Linking Triple Bottom Line Towards Sustainability | December 2006

Social and Environmental Report 2005

EMSD

Message from the Director

I am delighted to present the seventh environmental report of the Electrical and Mechanical Services Department. As you may already know, this report covers not only our environmental performance, but also our social and economic performance. It is thus aptly renamed as Social and Environmental Report.

Like last year, we adopt the Triple Bottom Line (TBL) approach in the report which summarises our performance against environmental, social and economic parameters in an integrated approach. Once again, we have made reference to the Global Reporting Initiative (GRI) guidelines, reflecting our strong belief in the openness and transparency in our communication with stakeholders. A GRI Content Index is included for easy referencing.

Moreover, we have expanded the report to include more information and in greater details. With this enrichment, I believe we are one step closer to compiling a full sustainability report in the near future.

Roger S.H. Lai
Director of Electrical and Mechanical Services

Content

About this Report

This report covers the environmental, social and economic performance of the Electrical and Mechanical Services Department (EMSD) for the period from 1 January 2005 through to 31 March 2006. Commencing with this report, we have transitioned from calendar-year reporting to fiscal-year reporting to correspond to our financial report which reports on a fiscal year basis, i.e. from 1 April of each year to 31 March of the following year. This is our seventh environmental report and we continued to adopt the Triple Bottom Line (TBL) format for its integrated approach to reporting performance against environmental, social and economic indicators.

In the report, you will find both quantitative and qualitative information about the programmes and initiatives we undertook in the said period, as well as the relevant impacts so caused. Unless specified otherwise, data are presented as absolute figures and cover all the geographic locations in which we operate. Where applicable, they are normalised into comparable terms. Economic data is recorded according to the financial year ended 31 March 2006. All monetary values are in Hong Kong dollars.

We follow the Global Reporting Initiative (GRI) Guidelines 2002 and the sector supplement for Public Agencies published in March 2005 as a reference in preparing the report. A GRI Content Index is provided to facilitate referencing.

Highlights of Achievement

Below are highlights of our achievements during the past 15 months. Please refer to subsequent sections for details.

Environmental

- The implementation of the electronic Document Management System (eDMS) has helped to cut down our paper consumption by 4.47%.
- We have completed a study that revealed adhering to the "25.5 degrees Celsius room temperature" would result in a 4.2% reduction in power consumption.
- The ex-HACTL2 Building in Kowloon Bay was completely restored and turned into a new EMSD headquarters. Officially opened in July 2005, the new headquarters is a showcase of sustainable development, incorporating various environmentally-friendly features and energy efficiency technologies.
- Our promotion efforts paid off in recent years. Both the numbers of building venues certified in the "Energy Efficiency Registration Scheme for Buildings" and the number of water-cooled air-conditioning installation projects completed under the "Pilot Scheme for Cooling Towers" have been on the rise. As at the end of March 2006, there were a total of 235 registered energy-efficient building venues, and 42 cooling-tower projects were completed.

Social

- As part of our community outreach programme, we set up an education path at our EMSD headquarters to enhance public awareness of energy efficiency and renewable energy, as well as our regulatory functions in electrical, gas and mechanical safety. Since its opening in October 2005, the education path has attracted more than 2,000 visitors.
- In an effort to promote clean energy in Hong Kong, we published the Technical Guidelines on Grid Connection of Small-scale Renewable Energy Power Systems. Furthermore, we assisted the government in drafting the Technical Circular on Adoption of Energy Efficient Features and Renewable Energy Technologies in Government Projects and Installations.
- An energy efficiency competition was organised for the property management and school sectors. Over 200 entries were received for the one-year competition with each reporting good energy saving results.
- As part of our ongoing effort to upgrade our workforce, we have increased our investment in staff development and training. In 2005/06, we achieved an average of 6.05 training days per employee, well above our corporate target of 4.5 days.

Economic

- EMSTF continued to report positive financial performance in 2005/06, with 10.3% in the Return on Revenue (ROR) and 37.7% in the Return on Average Net Fixed Asset (ANFA).
- We had about 5,000 employees.
- We let out contracts totally more than $1.36 billion for the provision of goods and services in 2005/06.

About EMSD

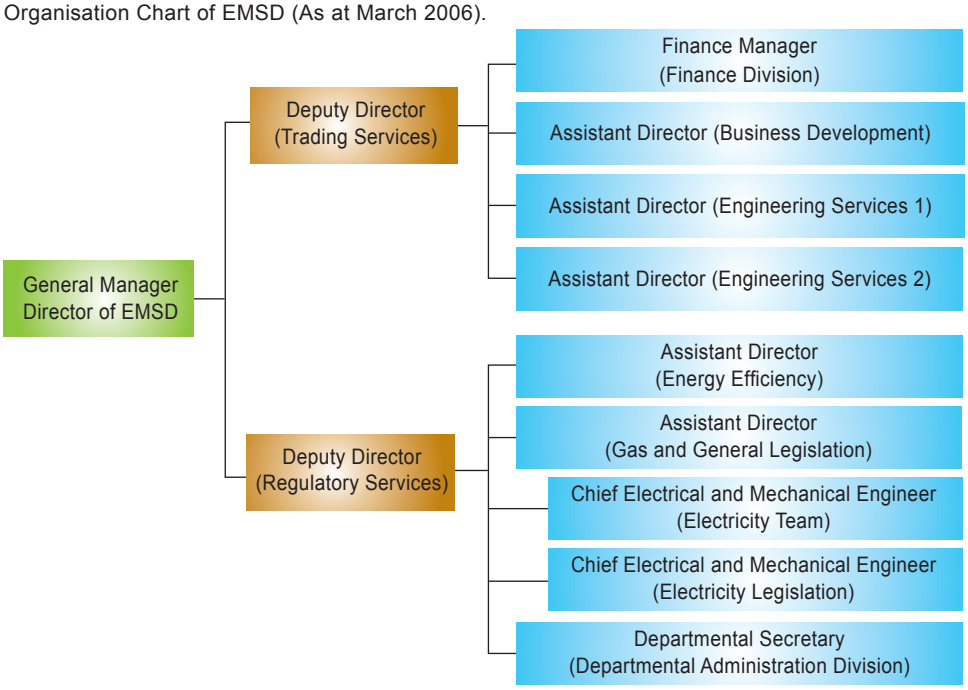
Departmental Profile

At the end of 2005, EMSD had around 5,000 employees within an operating structure organised along two service lines, Regulatory Services and Trading Services.

The Regulatory Services arm operates a number of divisions focusing on electrical safety, mechanical safety, gas safety, energy efficiency and conservation, and utilities monitoring respectively.

The Trading Services arm operates a number of strategic business units, each catering to the needs of a specific group of government departments and public organisations.

Organisation Chart of EMSD (As at March 2006).



Together we serve different public customers and the Hong Kong community and share the following four major areas of responsibilities:

- Protects Public Safety – Our Regulatory Services (RS) acts as a regulator of public safety on E&M matters – responsible for the preparation, administration and enforcement of safety legislation in areas including electricity, gas, lifts and escalators, and mechanical installations. It also regulates electricity and gas utilities and various E&M-related trades and industries.
- Promotes Energy Efficiency – Our Energy Efficiency Office spearheads the drive for energy efficiency and energy conservation programmes in Hong Kong.

- Provides Engineering Services – Our Trading Services (also called Electrical and Mechanical Services Trading Fund (EMSTF)) provides a wide range of E&M engineering services to more than 100 government departments and public organisation in Hong Kong.
- Supports Government Initiatives – Our unrivalled experience makes EMSD a valued technical advisor to the government on new initiatives related to E&M engineering and energy conservation.

Governance Structure

EMSD is a government department of the Hong Kong Special Administrative Region (HKSAR) with a clearly defined governance structure. At the departmental level, the Director's Management Committee (DMC) comprising senior management personnel within the department is responsible for ensuring the department's fulfilment of management accountability and governance expectations. Advising the DMC is the Committee of Policy and Strategy responsible for formulating and planning departmental management needs at policy and strategy level. Policy implementation and programme development are monitored by the Senior Management Team Committee and Trading Service Management Committee in RS and EMSTF, respectively.

As a trading fund operation, EMSTF also has an Executive Board and a Management Board. Chaired by the Permanent Secretary for the Environment, Transport and Works (Works), the Executive Board endorses policies and oversees the operation of EMSTF. The Management Board, chaired by the General Manager (i.e. Director of Electrical and Mechanical Services), is responsible for the management and operation of EMSTF and reporting to the executive board.

Various legislation, policies, circulars and instructions are in place to govern our organisational practices. The followings are of major importance to the operation of our business:

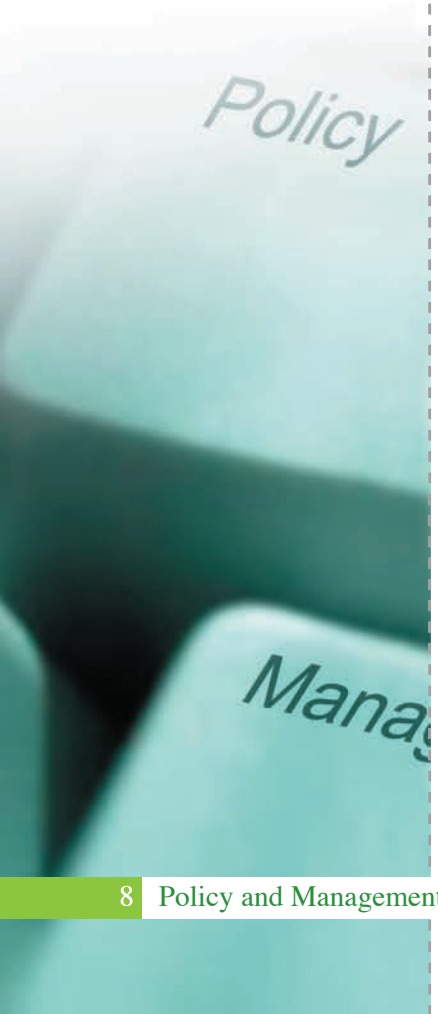
- Public Finance Ordinance
- Trading Funds Ordinance
- EMSTF Framework Agreement
- Finance and Accounting Rules

In addition to the relevant policy bureaux to which EMSD is accountable, our operations are also subject to monitoring by Legislative Council (LegCo), the Ombudsman and the Director of Audit.

Policy and Management Systems

Our Mission, Vision and Values

	EMSD Regulatory Services	EMSD Trading Services
Vision	To be the government agency that makes Hong Kong a top-ranking city in electrical and mechanical safety and in the utilisation of energy.	To be the most preferred electrical and mechanical engineering service provider in Hong Kong.
Mission	To enhance the safety and the quality of life of our community by ensuring that electrical and mechanical and energy technologies are harnessed in a safe, reliable, economical and environment-friendly manner.	To give our community a better quality of life by providing our customers and the public with total engineering solutions and service excellence.
Values	Expertise Integrity Reliability Commitment	Customer focus Caring Integrity Service excellence Commitment



Approach to Sustainable Development

Government Policy

Being the electrical and mechanical engineering advisor to the HKSAR Government, we have been supporting various government initiatives, especially those in relation to renewable energy applications in Hong Kong.

Since the government introduced the Sustainability Assessment System in 2003, all government bureaux and departments are required to conduct sustainability assessment of their new strategic initiatives or major programmes which may have significant impacts on the economic, environmental and social conditions of Hong Kong.

The First Sustainable Development Strategy for Hong Kong (SDS) was published in 2005. It identified key areas of concern and outlined a strategy for Hong Kong to move towards building a healthy, economically vibrant and just society that respects the natural environment and values its cultural heritage.

Management Systems

At EMSD, we have combined quality, environment, and health and safety systems into a single system – the Integrated Management System (IMS). The IMS helps to streamline and minimise duplicated processes, and improve the overall efficiency of the management system. To ensure that our IMS is operated according to our established policies and the requirements of ISO14001, ISO9001 and OHSAS18001, we regularly carry out internal and external audits. We also review client feedback and the progress of any corrective / preventive actions arising from non-compliances.

In 2003, we took a step forward and commenced the implementation of Total Quality Management (TQM) which is an inclusive and pervasive quality process involving participation of all our staff as we work towards total customer satisfaction and service excellence. We are pleased to report that we have been awarded the Gold Award of 2006 Hong Kong Management Association Quality Award.

Corporate Policies

As we seek to meet and exceed the expectatoin of our customers, our staff, and the community at large, we are committed to the following policies:

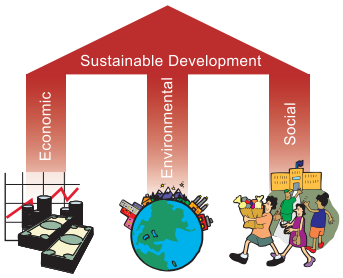
Quality - achieving service excellence and total customer satisfaction through the implementation of Total Quality Management;

Human Resources - enhancing corporate core competencies and business performance through continuous development of human resources;

Safety and Health - achieving and maintaining a high standard of safety and health at work; and

Environment - building a better environment through an ongoing environment conservation, protection and improvement programme.

Triple Bottom Line Approach



Triple Bottom Line

Since 1999, all government departments including EMSD are required to report their environmental performance annually. In 2003, we took our reporting practice one step further and included our social and economic performance in our Environmental Report. It was based on the Triple Bottom Line (TBL) concept and made reference to the sustainability reporting guidelines developed by the Global Reporting Initiatives 2002 (GRI). It reflects not only the openness and transparency we embrace in communicating our performance in these perspectives to stakeholders, but also our quest to introduce the sustainability concept in our business operation.

While this report is not in full compliance with the GRI requirements, we have generally followed its principles and guidelines.

Stakeholder Engagement

As a government agency, our stakeholder groups include:

- client customers,
- policy bureaux,
- staff,
- industry and business organisations,
- suppliers and contractors,
- professional and trade associations, and
- the general public.

We work closely with our stakeholders to solicit their views and opinions on our TBL approach. Given the varied nature of our stakeholders, we have developed different communication programmes to cater to their different needs. Our communication channels include customer liaison groups, staff consultative committees, regular consultations with trade associations and professional institutions, annual reports, newsletter – VoiceLink, and ongoing electrical and mechanical safety and energy efficiency promotion programmes and publications.

Staff and customers are two of our major stakeholder groups. Opinion surveys with these stakeholders are conducted once every two years. The latest customer satisfaction survey conducted in 2006 reported a score of 6.05 on a scale of 8 while the staff survey in 2005 reported a satisfaction score of 6.6 on a scale of 10.

In February 2005, we commissioned a trade survey to collect views and comments from the trades on our services in promoting public safety and steering energy efficiency drives. Findings of the survey revealed a generally high awareness level of the various regulations and schemes. But the knowledge of these regulations and schemes varied amongst different sectors (e.g. gas installers and contractors, electrical suppliers, gas suppliers, etc.).

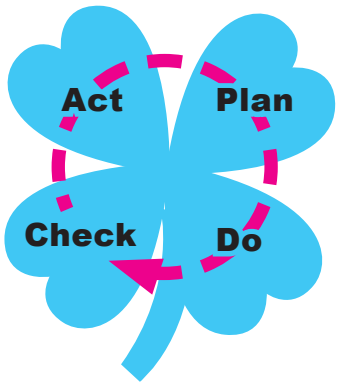
In addition to reporting our financial and environmental activities on an annual basis, we also publish Performance Pledges every year, primarily in relation to our Regulatory Services. In 2005, our overall performance was more than satisfactory, with 34 out of a total of 36 service pledges achieving a 100% compliance.

Environmental

Environmental Performance

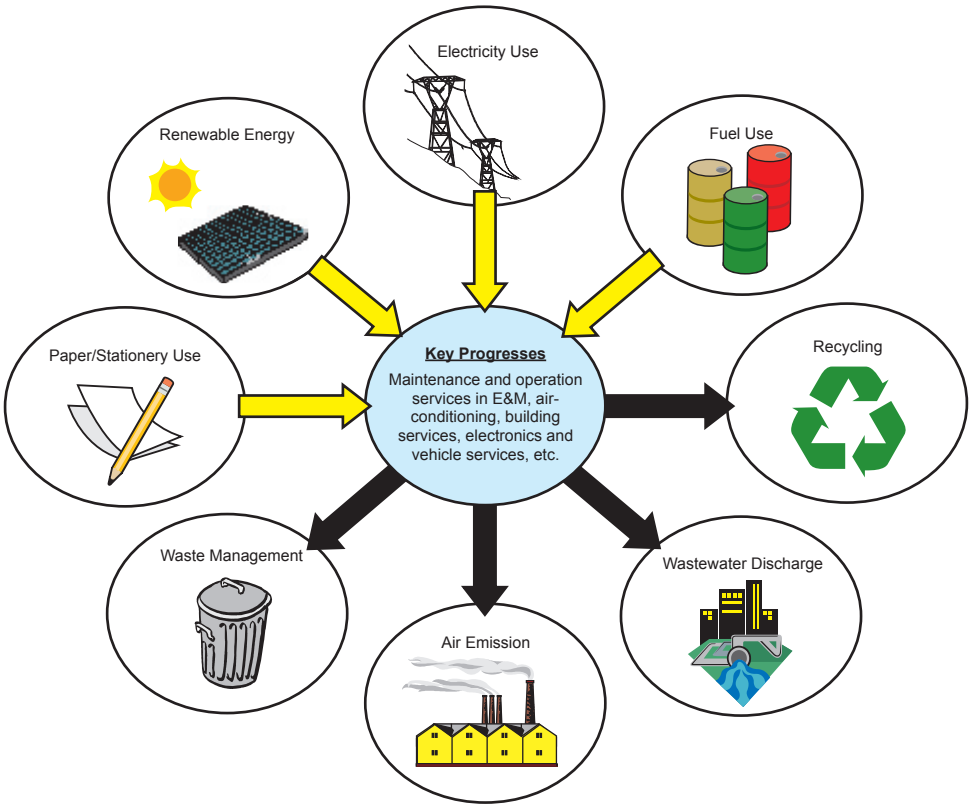
Overview

First implemented in the mid-1990s, our Environmental Management System (EMS) featured a decentralised management framework, with each division ensuring that its operations comply with internationally recognised standards and the legislative requirements in Hong Kong. In 2000, we became the first government agency to attain the ISO 14001 Corporate Certificate. Then in 2002, we streamlined our management systems in quality, environment, and occupational health and safety, and combined them into an Integrated Management System (IMS), which is primarily based on the idea of the "Plan-Do-Check-Act" cycle.



P-D-C-A Cycle

Examples of Significant Environmental Aspects and Impacts related to Key Processes of EMSD.



Indicators and Performance Analysis

Materials and Resources

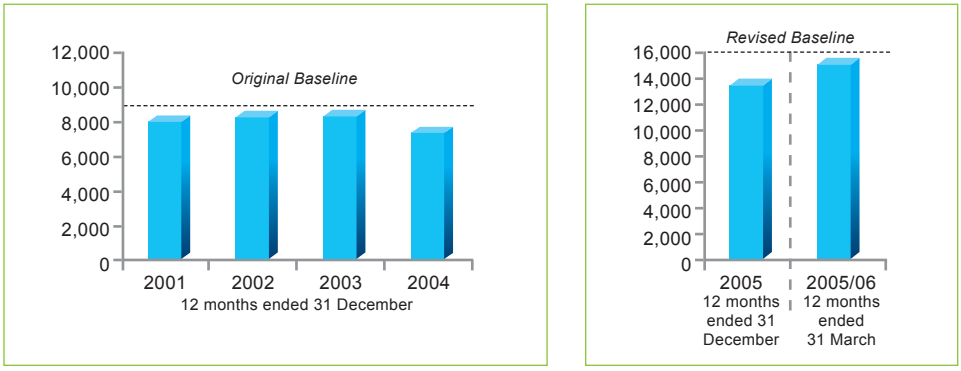
Most of the consumable materials and resources available on the Earth are produced and extracted from limited sources. Proper management and usage of resources are therefore necessary to reduce massive material exhaustion by our daily activities. We are aware that our operation can impact the environment and we work to avoid and reduce such impacts. Our principles of work are the enhancement of positive effects, and the avoidance and minimisation of any negative impacts.

Electricity Consumption

As the E&M engineering and energy efficiency advisor to the government, efficient energy consumption is an important pointer for our day-to-day operation. A number of energy saving measures are in place at our offices and workshops. Highlights of some of the energy efficiency features of our new headquarters building are presented in detail in Annex A.

Since the introduction of internal energy saving measures in 2002/03, our electricity consumption has been declining steadily. In 2004, we had successfully acheived a reduction of over 7% when comparing with the consumption in 2001. Upon relocating to Kowloon Bay in 2005, the orginal baseline for electricity consumption set in 2002/03 was revised to take into account its new operating environment as well as the initial consumption profile, and benchmarked with the consumption of other government buildings. The baseline for 2005/06 has been revised to approximately 16.03GWh because of parallel operation of both old and new headquarters for a brief period during the transition, whereas the baseline for 2006/07 and afterward would be 13.95GWh. We are pleased to report that we were able to achieve the target of 1.5% reduction last year in electricity consumption set by the Policy Committee.

Electricity Consumption ('000 kWh)



There was a net increase in electricity consumption of EMSD in 2005 when compared to 2004. It can be attributed to:

- Parallel consumption of electricity during the headquarters relocation from May to August 2005.
- The effect of opening additional facilities in the new headquarters such as data

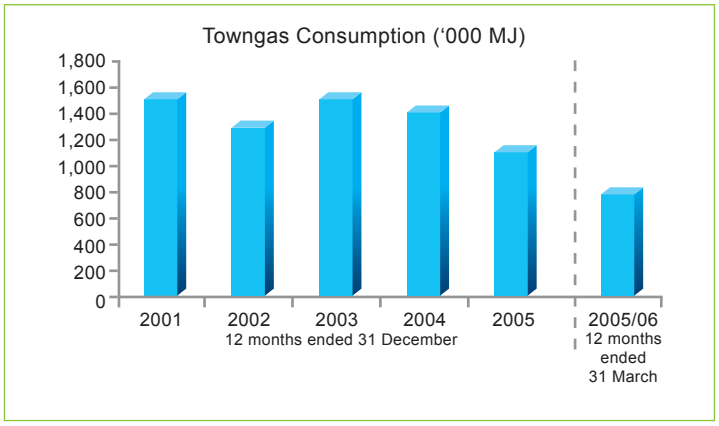
centre, exhibition gallery, water treatment plant, workshop modernisation & etc.

- An expansion of office space and facilities in the new headquarters including the move-back of rental offices with the air-conditioning charges bundled in the rental and management fee.

We expect more statistical data to be available later in 2006 which will help us in the analysis of the increase in electricity consumption.

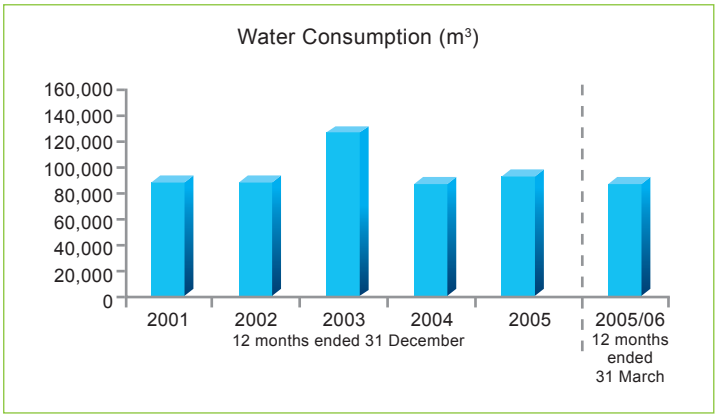
Fuel Consumption

Towngas used to be one of the major fuels for hot water supply in our previous Caroline Hill headquarters and the Kowloon workshop. After relocation to Kowloon Bay, the new headquarters use a mix of heat pumps and electric boilers for hot water supply. The average monthly consumption for 2005 was 89,000 MJ, about 25% lower when compared with that in 2004. The decrease in consumption is primarily due to the use of electricity instead of town gas.



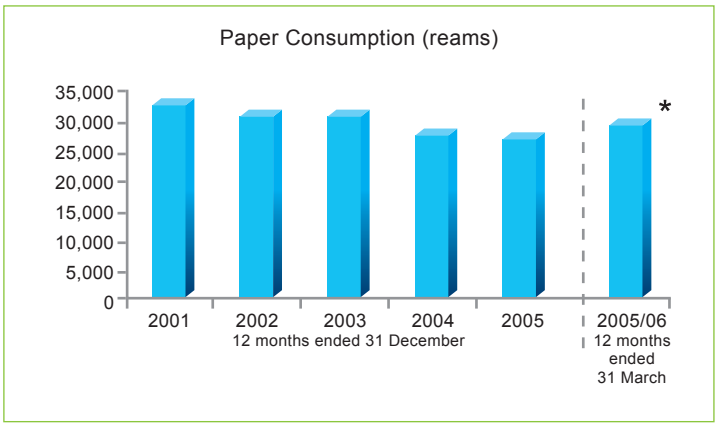
Water Consumption

Our water consumption is mainly related to air conditioning, gardening, and to shower, sink and pantry facilities, and workshop cleaning. Consumption data was available for our headquarters (Caroline Hill before 2005, and Kowloon Bay from 2005 onwards) and Kowloon workshop (up to 2005). The water consumption in 2005 was increased by 2.6% as compared to that in 2004. It can be attributed to the concurrent use of water at these locations during the relocation, and water for gardening and evaporative condenser at the new headquarters. In general, the water usage has been relatively stable since 2001 with the exception of 2003 when the SARS outbreak called for an increased consumption of water for hygienic purposes.



Paper

Phototcopy and printing paper is a major consumable item in offices in terms of quantity. Since the full implementation of electronic Document Management System (eDMS) in July 2004, we have reduced the use of paper. Compared to the figures in 2004, we cut down the paper consumption by 4.5% and the envelopes purchase by 35% in 2005. And since late 2001 we have adopted the widespread use of environmentally friendly, recycled printing paper made from recycled fibre.



** The increase in consumption was mainly attributed to the replacement of traditional pre-printed forms by computer printed forms as a result of a change of process flow.*

Material Use in Workshops

A wide variety of materials are used in our workshops where we provide a broad range of E&M engineering services. Since 1999, we have collected the consumption data of the key items used in our workshops for the purpose of material conservation and control. Please refer to Annex B for the details on the consumption data.

Emissions, Effluents and Compliance

Emission to Atmosphere

Greenhouse gas emission (GHG emission) is widely recognised as the major cause of global warming and climate change. Reducing GHG emission is no longer a local or regional issue, but rather a global one which has driven the development and adoption of United Nations Framework Convention on Climate Change (UNFCCC) and its Kyoto Protocol by most countries in the world.

Greenhouse gas emission

Promoting the efficient use of energy to government departments, our customers and the public is part of our duty. The reduction in energy consumption due to improved energy efficiency helps to reduce fossil fuel consumption and the resulting greenhouse gas and pollutant emissions. For more details of our energy efficiency initiatives and promotion, please refer to the later sections of this report.

Ozone-depleting substances

The HKSAR Government has set out the legislative requirement on controlling the ozone-depleting substances as a result of the international obligations under the 1985 Vienna Convention for the Protection of the Ozone Layer and the 1987 Montreal Protocol on Substances that Deplete the Ozone Layer. We adhere to the government regulation and have completed a programme to phase out the use of ozone-depleting substances in air-conditioning systems and fire fighting systems.

Exhaust from vehicle and equipments

Vehicles with the exhaust gas they generate are a mobile source of air pollutants. It is also one of the major factors contributing to local air pollution and smog problems. Certain types of equipment used in the public facility such as power generator, boiler, etc. generate exhaust gas when they are operated. Part of our support services is to provide maintenance services for government vehicles and equipment so as to ensure that their exhaust levels comply with legislative requirements. As at the end of Mach 2006, the number of vehicles serviced by EMSD was 5,768.

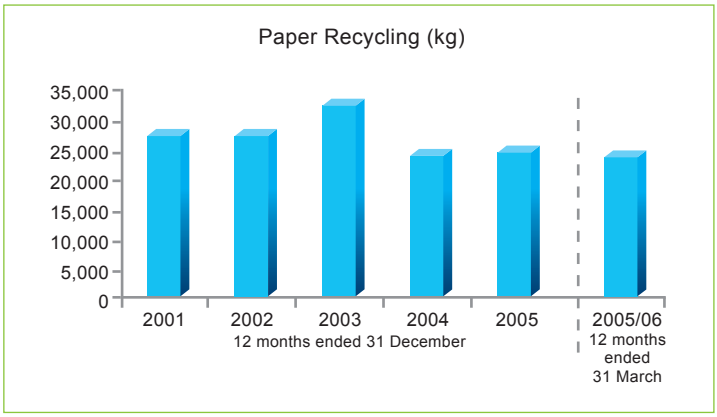
Waste Management

We are aware that our operation can produce waste and impact the environment. Our waste management strategy is to maximise material recycling and minimise unavoidable waste generation. Waste is primarily generated in two streams - from our offices and from our workshops. The following sections detail our progress in the past 15 months.

Recycling at Offices

Waste Paper

Collection of waste paper is one of the major recycling activities at our offices. Paper is used everyday at our offices, and therefore an effective and efficient channel for collecting and handling our waste paper is needed for proper waste management. Waste paper is collected through various collection points and picked up by a registered paper recycler. In 2005, we collected a monthly average of 2,112 kg of waste paper for recycling, or a slight 4.1% increase when compared to 2004.



Other Recycling Initiatives

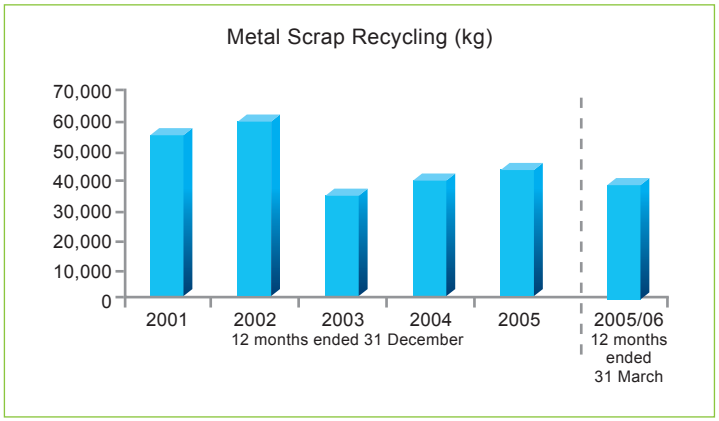
Apart from waste paper recycling, recycling of other materials such as toner cartridges is also carried out in our offices. We have also been monitoring the collection progress and identifying any new recycling initiatives to expand the scope of recycling. The following paragraphs provide more information on these recycling initiatives.

Toner Cartridges are collected for recycling in our offices. They are collected by registered recycling collectors and refilled and reused as recycled toner cartridges. An average of 126 toner cartridges was collected per month in 2005, a slight decrease from the previous year. More statistical information on toner cartridges collection data is provided in Annex B.

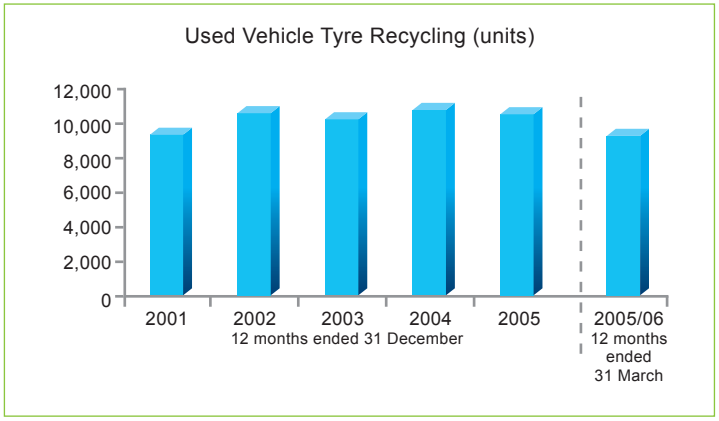
Used Batteries contain chemicals that are hazardous to the environment if they are improperly disposed of. However, if properly managed, some of these chemical substances can also be recovered and reused. Subsequent to the launch of a recycling programme by the Environmental Protection Department (EPD) on spent rechargeable batteries (domestic type), EMSD has been implementing this scheme. In addtiion, EMSD will also implement the collection of industrial type batteries generated from our operation for recycling. Currently, we are in close discussion with EPD to join their spent rechargeable batteries recycling programme. On the other hand, we are also monitoring the management and disposal of primary batteries. More information can be found in Annex B.

Recyclables from Workshops

Metal Scraps are valuable natural resources which can be completely recycled and reused without deteriorating in their composition during the recycling processes. Most metal scraps generated from our operation such as vehicle maintenance have been collected and recycled. In 2005, the monthly average weight of collected metal scraps was 3,601 kg which is 6.4% more than that in the previous year.

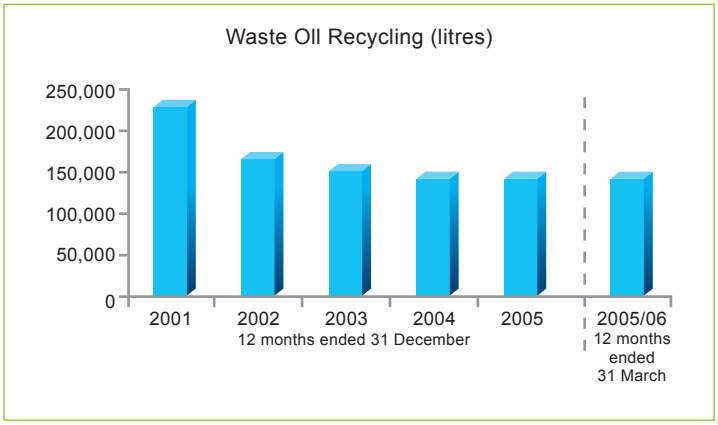


Used Vehicle Tyres are primarily produced from our vehicle maintenance services for government vehicles. They are collected and recycled by local waste tyre collectors listed on the Environmental Protection Department's directory. The number of vehicle tyres collected was 11,004 in 2005.



Hazardous Waste Management

Waste Oil is the most abundant type of chemical waste generated from our workshops. Waste oil is generated from our vehicle maintenance services. It is picked up regularly by registered chemical waste collectors and treated in registered chemical waste treatment facilities. In 2005, the monthly average generation of waste oil was 11,479 kg which is nearly the same as the average monthly generated amount in 2004.



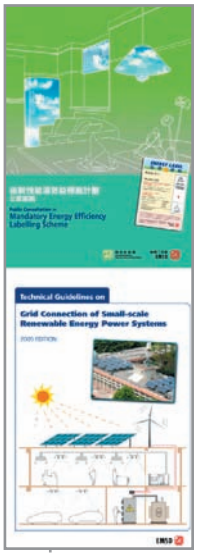
Spent mercury lamps are collected for recycling from offices and workshops by registered chemical waste collectors and are delivered to the Chemical Waste Treatment Plant in Tsing Yi for recycling since 2004. In 2005, it is estimated that over 160,000 spent mercury lamps were treated under this collection programme.

Wastewater Management

There were no non-compliance incidents related to water discharge under the Water Pollution Control Ordinance from January 2005 to March 2006.

Awareness Raising

Public Consultation on Mandatory Energy Efficiency Labelling Scheme



While our Energy Efficiency Office (EEO) has, over the years, been implementing various initiatives to promote energy efficiency to businesses and the general public, we witness a milestone development in 2005. We received positive response through our Public Consultation on Mandatory Energy Efficiency Labelling Scheme for room coolers, refrigerators and compact fluorescent lamps, enabling us to move forward in preparing the relevant legislation to introduce this scheme. These three types of electrical appliances together account for more than 70% of the electricity consumption in the residential sector. Once implemented, this scheme will help to further raise the general public's awareness of the importance of using energy efficient products.

Pilot Scheme for Wider Use of Fresh Water in Evaporative Cooling Towers

A pilot scheme on the application of fresh water for evaporative cooling in air conditioning systems in non-domestic buildings was expanded to allow more building owners to use water-cooled air conditioning systems for reduction of energy use. There is a significant increase in the number of applications and completed projects under the scheme. As at the end of March 2006, the number of designated areas

under the pilot scheme had been expanded to 75 locations, and covered almost all major districts with high air-conditioning load density. Among the 127 approved applications, 42 installations were completed, resulting in an estimated energy saving of 23.8 million kWh annually and an annual reduction of CO_2 emission by 16,600 tonnes, SOx reduction by 36 tonnes, and NOx reduction by 24 tonnes.

Benchmarking on Energy Consumption

Continuing on from our previous efforts to produce an individual benchmark indicator on energy consumption for different workplaces (e.g. offices, commercial outlets, schools, private cars and good vehicles), we have published the benchmark indicators for the following transportation means in 2005:

- Private light buses
- Non-franchised buses

These indicators and benchmarking studies allow users and operators to compare their energy consumption levels with others in the same group. The indicators can serve as a reference to set future energy consumption targets which can be achieved by identifying various control measures to reduce energy consumption.

Promotion of Renewable Energy

As part of our drive to promote wider use of renewable energy in Hong Kong, we advise on the adoption of renewable energy features and technologies in public works projects, and are also responsible for monitoring progress and maintaining a database for experience sharing and referencing by all government departments.

Technical Guidelines on Grid Connection of Small-scale Renewable Energy Power Systems

This guideline aims at assisting the public to understand the technical issues and application procedures relating to the connection of small-scale renewable energy installations to the electricity grid.

Practices at EMSD Headquarters

Apart from the above guidelines targeted at the public and private sectors, we also took the lead in applying renewable energy technologies in our new headquarters. Among its environmentally friendly features is a rooftop photovoltaic PV system. Being the largest of its kind in Hong Kong, the system comprises a solar array made up of more than 2,300 PV modules and has a capacity of 350kW. In 2005 and since its commissioning in May, it generated approximately 230,000 kWh, representing a reduction of 160 tonnes of CO_2, 350kg of SOx and 230kg of NOx emissions.

Social

Social Performance

Overview

As a caring and responsible corporate citizen, we have the obligation to provide a safe and healthy environment for our employees, people working for us and people who may be affected by our work, and to comply with the relevant legislation.

Our Staff

At EMSD, we recognise the need to continually enhance the capabilities and competitive strengths of our people in order to build a capable and progressive workforce. As such, we fully support our employees in pursuing learning and development opportunities that will eventually enhance their future contribution to the organisation.

Customers

Customer satisfaction influences our day-to-day business, particularly that of our Trading Services. In this regard, we have commissioned an independent biennial customer satisfaction survey. The survey conducted in 2004 showed a rating of 5.97 on a scale of 8, a 0.2 point increase from the 2002 rating. In the most recent survey completed in March 2006, we have shown improvement once again in the customer satisfaction rating – with a score of 6.05, thanks to the hard work and dedication of our staff in providing quality professional service to our customers.

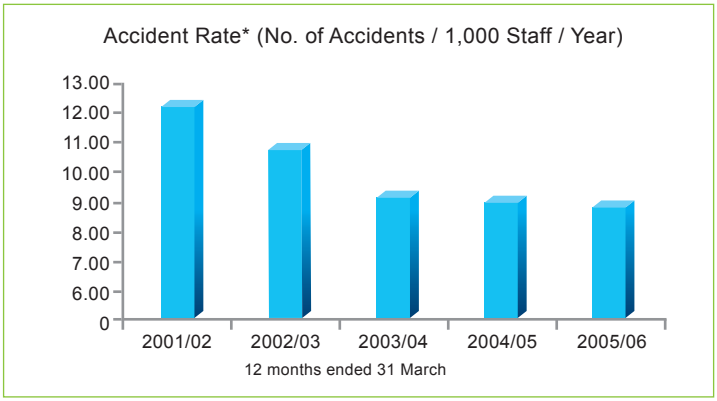
Moreover, we publish a customer newsletter – "Voicelink", which aims to establish a direct link with customers, keeping our customer informed of the latest happenings, developments, new technology and process changes within EMSTF.

Indicators and Performance Analysis

Health & Safety

At EMSD, we take a proactive approach to Occupational Health and Safety (OH&S). Our Safety and Health Policy and infrastructure help ensure that a high standard of OH&S in workplace can be achieved and maintained throughout the department. Our Departmental Occupational Safety and Health Committee (DOS&HC), which comprises management and staff representatives, meets on a regular basis to review the safety performance in all areas and formulate or fine-tune procedures with a view to promoting health and safety in the workplace. We have continued to raise awareness amongst our staff on OH&S issues through regular training and information dissemination.

Our accident rate has shown a gradual decline since 2000, with an accident rate of 8.84 in 2005/06, a 2.9% reduction from the previous year (9.1 in 2004/05).



* Accidents which have incapacitated the injured persons for more than 3 days.

Absenteeism

In 2005, a total of 7,413 working days were lost due to sick leave with medical certification or an average of 1.52 days of sick leave per employee.

Indoor Air Quality

An indoor air quality (IAQ) guideline "Guidance Notes for the Management of Indoor Air Quality in Offices and Public Places" was published by the government in 2003. This guideline encourages the mitigation of IAQ problems at workplaces applicable to both public and private sectors. To this end, we provide a "Total IAQ Solutions" package to assist government departments not only to improve the IAQ in their workplaces, but also to improve the overall efficiency and productivity of departments by enhancing employees' health and reducing sickness among staff. This package includes consultancy services tailored to customer needs, measurement on existing IAQ levels, recommendations and implementation of appropriate improvements.

Our Headquarters Building was also certified to "Good Class" in accordance with the "IAQ Certification Scheme for Offices and Public Places". The scheme is a voluntary benchmarking exercise organised by the Environmental Protection Department (EPD). All our office areas were found to be in compliance with the "Good Class" IAQ objectives in November 2005.

Employment and Labour Management

Employment

As a government agency, we are governed by the relevant code of conduct issued by the Civil Service Bureau. We provide equal employment opportunities in accordance with the law. As a commitment to upholding the equal-employment policy, we currently have 264 employees with minor disabilities representing about 5% of our total workforce.

Number of Employee as at end of March 2006

Classification	Number of Employee
Male	4,476
Female	439
Total	4,915
Minor Disability	264

Employee Satisfaction Surveys

Independent research specialists are appointed to conduct a staff satisfaction survey on a regular basis. In the 2005 survey, every employee at senior engineer rank and below was provided with an opportunity to express their views through a set of survey questionnaires. We are pleased to report that the average overall staff satisfaction rating has further improved by 0.1 compared to the 2003 rating, reaching a record high of 6.6 on a scale of 10.

Labour Management

As a government department, we strictly adhere to the government policies on timely payment of staff wages and maintain payment records as required. In addition, our staff are free to join in a number of established staff unions both internal to EMSD and general government unions

Staff Development

At EMSD, we understand that to aim for service excellence and total customer satisfaction, we need to invest in our people. As such, we are committed to promoting a safe and healthy working environment and a continuous learning environment to develop a motivated and competent workforce through effective management and continuous development of our human resources.

Our Training and Development Committee (TDC), which is chaired by DEMS and comprising Heads of Departmental Grades as well as senior managers of General and Common Grade, meets regularly to review our training programmes.

Our multi-skill training scheme was re-visited in light of our pledge made in the rollout of Integrated Services. Under the updated scheme, artisans of the electrical, mechanical and air-conditioning streams were encouraged to acquire a secondary skill in addition to their main trade in order to enhance the department's overall productivity and competitiveness. More than 81 classes were organised with over 1,500 staff trained amounting to nearly 3,600 trainee days in 2005/06. This multi-skill training will be rolled out to other streams and it is anticipated that the scheme will be completed by 2006/07.

With the implementation of the Integrated Services approach combined with an increasing number of artisans and craftsmen completing multi-skill training, we have identified the need for multi-discipline line managers. As such, a programme was established in mid-2005 whereby suitable senior level candidates were attached to appropriate units / divisions for a period of three months, working alongside and coached by their counterparts of other disciplines.

Graduate Training Scheme

Since its inception in the Sixties, our Engineering Graduate Training Programme has attracted more than 600 student participants. This programme has long been considered one of the best on-the-job training schemes in the engineering profession in Hong Kong and has contributed in the provision of trained engineers to meet the needs of the local profession. In 2005, we recruited 19 engineering graduates specialising in electrical, mechanical, electronic, building services and information technology and biomedical engineering.

Training Targets

In 2005/06, we achieved 6.05 trainee days per staff per year on average, surpassing our departmental target of 4.5 trainee days. This increase in trainee days could be attributed to the training in relation to the newly installed Corporate Computer System (CCS), the Sixth World Trade Organization Ministerial Conference, TQM and Language Proficiency Training.

Supplier Management, Product and Service Stewardship

Supply Chain Management

In addition to our own team of professional engineers, we often invite our working partners, such as our consultants and contractors, to tender for public works contracts. Our consultants include electrical and mechanical engineers, building services, electronic, IT and telecommunication. Our contractors assist us in a variety of E&M works in government and public facilities from the provision of electronic information display systems to the maintenance of heating, air conditioning and ventilation systems.

In selecting contractors, we adhere to the basic principles of honesty and fairness, and adopt competitive tendering wherever applicable – in compliance with government guidelines. We establish and maintain close communication with our suppliers and contractors to ensure that critical information, such as customer concern, is clearly conveyed to them and that relevant issues be addressed properly and timely.

To monitor the work of contractors, we conduct regular meetings and audits to keep track of project progress as well as to minimise any inconvenience or disturbance to the neighbourhoods of the works. Once completed, a post project review is carried out to further assess the performance of the contractor.

Community Relation

Protecting Public Safety

At EMSD, we work closely with the government and the Hong Kong community to both ensure public safety and provide a regulatory framework in a number of areas. In addition to developing safety legislation and issuing codes of practice and guidelines on the safe use of electricity, gas, lifts and escalators as well as other diverse areas (e.g. amusement rides) we also act as a technical advisor to the government on a range of safety issues and advise on the necessary legislation to ensure their implementation. Our team also actively develops various public education programmes to help foster the awareness of the issues involved in our business and to reinforce safety practices within the community.

Our experienced team of professional engineers, inspectors and technicians, not only help us achieve and maintain a high standard of public safety in electrical, gas and mechanical installations, but also contribute to the society through volunteer activities in professional constitutions and in the community.

Public Education

Raising public awareness on energy efficiency and sustainable development has been our ongoing goal. In 2005, an education path was set up at our EMSD headquarters building, showcasing best practices in energy conservation in Hong Kong whilst highlighting our regulatory functions. The education path covers exhibition galleries, a viewing gallery, and interactive gadgets and activities. In order to further enhance visitors' understanding of energy efficiency, renewable energy as well as electrical, mechanical and gas safety, we have also developed tailored guided tours for the education path.

We continue to engage the community in other educational activities including:

E&M Safety Campaign

For the fifth consecutive year, we have teamed up with key industry players from various sectors to organise the E&M Safety Campaign for the general public. This has been one of the largest public education collaborations between the public and private sectors.

In addition to organising an outdoor carnival, a new set of TV advertisements were created, covering energy efficiency, electrical safety, gas safety, and lift and escalator safety, and were shown on various modes of transport, including buses and the MTR.

Hong Kong Energy Efficiency Awards

This award scheme is a first-of-its-kind energy saving competition for the private sector to promote best practices in energy efficiency and conservation by property management and schools. More than 200 entries were received for the year-long competition in 2005 and a judging panel of senior government officials, professionals and academics was formed to review the entries.

E&M Safety Newsletter

This newsletter is a family-friendly publication that includes handy tips on home-based E&M safety and reaches tens of thousands of households and students across the territory.

Energy Wits

Published by our Energy Efficiency Office, this newsletter covers energy efficiency and conservation issues and provides the latest news and developments of the department.

School Outreach Programme

We continue with a range of school programmes to promote safety and energy efficiency to students. To date, these programmes have reached some 80,000 students at pre-school, primary, secondary and university levels.

Service Hotlines

We continue to maintain two service hotlines for customers and the community at large:

- Public Enquiry Hotline (24 hours): 1823 Citizen's Easy Link
- EMSTF Hotline (24 hours): 2333 3762

These two hotlines provide round-the-clock services so that we are easily accessible to provide help and support whenever it is needed. A number of service initiatives also ensure that we fulfil our objectives of providing quality services for total customer and public satisfaction.

Volunteer Activities

Our staff have volunteered in a variety of community activities, including:

- Walk for Million
- Environmental Carnival 2006
- Po Leung Kuk New Year Charity Walk
- Hong Kong Marathon 2006

Walk for Million

Environmental Carnival

Hong Kong Marathon 2006

Po Leung Kuk New Year Charity Walk

Economic

Economic Performance

Overview

EMSD plays two important roles in the economy of Hong Kong: our contribution to the economy by providing job and business opportunities, and purchasing of goods and services from suppliers and contractors. Both positions are equally important in the sustainable development context for a healthy, growing society.

Our Regulatory Services arm operates with the funding support from the Administrative Budget for executing Government's objectives and initiatives. Our Trading Services arm operates a self-financing mode, charging its customers for the services rendered to them. This trading fund mode allows us to provide a more dynamic, cost-effective and customer-oriented services to our client departments and organisations.

Employees

As at 31 March 2006, there were 4,915 staff employed by EMSD. This represents a 2% increase in staff numbers as compared with that in the previous year. The staff cost, including the payroll, Mandatory Provident Fund (MPF) contribution, allowance, and fringe benefit expenses for 2005/06 is provided in Table A. For more information about our staff management and development, please refer to sections below.

Indicators and Performance Analysis

Alignment with Annual Report

Our economic performance is reviewed on a yearly basis through the annual reporting of the EMSTF for our Trading Services, and the Administrative Budget for our Regulatory Services. More information can be obtained from the EMSTF Annual Report 2005/06 (www.emsd.gov.hk) and the HKSAR Government's General Revenue Account (Head 42) (www.budget.gov.hk) for a complete review on our financial performance. A summary of the actual departmental expenditure is provided below.

Summary of Key Economic Indicators - Trading Services

	2004/05 Total (HK$ '000)	2005/06 Total (HK$ '000)
Turnover	3,050,334	3,188,878
Suppliers & Contractors	1,165,903	1,313,353
Total Payroll and Benefits/Staff Costs	1,513,436	1,525,209
Taxation (notional)	60,731	57,520

Summary of Key Economic Indicators - Regulatory Services

	2004/05 Total (HK$ '000)	2005/06 Total (HK$ '000)
Supplier & Contractors	47,073	46,142
Total Payroll and Benefits/Staff Costs	171,906	163,378

Contractors and Suppliers

We regularly work with our consultants, suppliers and contractors who support us in providing quality services efficiently and effectively to the public and our clients. For purchasing of materials and services, we strictly adhere to the procurement procedures and tender processes for various types of contracts according to the guidelines set out by the Environment, Transport and Works Bureau and Government Logistics Department. The estimated total expenses on contractors and suppliers in 2005/06 were approximately $1,360 million, or 44% of our departmental operating expenditures.

Economic Efficiency

Process Improvement

Our Work Improvement Teams (WITS) and Business Process Improvement Teams (BPI) are responsible for reviewing and enhancing work processes throughout the organisation. In 2005/06, a total of 76 work improvement projects – spearheaded by these teams – were completed, resulting in savings of about 2,600 man-hours and $1.3 million per annum.

Research and Development

Our quest for creativity and innovation is almost as important as our aspiration in quality excellence. Being an engineering service provider, we believe that the capability of introducing new ideas is key to our business development and growth. Taking a proactive approach in research and development (R&D) allows us to aspire to a more efficient solution to meet the needs of our clients and to contribute to the sustainable development of Hong Kong. For example, our work on R&D has helped to introduce some of the latest energy efficiency technologies to the territory.

Future Targets and Initiatives

Environmental Targets

- We aim to maintain a “zero” legal or statutory non-compliance record throughout all our divisions and sub-divisions.
- Our existing EMS will be upgraded to ISO14001:2004, with the transition to be completed by June 2006.
- In support of waste recycling within the workplace, we will promote the recycling of batteries (including nickel cadmium, nickel metal hydride and lithium batteries) amongst our staff starting with the establishment of dedicated collection points within EMSD premises.
- We will continue to promote the Recycling of Safety Helmets Programme which commenced in 2004.
- The reporting structure of our environmental report will undergo a review and will be revised to adopt the sustainability reporting format by 2007/08.

Social Targets

- We will continue to ensure open and effective communication with all our staff through existing channels such as staff union meetings, joint consultation committees etc.
- As contractors and suppliers are our main project partners, we recognise the need to enhance the communication with them. More briefing sessions will be arranged for these parties by our project staff.
- As part of our corporate training targets, we aim to achieve a minimum of 4.5 days training per staff per year.
- We will encourage our staff to do stretching exercise in the workplace as part of our programme to promote a healthy working environment.
- A comprehensive review on the training scheme for multi-discipline line managers will be conducted in 2006/07.

Economic Targets

- We will continue to contribute to the healthy development of the Hong Kong economy in three major aspects: providing job and business opportunities, training and grooming professionals and skilled labour, and purchasing goods and services from suppliers and contractors.
- We intend to develop new business in projects on energy efficiency, IT and facility management, as an ongoing effort to provide a comprehensive range of professional and quality services to our customer departments and organisations, and hence to the general public.

Verification Statement

Hong Kong Productivity Council
香港生產力促進局

VERIFICATION STATEMENT

Objectives

Hong Kong Productivity Council (HKPC) was commissioned by the Electrical and Mechanical Services Department (EMSD) to verify the Department's Environmental Report 2005 (hereinafter the "Report"), which covers the Department's environmental as well as social and economic performance within the period from 1 January 2005 to 31 March 2006. The objectives of HKPC's verification work are to:

- Assess whether the selected statements and data presented in the Report are accurate;
- Assess whether the data management system used to prepare the Report is reliable; and
- Provide recommendations for future reports.

Approach

Our verification procedures[1] comprised a review of the Report, selection of a representative sample of statements and data and interviews with EMSD's personnel involved in collecting, analysing and presenting information in the Report. During the interviews, the documented supporting materials relating to the selected statements and data were explained to and examined by our verifier. Our verifier was not involved in the development of the Report.

Conclusions

Based on our work completed, we consider that the statements and data selected for the purpose of verification are accurate and reflect a fair account of EMSD's management practices and environmental, social and economic achievements. The data management system used in relation to the selected data is considered to be effective.

Observations and Recommendations for Future Reports

EMSD is commended for continually reporting its performance referencing the Global Reporting Initiative guidelines. We have also observed considerable effort has been made in gradually expanding the scope of performance reporting and transitioning the reporting period from calendar to financial year so that environmental, social and economic performance can be reported within a consistent timeframe. EMSD is further encouraged to consider the following:

- To continue involving stakeholders in the reporting process and include a summary of stakeholders' views collected and how they are addressed. These will not only help EMSD demonstrate transparency but also facilitate readers to track the performance improvement progress;

- To further expand reporting on management, initiatives and performance related to energy conservation and carbon dioxide emission reduction, and where appropriate establish quantified objective(s) and target(s). This will help EMSD, as one of the key executive arm of the HKSAR Government on energy issue, demonstrate commitment and contribution to the current major global concern on climate change;

- To continue moving towards sustainability both in management and performance reporting, EMSD may establish overall sustainable development strategy and further extend its existing integrated management approach to incorporate sustainability concerns into policies and practices.

K L Tsang
General Manager
Environmental Management Division
Hong Kong Productivity Council
13th December 2006

[1] *It is important to note the following limitations of our verification work:*
- *We have not provided verification over all contents of the Report, nor have we undertaken work to confirm that all relevant issues are included.*
- *We have not provided verification on previous years' data and targets for future year, nor the economic data made reference to and contained in EMSTF Annual Report 2005/06.*
- *We have not performed work on the maintenance and integrity of information in the Report published on the EMSD website.*

Annex

ANNEX

Annex A Case Study

EMSD Headquarters

The new EMSD headquarters building in Kowloon Bay exemplifies sustainable development at its best, addressing environmental, economic and social issues throughout its design and operation. The headquarters building was a refurbishment of the former Hong Kong Air Cargo Terminal instead of demolishing and constructing a brand new building at the same location. Apart from minimising the cost and time required for demolition and construction of the building, an estimated 100,000 m^3 of construction waste was avoided. While the new building itself is a showcase of sustainable development, it also houses an education centre aimed at promoting public environmental awareness. A number of environmentally-friendly features are incorporated in the design of the building, including:

Photovoltaic System

A photovoltaic system is installed on the roof of the headquarters building and is the largest of its kind in Hong Kong. It comprises more than 2,300 panels covering a total surface area of about 3,200 m^2 and has a maximum output of 350 kW. The system currently contributes approximately 3-4% of the total power source for the headquarters building.

Water-Cooled Ammonia Chillers

Water-cooled ammonia chiller system has a low operating cost and enhances overall operating efficiency of the cooling system as compared to the traditional air-conditioning system. Moreover, ammonia is a very environmentally-friendly refrigerant and can easily be found in nature.

Use of Natural Lighting

Skylights not only help to create a pleasant working environment, but also reduce the demand for artificial lighting by optimising the use of natural sunlight. “Sun pipe”, a reflective piping system to divert sunlight to inner zones of the building of the top floor, further cuts down the energy use for lighting in part of the corridor.

Other Green Features:

Double-layer curtain wall with return air grills to maintain optimal room temperature in office areas.	
Sunshades surrounding the building to reduce heat gain.	
Air diffuser on the raised office floor.	
Grey water recycling system for toilet flushing.	

Annex B Summary of Statistics

Resource Usage

	2001	*2002*	*2003*	*2004*	*2005*	*2005/06*
	(12 months ended 31 December)					12 months ended 31 March
Electricity						
Electricity (kWh)	8,305,677	8,424,778	8,486,456	7,686,634	13,570,214*	15,020,621*
Towngas						
Towngas (MJ)	1,506,624	1,324,416	1,528,464	1,426,368	1,070,736	764,880
Water						
Water (m^3)	92,525	93,335	134,603	86,717	88,971	87,935
Paper						
Paper (ream)	33,041	30,387	30,349	28,386	27,116	29,216
Envelop (no.)	327,554	346,510	435,664	259,719	167,611	180,827
Material Use in Workshops						
Paint & Solvent (L)	35,272	11,526	9,137	35,561	9,424	15,643
Kerosene (L)	918	—	324	—	—	—
Lubrication Oil (L)	153,130	144,660	90,682	126,744	136,646	116,274
Grease (kg)	802	1,579	760	2,257	1,957	1,585
Refrigerant (kg) (e.g. R22 & R134a)	20,490	23,849	19,357	17,776	19,968	20,171
Industrial Gas (m^3) (e.g. Oxygen, Argon, Acetylene)	3,721	2,361	2,577	3,240	2,209	2,279
Sulphuric Acid (L)	435	—	—	—	32	31
Battery Electrolyte (L)	6,370	2,924	1,882	3,385	2,380	2,625
Tubeless Tyre (no.)	23,936	9,405	9,886	11,917	10,591	10,065
Outer cover Tyre (no.)	6,182	1,743	2,026	1,774	2,470	2,591
Inner Tube (no.)	322	1,805	733	1,277	1,569	1,470

**The orginal baseline was revised to take into account of the operating environment of the new headquarters.*

Emission, Effluents and Waste

	2001	*2002*	*2003*	*2004*	*2005*	*2005/06*
	(12 months ended 31 December)					12 months ended 31 March
Waste Paper						
Waste Paper (kg)	26,898	27,220	32,256	24,352	25,341	24,841
Toner Cartridges						
Toner Cartridges (no.)	1,276	1,355	1,594	1,567	1,517	1,546
Batteries						
Batteries (kg)	3,122	3,335	3,812	3,436	3,253	3,373
Metal Scraps						
Metal Scraps (kg)	56,097	59,110	36,040	40,610	43,215	38,240
Waste Oil						
Waste Oil (kg)	236,750	169,857	146,300	138,020	137,750	138,024
Used Vehicle Tyres						
Used Vehicle Tyre (no.)	9,798	11,276	10,432	11,136	11,004	9,904

Annex C GRI Content Index

GRI Indicators		Page Reference
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1.2	Statement from Director	1
Profile		
2.1	Name of reporting organisation	3
2.2	Major products and services	6
2.3	Operational structure	6
2.4	Subsidiaries	Not included
2.5	Countries of operation	6
2.6	Nature of ownership	7
2.7	Nature of markets served	7
2.8	Scale of the reporting organisation	30
2.9	Stakeholders	10
2.10	Contact persons	44
2.11	Reporting period	3
2.12	Date of previous reports	3
2.13	Boundaries of report	3
2.14	Significant changes in size	Not included
2.15	Basis for reporting on joint venture	Not included
2.16	Re-statements of information	13
2.17	Decisions not to apply GRI principles	Not included
2.18	Definitions used in accounting for environmental costs	Not included
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2.20	Policies and practices on accuracy, completeness, and reliability	8-9
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3.3	Process for determining the expertise board members need	Not included
3.4	Risk and opportunity management process	Not included
3.5	Executive compensation and goal achievement	Not included
3.6	Corporate Social Responsibility (CSR) organisational structure	7
3.7	Mission, values, code of conduct, policies	8
3.8	Mechanisms for stakeholders to provide recommendations to board of directors	10
3.9	Identification and selection of major stakeholders	10
3.10	Approaches to stakeholder consultation	10
3.11	Information generated by stakeholder consultation	10

GRI Indicators		Page Reference
3.12	Use of information from stakeholder engagements	10
3.13	The precautionary principle	Not included
3.14	External CSR charters endorsed	Not included
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EN2	Wastes from external sources	Not included
EN3	Direct energy use by primary source	13-14, 38-39
EN4	Indirect energy use	Not included
EN5	Total water use	14, 38-39
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EN7	Impacts on biodiversity	Not included
EN8	Greenhouse gas emissions (CO_2)	16
EN9	Ozone-depleting substances	16
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LA1	Workforce	22, 29
LA2	Net employment creation	Not included
LA3	Employees represented by unions	Not included
LA4	Policy for employee negotiation in connection to restructuring	Not included
LA5	Occupational accidents and diseases	22

GRI Indicators		Page Reference
LA6	Joint health and safety committees	22
LA7	Injury, lost day, absentee rates	22-23
LA8	Policies, programmes on HIV/AIDS	Not included
LA9	Average hours of training per year	24
LA10	Equal opportunity policies	23
LA11	Composition of senior management	Not included
HR1	Human rights policies	Not included
HR2	Consideration of HR impacts	Not included
HR3	Policies and procedures to address HR performance within the supply chain	25
HR4	Anti-discrimination policy	Not included
HR5	Freedom of association policy	Not included
HR6	Policy on child labour	Not included
HR7	Policy on forced labour	Not included
SO1	Policies to manage impact on communities	25
SO2	Policies to address bribery and corruption	Not included
SO3	Policies for managing lobbying	Not included
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PR3	Policy on consumer privacy	Not included
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EC2	Geographic breakdown of markets	Not included
EC3	Cost of all goods purchased	30
EC4	Contracts paid in accordance with agreed terms	30
EC5	Total payroll & benefits	30
EC6	Distributions to providers of capital	Not included
EC7	Retained earnings	Not included
EC8	Total sum of all taxes paid	Not included
EC9	Subsidies received	Not included
EC10	Donations to community etc.	Not included
PA8	Gross expenditure by type of payment	Not included
PA9	Gross expenditure by financial	Not included
PA10	Capital expenditure by financial classification	Not included
PA11	Procurement policy regarding sustainable development	30
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PA13	Linkage between procurement policy and public priorities	Not included
PA14	Percentage of value of goods purchased with green labels	Not included
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Annex D Feedback Form

Thank you for reading our Environmental Report 2005. To assist us to improve our environmental, social and economic reporting, please provide us with your feedback.

1. Overall you found the:

Content of the report	Format of the report	Amount of information in the report	Report in general
☐ very good	☐ very good	☐ very good	☐ very good
☐ good	☐ good	☐ good	☐ good
☐ fair	☐ fair	☐ fair	☐ fair
☐ poor	☐ poor	☐ poor	☐ poor
☐ very poor	☐ very poor	☐ very poor	☐ very poor

2. Which sections did you find most useful and why?

_____

_____

_____

3. How could we improve the report?

_____

_____

_____

4. Other comments and suggestions, please specify:

_____

_____

_____

5. How can we convey our feedback to your comments/suggestions?
(Please provide email or contact detail for us to follow up) – optional.

_____

_____

_____

Please return feedback form to:
Quality and Research Manager, 3 Kai Shing Street, Kowloon, Hong Kong
Fax: (852) 2882 1574 Email: QRSD@emsd.gov.hk

EMSD

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