

Environmental Report

2023-2024

Civil Service Bureau



Civil Service Bureau (CSB) assumes overall policy responsibility for the management of the civil service, including such matters as appointment, pay and conditions of service, staff management, manpower planning, training and discipline.

While the business activities of CSB are primarily office-based and do not give rise to any significant and direct environmental concerns, we still attach great importance to maintaining green office practices in daily operations. We support the HKSAR Government's latest environment policy directives with a view to fostering a healthier and greener working environment. This Environmental Report gives an updated account of CSB's performance in environmental protection in Financial Year (FY) 2023-24 and presents the concerted efforts in our ongoing implementation of the green measures.

For details of CSB's profile, please visit our website at www.csb.gov.hk.

Our Environment Policy

Within our policy framework, we

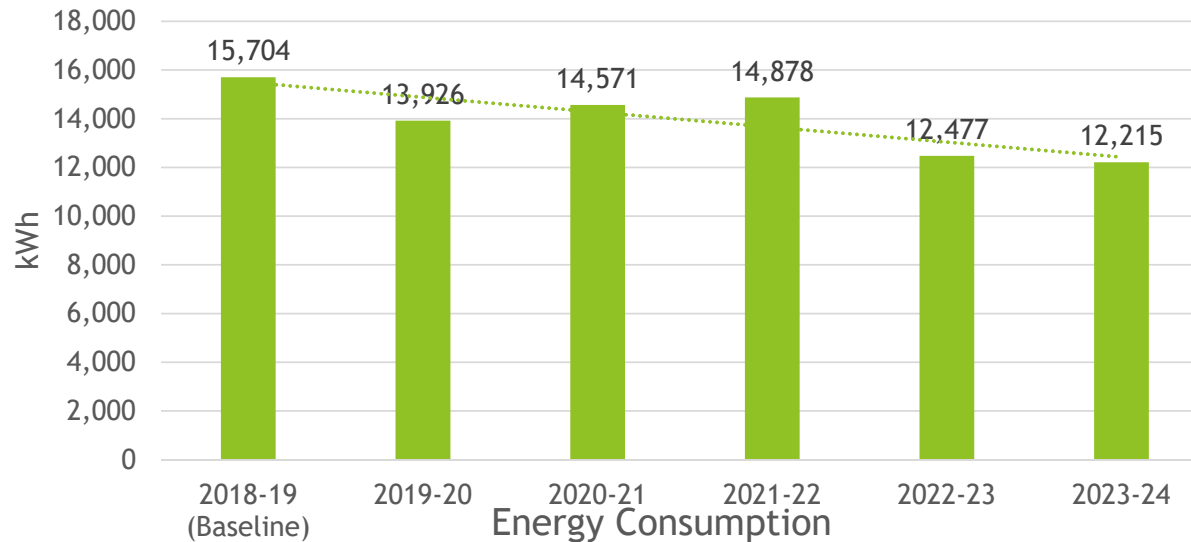
- constantly look for opportunities to develop and sustain environmentally-friendly workplace by means of energy saving, waste reduction and green office management, etc.
- promote and encourage staff to adopt environmentally responsible practices through various promotional and educational activities; and
- review the green measures from time to time with a view to attaining continuous improvement.

A detailed account of our on-going green measures is at [Annex I](#).

Performance and Progress on Key Environmental Reporting Areas

◆ Energy Saving

- ▶ The electricity consumption of CSB's premises¹ from FY 2018-19 to FY 2023-24, adopting FY 2018-19 as the base year is shown below:



- ▶ The electricity consumption of CSB premises in FY 2023-24 has decreased by 22.2% when compared with FY 2018-19 (the baseline) under comparable operating conditions. The decrease is attributable to the efforts in saving energy by the colleagues and the installation of motion sensors in the common area of the subject premises.

3

¹ Electricity consumption of CSB's offices in joint-user government buildings such as North Point Government Offices and Queensway Government Offices managed by the Government Property Agency, and the Central Government Offices managed by the Administration Wing, Chief Secretary for Administration's Office is not covered in this report. Currently, we have one leased office premises in Fairmont House, set up since 2014, under the Bureau's meter account.

◆ Green Transport

- ▶ All the three departmental vehicles managed by CSB use unleaded petrol and one of them is a hybrid vehicle procured in 2016. Both types of vehicles contribute to lowering greenhouse gas emissions. Compared with the previous year, there was a decrease of 1.4% in total fuel consumption which was attributable to the decrease in the total mileage travelled.

◆ Waste Reduction and Recycling

Paper consumption

- ▶ In general, staff members are now conducting business and disseminating information by electronic means as far as practicable. To minimise paper consumption, printing and photocopying of documents, if unavoidable, are to be kept to the minimum and should be done on both sides of paper. All photocopiers and network printers in the office are equipped with double-sided printing function. Envelopes and paper should be reused where practicable.
- ▶ We ceased issuing hard-copy of guidance notes on completion of performance appraisals on the Executive Officer, Official Languages Officer and Training Officer grades. An electronic version has been placed on a computer platform for common access and retrieval.
- ▶ We encouraged paperless meetings and recruitment interviews, as far as practicable, to reduce the use of paper.
- ▶ We implemented e-training system for online application and approval of training courses.
- ▶ The paper consumption in FY 2023-24 has recorded a drop of 10% when compared to FY 2022-23. The decrease in paper consumption is mainly attributable to the increased adoption of electronic means of communication.

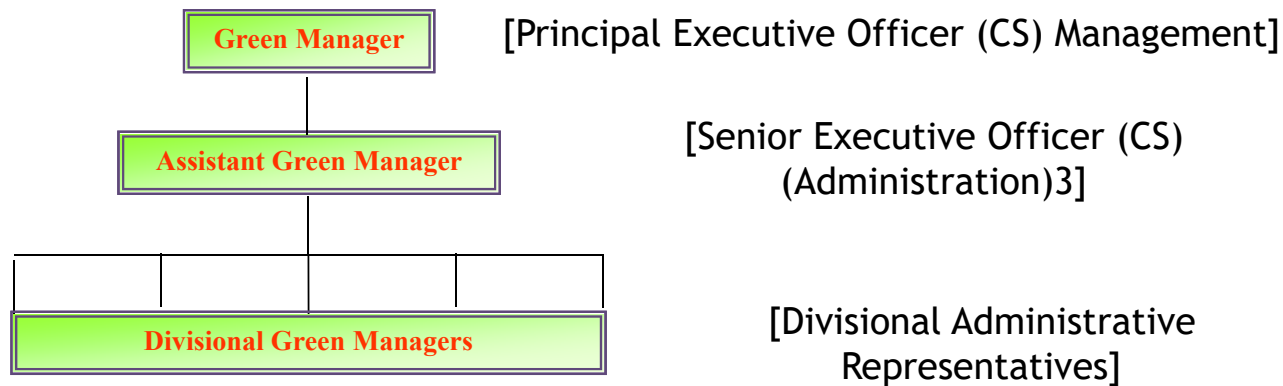
Waste Collection and Recycling

- ▶ We maintained the usage of recycled paper at 100%;
- ▶ We continued to collect waste paper, aluminum and glass bottles for recycling. For the offices in North Point Government Offices, the used glass bottles were collected by the Eastern District Community Green Station for the production of eco-bricks.
- ▶ We arranged trade-in of aged/obsolete computer equipment with service contractors/suppliers for their proper disposal in accordance with environmental requirements specified in the contracts to avoid and reduce computer/chemical waste.
- ▶ In FY 2023-24, we collected 459 empty toner cartridges for recycling.

Other Green Performance / Housekeeping Measures

▶ Green Management

- ▶ To pursue and implement green measures in CSB, we have put in place a cross-divisional management framework as shown below -



- ▶ The Green Manager is tasked to promote and oversee the implementation of green housekeeping measures within CSB. The Green Manager is assisted by an Assistant Green Manager and supported by Divisional Green Managers.

► Indoor Air Quality

- Commitment to Clean Air Charter - we arranged regular cleaning for air ducts, air-conditioning ventilation outlets and filters of fan coil units in our offices; and
- We arranged Indoor Air Quality tests regularly and joined the Indoor Air Quality Certification Scheme with encouraging results as tabulated below -

Indoor Air Quality Certification Scheme

CSB Premises	Certified location (Class)	Valid until
Fairmont House	12/F, CSB office (Good)	13 March 2025
Queensway Government Offices	Whole Building (Good)	26 February 2025
North Point Government Offices	Whole Building (Excellent)	3 June 2025
Tamar Central Government Offices	Whole Building (Excellent)	16 August 2025

▶ Green Procurement

- ▶ Green product specifications are incorporated in procurement exercises including IT products where applicable. In 2023, the value of purchase with green specification and/or following established green purchase tips is \$2.25m;
- ▶ We ordered environmentally friendly, low-/no-VOCs (volatile organic compounds) products for use whenever practicable. Green stationery items and IT consumables have been purchased. Common items include recyclable printer cartridges, clutch pencils, refillable ball pens, non-chlorinated correction fluid, mercury-free batteries, etc.;
- ▶ We incorporated green guidelines into our cleansing contract for our office in Fairmont House;
- ▶ We procured electrical appliances classified as Grade 1 under the existing energy label regime and incorporated fuel emission standards into our contract on hiring vehicle services; and
- ▶ We adopted server virtualisation technology and reduced the number of server equipment required under the Windows Server upgrade exercises to enhance energy efficiency.

▶ Water Conservation

- ▶ In support of the “Let’s Save 10L Water” Campaign organised by the Water Supplies Department, we installed water flow controllers to water taps at all washrooms and pantries in our offices in Central Government Offices and North Point Government Offices.

▶ Cultivating a Green Culture Among Staff

- ▶ We have been developing staff’s awareness of environmental conservation. The General Circular on “Green Practice and waste Avoidance” was re-circulated at regular intervals. We also posted green messages/tips on our information portal to appeal for colleagues’ continued support in energy conservation;
- ▶ We also organised inspection teams to conduct regular energy conservation compliance checks to ensure that table lamps, personal computer monitors, printers, office equipment, etc. were switched off during lunch time and after office hours when they were not in use;
- ▶ We encouraged our staff to attend seminars and participate in territory-wide campaign/activities on energy-saving and green management, for example the Green Low Carbon Day organised by the Community Chest and the Earth Hour Campaign organised by the World Wildlife Fund for Nature; and
- ▶ We organised in-house wallpaper design competition with the theme of “Go Green” in promoting environmental protection.

The Way Forward

The success of green office management requires the support and cooperation from the staff members. In the years ahead, we shall continue the implementation of the green measures as listed at **Annex II**. We shall also strive for improvement in our environmental performance and further our efforts in reinforcing and expanding our current measures.

- ▶ We will work closely with relevant departments for the procurement of Electric Vehicles to replace our two departmental vehicles in adoption of green transport.
- ▶ We will work closely with representatives of divisions to prepare for the full implementation of Electronic Recordkeeping System and e-Procurement System to further reduce the use of paper.
- ▶ We will review the effectiveness of the various green measures on an on-going basis and seek continuous improvement in the efficient use of resources and energy with a view to further promoting a greener working environment.

Feedback

Comments or feedback on this report are welcome and can be sent -

- ▶ by e-mail to csbts@csb.gov.hk;
- ▶ by fax to 2868 5069; or
- ▶ by post to Civil Service Bureau, 9/F, West Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong

On-going Green Measures in Civil Service Bureau

Energy Saving

➤ Energy Consumption

- ❑ We circulate a CSB circular regularly to encourage our colleagues to wear smart casual dress in summer months.
- ❑ We adopt motion sensors, light sensors and energy-saving T5 fluorescent tubes in our offices.



Motion sensor in office

- ❑ We adopt open office design to reduce the use of building materials, maximise the use of natural light and enhance ventilation flow.
- ❑ Within our office premises of North Point Government Offices (NPGO) and Queensway Government Offices (QGO) –
 - as far as practicable, we use energy-saving light bulbs and reduce the illumination in ancillary areas and areas where there is natural light; and
 - we reduce common area lighting to the minimum during lunch time and after office hours.
- ❑ Where operationally practicable, we switch off lights, table lamps, computers, printers, air conditioners and electrical devices when they are not in use.

- ❑ All personal computers and LCD monitors in use are models of lower power consumption, such as “80 PLUS certified models” and “Energy Star”.
- ❑ We turn on the screen-saver setting and energy saving mode as the default setting in all personal computers and notebooks.
- ❑ We adopt the central directive of maintaining the indoor temperature at 25.5°C as far as practicable during summer.
- ❑ We operate the cooling function of air-conditioning at the minimum level when no motion is detected by the motion sensor after 30 minutes.
- ❑ We use window blinds as far as possible to reduce solar gain during summer.
- ❑ We arrange cleansing of the air-conditioning/ventilation system and dust filters regularly.
- ❑ We monitor and control consumption of fuel for all vehicles managed by CSB.
- ❑ We encourage staff to use staircases instead of lifts.
- ❑ We keep a dialogue with the Electrical and Mechanical Services Department for exploring feasible energy saving opportunities.
- ❑ We install energy-saving timer devices in photocopiers.

Waste Reduction and Recycling

➤ Paper Consumption

Use of e-Channel

- ❑ We distribute documents (like CSB Circulars, Circular Memoranda, etc.) to bureaux/departments (b/ds) through electronic means and have ceased/reduced distribution of printed publications within CSB whenever possible.

- ❑ We have ceased hard-copy re-circulation of circulars, internal circulars and other documents within CSB. Instead, the relevant documents are uploaded onto the CSB Information Portal and e-mail reminders are issued on a regular basis to draw the attention of staff to the documents.
- ❑ We have ceased issuing hard-copy of guidance notes on the completion of performance appraisals on the Executive Officer, Official Languages Officer and Training Officer grades. An electronic version has been placed on a computer platform for common access and retrieval.
- ❑ We implement the Paperless Meeting System at meetings and recruitment interviews as far as practicable to reduce paper consumption.
- ❑ We implement an e-training system for online application and approval of training courses to minimise use of paper.
- ❑ As far as practicable, we develop dedicated electronic management systems (e.g. online application for government jobs and the service-wide e-Leave system) to collect and process information from b/ds and/or the public.
- ❑ We share information with b/ds via electronic platforms in the Central Cyber Government Office and the CSB Homepage. This provides b/ds and/or members of the public with paperless access to a host of information and guidelines on the administration of the civil service.





CSB Homepage



Central Cyber Government Office

- Internally, we allow all CSB staff convenient access to our Local Area Network, CSB Information Portal and the Departmental Portal so that they can communicate, share information and transact business electronically.
- We promote the wider use of e-learning among government staff via the Cyber Learning Centre Plus.

The Cyber Learning Centre Plus

- We upload the templates of the forms onto the Intranet to facilitate electronic submissions.



- ❑ We implement the Wi-Fi Internet Access Service at the Civil Service College (CSC) and promote to visitors the way to retrieve information in an electronic way, such as reading e-version newspapers.



*Wi-Fi Internet Access Service
at CSC*

Use of less paper

- ❑ We use recycled paper and draft/print on blank side of used paper.
- ❑ We print on both sides of paper and encourage staff to use less paper by printing multi-pages on a single sheet and double check the setting of the photocopier before making copy.
- ❑ We adopt electronic templates of letterhead, memo and forms as far as possible to avoid pre-printed copies.
- ❑ We reuse loose minute file jackets, envelopes and action tags, or use transit envelopes.
- ❑ We do not use envelopes for unclassified documents as far as possible.
- ❑ We produce reports in soft copies and avoid making photocopies as far as possible.

- ❑ We place notices near photocopiers to remind staff to make photocopies using reusable paper and to collect waste paper for recycling.
- ❑ We preview documents on screen and fine tune the page setup/layout before sending them to print.
- ❑ We encourage our staff to be more discriminatory with the printing out of e-documents for record on file.
- ❑ We provide yellow/green boxes for collection of used papers for reuse or recycling.



Collection boxes of used papers for reuse/recycling

- ❑ We do not send originals to the recipients after sending the documents by fax and use fax leader pages where practicable.
- ❑ We monitor the consumption of paper regularly and remind divisions when their orders have reached the threshold as compared with the consumption of the previous year.
- ❑ We review regularly the distribution lists of correspondence and the number of hard copies, if any, required for circulation.
- ❑ We only order a minimal number of hard copies of Government newsletters and publications for circulation.
- ❑ We encourage wider use of LCD projectors to facilitate meeting presentation, thus reducing the need for printing out meeting documents.

LCD projectors in meeting room



- We send out electronic seasonal greeting cards during festive seasons.



CSB e-Christmas Card

- ❑ We post notices at paper towel dispensers to encourage staff to use less paper towel.
- ❑ We use reusable cups, instead of paper cups, during official meetings.
- ❑ We strive to reduce substantially the use of paper / file / loose-minute submission as much as possible and use emails / electronic means to transact business unless the items cannot be digitised.

➤ **Waste Collection and Recycling**

- ❑ We use recyclable laser printer cartridges.
- ❑ We collect waste paper, out-dated newspapers and publications and used printer cartridges for recycling.
- ❑ We provide recycle bins in our offices to collect aluminum, glass and plastic wastes for recycling.



Recycling bins to collect aluminum, glass and plastic wastes

- ❑ We arrange trade-in for aged/obsolete computer equipment with service contractors/suppliers for their proper disposal in accordance with environmental requirements specified in the procurement contracts to avoid and reduce computer/chemical waste.

- ❑ We record the weight of daily general waste/recyclables to monitor the trend of waste generation in the office.
- ❑ We use bio-degradable plastic bags for collection of refuse.

Other Green Performance / Housekeeping Measures

➤ Commitments to Clean Air Charter

- ❑ We join the Indoor Air Quality (IAQ) Certification Scheme for our office premises in Central Government Offices (CGO), NPGO, QGO and Fairmont House and conduct regular indoor air quality tests in office area to ensure good indoor air quality. The IAQ certificates are renewed on a regular basis.
- ❑ All CSB offices are smoke-free.
- ❑ We clean the carpet in offices regularly.
- ❑ We use air purifiers to improve indoor air quality where necessary.
- ❑ We ensure proper maintenance of our departmental cars, remind our driver/chauffeurs to switch off the engines while waiting to reduce emission, and encourage shared use of cars among colleagues.
- ❑ Our departmental vehicles run on unleaded fuel.
- ❑ We replace our vehicles with environment-friendly models that run with more fuel efficient engines.

➤ Green Procurement

- ❑ We purchase green products and avoid single-use disposable items as far as possible and where economically rational.
- ❑ We adopt EPD's green specifications for purchase of goods as far as practicable.

- ❑ We use green stationery items supplied by Government Logistics Department, such as refillable ball pens and recycled pencils.
- ❑ We incorporate the green guidelines into new cleansing contracts for our offices where appropriate.
- ❑ We incorporate the emission standards into the invitation for quotations of vehicle hiring services as far as practicable.
- ❑ We adopt the e-Procurement Service for the purchase of IT products/services under IT Standing Offer Agreements.
- ❑ We include “trade-in option” in quotations when procuring fax machines, photocopying machines and other office electrical appliances.
- ❑ We arrange bulk purchase of goods/items to reduce individual product packaging.

➤ ***Staff Awareness***

- ❑ We appoint “divisional green managers” who are responsible for overseeing and promoting the implementation of various green measures/initiatives in our offices.
- ❑ We organise inspection teams to conduct regular compliance checks to ensure that table lamps, personal computers, printers, office equipment, etc. are switched off during lunch time and after office hours.
- ❑ We affix “Save Energy” stickers next to switch panels in all meeting rooms, common areas and electrical appliances to encourage energy saving.



“Save Energy” stickers on the switch panel

- ❑ We publicise our internal green housekeeping measures for general compliance and circulate green tips to staff by email regularly.
- ❑ We promote and encourage staff to adopt green office practices and green tips through regular reminders.
- ❑ We encourage and nominate staff to take part in energy-saving workshops/seminars and greening activities such as the annual “Green Low Carbon Day” to enrich their knowledge and foster their awareness concerning green housekeeping measures.
- ❑ We continue to support the “Earth Hour” lights out campaign organised by the World Wide Fund for Nature and appeal to staff for their support in participating in this event.

➤ ***Organising/Attending Events***

- ❑ We issue invitations in electronic means as far as practicable.
- ❑ We do not use corsages and reduce the use of name badges.
- ❑ We limit the main dishes to six or below when hosting Chinese cuisine in restaurant.
- ❑ We do not order products from endangered species and avoid dishes prepared by using food ingredients that are likely to be captured/harvested in ecologically unfriendly ways.
- ❑ We avoid using disposable paper/plastic utensils.
- ❑ We decline the acceptance of corsages and badges and refrain from bestowing gifts or souvenirs to others during the conduct of official activities and avoid the need to exchange gifts or souvenirs during meetings and visits involving outside parties as far as possible.

➤ *Other Environmentally-friendly Measures*

- ❑ We promote a green working environment by providing more greenery and plantings in offices.
- ❑ We reuse decorative materials at festive seasons.
- ❑ We place notices in pantries to remind staff to shut off water tap properly after use.
- ❑ We use environmentally-friendly materials, devices and equipment when refurbishing new offices.
- ❑ We post a notice on the Central Cyber Government Office to publicise the availability of our surplus store items for use by other b/ds.
- ❑ We repair old furniture and equipment where possible.
- ❑ We adopt auto-sensitized water tap in our offices to save water.
- ❑ We release storage space by using multi-storey racks.
- ❑ We re-use carton boxes for storage.
- ❑ We encourage our staff to bring their own reusable container and prepare their own cutlery for takeaways ordered at the CGO staff canteen.

Key Reporting Areas	Green Measures
Energy Saving	<ul style="list-style-type: none"> ❑ to closely monitor electricity consumption in our offices and explore all possible means to further reduce energy consumption ❑ to replace worn out/obsolete electrical appliances, computer equipment and system servers with energy efficient models ❑ to adopt best practices for energy saving as promulgated by the Environment and Ecology Bureau ❑ to reduce energy consumption associated with the use of air-conditioning by adopting a ‘dress casual’ code on Fridays
Waste Reduction and Recycling	<ul style="list-style-type: none"> ❑ to continue with quarterly review of paper consumption and publicise review results to divisions with a view to closely monitoring the use of paper ❑ to continue to fully adopt the use of recycled paper ❑ to continue to promote saving of paper through various means such as e-circulation of documents, printing/photocopying on both sides of paper, reuse of papers/envelopes, etc.
Other Green Performance / Housekeeping Measures	<ul style="list-style-type: none"> ❑ to continue to conduct Indoor Air Quality (IAQ) measurement for our office premises and renew IAQ certificates on a regular basis ❑ to continue adopting green specifications for purchase of goods and services as far as practicable ❑ to continue incorporating the green guidelines into the new cleansing contracts for our offices where appropriate ❑ to continue incorporating the emission standards into the invitation for quotations of vehicle hiring services