

Hongkong Post
Environmental Report 2006/07



Our responsibility to the environment

Hongkong Post is committed to help protect the environment and support sustainable development within the community. We are keen to ensure that our services and internal operations are conducted in an environmentally responsible manner. We have put in place a number of “green” office practices to save energy, save paper, reduce waste and recycle materials. We promote environmental awareness among our staff, with a view to encouraging efficient and prudent use of resources and energy in all of our operations.

This Report covers measures taken by Hongkong Post, highlighting our achievements and reaffirming our “green” agenda for the future.

Our Environmental Policy is:

- To ensure environmental sustainability, user-friendliness and safety in our public offices and workplaces for all users, including our customers, visitors, staff and contractors
- To implement effective green housekeeping measures, including those for energy and resource conservation, reuse of materials and waste minimisation, as well as for waste recovery for recycling
- To increase staff awareness of environmental and sustainability issues
- To introduce postal products and services that incorporate the concepts of environmental protection, sustainability and environmentally preferable purchasing, as well as serve the purposes of environmental promotion and awareness enhancement, where opportunities arise

Our environmental policy was inaugurated in 1999 and refined in 2006. Since then, we have implemented a number of programmes that not only recycle waste and reduce consumption, but also encourage the formulation of strategies to use resources in such a way as to reduce impact on the environment.

In the year under review, we complied fully with the HKSAR Government's environmental policy and regulations relating to consumption of resources, energy conservation and recycling of waste.

Environmentally-friendly initiatives and achievements in 2006/07

Environmentally-friendly philatelic products

Our picture cards, first-day and souvenir covers, are produced from environmentally-friendly paper made with wood pulp from sustainable forests, while all stamps contain non-toxic ink and gum. We control the quantities of stamps which are printed for each special stamp issue so as to reduce or eliminate wastage.

A new set of definitive stamps depicting Hong Kong birds was issued at the end of 2006, reflecting how Hong Kong is frequented by more than 460 species, despite intensive urbanisation. Amazingly, this represents about 33% of the total number of different species found in the whole of Mainland China and 5% of all those in the world – in an area of just 1,000 square kilometres! These definitive stamps carry the powerful message that the HKSAR Government works hand-in-hand with the community to protect the natural habitat, enabling flora and fauna to flourish in Hong Kong.



A new set of definitive stamps carry the message of protecting the natural habitat

Launched in 2005, Stamp OnNet was improved in 2006/07 to enable online ordering of new stamp products, as well as amendment of personal data. By March 2007, more than 10,000 local standing-order service customers had registered to use this channel for ordering stamps, in preference to the conventional method of filling out paper-based application forms.

In addition, more than 10,000 customers have chosen to receive philatelic newsletters and stamp order collection letters by email. This has considerably reduced paper consumption, to the benefit of the environment.

A green workplace

Our “green executives” ensure adherence to Hongkong Post’s Environmental Policy in existing offices, as well as in the design of new offices. All post offices are smoke-free workplaces and regular indoor air quality (IAQ) checks are conducted every two years by the Electrical and Mechanical Services Department at mail sorting centres, delivery offices and counter offices with ducted air-conditioning systems.

As an example of environmental improvements made to existing premises, post offices at Kennedy Town and Shek Kip Mei were provided in 2006/07 with facilities that incorporated zonal lighting and energy-saving fluorescent tubes, in line with our energy-saving initiatives. Letter trays and trolleys replace mailbags, while reusable rubber bands replace string, making offices tidier and more environmentally friendly.



Kennedy Town Post Office



Shek Kip Mei Post Office

Postal vehicle fleet

During the year under review, we continued to develop an environmentally-friendly postal vehicle fleet. For example, our drivers follow fuel-efficient practices, such as switching off engines while waiting, and all Hongkong Post vehicles use unleaded, low-sulphur fuel. Four Liquefied Petroleum Gas (LPG) vehicles joined the fleet in previous years and we have now retrofitted 25 of our diesel vehicles with particulate-removal devices to reduce emissions. In addition, more Euro-IV and other environmentally-friendly vehicles will be introduced to replace postal vehicles at the end of their lifecycles.

As well as fitting more than 100 retreaded tyres to the fleet, vehicle spares suitable for recycling are identified on used vehicles and we require all components in new vehicles to be asbestos-free.



Our vehicle fleet helps sustain a green environment for Hong Kong

The Electrical and Mechanical Services Department ensures that Hongkong Post's 270 postal vehicles are in good working order and that their impact on the environment is minimal. The fleet's environmental management system complies with the latest ISO 14001:2004 requirements.

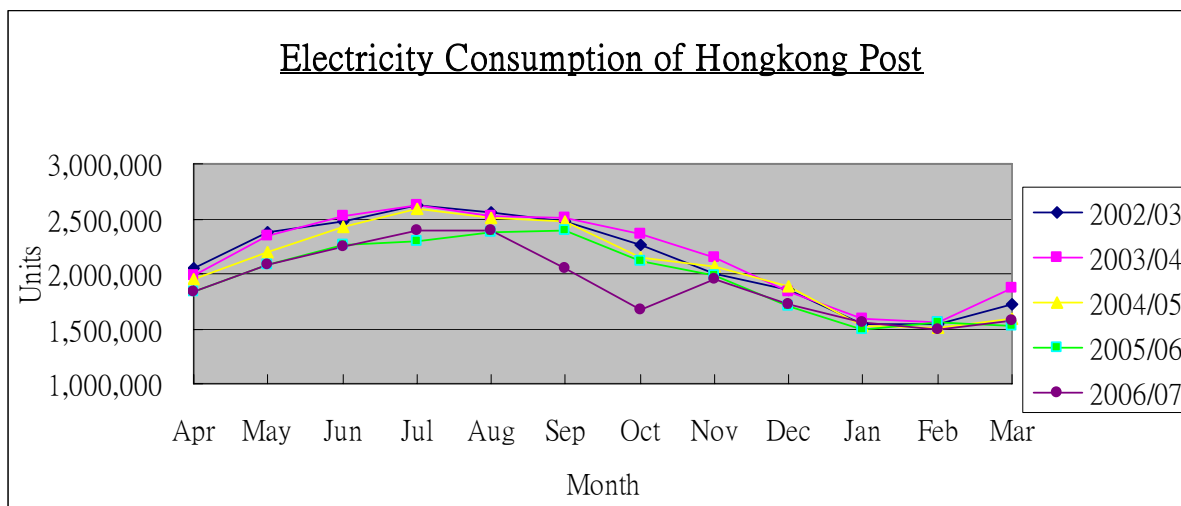
Green housekeeping, management and measures

Hongkong Post is committed to promoting green management. Our Environmental Enhancement Steering Committee promotes the efficient use of resources and energy-saving measures to reduce electricity consumption. Building on achievements in recent years, we have continued to make encouraging progress in promoting green management. Key initiatives during 2006/07 were:

- i) Installation of energy-efficient, split-type replacement air-conditioning units at the General Post Office
- ii) Reduction in the number of fluorescent tubes used in common areas
- iii) Procurement of office equipment and lighting with energy-efficiency ratings
- iv) Inclusion of environmental procurement criteria in tenders and contracts
- v) Enforcement of a non-smoking policy throughout all offices

- vi) Auditing the compliance with green guidelines and identifying opportunities for improvement
- vii) Recycling waste. For example, some 42,000 used laser jet cartridges were processed in 2006/07, while more than 30% of the paper we use is recycled. We now plan to purchase degradable plastic bags or plastic bags made from recycled materials.

Energy audits are carried out at mail processing centres, with a number of energy-saving measures adopted. Hongkong Post supports the HKSAR Government's initiatives of maintaining indoor air temperatures at 25.5°C and reducing annual electricity consumption by 1.5%. We monitor energy consumption at our head office and mail centres closely, which has helped to reduce total electricity consumption by 3% in 2006/07, compared with the previous year.



Promoting green awareness

Hongkong Post's Workplace Hygiene Charter helps to ensure a quality working environment for employees, who are encouraged to join workshops on sustainable development. More than 270 of our drivers have enrolled for eco-driving courses since 2002 and one of our "green executives" has completed an energy audit training course. We also include environmental protection on the agenda for management and staff briefings and encourage team members to volunteer ideas and tips.

All induction programmes include an environmental protection module, which introduces our Environmental Management System to new staff and offers energy-saving tips. Staff members enjoy regular environmental seminars, workshops and visits covering various aspects of environmental protection. In addition, we circulate internal environmental guidelines on a regular basis and staff members are encouraged to put environmentally-friendly measures into practice in the workplace and at home.



Staff members enjoy regular environmental seminars

We seize every opportunity to promote environmental awareness among staff. For example, Hongkong Post supports the Community Chest Green Day, participates in the collection of used laser jet cartridges and waste paper for recycling and supports various environmental outings and tree-planting campaigns, such as the Tree Planting Challenge.

Service to the community

Direct mail has a proven track record as a cost-effective way for organisations, including charities and governments, to get vital messages across to households and businesses. To make the service more effective, we work closely with the direct marketing industry and use MOSAIC, the internationally-recognised segmentation model, to target mail at those who are interested in the message, thereby reducing waste.

As letters sent by the Hongkong Post Circular Service are not individually addressed, no sorting is required and the service can be provided at a more reasonable price. The fact that every item sent must be paid for – unlike when using the Internet as a delivery channel – serves as a deterrent to irresponsible dumping, and therefore reduces consumption of paper.

Looking ahead

We are pleased to report that the results of our efforts to support environmental protection in 2006/07 have been most satisfactory and provide momentum to find even more ways of reducing consumption of resources and waste, while continuing to recycle materials wherever possible.

Hongkong Post is firmly committed to environmental best practice in all of our activities, while providing an exemplary service to the community.