,000 students at pre-school, primary, secondary and university levels.
- Further details of our public education programme can be found in *Regulatory Services – An Achievements Overview*.

Volunteer Activities

Below are highlights of our staff's volunteer work in 2004:

- Tuen Mun Yan Oi Tong Volunteer Work Activities
- Walk For The Community Chest
- The Solar Cart Race
- Energy Saving & Indoor Air Quality Seminar to The Hong Kong Society for the Blind
- St James' Settlement volunteer Work Activities



Economic Performance



ECONOMIC PERFORMANCE

Overview

EMSD contributes to the economy by providing employment, paying wages and benefits to our employees, and purchasing goods and services from suppliers and contractors.

Our **Trading Services** arm operates with prudent financial principles. It strives to operate efficiently and effectively to create and increase value to customers and provide satisfactory returns to shareholders, continuing employment of staff and discharging tax contribution to Government.

Our **Regulatory Services** arm, with funding support from the Administration Budget, is responsible for carrying out Government's objectives and initiatives. As an E&M safety guardian for the public, it also seeks to ensure that the economy of Hong Kong will not be jeopardised due to adverse results of electrical, mechanical and gas incidents. In Addition, our Energy Efficiency Office (EEO) spearheads the drive for energy efficiency and conservation programmes, contributing to the sustainability development of Hong Kong.

Alignment with Annual Report

The GRI indicators report against in this section is: EC1

Detailed information on the financial performance of our Trading Services and Regulatory Services can be found in the EMSTF Annual Report 2003/04 and the HKSARG's General Revenue Account (Head 42) respectively. To avoid duplication of information, this report only provides a summary of key economic indicators in Table A (per GRI guidelines) and focuses on our initiatives to promote economic development.

Employees

The GRI indicator reported against in this section is: EC5

In 2004, EMSD employed around 4,810 staff members. Total payroll and benefit expenses for 2003-04 have already been described in Table A of the above section. These benefits include salary, allowances and MPF contribution.

Suppliers and Contractors

The GRI indicators report against in this section is: EC3

As with employees, we treat our suppliers and contractors with respect at all times, as we understand that they are key to the effective and efficient running of our business. In 2004, about 40 per cent of our operating expenditures was payments made to suppliers and contractors.

In selecting contractors, we adhere to the basic principles of honesty and fairness, and adopt competitive tendering wherever applicable – in compliance with Government guidelines. We establish and maintain close communication with our suppliers and contractors to ensure that critical information, such as customer concern, is clearly conveyed to them.

Table A: Summary of Key Economic Indicators

| | 2004/05 HK\$M | 2003/04 HK\$M | 2002/03 HK\$M |
|--|------------------|------------------|------------------|
| Net Sales/Turnover | 3,050 | 3,151 | 3,322 |
| Suppliers & Contractors | 1,166 | 1,194 | 1,168 |
| Total Payroll and Benefits/Staff Costs | 1,513 | 1,875 | 1,880 |
| Taxation (notional) | 61 | 53 | 80 |

Economic Efficiency

Productivity Improvement

At EMSD, as in many other organisations in Hong Kong, we leverage Information Technology as an enabler to improve our operational performance. Since last year, we have developed and implemented various IT systems, such as eDMS, Enterprise Resource Planning System and Electronic Payroll System for non-Civil Service contract staff. As these systems are fully deployed over the coming years, we will be able to reduce the cost of conducting business, increase efficiency and productivity, and ultimately enhance services to our customers, positively impacting the economic bottom line.

Specialist Groups

To enhance our ability to capitalise on business potential from technological development and promote a self-learning culture, we have set up Specialist Groups to foster collaboration and knowledge sharing among staff. Under this programme, staff voluntarily form interest groups that coordinate knowledge sharing efforts, with an officer at D1 level or above as sponsor. In addition to sharing experience and disseminating new knowledge, these groups also work as a team to provide expert advice and service to customers, and help EMSD remain competitive within the relevant business environment.

Process Improvement

The Work Improvement Teams (WITS) and Business Process Improvement Teams (BPI) continuously review and improve work processes throughout EMSD and are an important part of our culture. As at December 2004, we had a total of 37 teams generating [an estimated](#) savings of more than \$2.2 million in recurrent expenditure for EMSD.

Summary of Statistics



SUMMARY OF STATISTICS

MATERIALS

| <i>Office Resources</i> | 2004 | 2003 | 2002 | 2001 | 2000 | 1999 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Paper (ream) | 28,386 | 30,349 | 30,387 | 33,041 | 28,355 | 38,323 |
| Envelope (no.) | 259,719 | 435,664 | 346,510 | 327,554 | 233,522 | 355,161 |

The paper total is obtained by 2 x A3 size + A4 size.

A ramp-up of publicity campaigns increased the amount of envelope consumption.

| <i>Industrial Resources</i> | 2004 | 2003 | 2002 | 2001 | 2000 | 1999 |
|--|---------|--------------------|---------|---------|---------|---------|
| Paint & solvent (ℓ) | 35,561 | 9,137 | 11,526 | 35,272 | 31,580 | 31,044 |
| Kerosene (ℓ) | -- | 324 | -- | 5,717 | 918 | -- |
| Lubrication oil (ℓ) | 126,744 | 90,682 | 144,660 | 153,130 | 139,384 | 124,849 |
| Grease (kg) | 2,257 | 760 | 1,579 | 802 | 1,732 | 1,362 |
| Refrigerant (kg) (e.g. R22 & R134a) | 17,776 | 19,357 | 23,849 | 20,490 | 30,509 | 592 |
| Industrial gas (m ³) (e.g. Oxygen, Argon & Acetylene) | 3,240 | 2,577 | 2,361 | 3,721 | 2,650 | 1,798 |
| Sulphuric acid* | -- | -- | -- | 435 | 4,855 | 5,680 |
| Battery electrolyte (ℓ) | 3,385 | 1,882 | 2,924 | 6,370 | 860 | -- |
| Tubeless tyre (no.) | 11,917 | 9,886 [#] | 9,405 | 23,936 | 11,488 | 10,811 |
| Outer cover tyre (no.) | 1,774 | 2,026 [#] | 1,743 | 6,182 | 2,859 | 4,122 |
| Inner Tube (no.) | 1,277 | 733 | 1,805 | 322 | 534 | 1,160 |

** Increase in use of battery electrolyte instead of sulphuric acid*

Fluctuation due to operational needs

WATER

| | 2004 | 2003 | 2002 | 2001 | 2000 | 1999 |
|-------------------------|--------|----------|--------|--------|---------|--------|
| Water (m ³) | 86,717 | 134,603* | 93,335 | 92,525 | 103,535 | 84,216 |

** Caroline Hill Headquarters and Kowloon Workshop; an increase in consumption of water was largely caused by the outbreak of SARS.*

ENERGY

| | 2004 | 2003 | 2002 | 2001 | 2000 | 1999 |
|----------------------------|-----------|-----------|---------------------------|---------------------------|---------------------------|---------------------------|
| Electricity* (kWh) | 7,686,634 | 8,486,456 | 8,424,778 (11,634,922) | 8,305,677 (11,516,845) | 8,030,337 (10,370,343) | 8,352,099 (10,681,557) |
| Town gas [#] (MJ) | 1,426,368 | 1,528,464 | 1,324,416 | 1,506,624 | 1,336,176 | 1,422,816 |

*The electricity consumptions were readjusted following a review in which a shared venue had been excluded from the calculation. The figures in bracket represent the electricity consumptions reported in the previous reports. Discounting the factor of new venues, the electricity consumption in 2003 is about 1% less than the previous year or 8,352,413 kWh.

Despite the relocation to the new headquarters in 2005, our objective of reduction of electricity consumption shall be maintained. The new building characteristics would be so much different from our existing offices; therefore we are considering setting up additional objective(s) to monitor our energy performance. The attainment of this objective(s) shall be measured by means of indices calculated in proportional to usable floor areas or full-time employees working in the new Headquarters.

[#] In Caroline Hill Headquarters and Kowloon Workshop; an increase in consumption of town gas was largely caused by the outbreak of SARS.

EMISSIONS, EFFLUENTS AND WASTE

| Office Waste Recycling or Disposal | 2004 | 2003 | 2002 | 2001 | 2000 | 1999 |
|---|--------|--------|--------|--------|--------|-------|
| Waste paper (kg) | 24,352 | 32,256 | 27,220 | 26,898 | 17,362 | 5,891 |
| Toner cartridges* (no.) | 1,567 | 1,594 | 1,355 | 1,276 | 173 | -- |
| Used batteries (kg) | 3,436 | 3,812 | 3,335 | 3,122 | 599 | -- |
| Room cooler (no.) | 1,238 | 1,114 | 1,316 | 1,470 | 1,065 | 1,105 |
| Unserviceable computer (no.) | 785 | 607 | 567 | 347 | 213 | 120 |
| Refrigerator (no.) | 782 | 806 | 677 | 335 | 296 | 252 |

* Some particular types only

| Industrial Waste Recycling or Disposal | 2004 | 2003 | 2002 | 2001 | 2000 | 1999 |
|--|---------|---------|---------|---------|---------|------------------------|
| Spent vehicle batteries (no.) | 4,400 | 4,200 | 5,200 | 4,880 | 3,920 | 3,696 |
| Metal scrap (kg) | 40,610 | 36,040 | 59,110* | 56,097* | 45,401 | 47,805 |
| Waste oil (ℓ) | 138,020 | 146,300 | 169,857 | 236,750 | 142,387 | 155,500 |
| Condemned vehicle (no.) | 580 | 519 | 1,141 | 731 | 842 | 846 |
| Used vehicle tyre (kg) | 501,120 | 469,440 | 507,420 | 440,910 | 370,485 | 442,350 |
| CFC refrigerant (kg) | 3,332 | 2,041 | 3,259 | 2,089 | 1,955 | 1,000,000 [#] |
| Damaged traffic bollard (no.) | 5,840 | 5,446 | 4,350 | 4,040 | 4,225 | 3,920 |
| Other chemical wastes (kg) e.g. Oily wastes | 18,510 | 17,672 | 16,385 | 30,040 | 21,448 | -- |

[#] aggregated amount up to 1999

* Increase in activities

SUMMARY OF STATISTICS

TRANSPORT

| <i>Vehicle by Engine Type</i> | 2004 | 2003 | 2002 | 2001 | 2000 | 1999 |
|-------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Petrol | 4,369 | 4,376 | 4,475 | 4,667 | 4,743 | 5,330 |
| Diesel | 1,384 | 1,174 | 1,238 | 1,578 | 1,662 | 2,218 |
| LPG | 13 | 13 | 20 | 5 | 2 | -- |
| Electric | -- | -- | -- | -- | -- | 1 |

The above figures represent number of vehicles which are maintained by EMSD

STAFF

| | 2004/05 | 2003/04 | 2002/03 | 2001/02 | 2000/01 | 1999/00 |
|---|-------------------|----------------|-------------------|----------------|----------------|----------------|
| Number of incidents per 1000 staff (reportable) | 9.10 | 9.12 | 10.77 | 12.18 | 14.08 | 12.72 |
| Customer satisfaction (out of a total score of 8) | 5.97 [#] | -- | 5.77 [#] | - | 5.42 | 5.19 |
| Training (average training days/staff) | 4.7 | 4.15 | 6.32 | 5.48 | 4.94 | 4.41 |

bi-annual survey

VERIFICATION STATEMENT

Objectives

Hong Kong Productivity Council (HKPC) was commissioned by the Electrical and Mechanical Services Department (EMSD) to verify the Department's Environmental Report 2004 (hereinafter the "Report"), which covers the Department's environmental as well as social and economic performance during the calendar year 2004. The objectives of HKPC's verification work are to:

- Assess whether the selected statements and data presented in the Report are accurate;
- Assess whether the data management system used to prepare the Report is reliable; and
- Provide recommendations for future reports.

Approach

Our verification procedures¹ comprised a review of the Report, selection of a representative sample of statements and data and interviews with EMSD's personnel involved in collecting, analysing and presenting information in the Report. During the interviews, the documented supporting materials relating to the selected statements and data were explained to and examined by our consultant.

Conclusions

Based on our work completed, we consider that the statements and data selected for the purpose of verification are accurate and reflect a fair account of EMSD's management practices and environmental, social and economic achievements. The data management system used in relation to the selected data is considered to be effective.

Observations and Recommendations for Future Reports

EMSD is commended for continually improving its reporting process and making reference to the Global Reporting Initiative (GRI) guidelines in preparing the Report. We have also observed considerable effort has been made in expanding the reporting on stakeholder engagement and social and economic performance. It is further encouraged that EMSD considers the following in the preparation of its future reports:

¹ It is important to note the following limitations of our verification work:

- We have not provided verification over all contents of the Report, nor have we undertaken work to confirm that all relevant issues are included.
- We have not provided verification on previous years' data and targets for future year, nor the economic data contained in EMSTF Annual Report 2003/04.
- We have not performed work on the maintenance and integrity of information in the Report published on the EMSD website.

- To further improve data collection and analysis procedures within relevant areas such as waste management, one of the most significant environmental issues locally, in order to present more specific information and ultimately further enhance the report relevance;
- To set and include objectives and targets, quantified as far as practical, in future reports. This will provide framework for measuring the Department's improvement progress from year to year. It is further encouraged that EMSD establishes social and economic in addition to environmental objectives and targets, in line with its commitment to moving towards sustainability reporting;
- To further improve the completeness and readability of future reports, it is encouraged that EMSD utilises existing stakeholder engagement channels to better understand stakeholders' information needs and subsequently addresses in future reports how information resulted from stakeholder engagement is used in improving the reporting process; and
- To continue moving towards sustainability reporting with reference to GRI guidelines. In particular, reporting on social and economic performance can be further enhanced by identifying and reporting on appropriate performance indicators.



K L Tsang
Technology Services Manager
Environmental Management Division
Hong Kong Productivity Council

6th October 2005

Appendix - Major GRI Indicators

Social Indicators

| GRI reference | Indicator | Page Reference |
|---|---|----------------|
| Employment | | |
| LA1 | Breakdown of workforce, where possible, by region/country, status, employment type, and by employment contract. Also identify workforce retained in conjunction with other employers, segmented by region/country. | 20 |
| LA2 | Net employment creation and average turnover segmented by region/country. | 20 |
| Labour/Management Relations | | |
| LA3 | Percentage of employees represented by independent trade union organisations or other bona fide employee representatives broken down geographically OR percentage of employees covered by collective bargaining agreements broken down by region/country. | Not included |
| LA4 | Policy and procedures involving information, consultation, and negotiation with employees over changes in the reporting organisation's operation. | Not included |
| Health and Safety | | |
| LA5 | Practices on recording and notification of occupational accidents and diseases and how they relate to the ILO Code of Practice on Recording and Notification of Occupational Accidents and Diseases. | 21 |
| LA6 | Description of formal joint health and safety committees comprising management and worker representatives and proportion of workforce covered by any such committees. | 21 |
| LA7 | Standard injury, lost day, and absentee rates and number of work-related fatalities. | 21 |
| LA8 | Description of policies or programmes (for the workplace and beyond) on HIV/AIDS. | Not included |
| Training and Education | | |
| LA9 | Average hours of training per year per employee by category of employee. | 21 |
| LA10 | Description of equal opportunity policies or programmes as well as monitoring systems to ensure compliance and results of monitoring. Equal opportunity policies may address workplace harassment and affirmative action relative to historical patterns of discrimination. | 20 |
| LA11 | Composition of senior management and corporate governance bodies including female/male ratio and other indicators of diversity as culturally appropriate. | Not included |
| Strategy and Management | | |
| HR1 | Description of policies, guidelines, corporate structure, and procedures to deal with all aspects of human rights relevant to operations, including monitoring mechanisms and results. State how policies relate to existing international standards such as the Universal Declaration and the Fundamental Human Rights conventions of the ILO. | 22 |
| HR2 | Evidence of consideration of human rights impacts as part of investment and procurement decisions including selection of suppliers/contractors. | Not included |
| HR3 | Description of policies and procedures to evaluate and address human rights performance within the supply chain and contractors including monitoring systems and results of monitoring. "Human rights performance" refers to the aspects of human rights identified as reporting aspects in the GRI performance indicators. | Not included |
| Non-discrimination | | |
| HR4 | Description of global policy and procedures/programmes preventing all forms of discrimination in operations including monitoring systems and results of monitoring. | Not included |
| Freedom of Association and Collective Bargaining | | |
| HR5 | Description of freedom of association policy and extent to which this policy is universally applied independent of local laws as well as description of procedures/programmes to address this issue. | Not included |
| Child Labour | | |
| HR6 | Description of policy excluding child labour as defined by the ILO Convention 138 and extent to which this policy is visibly stated and applied, as well as description of procedures/programmes to address this issue. | Not included |

| GRI reference | Indicator | Page Reference |
|-----------------------------------|--|----------------|
| HR7 | Description of policy to prevent forced and compulsory labour and extent of which this policy is visibly stated and applied as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring. | Not included |
| Community | | |
| SO1 | Description of policies to manage impacts on communities in areas affected by activities, as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring. Include explanation of procedures for identifying and engaging in dialogue with community stakeholders. | 22 |
| Bribery and Corruption | | |
| SO2 | Description of the policy, procedures/management systems, and compliance mechanisms for organisation and employees addressing bribery and corruption. Include a description of how the organisation meets the requirements of the OECD Convention on Combating Bribery. | Not included |
| Political Contribution | | |
| SO3 | Description of policy, procedures/management systems, and compliance mechanisms for managing political lobbying and contributions. | Not included |
| Customer Health and Safety | | |
| PR1 | Description of policy for preserving customer health and safety during use of products and services, and extent to which this policy is visibly stated and applied, as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring. Explain rationale for any use of multiple standards in marketing and sales of products. | Not included |
| Product and Service | | |
| PR2 | Description of policy, procedures/management systems, and compliance mechanisms related to product information and labelling. | Not included |
| Respect of Privacy | | |
| PR3 | Description of policy, procedures/management systems and compliance mechanisms for consumer privacy. Identify geographic areas covered by policy. | Not included |

Environmental Indicators

| Material | | |
|---------------------|--|--------------|
| EN1 | Material use other than water, by type | 14 |
| EN2 | Percentage of materials used that are wastes from sources external to the reporting organisation. | Not included |
| Energy | | |
| EN3 | Direct energy use segmented by primary source. | 15 |
| EN4 | Indirect energy use. | Not included |
| Water | | |
| EN5 | Total water use. | 15 |
| Biodiversity | | |
| EN6 | Location and size of land owned, leased, or managed in biodiversity rich habitats. | Not included |
| EN7 | Description of the major impacts on biodiversity associated with activities and/or products and services in terrestrial, fresh-water, and marine environments. | Not included |

| GRI reference | Indicator | Page Reference |
|---------------------------------------|---|----------------|
| Emissions, Effluents and Waste | | |
| EN8 | Greenhouse gas emissions. | Not included |
| EN9 | Use and emissions of ozone depleting substances. | Not included |
| EN10 | NOx, SOx, and other significant air emissions by type. | Not included |
| EN11 | Total amount of waste by type and destination. | 16 |
| EN12 | Significant discharges to water by type. | Not included |
| EN13 | Significant spills of chemicals, oils, and fuels in terms of total number and total volume. | 16 |
| Products and Services | | |
| EN14 | Significant environmental impacts of principal products. | 12, 13 |
| EN15 | Percentage of the weight of products sold that is reclaimable at the end of the products' useful life and percentage that is actually reclaimed. | Not included |
| Compliance | | |
| EN16 | Incidents of and fines for non-compliance with all applicable international declarations/ conventions /treaties, and national, sub national, regional and local regulations associated with environmental issues. | 16 |
| EN17 | Initiatives to use renewable energy sources and to increase energy efficiency | 16 |

Economic Indicators

| | | |
|-----------------------------|--|--------------|
| Customers | | |
| EC1 | Net sales. | 26 |
| EC2 | Geographic breakdown of markets. | Not included |
| Supplies | | |
| EC3 | Cost of all goods, materials, and services purchased. | 26 |
| EC4 | Percentage of contracts that were paid in accordance with agreed terms, excluding agreed penalty arrangements. | Not included |
| Employees | | |
| EC5 | Total payroll and benefits broken down by country or region. | 26 |
| Providers of Capital | | |
| EC6 | Distributions to providers of capital broken down by interest on debt and borrowings, and dividends on all classes or shares, with any arrears of preferred dividends to be disclosed. | Not included |
| EC7 | Increase/decrease in retained earnings at end of period. | Not included |
| Public Sector | | |
| EC8 | Total sum of all taxes paid broken down by country. | Not included |
| EC9 | Subsidies received broken down by country or region. | Not included |
| EC10 | Donations to community, civil society, and other groups broken down in terms of cash and in-kind donations per type of group. | Not included |

Feedback Form

Thank you for reading our Environmental Report 2004. To help us improve the future editions of our Environmental Report, we would be grateful to have your comments:

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

| | Inadequate | | Acceptable | | Very Informative |
|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| a. About this Report | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Introduction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Environmental Performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Social Performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Economic Performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Summary of Statistics | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. Does the report enable you to understand more about EMSD's performance on environmental issues?

| Yes | No | No Comment |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

3. Overall, how would you rate our report?

| Poor | | Good | | Excellent |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

4. Other comments and suggestions, please specify.

5. How can we convey our feedback to your comments/suggestions? (Please provide email or contact detail for us to follow up.) - Optional

Please return feedback form to:
 Quality and Research Manager
 3 Kai Shing Street, Kowloon, Hong Kong
 Fax: (852) 2882 1574
 Email: QRSD@emsd.gov.hk



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