

## **Rating and Valuation Department** **Environmental Report 2021-2022**

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 provide advisory and mediatory services on landlord and tenant matters.

### **(A) Environmental Policy and Objectives**

2. 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

3. 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.

### **(B) Promotion of Staff Awareness**

4. 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.

## **(C) Energy Conservation**

5. 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;
- 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.

### Vehicles

- 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.

## **(D) Saving of Paper and Envelopes**

6. 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.

## **(E) Management of Wastes**

7. 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.

## (F) Procurement of Green Products

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

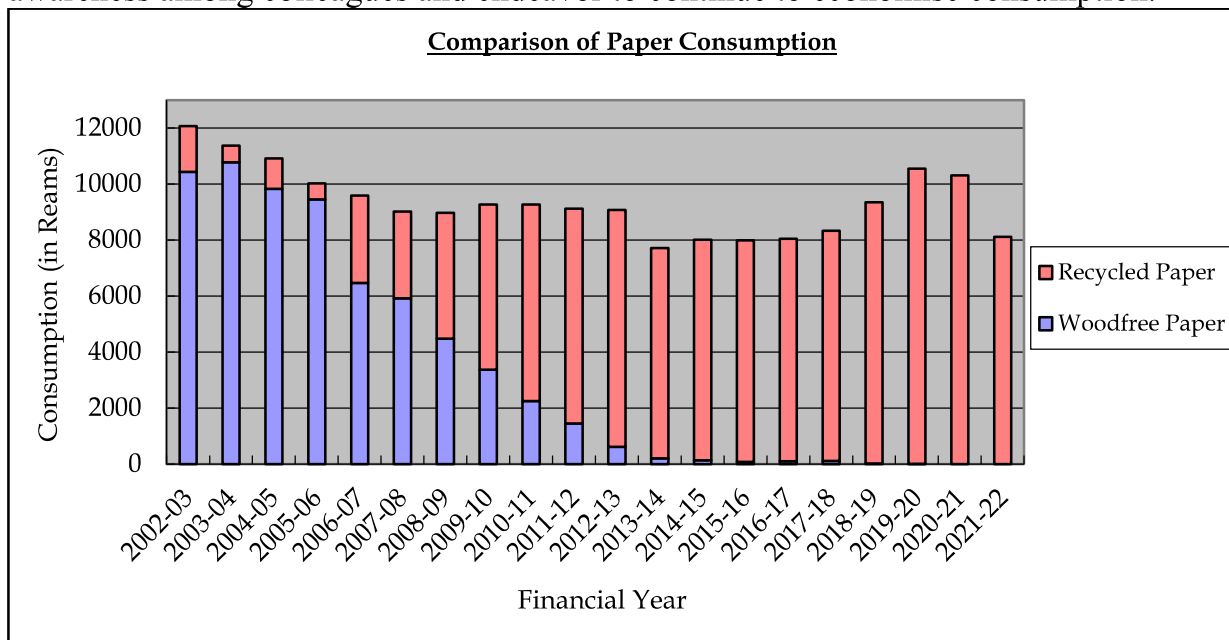
- procure energy efficient office equipment with automatic energy saving function;
- procure green products such as recycled paper, refillable ball pens, recyclable toner/inkjet cartridges and environmental-friendly/rechargeable batteries;
- adopt green specifications promulgated by the Environmental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

## (G) Green Performance

### Reduced consumption of paper

9. The consumption of A3 and A4 paper in 2021-22 was 8,119 reams, indicating a reduction of 32.7% against 12,070 reams in 2002-03. Besides, 100% of the paper requirement for 2021-22 was met by recycled paper.

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



11. 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 2022, about 150,000 individual accounts were merged into around 2,100 consolidated accounts, and these payers holding multiple properties can receive a single consolidated demand. At the same time, about 64,000 subscribers have

registered for the e-RVD Bill Service, linking up over 90,400 payer accounts, and over 60% of them opted to drop their paper bills. The Department will continue its efforts to reduce paper consumption and promote a greener environment.

### Reduce and Recycle of Wastes

12. The Department has continued its efforts to reduce and recycle wastes. In 2021-22, 29,191 kilograms of waste paper and 1,018 numbers of empty toner/inkjet cartridges were collected for recycling.

### **(H) Clean Air Charter**

13. 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.

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

### **(I) The Way forward**

15. 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.

### e-Government Services

16. 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. In June 2022, we have also upgraded our e-Form service to enable electronic 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

17. To align with our environmentally responsible culture, we continue to leverage on information technologies to digitalise our internal workflow and processes. For instance, when developing new computer system for processing applications for the new rates concession of domestic tenements from March 2023 tentatively, we will review the opportunities for digitalising the workflow and processes with a view to minimising the paper consumption.

### Electronic Recordkeeping System (ERKS)

18. 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

19. 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.

Rating and Valuation Department  
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