

环保报告

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本署主要负责评估物业的差饷与地租、修订有关帐目和发出征收通知书，并向政府决策局和部门提供物业估价服务、编制物业市场统计数字，以及执行《业主与租客（综合）条例》，并提供相关的咨询与调解服务。

环保政策和目标

差饷物业估价署致力确保在营运过程中履行环保责任，恪守《清新空气约章》的承诺。本署制定了下列环保政策和目标：

政策： 差饷物业估价署使用资源时，遵循「减用、再用和再造」三大原则。

目标： 节约资源和减少废物。

本署在运作各方面均体现环保文化，日常运作中亦以推行各项环保措施为要务。为此，本署委任内务秘书为「环保经理」，负责监察和检讨部门推行环保措施的情况。

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.



提高员工的环保意识

为了提高员工的环保意识，鼓励他们身体力行环保概念，提倡节约能源和提高能源效益，以及争取员工持续支持环保，本署：

- 透过内联网定期公布各项环保内务管理措施和最新的环保计划；
- 发布资源节约小锦囊；
- 鼓励员工通过公务员建议书计划和部门协商委员会会议提出环保建议；
- 建立网上讨论区，方便员工讨论部门各项改善措施；以及
- 借着康乐社筹办的活动，将环保观念从办公室推展至日常生活中，例如在本署的电子布告板设立「交换角」，让员工刊登交换二手物品的电子广告；以可循环再用的竹制餐具套装作为会员的迎新礼品，以鼓励员工减少使用一次性的塑胶餐具。

节省能源

本署在日常工作中推行的节省能源措施包括：

办公室

- 当阳光直射室内时，将百叶帘放下；
- 员工即将进入房间（例如会议室）之前，才启动空调及照明；
- 午膳时间或没有人使用办公室时关掉电灯；

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;

- 使用省电的 T5 光管，节约能源；
 - 安排能源监督在午膳时间和下班时间后定期巡查，确保办公室及会议室的电灯、文仪器材和空调关上；
 - 办公时间内将办公室文仪器材设定至省电模式；
 - 使用定时开关器于办公时间后关闭网络打印机；
 - 避免使用非必要的照明设备，并拆除过多的光管，把一般不会用作阅读文件的地方调暗；
 - 把电脑设备室的温度调高摄氏 1 至 2 度；
 - 提醒员工穿着轻便合适的衣服。当室外的气温高于摄氏 25.5 度时，将办公室的温度保持在摄氏 25.5 度；
 - 鼓励员工徒步上落一、两层楼，以取代使用升降机；
 - 于洗手间使用自动感应水龙头以节省用水；以及
 - 使用水龙头水流控制器，节省用水，并减少消耗供水时所需能量。
- 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.

汽车

- 鼓励共用部门车队，以减少汽油消耗量；
 - 事先计划路线，以缩短行车距离和时间，避开拥挤的地区；
 - 善用外出车辆或安排多人乘搭同一车辆，避免一人用车的情况；
 - 车辆等候时停车熄火，以节省能源和减少废气排放；
 - 密切监察汽车保养，确保车辆不会排出大量废气；以及
 - 密切留意汽车耗油量。
- 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

善用纸张及信封

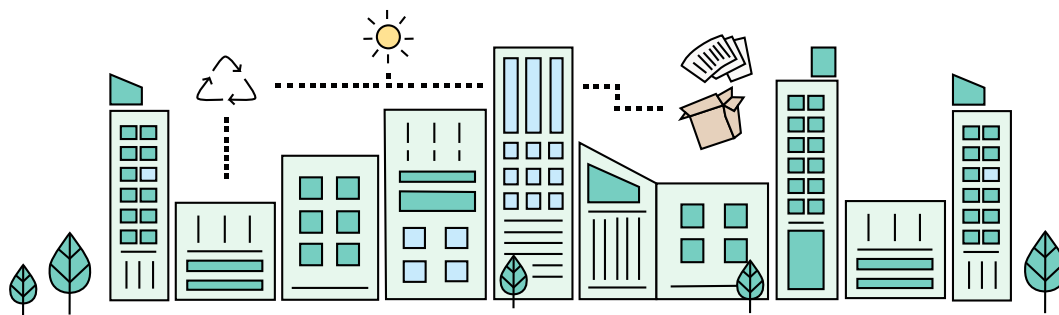
本署采取下列措施，以善用纸张及信封：

- 充分利用每张纸的正反面，并把多页资料印在同一张纸上；
- 把过时表格的空白一面用作草稿纸；
- 使用再造纸代替原木浆纸；
- 影印机旁设置环保盒，放置经单面使用的纸张，以使用于复印；
- 以可供重复使用的钉孔信封传递非机密文件；
- 于会议时使用平板电脑，减少列印会议文件；
- 重复使用信封及暂用档案夹；
- 发送传真文件后，无需再邮寄文件的正本，正本可供存档之用；
- 在适当情况下不使用传真封面页；
- 使用电脑接收传真文件，以便筛选垃圾邮件；
- 尽量缩短文件的分发名单；
- 减少指引和守则印文本的数目，广泛使用内联网和其他电子方式分发指引和守则；
- 将部门刊物、员工通讯等上载到本署的知识管理系统、电子布告板和网页；以及
- 于佳节传送电子贺卡。

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.



废物管理

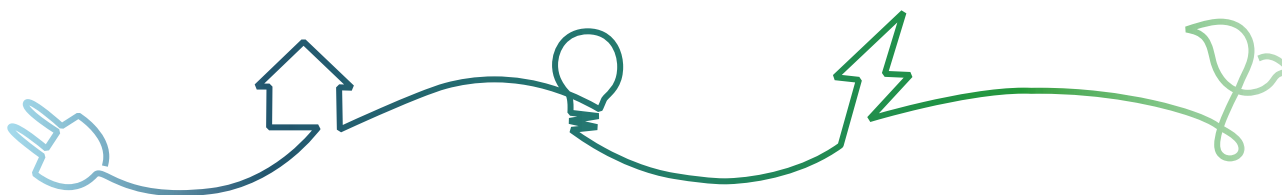
在「物尽其用，人人有责」的原则下，本署采取下列各项措施：

- 收集废纸 / 报纸作回收之用；
- 避免使用难以回收的纸张（例如纸杯及涂有塑料的纸）；
- 保持可回收的废纸干爽清洁，并尽量清除纸上的胶纸、钉书钉和回形针；
- 在日常运作以及在筹办会议和活动时，避免使用即弃物品；
- 交还用完的雷射打印碳粉盒和喷墨盒作回收之用；以及
- 参与由大厦管理处统筹的回收计划，在本署范围内放置回收箱。

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.



采购环保产品

本署致力推行环保采购，购买产品时尽可能考虑环保因素：

- 购置具有自动节能功能和符合能源效益的办公室文仪器材；
- 购置环保产品，例如再造纸、可替换笔芯的原子笔、可循环再造的碳粉盒 / 喷墨盒及环保电池 / 充电电池；
- 于采购时尽量采用环境保护署制定的环保规格；以及
- 购置具有双面影印 / 列印功能的影印机和打印机。

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.

环保方面的成果

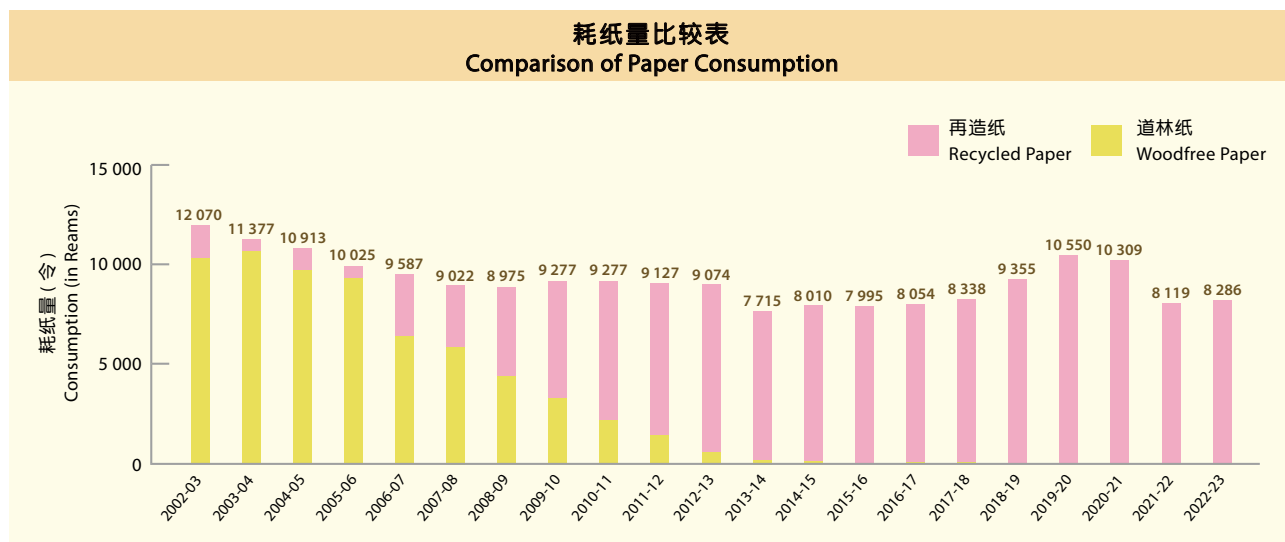
减少耗纸量

2022-23 年度本署的 A3 和 A4 纸耗用量合共为 8 286 令，较 2002-03 年度的 12 070 令减少 31.4%。此外，2022-23 年度 100% 的耗纸量为再造纸。

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.



来年本署定当继续提醒同事注意保护环境，确保纸张用得其所。

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

本署分别于 2004 年及 2010 年推出「综合发单及缴款服务」及「电子差饷地租单」服务，自此本署的纸张及信封耗用量持续减少。截至 2023 年 3 月 31 日为止，约有 153 000 个独立帐目整合成大约 2 150 个综合帐目，拥有多个物业的缴纳人可选择收取一张综合征收通知书。同时，超过 76 700 个用户登记使用电子差饷地租单服务，连结超过 108 000 个缴纳人帐户，当中超过 62% 用户选择停收通知书印文本。本署会继续节约用纸，及提倡绿化环境。

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.

减少和回收废物

本署继续积极减少制造废物，并鼓励废物回收。2022-23 年度共回收了 28 546 公斤废纸及 1 451 个用完的碳粉盒和喷墨盒。

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.

清新空气约章

为配合《清新空气约章》的承诺，本署实施下列有助改善空气质素的环保标准和做法，并提醒员工注意：

- 遵守所有适用于汽车操作的条例和规例；
- 每年为部门车辆安排全面检查，确保车辆操作正常；以及
- 采取各项办公室和车辆操作的节能措施。

自2009年起，本署办事处所在的长沙湾政府合署已获颁发《良好级室内空气质量检定证书》。

前瞻

为响应政府节省能源和纸张的呼吁，本署会继续尽力节约用纸和用电。各科别将认真检讨并密切留意用纸和用电模式，务求令办公室的运作更具环保效益。

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.



电子政府服务

为配合电子政府措施，推动无纸化作业流程以及提升顾客服务，本署一向主动积极推动各项电子化政府服务。除了物业资讯网、电子发单和电子缴款服务外，本署亦接受以电子方式递交《差饷条例》、《地租（评估及征收）条例》及《业主与租客（综合）条例》规定送达的法定表格及通知书。市民使用本署网页内的电子表格服务递交表格及通知书，是除了邮递或亲身递交方式外的一个更方便和环保的选项。本署亦为所有其他公用表格提供以电子方式递交表格的选项。本署会继续引进更多电子化服务，务求与市民合作节约用纸，提倡绿化环境。

工作流程及工序的数码化

为求体现环保文化，本署持续善用资讯科技，在开发或更新电脑系统时，尽量把内部工作流程及工序数码化，以期减省纸张用量。

电子档案保管系统

本署正为推行电子档案保管系统进行筹备工作。除了可以提升保存和管理政府档案的效率外，电子档案保管系统亦可进一步减少在公务上使用的纸张。

清新空气约章

本署将一如既往，在所有工作环节中采取节能措施，以恪守《清新空气约章》的承诺，为改善本港的空气质素出一分力。

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.