

環保報告

Environmental Report



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本署主要負責評估物業的差餉與地租、修訂有關帳目和發出徵收通知書，並向政府決策局和部門提供物業估價服務、編製物業市場統計數字，以及執行《業主與租客（綜合）條例》，並提供相關的諮詢與調解服務。

環保政策和目標

差餉物業估價署致力確保在營運過程中履行環保責任，恪守《清新空氣約章》的承諾。本署制定了下列環保政策和目標：

政策： 差餉物業估價署使用資源時，遵循「減用、再用和再造」三大原則。

目標： 節約資源和減少廢物。

本署在運作各方面均體現環保文化，日常運作中亦以推行各項環保措施為要務。為此，本署委任內務秘書為「環保經理」，負責監察和檢討部門推行環保措施的情況。

The Department is primarily responsible for the assessment of properties to rates and Government rent, maintaining accounts and issuing demand notes for their collection. We provide property valuation advice to Government bureaux and departments and compile property market statistics. We also administer the Landlord and Tenant (Consolidation) Ordinance and provide relevant advisory and mediatory services to the public.

Environmental Policy and Objectives

The Department is committed to ensuring that our operations are conducted in an environmentally responsible manner and meeting the commitments of the Clean Air Charter. The Department has formulated its environmental policy and objectives as follows :

Policy : The Rating and Valuation Department will exercise the principles of Reduce, Reuse and Recycle in the consumption of resources.

Objectives : Resources saving and waste reduction.

The Department has integrated an environmentally responsible culture in all aspects of its operations and has accorded a high priority in implementing various green housekeeping measures in its operations. To this end, our Departmental Secretary is appointed as Green Manager to oversee and review the Department's green measures.



提高員工的環保意識

為了提高員工的環保意識，鼓勵他們身體力行環保概念，提倡節約能源和提高能源效益，以及爭取員工持續支持環保，本署：

- 透過內聯網定期公布各項環保內務管理措施和最新的環保計劃；
- 發布資源節約小錦囊；
- 鼓勵員工通過公務員建議書計劃和部門協商委員會會議提出環保建議；
- 建立網上討論區，方便員工討論部門各項改善措施；以及
- 藉着康樂社籌辦的活動，將環保觀念從辦公室推展至日常生活中，例如在本署的電子布告板設立「交換角」，讓員工刊登交換二手物品的電子廣告；以可循環再用的竹製餐具套裝作為會員的迎新禮品，以鼓勵員工減少使用一次性的塑膠餐具。

節省能源

本署在日常工作中推行的節省能源措施包括：

辦公室

- 當陽光直射室內時，將百葉簾放下；
- 員工即將進入房間（例如會議室）之前，才啟動空調及照明；
- 午膳時間或沒有人使用辦公室時關掉電燈；

Promotion of Staff Awareness

To promote environmental awareness and participation among staff in the continuous improvement of environmental protection and enhancing energy conservation and efficiency on green issues, and to sustain staff support, the Department has:

- circulated regularly through the intranet system various departmental green housekeeping measures and up-to-date green initiatives;
- disseminated saving tips to promote economy in the use of resources;
- encouraged staff to put forward green suggestions such as through Staff Suggestions Scheme and in Departmental Consultative Committee meetings;
- set up a cyber discussion forum to facilitate staff's discussion on departmental improvement measures; and
- extended the green concepts from office to daily life through activities organised by the Recreation Club, e.g. exchange goods among colleagues by posting e-advertisements on "Exchange Corner" in the Department's electronic bulletin board; encourage colleagues to minimise the consumption of single-use plastic utensils by giving out reusable bamboo cutlery sets as welcome gift for club members.

Energy Conservation

The Department has implemented various daily energy saving measures, including:

Office

- lower the venetian blinds when direct sunlight is penetrating a window;
- switch on lightings and air-conditioning units only immediately before users entering the venues such as conference rooms;
- switch off lightings during lunch hours and when offices are not in use;

- 使用省電的 T5 光管，節約能源；
 - 安排能源監督在午膳時間和下班時間後定期巡查，確保辦公室及會議室的電燈、文儀器材和空調關上；
 - 辦公時間內將辦公室文儀器材設定至省電模式；
 - 使用定時開關器於辦公時間後關閉網絡打印機；
 - 避免使用非必要的照明設備，並拆除過多的光管，把一般不會用作閱讀文件的地方調暗；
 - 把電腦設備室的溫度調高攝氏 1 至 2 度；
 - 提醒員工穿着輕便合適的衣服。當室外的氣溫高於攝氏 25.5 度時，將辦公室的溫度保持在攝氏 25.5 度；
 - 鼓勵員工徒步上落一、兩層樓，以取代使用升降機；
 - 於洗手間使用自動感應水龍頭以節省用水；以及
 - 使用水龍頭水流控制器，節省用水，並減少消耗供水時所需能量。
- use energy-saving T5 fluorescent tubes to reduce energy consumption;
 - conduct regular inspection by energy wardens to ensure lights, office equipment and air-conditioners in offices and conference rooms are switched off during lunch break and after office hours;
 - set office equipment to energy saving mode during office hours;
 - set up timer to switch off network printers after office hours;
 - avoid unnecessary lightings and reduce the illumination level of areas where colleagues do not normally have to read written materials by removing excessive fluorescent tubes;
 - adjust upwards the air-conditioning temperature of the computer equipment rooms by 1°C to 2°C;
 - dress light, casual and smart, and maintain the indoor office temperature at 25.5°C when the outdoor air temperature is above 25.5°C;
 - encourage using the stairs rather than taking the lift for going up or down one or two storeys;
 - use auto-sensitised water taps in toilets to save water; and
 - use flow controller at water taps to reduce the use of water and in turn reduce the energy required for supplying water to the users.

汽車

- 鼓勵共用部門車隊，以減少汽油消耗量；
 - 事先計劃路線，以縮短行車距離和時間，避開擁擠的地區；
 - 善用外出車輛或安排多人乘搭同一車輛，避免一人用車的情況；
 - 車輛等候時停車熄匙，以節省能源和減少廢氣排放；
 - 密切監察汽車保養，確保車輛不會排出大量廢氣；以及
 - 密切留意汽車耗油量。
- encourage sharing of pool cars to reduce fuel consumption;
 - plan routes to minimise the journey distance and time, and to avoid congested areas;
 - plan travel or carpool to avoid single-passenger car trips;
 - switch off vehicle engines while waiting to save energy and reduce vehicle emissions;
 - closely monitor vehicle maintenance to ensure low emissions; and
 - closely monitor vehicle fuel consumption.

Vehicles

善用紙張及信封

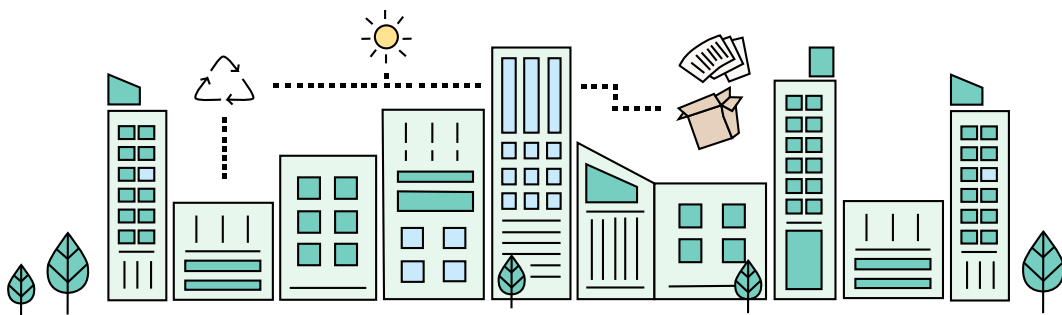
本署採取下列措施，以善用紙張及信封：

- 充分利用每張紙的正反兩面，並把多頁資料印在同一張紙上；
- 把過時表格的空白一面用作草稿紙；
- 使用再造紙代替原木漿紙；
- 影印機旁設置環保盒，放置經單面使用的紙張，以使用於複印；
- 以可供重複使用的釘孔信封傳遞非機密文件；
- 於會議時使用平板電腦，減少列印會議文件；
- 重複使用信封及暫用檔案夾；
- 發送傳真文件後，無需再郵寄文件的正本，正本可供存檔之用；
- 在適當情況下不使用傳真封面頁；
- 使用電腦接收傳真文件，以便篩選垃圾郵件；
- 盡量縮短文件的分發名單；
- 減少指引和守則印文本的數目，廣泛使用內聯網和其他電子方式分發指引和守則；
- 將部門刊物、員工通訊等上載到本署的知識管理系統、電子布告板和網頁；以及
- 於佳節傳送電子賀卡。

Saving of Paper and Envelopes

The Department has adopted the following measures to economise the use of paper and envelopes:

- use both sides of the paper and print multiple pages on one sheet;
- use obsolete forms with one clean side as drafting paper;
- use recycled paper instead of virgin paper;
- set up green trays in photocopiers to facilitate printing with papers used on one side;
- use transit envelopes for unclassified documents;
- use tablets to store documents for meetings to save printing of hard copies;
- reuse envelopes and loose minutes jackets;
- avoid sending original documents after they have been sent by fax and the original documents can be used as a file copy;
- stop the use of fax cover page where appropriate;
- use computer to receive fax so as to screen out junk mail;
- keep documents distribution list to minimal level;
- reduce the number of hardcopy manuals and regulations, and maximise the use of the intranet system and other electronic means in distributing manuals and regulations;
- release the Department's paper publications, staff newsletter, etc. by uploading the e-copy on the Department's Knowledge Management System, electronic bulletin board and homepage; and
- send out electronic seasonal greeting cards during festive seasons.



廢物管理

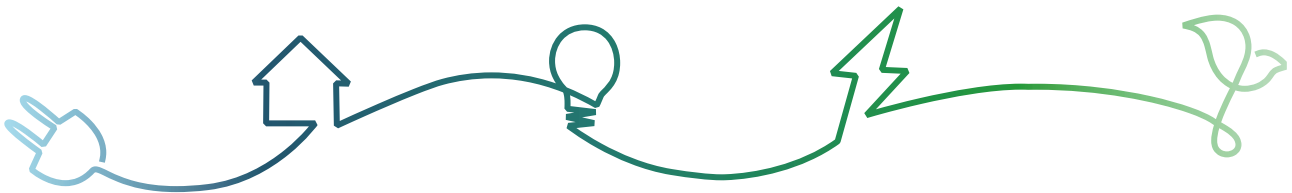
在「物盡其用，人人有責」的原則下，本署採取下列各項措施：

- 收集廢紙 / 報紙作回收之用；
- 避免使用難以回收的紙張（例如紙杯及塗有塑料的紙）；
- 保持可回收的廢紙乾爽清潔，並盡量清除紙上的膠紙、釘書釘和回形針；
- 在日常運作以及在籌辦會議和活動時，避免使用即棄物品；
- 交還用完的雷射打印碳粉盒和噴墨盒作回收之用；以及
- 參與由大廈管理處統籌的回收計劃，在本署範圍內放置回收箱。

Management of Wastes

To uphold the principles of reduce, reuse and recycle, the Department has adopted the following:

- collect waste paper/newspaper for recycling;
- avoid using paper which has no/limited recycling outlet (e.g. paper cups, paper coated with plastic);
- keep paper recyclables dry and clean and remove adhesive tapes, staples and paper clips from paper to be recycled as far as possible;
- avoid using disposable items in daily operations as well as in organising meetings and events;
- return used laser printer toner and ink-jet cartridges for recycling; and
- participate in the recycling programme coordinated by the Building Management Office by placing recycling bins in the Department premises.



採購環保產品

本署致力推行環保採購，購買產品時盡可能考慮環保因素：

- 購置具有自動節能功能和符合能源效益的辦公室文儀器材；
- 購置環保產品，例如再造紙、可替換筆芯的原子筆、可循環再造的碳粉盒 / 噴墨盒及環保電池 / 充電池；
- 於採購時盡量採用環境保護署制定的環保規格；以及
- 購置具有雙面影印 / 列印功能的影印機和打印機。

Procurement of Green Products

The Department is committed to green procurement. In conducting procurement, we took into account environmental factors as far as applicable:

- procure energy efficient office equipment with automatic energy saving function;
- procure green products such as recycled paper, refillable ball pens, recyclable toner/inkjet cartridges and environmental-friendly/rechargeable batteries;
- adopt green specifications promulgated by the Environmental Protection Department for procurement exercises where such specifications are applicable; and
- procure photocopiers and printers with double-sided copying/printing function.

環保方面的成果

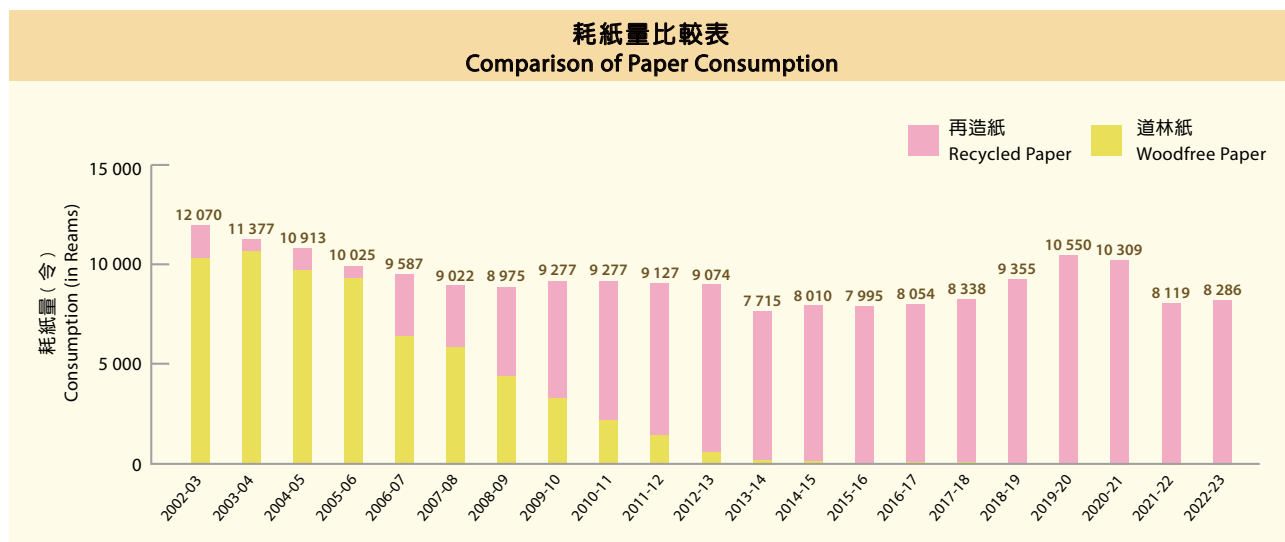
減少耗紙量

2022-23 年度本署的 A3 和 A4 紙耗用量合共為 8 286 令，較 2002-03 年度的 12 070 令減少 31.4%。此外，2022-23 年度 100% 的耗紙量為再造紙。

Green Performance

Reduced Consumption of Paper

The consumption of A3 and A4 paper in 2022-23 was 8 286 reams, indicating a reduction of 31.4% against 12 070 reams in 2002-03. Besides, 100% of the paper requirement for 2022-23 was met by recycled paper.



來年本署定當繼續提醒同事注意保護環境，確保紙張用得其所。

In the coming year, the Department shall keep on promoting environmental awareness among colleagues and endeavour to continue to economise consumption.

本署分別於 2004 年及 2010 年推出「綜合發單及繳款服務」及「電子差餉地租單」服務，自此本署的紙張及信封耗用量持續減少。截至 2023 年 3 月 31 日為止，約有 153 000 個獨立帳目整合成大約 2 150 個綜合帳目，擁有多個物業的繳納人可選擇收取一張綜合徵收通知書。同時，超過 76 700 個用戶登記使用電子差餉地租單服務，連結超過 108 000 個繳納人帳戶，當中超過 62% 用戶選擇停收通知書印文本。本署會繼續節約用紙，及提倡綠化環境。

The consumption of paper and envelopes has reduced with the introduction of the Consolidated Billing and Payment Service and “eRVD Bill” Service in 2004 and 2010 respectively. As at 31 March 2023, about 153 000 individual accounts were merged into around 2 150 consolidated accounts, and these payers holding multiple properties can receive a single consolidated demand. At the same time, over 76 700 subscribers have registered for the “e-RVD Bill” Service, linking up over 108 000 payer accounts, and over 62% of them opted to drop their paper bills. The Department will continue its efforts to reduce paper consumption and promote a greener environment.

減少和回收廢物

本署繼續積極減少製造廢物，並鼓勵廢物回收。2022-23 年度共回收了 28 546 公斤廢紙及 1 451 個用完的碳粉盒和噴墨盒。

Reduce and Recycle of Wastes

The Department has continued its efforts to reduce and recycle wastes. In 2022-23, 28 546 kilograms of waste paper and 1 451 numbers of empty toner/inkjet cartridges were collected for recycling.

清新空氣約章

為配合《清新空氣約章》的承諾，本署實施下列有助改善空氣質素的環保標準和做法，並提醒員工注意：

- 遵守所有適用於汽車操作的條例和規例；
- 每年為部門車輛安排全面檢查，確保車輛操作正常；以及
- 採取各項辦公室和車輛操作的節能措施。

自 2009 年起，本署辦事處所在的長沙灣政府合署已獲頒發《良好級室內空氣質素檢定證書》。

前瞻

為響應政府節省能源和紙張的呼籲，本署會繼續盡力節約用紙和用電。各科別將認真檢討並密切留意用紙和用電模式，務求令辦公室的運作更具環保效益。

Clean Air Charter

In line with the commitments of the Clean Air Charter, the Department has maintained and reminded staff to observe environmental standards/practices in improving air quality:

- comply with all the applicable ordinance and regulations related to vehicle operation;
- arrange annual maintenance to ensure proper function of the Department's vehicle; and
- adopt a number of energy saving measures in the office and for vehicle operation.

Our office building, the Cheung Sha Wan Government Offices, has been awarded the "Good Class" Indoor Air Quality Certificate since 2009.

The Way Forward

To support the Government's drive to economise the use of energy and paper, the Department will sustain its effort in saving paper and electricity with best endeavour. All divisions will continue to critically review and closely monitor their paper and energy consumption patterns with a view to achieving a greener office.



電子政府服務

為配合電子政府措施，推動無紙化作業流程以及提升顧客服務，本署一向主動積極推動各項電子化政府服務。除了物業資訊網、電子發單和電子繳款服務外，本署亦接受以電子方式遞交《差餉條例》、《地租（評估及徵收）條例》及《業主與租客（綜合）條例》規定送達的法定表格及通知書。市民使用本署網頁內的電子表格服務遞交表格及通知書，是除了郵遞或親身遞交方式外的一個更方便和環保的選項。本署亦為所有其他公用表格提供以電子方式遞交表格的選項。本署會繼續引進更多電子化服務，務求與市民合作節約用紙，提倡綠化環境。

工作流程及工序的數碼化

為求體現環保文化，本署持續善用資訊科技，在開發或更新電腦系統時，盡量把內部工作流程及工序數碼化，以期減省紙張用量。

電子檔案保管系統

本署正為推行電子檔案保管系統進行籌備工作。除了可以提升保存和管理政府檔案的效率外，電子檔案保管系統亦可進一步減少在公務上使用的紙張。

清新空氣約章

本署將一如既往，在所有工作環節中採取節能措施，以恪守《清新空氣約章》的承諾，為改善香港的空氣質素出一分力。

e-Government Services

To tie in with the e-Government initiative, promote paperless operation and improve our customer service, the Department has all along been proactively pursuing various e-Government services. Apart from the Property Information Online service, electronic billing and payment services, we accept electronic submission of statutory forms and notices required to be served under the Rating Ordinance, the Government Rent (Assessment and Collection) Ordinance and the Landlord and Tenant (Consolidation) Ordinance. Submission of forms and notices through this e-Form service at our Homepage is a convenient and environmentally-friendly alternative to the conventional mode of serving a form by post or in person. We also provide an e-submittable option to facilitate submission of all the other public forms to the Department. The Department will continue its effort to join hands with the public in reducing paper consumption and in promoting a greener environment by introducing more electronic services.

Digitalisation of Workflow and Processes

To align with our environmentally responsible culture, we continue to leverage on information technologies and strive to seek opportunities for digitalising our internal workflow and processes with a view to minimising the paper consumption.

Electronic Recordkeeping System (ERKS)

The Department is undertaking preparatory work in relation to the implementation of an ERKS to enhance efficiency in preparing and managing government records. The adoption of an ERKS will also reduce the use of paper in official businesses.

Clean Air Charter

The Department will continue to adopt energy-efficient measures in all its practices in an effort to improve Hong Kong's air quality in compliance with the commitments of the Clean Air Charter.