

Social and Environmental Report

2008/09



About this Report

This is the tenth publication of the Electrical and Mechanical Services Department (EMSD) reporting its annual performance in environmental, social and economic aspects. This report also serves as a communication platform between EMSD and its stakeholders regarding its role in the sustainable growth or development of Hong Kong and the journey towards low carbon living.

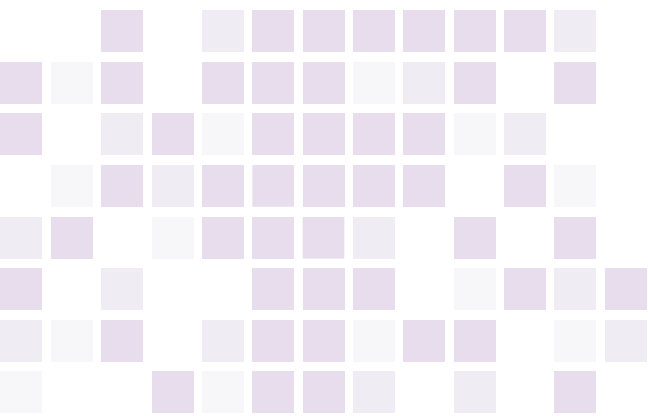
Reporting Scope and Boundary

This report covers the operations of EMSD in Hong Kong from 1 April 2008 to 31 March 2009. All data are presented as absolute figures and cover the geographic locations in which EMSD operates. Data on priority issues have been normalised into comparable terms where appropriate and practical. All monetary terms are in Hong Kong dollars.

Reporting Principle

This report makes reference to the Global Reporting Initiative (GRI) G3 Guidelines. A GRI Content Index is provided at the end of this report for easy reference.

An independent verification statement of this report is also attached at the back.



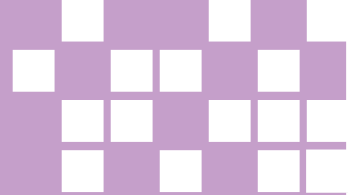


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About EMSD

Vision, Mission and Values Regulatory Services

Vision

To be the government agency that makes Hong Kong a top-ranking city in E&M safety and in the utilisation of energy.

Mission

To enhance the safety and the quality of life of our community by ensuring that E&M and energy technologies are harnessed in a safe, reliable, economical and environment-friendly manner.

Values

Expertise
Integrity
Reliability
Commitment

Organisational Profile

The Electrical and Mechanical Services Department (EMSD) plays a dual role. Its Trading Services, known as the Electrical and Mechanical Services Trading Fund (EMSTF), delivers electrical, mechanical, electronic engineering and building services to government departments and public institutions in Hong Kong while its Regulatory Services (RS) provides a regulatory framework to ensure the safety of the public in a number of electrical, mechanical and gas engineering areas via enforcement of safety ordinances, and public education.

In serving our customers, the EMSTF provides one-stop value-added engineering and maintenance services to ensure that the many systems that keep Hong Kong up and running continue to do so effectively and efficiently. We serve the airport, hospitals, schools, security forces, transport and highways, port and harbour as well as public recreation and leisure facilities, areas that make up the very fabric of life in Hong Kong.

Trading Services

Vision

To be the most preferred E&M engineering service provider in Hong Kong.

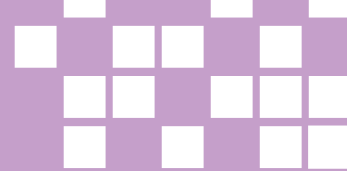
Mission

To give our community a better quality of life by providing our customers and the public with total engineering solutions and service excellence.

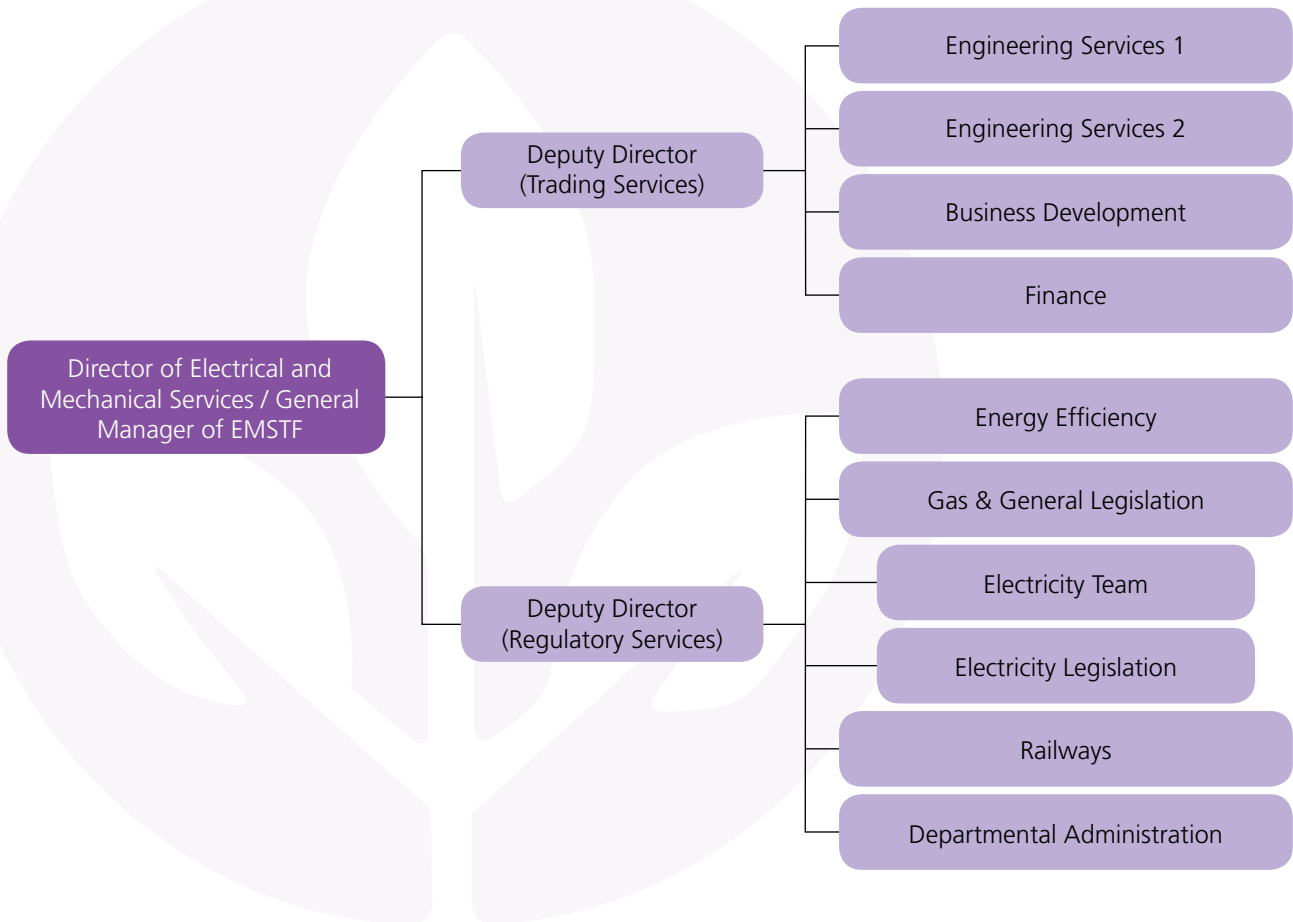
Values

Customer focus
Caring
Integrity
Service excellence
Commitment

To ensure E&M safety for the community, the RS issues Guidelines and Codes of Practice and administers the safety ordinances on the safe use of gas, electricity, lifts and escalators, railways, tramways and amusement rides, among others. At the same time, we are actively involved in promoting energy efficiency and the protection of the environment through services and activities both for our customers and the community. We also give extensive professional and technical support to the Government's environmental initiatives in the form of various voluntary and mandatory energy efficiency schemes, studies on renewable energy sources in Hong Kong, compilation of energy consumption data, introduction of eco-friendly vehicles, and preparation of energy efficiency related legislation.



Organisational Structure



Corporate Governance

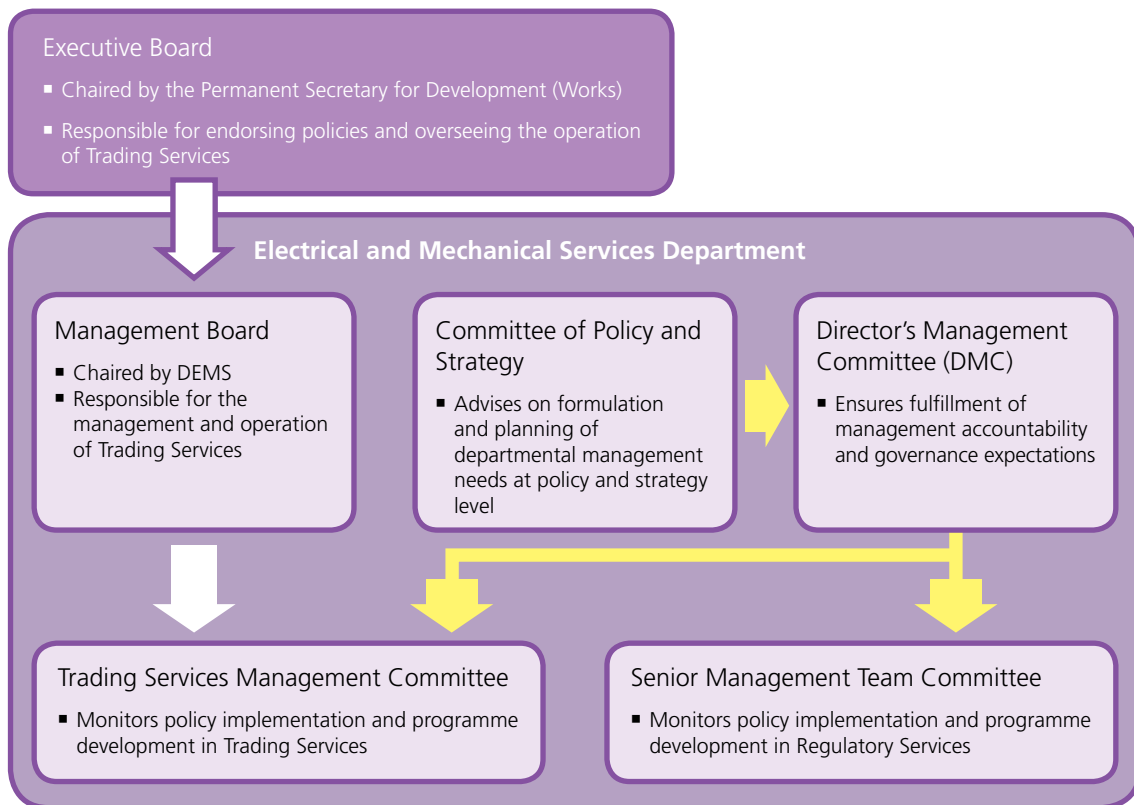
EMSD is a government department of the Hong Kong Special Administrative Region (HKSAR) with a clearly defined organisational structure. The structure for corporate governance is depicted in the figure below.

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 independent monitoring by the Legislative Council (LegCo), the Ombudsman and the Director of Audit.

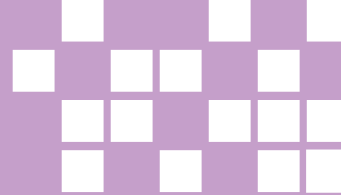


Stakeholder Engagement

As a government agency, our stakeholder groups include customers, policy bureaux, staff, industry and business organisations, suppliers and contractors, professional and trade associations and the general public.

Given the varied nature of our stakeholders, we have developed different communication programmes to cater for their different needs. Our communication channels include annual reports, websites, publications such as *Energy Wits* and *Voicelink*, customer liaison groups, staff consultative committees, staff internal

newsletter, regular consultations with trade associations and professional institutions, and ongoing electrical and mechanical safety and energy efficiency publicity and promotion programmes. Furthermore, our senior managers are also personally involved in supporting and encouraging colleagues to join the Council and various Boards and Committees of the Hong Kong Institution of Engineers, and participating in international engineering organisations, as part of the effort to upkeep the high standards of the electrical and mechanical engineering profession in Hong Kong.



Director's Message

I am delighted to present the tenth Social and Environmental Report of EMSD. This report provides an overview of EMSD's environmental, social and economic performance from 1 April 2008 to 31 March 2009.

In view of growing interest in corporate social responsibility and increasing environmental awareness among the public in recent years, leaders of government agencies and businesses alike are obliged to take a harder look at their operations in order to identify the drivers for sustainability. This trend is accelerating the adoption of green practices and facilitating the building of low carbon economies around the world.

Responding to the Chief Executive's call to promote a low carbon economy, as outlined in the 2008-09 Policy Address, we have undertaken a number of initiatives, most notably in promoting energy efficiency in buildings, and in promoting energy conservation via providing support for the implementation of a district cooling system and the first phase of the mandatory Energy Efficiency Labelling Scheme. We have also stepped up our energy management internally and continued to provide related services to our clients to help reduce energy consumption and achieve higher energy efficiency.

In recent years, we have played a leading role in persuading the community to adopt more energy efficient practices at home and at work, purchase energy efficient products, and in helping build the requisite energy efficiency regulatory framework and knowledge base in Hong Kong. In the coming future, we shall continue our effort to help engineer a low carbon environment which allows sustainable growth in the economy, and for the benefit of our future generations.

This report describes our efforts in this regard. It is also intended to be a platform for communication between EMSD and its stakeholders, and we look forward to hearing your valuable feedback. Finally, I wish to take this opportunity to thank our stakeholders for their support, without which this report would not be possible.

A handwritten signature in black ink, appearing to read 'Stephen H C Chan', located below the main text.

Stephen H C Chan
Director of Electrical and Mechanical Services

Challenges and Opportunities

Impact of Sustainability on the Organisation

As an international city, Hong Kong must maintain its economic growth in a fast-paced knowledge economy while at the same time improve the quality of life for its citizens. From a sustainability perspective, this means that organisations such as EMSD must find the most eco-friendly way to conduct its daily activities so that resources are used in an optimal manner with the least possible waste and pollution; while the safety, health and general well-being of its employees, customers and other stakeholders are well taken care of. At the same time, we must also identify and make full use of business opportunities arising from sustainable development.

Impact on Trading Services

A potential threat to our business viability is the likely increase of material and parts cost as a result of inflation that may arise from the current global financial crisis. In response, we have continued to take prudent cost control measures, stepped up productivity by various means such as increasing staff training and better use of information technology, and secured more long-term agreements with client departments to add stability to our business.

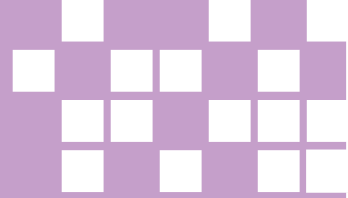
As to opportunities, an obvious area is client departments' increasing demand for our energy management, carbon audit and energy saving and renewable energy project services. Furthermore, the Government has allocated extra funding for minor works in order to create more jobs, some of which has translated into energy business opportunities for us. Further energy opportunities will also come from the Government's commitment to its Green Building Framework which aims to reduce electricity consumption in all bureaux and departments by a total of 5% from 2009/10 to 2013/14 against the base year of 2007/08. Overall, the energy management business is likely to grow in the long run as client departments become increasingly aware of both the economic and environmental benefits of energy conservation.

Impact on Regulatory Services

The impact of sustainable development on our Regulatory Services is no less significant. Both international bodies and local policy makers call for priority attention to sustainability issues such as emissions control and energy intensity reduction. As a member of the Asia-Pacific Economic Co-operation (APEC), Hong Kong fully supports the APEC Leaders' Declaration on Climate Change, Energy Security and Clean Development adopted in Sydney in 2007, and will seek to reduce at least 25% of energy intensity by 2030, with 2005 as the base year.

The strain imposed on natural resources by economic growth, human population and climate change has prompted many leaders around the world to focus on ways to create more sustainable models for economic growth and development, which could lead to more stringent emission control regulations. The challenge for our Regulatory Services is to keep abreast of current international developments and help the Government create an energy efficiency regulatory framework that is conducive to the transformation of Hong Kong into a low carbon economy.

On the other hand, the increasing call for sustainability has created many opportunities for our Regulatory Services and these will only increase in future. As more energy efficiency legislation are enacted and implemented, our enforcement work will also grow. At the same time, our trades and citizens will need more information and awareness building with regard to energy efficiency and conservation as well as renewable energy, further boosting our public education work. We shall also step up our internal capabilities to perform these duties more effectively and, at the same time, introduce where appropriate state-of-the-art energy efficiency technologies into Hong Kong.



Organisation's Impact on Sustainability

Impact of Trading Services

EMSD makes an impact on sustainability in several ways. Our Trading Services provides E&M engineering services to government departments and public bodies in Hong Kong, a process which inevitably impacts upon the environment through our office operations and engineering related works.

To mitigate the impact, we have adopted an Integrated Management System that combines quality, environmental, occupational health and safety management systems as an overall process framework and to identify non-compliances for improvement. At the same time, we also make a positive impact through providing professional engineering services on energy efficiency to client departments that directly reduced energy consumption. We give professional advice and support to clients in the procurement of eco-friendly vehicles and provide on-going maintenance service. We also give professional and technical support to the Environment Bureau to promote the Buildings Energy Efficiency Funding Schemes and vet applications from private buildings owners for partial subsidies to conduct energy-cum-carbon audits and energy efficiency projects.

Impact of Regulatory Services

Our Regulatory Services makes a positive impact on sustainability via various schemes, promotional campaigns and awards to promote energy efficiency and the wider use of renewable energy. Notable examples are the voluntary and mandatory Energy Efficiency Labelling Schemes for appliances, the Schemes for Wider Use of Fresh Water in Cooling Towers for Air-conditioning Systems and the Energy Efficiency Registration Scheme for Buildings. Extensive publicity and education programmes such as TV and radio promotion, online activities and websites, publications, events, as well as talks and seminars are held for trades and the general public throughout the year to build awareness of a low carbon economy and lifestyle.



Highlights and Way Forward

Highlights

- Reduced annual electricity consumption at EMSD venues by 2.4% (against target of 1.5%) on the previous year
- Reduced annual paper consumption at EMSD venues by 3% (against target of 0.5%) on the previous year
- Enacted the Energy Efficiency (Labelling of Products) Ordinance in May 2008
- Completed 52 energy efficiency projects for customers with expected annual energy savings of almost 5.64 million kWh after completion
- Drew up Carbon Audit Guidelines jointly with the Environmental Protection Department

Way Forward

- Continue to reduce annual electricity consumption at EMSD venues by 5% in 2013/14 against base year 2007/08
- Commence over 250 energy saving projects for customers in 2009/10
- Prepare for the legislation of mandatory implementation of the Building Energy Codes
- Prepare for the design and construction of energy efficient District Cooling System at Kai Tak Development

Environmental

Highlights

- Achieved an average of 5.25 annual training days per staff member (against target of 4.5)
- Upgraded our OHSAS 18001 Occupational Health and Safety Management System to the latest 2007 version
- Implemented behaviour-based safety programme to tackle unsafe behaviour at workplace and foster higher safety awareness among staff
- Organised the annual International Conference on Safety & Energy Efficiency

Way Forward

- Continue to accomplish at least 4.5 training days per staff member per year on average
- Conduct Staff Satisfaction Survey in 2009/10 and strive to attain a target score of 6.6 on a scale of 10 in the survey

Social

Economic

Highlights

- Achieved return on revenue (ROR) at 9.7% and Rate of Return on Fixed Assets at 30.9%
- Supported the economy by letting out contracts totaling more than HK\$1.7 billion for the provision of goods and services
- Obtained ISO 27001 Certification on Information Security Management System for our Data Centre to enhance our ICT business

Way Forward

- Prepare for new business opportunities arising from the increasing demand for our energy management, carbon audit and energy saving and renewable energy project services



Environmental Performance



Environmental Responsibilities

One of the underlying principles of EMSD's operations is to enhance the quality of life of our community. However, our operations can also impact the environment in the course of rendering services to customers and the public.

Our first priority is therefore to avoid creating environmental pollution, or reduce the impact if pollution is inevitable. We strive to conserve resources, minimise the generation of waste and prevent pollution in our business operation process. To achieve this goal, we shall comply with green legislation as the baseline of our operation. In addition, we shall encourage our contractors and their staff to be equally friendly to the environment.

Environmental Management System

Our environmental performance is mainly governed by our Environmental Management System (EMS) which has evolved over the years. First implemented in the mid-1990s, the EMS was a decentralised management framework which required each division to ensure that its operations comply with internationally recognised standards and legislative requirements in Hong Kong.

In 2000, we took a step forward and became the first government agency to attain the ISO14001 Corporate Certificate. In 2002, we streamlined our various management systems in quality, environment and occupational health and safety, and combined them into an Integrated Management System (IMS) which is the system in use today. We shall review the IMS regularly to ensure that it conforms to the ISO14001 standards.



"Mandatory Energy Efficiency Labelling Scheme" Launching Ceremony

Energy Efficiency and Conservation Initiatives

Ever since the 1990s, EMSD has played a pioneering role in Hong Kong to promote energy efficiency and encourage wider use of renewable energy through a number of initiatives.

The Asia-Pacific Economic Co-operation (APEC) Leaders' Declaration on Climate Change, Energy Security and Clean Development was announced at the APEC Leaders' Meeting held in Sydney in September 2007. It calls upon APEC economies to achieve a reduction in energy intensity of at least 25% by 2030 (with 2005 as the base year). As a member economy of the APEC, Hong Kong has adopted the declaration and will endeavour to do our best to meet this required reduction in energy intensity.

Highlighted below are key developments in 2008/09 to support Government's policy to step up energy efficiency and conservation.

Mandatory Energy Efficiency Labelling Scheme

The Mandatory Energy Efficiency Labelling Scheme, through the enactment of the Energy Efficiency (Labelling of Products) Ordinance, gazetted in May 2008, is Hong Kong's first ordinance that focuses on regulating matters relating to energy efficiency and conservation. The first phase of the Scheme requires that room air conditioners, refrigerating appliances and compact fluorescent lamps bear an energy label that complies with specified requirements. A Code of Practice on Energy Labelling of Products was issued and seminars organised to facilitate the industry and the trades to comply with the requirements.



The mandatory energy labels and the Code of Practice on Energy Labelling of Products



Mandatory Building Energy Codes

Buildings are responsible for almost 90% of Hong Kong's total electricity consumption. Therefore, promoting energy efficiency in buildings is an effective measure to achieve energy conservation. The Proposal on the Mandatory Implementation of the Building Energy Codes was introduced with public consultation closed on 31 March 2008. The majority of views received supported the proposal for mandatory implementation of the Building Energy Codes. Legislation is now being prepared for introduction to the Legislative Council by end 2009.

Buildings Energy Efficiency Funding Schemes

Funding under the Environment and Conservation Fund has been arranged to subsidise energy-cum-carbon audits and energy efficiency projects for building owners. We play an active role in supporting the Environment Bureau in drafting the relevant guidelines. Our EMSTF also provides vetting services for applications received under the schemes.

District Cooling System

The Chief Executive announced in his 2008-09 Policy Address that a District Cooling System (DCS) will be implemented at the Kai Tak Development, which basically consists of a central chiller plant and a chilled water distribution network to supply chilled water to a group of buildings in the new development area for centralised air-conditioning.

It is estimated that the DCS will consume 35% less electricity than traditional air-cooled systems and save up to 85 million kWh annually, representing a reduction of 59,500 tonnes of carbon dioxide emission per annum. It also saves plant room space and reduces maintenance costs for end users, with a level of reliability and quality that is superior to conventional air-conditioning.

Led by the Environment Bureau, we act as the project manager to oversee the construction and operation of the DCS. Construction is set to begin in 2010, and key facilities are scheduled to be completed in end 2012 for Phase 1 operation. The DCS marks a step forward for Hong Kong and will be a showcase of energy conservation for new urban developments and redevelopments.

Green Procurement

Green procurement is one of the key policies to encourage waste reduction, recovery and recycling. The Government amended its procurement regulations as early as 2000 to require all bureaux and departments to take into account environmental considerations when procuring goods and services. In this regard, we are doing our part by incorporating green requirements into our procuring policy for products and services, as well as project implementation, in our day-to-day operations with reference to the Environmental Protection Department's green specifications.

At the same time, we also supported our clients by helping them to implement energy efficiency and renewable energy projects, conduct carbon and energy audit, as well as procure environmental friendly vehicles such as hybrid vehicles and electric scooters.

Indoor Air Quality

We are committed to maintaining good indoor air quality to provide a pleasant working environment. The EMSD headquarters has been certified to attain a good class indoor air quality.



Indoor Air Quality Certificate

International Exchange

As a pioneer in promoting energy efficiency in Hong Kong, we have been active in international exchange work so as to keep ourselves abreast of the latest trends and developments worldwide. During 2008/09, EMSD representatives attended a variety of regional and international conferences and meetings, the key ones as follows:

- 2008 Macao International Environmental Co-Operation Forum & Exhibition, April 2008, Macau
- Design and Application of Energy Conservation Construction Seminar, June 2008, Macau
- APEC Photovoltaic Conference 2008, October 2008, Taipei
- The 36th Meeting of the APEC Energy Working Group (EWG-36), December 2008, Manila
- The 20th Meeting of the APEC Expert Group on Energy Data and Analysis, January 2009, Singapore
- Asia Pacific Energy Research Centre Annual Conference 2009, February 2009, Tokyo

Low Carbon Living

Switching all light bulbs to more energy efficient ones such as T-5 fluorescent tubes is far from enough to achieve low carbon living. An eco-friendly mindset is just as important as relying on all the available technology to achieve significant reduction of greenhouse gas emissions.

As greenhouse gases will be emitted throughout the lifecycle of a product from its manufacturing to end-of-life disposal, therefore a durable product will help reduce its total carbon emissions. The latest magnetic ballast that has surpassed the energy efficiency of electronic ballasts and lasts much longer would be an example of low carbon living.

Edwin Lau, MH
Director
Friends of the Earth (HK)





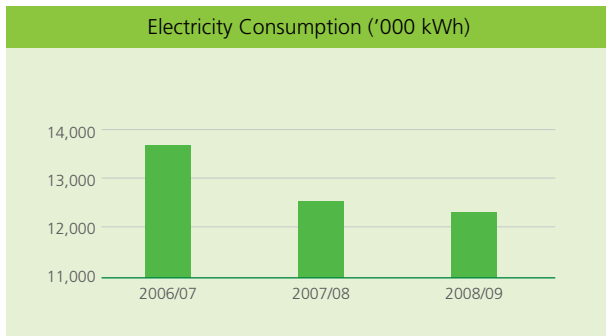
Conservation of Operational Resources

Public Utilities

The electricity, water and towngas consumption at EMSD is shown in the graphs below. The consumption of these resources has continued to decline in recent years.

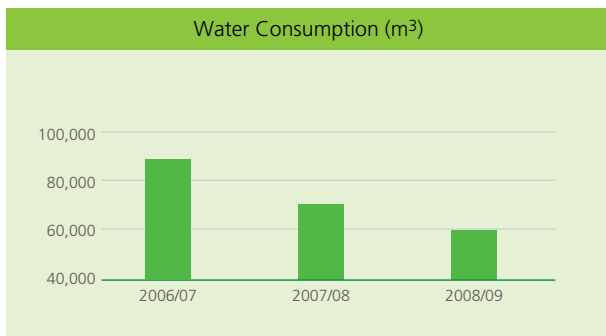
Electricity

Major venues include Kowloon Bay headquarters, the Caroline Hill workshop, Fan Garden VSS Depot, Siu Ho Wan Vehicle Depot, and the EMSD workshop at Chek Lap Kok Air Mail Centre.



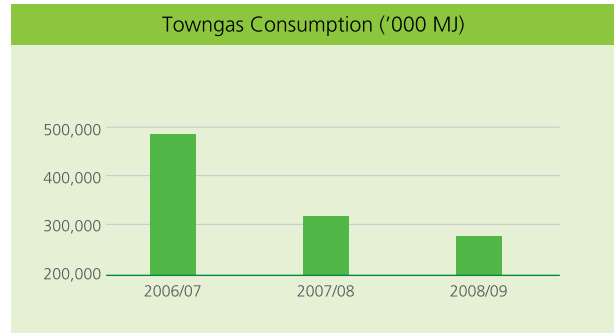
Water

Water is mainly consumed for air-conditioning, gardening, drinking, cleaning and so on. Consumption data are available for Caroline Hill workshop and Kowloon Bay headquarters.



Towngas

Caroline Hill workshop is the major venue relying on towngas for water heating.



Materials

Materials Used in Offices

Paper and toner cartridges are the main materials used in office. We make every effort to reduce our paper consumption. In 2008/09, paper consumption dropped by 3%. Since 2001, we have adopted the extensive use of environment-friendly recycled paper made from recycled fibre. In 2008/09, 91.1% of our total paper consumed was recycled paper. Use of virgin paper was limited to external documents only and is avoided as far as practicable. We purchased some 3,251 toner cartridges in 2008/09 and have followed government initiatives to recycle used toner cartridges since 2005/06.

Materials Used in Workshops

We recognise that the materials, parts and products used in our everyday operations impact the environment in different ways through their production, use and ultimate disposal. EMSD endeavours as much as possible to reduce the consumption of materials, and to re-condition and re-use them whenever practical in order to sustain natural resources in the long run.

Emissions, Effluents and Wastes

Reducing and Recycling of Wastes

Our waste management strategy is to minimise unavoidable waste generation and maximise material recycling. Wastes is primarily generated in two streams — from our offices and from our workshops. Major wastes from offices includes paper and toner cartridges, while spent mercury lamps, rechargeable batteries, metal scraps and vehicle tyres are major wastes from workshops.



Supporting the Rechargeable Battery Recycling Programme

Emissions

Greenhouse Gas Emissions

Greenhouse gas (GHG) emissions are widely acknowledged as a cause of global warming and climate change, and reducing emissions such as CO₂ is one of our biggest challenges. EMSD's GHG emissions are mainly attributed to the consumption of electricity in our offices and workshops, and transport. In 2008/09, direct emissions from our transport activities amounted to about 1,149 tonnes of CO₂. And our electricity consumption gave rise to about 8,619 tonnes of CO₂.

Transport

The use of transport in EMSD operations consumes non-renewable fossil fuels and generates GHG emissions. We have a fleet of 251 vehicles including lorries, vans, saloon cars and motorcycles to carry out our services, and at the same time maintain about 5,800 government vehicles for our client departments. We have to ensure that the emissions from such activities are reduced to a minimum by good housekeeping, proper vehicle maintenance, reduced use of transport or switching to hybrid or electric vehicles. We now have five hybrid vehicles, which consume 40% less fuel than conventional cars of similar size.

Photovoltaic System at EMSD Headquarters Passed One Million KiloWatt Hour

The photovoltaic system is the signature feature of natural energy generation in EMSD headquarters, with a peak capacity of 350kW. Since its inception in 2005, it has been generating clean energy which passed the one million kWh threshold in July 2008. Generating this amount of electricity from solar energy has helped reduce GHG emissions equivalent to 700 tonnes of CO₂.



Photovoltaic System at EMSD Headquarters

New Energy Saving Features added at EMSD Headquarters

Oil-free Centrifugal Chiller

To further reduce electricity consumption, a new variable speed oil-free centrifugal compressor chiller was installed at Kowloon Bay headquarters in June 2008. With a cooling capacity of 300 tonnes, the chiller operates with magnetic bearing technology that reduces energy loss, and is quieter and cheaper to run.

Window Solar Film

The installation of window solar film at headquarters was completed in July 2008, reducing solar heat gain through glazing while allowing natural light to pass through. The potential energy saving is estimated to be about 5% of air-conditioning load.



Social

Performance



Social Responsibilities

Our responsibility is not limited to maintaining a green and healthy environment for our client departments and the public. As a caring and responsible corporate citizen, we also have the obligation to provide a safe and healthy environment for our employees and other parties working for us, and to comply with the relevant laws and regulations. As a government department, we operate under the HKSAR Government policy framework, especially on labour and human rights issues. Governed by the Civil Service Bureau's codes of conduct, we also provide equal employment opportunities in accordance with the law. In addition, we encourage our staff to actively participate in various community activities.

Staff Employment

At the end of 2008/09, we have 5,065 employees, about 72% of whom are employed on permanent terms. As a commitment to upholding the equal opportunity employment policy, we currently have 339 employees with minor disabilities, representing about 7% of our total workforce.

In terms of salary payment, we adhere strictly to government policies on timely payment of staff salaries and maintain payment records as required.

Learning and Development

At EMSD, we recognise the need to continually enhance the capabilities and competitive strengths of our staff 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 contribution to the organisation. We are committed to promoting 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, chaired by the Director of Electrical and Mechanical Services and comprising Heads of Departmental Grades as well as senior managers of General and Common Grades, meets regularly to review our training programmes and initiatives.

Graduate Training Scheme

Since its inception in the 1960s, our Engineering Graduate Training Programme has attracted more than 660 graduate participants. The programme has long been considered one of the best on-the-job training schemes in the engineering profession in Hong Kong and has contributed to the provision of trained engineers to meet the needs of the local profession. In 2008/09, we recruited 21 engineering graduates specialising in electrical, mechanical, electronic, building services, information technology and biomedical engineering.

Apprentice Training Scheme

Another key training programme is our Technician and Craft Apprentice Training Scheme which aims to provide systematic training of good standard to satisfy the present and future needs of EMSD as well as the community in a wide variety of occupations. The long-standing scheme has been running for over 50 years, successfully training more than 4,500 apprentices for the profession.

Training Targets

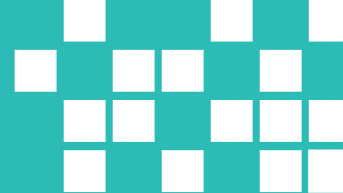
In 2008/09, we achieved 5.25 training days per staff member per year on average, exceeding the 4.5 days target set for the year. We continue to encourage and provide training relevant to enhancing our services and developing new business, and to facilitate employees' personal growth.

A Healthy and Safe Working Environment

Occupational Health and Safety

At EMSD, we attach great importance to Occupational Health and Safety (OH&S). Our Safety and Health Policy and infrastructure help ensure that a high standard of OH&S in the workplace can be achieved and maintained throughout the department.

Our Departmental Occupational Safety and Health Committee, which comprises management and staff representatives from branches/divisions as well as departmental consultative committees, meets on a regular basis to review our health and safety performance in all areas with a view to identifying areas for improvement. We have continued to conduct training and refresher courses, and disseminate information through various channels.



In 2008/09, the accident rate is 5.87 per 1,000 employees. To further reduce incidents, we introduced in 2008/09 a behaviour-based safety model, where observers are deployed in workshops to identify unsafe staff behaviour. Observations and improvement suggestions are made and shared with staff in a supportive environment without naming individuals, making criticisms or imposing penalties. The requisite systems and procedures have also been brought in place to correct potentially unsafe behaviour.

Sick Leave

In 2008/09, a total of 18,331 working days were lost due to sick leave. This is equivalent to around 3.62 days per employee.

Staff Relations

Staff Satisfaction Survey

Independent research specialists are appointed to conduct staff satisfaction surveys on a regular basis. In the latest 2007/08 survey, every employee at senior engineer rank and below was provided with an opportunity to express his/her views through a survey questionnaire. The average overall staff satisfaction rating is 6.5 (on a scale of 10) which is about the same level as that in 2005. The next survey will be conducted in November 2009.

Staff Consultation Channels

There are four departmental consultative committees and five divisional consultative committees to facilitate communication between particular groups of staff and management within EMSD. Staff members are also free to join the various established staff unions as well as the general government unions. In addition, there are 11 staff unions and regular meetings are held with the unions to discuss issues of staff concern.

Contractors and Suppliers

Contractor and Supplier Management

Our contractors, consultants and suppliers are an important link in the provision of reliable and quality services to our clients and the community. We invite these working partners to tender for public works contracts from time to time. 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 have established and maintained close communication with our contractors, consultants and suppliers to ensure that critical information, such as customer concerns, is clearly conveyed to them and relevant issues are addressed properly and in a timely manner.

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 caused to the neighbourhoods where the works take place. Post-project reviews are carried out upon project completion to further assess contractor performance.

To enhance our staff awareness of and sensitivity to integrity and conduct issues, integrity management workshops are arranged for staff who have official dealings or contacts with consultants/contractors and their supervisors.

Customers

Achieving customer satisfaction is a priority in our day-to-day business, particularly for our Trading Services. In this regard, we commission an independent research consultant to conduct Customer Satisfaction Survey once every two years to gauge customer satisfaction level. The most recent survey was completed in April 2008, which reported a score of 6.01 on a scale of 8. We have acted upon the findings, aiming to further enhance customer satisfaction. The next survey will be conducted in early 2010.

As to Regulatory Services, our Customer Liaison Group meets regularly with representatives from the general public to exchange views and obtain face-to-face feedback on our regulatory and safety promotion activities, and how they can be improved. Public opinion surveys as well as trade surveys are also conducted regularly to identify improvement areas for Regulatory Services.

Community

Our staff have long been active in serving the community, both in their work duties to reach out to the public to disseminate E&M safety and energy efficiency messages, and as voluntary service beyond their work duties in order to give back to the community. Our Staff Voluntary Service Team, for example, has served the community in numerous initiatives for more than ten years. Many of our professional engineers also play active roles in local and international professional engineering institutes to contribute to the growth of the profession and help maintain its high standards.

Public Education Activities

We work closely with other government departments and the community to promote E&M safety and energy efficiency to the public, an important aspect of the work of our Regulatory Services. Public education is conducted through a variety of channels, including mass media and the Internet, publications, promotional and advertising campaigns, posters and mail-outs, carnivals, roadshows, drama performances, game contests, quizzes, and talks and seminars tailored to the needs of specific segments of the public. The following are highlights in 2008/09:

E&M Safety Campaign

The E&M Safety Campaign, our annual effort to promote public awareness of E&M safety and energy efficiency, was held for the eighth consecutive year in 2008. A total of 18 leading organisations from various sectors joined hands with EMSD to launch a series of media advertising, online quiz, drawing competitions, and drama performances at schools. The Campaign culminated in a two-day outdoor carnival in November 2008 in Victoria Park which attracted a record high of over 12,300 visitors.



Symposium on Electrical and Mechanical Safety and Energy Efficiency

This is a regular international conference organised by EMSD and supported by several major utilities to deliberate on current trends and developments in E&M safety and energy efficiency matters. The latest symposium was held in February 2009 with the theme of "Electrical and Mechanical Safety and Energy Efficiency – Innovating for a Safe and Green Environment", and was well attended by hundreds of government officials, policy makers, business leaders, engineering and energy experts as well as academics from Hong Kong, the mainland and overseas.

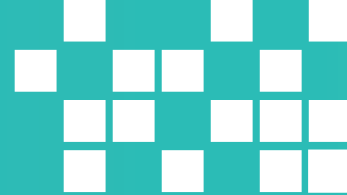


Trade Skills Competition for Registered Vehicle Mechanics

Further to the launch of the Voluntary Registration Scheme for Vehicle Mechanics (VRSVM) on 4 January 2007 which has to date attracted over 90% of the approximately 10,000 vehicle mechanics in Hong Kong to register, a Trade Skills Competition for Registered Vehicle Mechanics was held on 4 January 2009. Jointly organised by EMSD and the Vehicle Maintenance Technical Advisory Committee and supported by the Vocational Training Council, the Competition aimed to enhance the professional image of the local vehicle maintenance trade and promote the VRSVM to the public.

The contest was well received by registered vehicle mechanics. Participants were required to perform specific maintenance tasks on the day. Winning teams were selected by a panel of experts on the basis of their professional knowledge, technical excellence, safe operation and teamwork.





Lift Safety Talk

To further promote lift safety, we launched a series of talks in November 2008 for lift owners, property management companies and owners incorporated to enhance their understanding of the lift regulatory framework and their statutory role in lift maintenance and safety. The talks attracted over 1,000 participants and extra sessions were provided at the request of other organisations including the Hong Kong Housing Society and District Councils.



Science in the Public Service

We support community events organised by other government bureaux and departments, such as the "Science in the Public Service" fun fair 2008 in Victoria Park. The EMSD booth showcased, among other projects, how we deployed technology to contribute to the environment by helping a Trading Services client to design, build and operate an animal waste composting plant in Ngau Tam Mei to turn horse waste from the Olympic Equestrian Events into fertilisers, thus saving landfill space.



Green Carnival

We also support actively green activities organised by NGOs. For example, EMSD's senior management attended the opening ceremony of the 6th "Green Carnival" organised by the Green Council in late February 2009. We also staged a game booth at the Carnival to promote energy efficiency and the Energy Efficiency Labelling Scheme, and provided speakers for energy saving talks prior to the Carnival.



Hong Kong Fuel Economy Run for Private Cars

The transport sector is the second largest source of GHG emissions in Hong Kong, account for some 16% of total local emissions, taking up 35% of end use energy consumption in Hong Kong. To enhance motorists' awareness of energy usage and fuel conservation for a cleaner environment, we organised the "HK ECO-DRIVERS" fuel economy competition in December 2008, a collaborative effort with utilities, oil companies and the automobile industry. The event comprised a series of activities including the launching ceremony, two briefing workshops and different promotion activities prior to the run day. The event concluded with an experience sharing session.



Job Shadow Day

EMSD held its first Job Shadow Day in April 2008, part of an international initiative to help participating students better understand the realities of the workplace so as to help them make informed career choices in future. The one-day programme took ten F.6 science students through various workplace activities such as meetings and workshop operations at EMSD headquarters, complete with briefings by senior management. Ten shadow mentors from our staff took care of the students throughout the day.



Gas Safety Anniversary Publication

On the occasion of the 30th anniversary of EMSD's work in gas safety, a commemorative booklet entitled "A Shared Commitment: 30 Years of Gas Safety" was published in early 2009. The publication highlights our activities and accomplishments in regulating and promoting gas safety in Hong Kong in the past three decades.

Social Responsibility

Supporting Community Efforts to Save Energy

To help combat climate change and lighting pollution, EMSD participated in the "Lights Out on Summer Solstice" event organised by Friends of the Earth (HK) on 21 June 2008, and switched off lights in our headquarters building, the Caroline Hill workshop and Siu Ho Wan Maintenance Depot for an hour that evening. Many other government and private buildings also took part in the event.

Likewise, we also participated in the one-hour lights-off event "Earth Hour 2009" organised by WWF Hong Kong on 28 March 2009.

Charity Events

EMSD colleagues are actively involved in different charity events. During the past 12 months, EMSD colleagues have taken part in the Hong Kong Community Chest Walk for Millions in January 2009, the Po Leung Kuk Charity Walk in February 2009, and also the Eastern Hospital Charity Walkathon 2008 in November 2008 organised by the Pamela Youde Nethersole Eastern Hospital to raise funds to help enhance quality service for the hospital's patients.

Eastern Hospital Charity Walkathon 2008



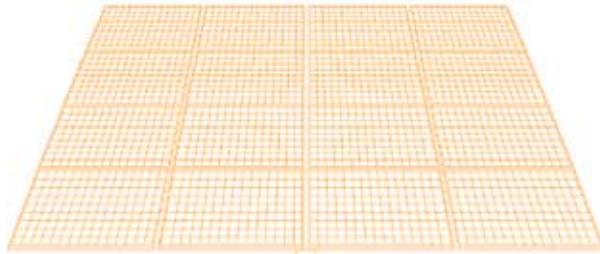
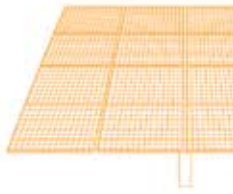
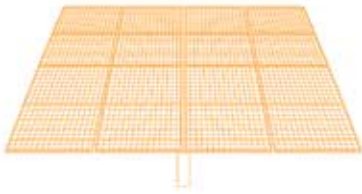
In the face of climate change, resource depletion and a tough economic outlook, we have a need and a brilliant opportunity to move rapidly towards low carbon living. At HKIE, we believe that there is much we can collectively do to limit the threat posed by climate change by living a low-carbon lifestyle; a lifestyle which we can make good use of our resources in a sustainable fashion. In doing so, we are improving the quality of life not just for us today but for the future generations.

We, engineers, play a crucial role in creating a sustainable environment in the community with the environmental, economic and societal "Triple Bottom Line" approach. Engineers are uniquely skilled and well positioned to take the lead to provide integrated solutions in energy, buildings, water, waste, transport and food to encourage higher quality and healthy living and reduce overall carbon emission in Hong Kong.

Let us join hands together to create a sustainable future for Hong Kong.

Ir Dr Andrew K C Chan, JP
President
The Hong Kong Institution of Engineers





Economic Performance



EMSD plays an active role in the economic development of Hong Kong. Our Trading Services provides services to our customers comprising other government departments and public bodies, and our Regulatory Services provides services to the general public. In turn, these activities create jobs for our staff and business opportunities for suppliers and contractors from whom we purchase goods and services. All of these activities contribute to the local economy.

In addition, our Regulatory Services helps maintain a safe and energy efficient environment which is vital to attracting business activities and investment into Hong Kong. As the regulatory framework for energy efficient products is likely to grow and mature in the coming years, market demand for low carbon and more sustainable products is set to increase, thus creating more opportunities for business and innovation.

Overview

Our economic performance is reviewed on a yearly basis through the annual reporting of the business results of the Electrical and Mechanical Services Trading Fund (EMSTF) for our Trading Services, and through the Administrative Budget for our Regulatory Services. More information can be obtained from the EMSTF Annual Report 2008/09 (<http://www.emsd.gov.hk>) and the HKSAR Government's General Revenue Account (Head 42) (www.budget.gov.hk) for a complete review of our financial performance.

A summary of the actual departmental expenditure is set out in the table below:

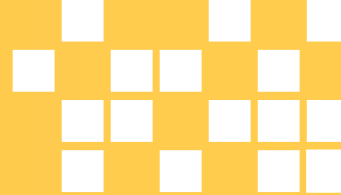
Summary of Key Economic Indicators – Trading Services

	2006/07 (HK\$'000)	2007/08 (HK\$'000)	2008/09 (HK\$'000)
Turnover	3,292,751	3,533,773	3,760,726
Suppliers & Contractors	1,350,598	1,524,659	1,641,131
Total Payroll and Benefits / Staff Costs	1,541,946	1,664,602	1,770,126
Taxation (notional)	56,566	56,455	52,950

Summary of Key Economic Indicators – Regulatory Services

	2006/07 (HK\$'000)	2007/08 (HK\$'000)	2008/09 (HK\$'000)
Suppliers & Contractors	56,988	51,280*	58,787
Expenditure on Energy Efficiency Projects / Renewable Energy Projects & IAQ Projects for Government Departments	71,768	72,664	70,818
Total Payroll and Benefits / Staff Costs	163,569	177,490	195,229

* Figures published last year corrected



New Business Development

Our business in Information and Communications Technology (ICT) continued to grow in 2008/09, a notable achievement being the successful provision of “zero-defect” ICT services to the 2008 Olympic Equestrian Events. Other ICT new business included traffic control and surveillance system project management of the Tsing Sha Control Area of Route 8.

Our foray into large infrastructure projects has also seen results, with new business in engineering consultancy services for key projects such as the Tamar Government Headquarters Development, the Kai Tak Cruise Terminal, and the Guangzhou-Shenzhen-Hong Kong Express Rail Link preliminary design.

New business in minor works has also surged during 2008/09 as a result of additional Government funding to create jobs. Many of the minor works projects were related to energy management and E&M asset replacement. Other energy management and environmental projects were to assist the Environment Bureau in providing technical support to the Buildings Energy Efficiency Funding Schemes and to help vet applications, and to design, construct and operate the Ngau Tam Mei Animal Waste Composting Plant.

Engineering asset management consultancy service is another potential growth area of our business. We have developed a risk-based replacement prioritisation model to help our client departments assess the conditions and replacement priorities of their E&M assets more scientifically and systematically, thus enhancing the availability and reliability of these assets, which in turn will boost the service quality of our client departments to the public.

Employment

As on 31 March 2009, EMSD employed 5,065 staff members. This represents a 1.1% decrease on the previous year. Staff cost including payroll, Mandatory Provident Fund contribution, allowance, and fringe benefits was HK\$1.97 billion.

Procurement of Goods and Services

We regularly work with our consultants, suppliers and contractors who support us in providing quality services efficiently and effectively to the public and our client departments. For the purchase of materials and services, we strictly adhere to the procurement procedures and tender processes for various types of contracts according to the guidelines set by the Development Bureau (Works) and the Government Logistics Department. The estimated expenses on contractors and suppliers in 2008/09 were approximately HK\$1.7 billion.



Awards and Recognition

Every year EMSD staff receive awards both from the Government and also external associations in recognition of their outstanding performance at work or community service. We also participate in events, competitions and certification exercises where appropriate to keep ourselves abreast of best practices and standards of excellence in different areas.

The followings are the key awards and recognition won in 2008/09:

Hong Kong Awards for Environmental Excellence 2008

General Engineering Services Division, Estate Management Unit and Quality and Research Sub-division participated in the Hong Kong Awards for Environmental Excellence 2008 which was organised by various government departments and public organisations, and won a Certificate of Merit in the public and NGOs sector.



"Hong Kong Awards for Environmental Excellence 2008" Presentation Ceremony

Senior Engineers Commended for Outstanding Work in Electrical Safety

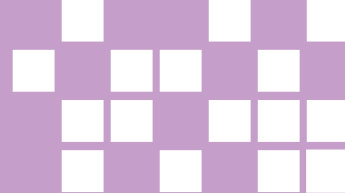
Mr Chan Yiu-hon and Mr Leung Yiu-hong, both senior engineers from the Electrical Legislation Division of Regulatory Services, won recognition for their outstanding achievements in promoting electrical safety under the Secretary for Civil Service's Commendation Scheme 2008.

Young Engineer Recognised for Outstanding Community Service

Dr Manson Fu Ming-sun, an electronic engineer, from our Trading Services won the "Young Engineer of the Year Award 2009 Certificate of Merit" from the Hong Kong Institution of Engineers for his professional achievements and community service.



Young Engineer Recognised for Outstanding Community Service



Airport Staff Safety Recognition Award

Staff of our Airport Engineering Services Sub-division under Trading Services won three awards in the "Airport Staff Safety Recognition Award" organised by the Airport Authority. The awards are "Role Model on Safety", "Accident Prevention" and "Good Safety Suggestion", in recognition of the quality of their proposals to enhance safety.



"Airport Staff Safety Recognition Award" Presentation Ceremony

Considerate Contractors Site Award for EMSTF Contractor

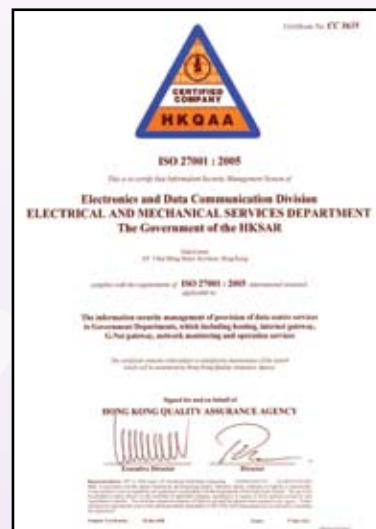
Our Municipal Sector Division of the Trading Services was awarded for its performance in work site safety. The Division's role as a supervisory party in a term contract for maintenance of floodlights at municipal venues has contributed to the contractor winning the Silver Award in the Considerate Contractors Site Award Scheme 2008. The award is organised by the Development Bureau annually to promote occupational health and safety for contractors and site supervising organisations.

Data Centre Certified to ISO 27001 Information Security Management System

Our Electronics and Data Communication Division has been awarded the ISO 27001 certificate in recognition of the satisfactory implementation security management system for the data centre operation.

Outstanding Earth Champion

The Energy Efficiency Office of our Regulatory Services was recognised as one of the Outstanding Earth Champions in the Hong Kong Earth Champions Quest 2008, organised by Earth Champions Foundation.



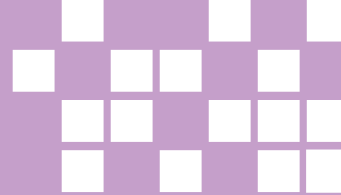
Certificate of ISO 27001

GRI Indicator Index

Indicators		GRI Reference		Page Reference
		Included	Not Included	
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	Transport	EN29		15
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	- Labour / Management Relations		LA4, LA5	
	- Occupational Health & Safety	LA6, LA7	LA8, LA9	17, 18
	- Training and Education	LA10, LA11	LA12	17
	- Diversity & Equal Opportunity	LA13	LA14	17
	Human Rights			
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	- Non-discrimination		HR4	
	- Freedom of Association & collective Bargaining	HR5		18
	- Child Labour		HR6	
	- Forced & Compulsory Labour		HR7	
	- Security Practices		HR8	
	- Indigenous Right		HR9	
	Society			
	- Community	SO1		11 – 15, 19 – 21
	- Corruption		SO2 – 4	
	- Public Policy		SO5 – 6	
	- Anti-competitive Behavior		SO7	
	- Compliance		SO8	
	Product Responsibility			
	- Customer Health & Safety		PR1, PR2	
	- Product & Service Labelling	PR5	PR3, PR4	18
	- Marketing Communications		PR6, PR7	
	- Customer Privacy		PR8	
	- Compliance		PR9	

Fully included, **Partially Included**, **Not Included**

For more information about the GRI indicators, please visit the website <http://www.globalreporting.org/Home>



Summary of Statistics

Resource	2006/07	2007/08	2008/09
Electricity (kWh) ^Δ	13,709,967	12,621,513*	12,313,079
Towngas (MJ)	485,760	317,000	277,248
Water (m ³)	83,649	69,000	59,878
Diesel (l)	54,548	56,194	73,429
Gasoline (l)	484,467	464,259	396,001
Paper – A3, A4 (ream)	30,547	29,326	28,459
Paint & Solvent (l)	32,315	44,626	42,755
Lubrication Oil (l)	78,022	140,599	124,520
Grease (kg)	2,015	2,212	2,249
Refrigerant (kg) (e.g. R22 & R134a)	18,708	16,379	15,365
Industrial Gas (m ³) (e.g. Oxygen, Argon & Acetylene)	3,988	3,733	3,611
Battery Electrolyte (l)	2,715	2,520	1,620
Tubeless Tyre (no.)	8,696	9,064	8,108
Outer Cover Tyre (no.)	2,872	3,393	3,278
Inner Tube (no.)	1,521	2,422	2,102

Emissions, Effluents and Wastes			
Waste Paper (kg)	24,140	16,748	14,124
Toner Cartridges (no.)	2,024	3,058	2,957
Batteries (kg)	3,368	3,553	2,896
Metal Scraps (kg)	36,557	47,714	30,375
Waste Oil (l)	79,991	128,778	115,806
Used Vehicle Tyre (no.)	11,123	12,210	7,989
Spent Mercury Lamp (no.)	Not applicable	107,039	113,007

Staff			
Number of Accidents per 1,000 Staff (reportable)	6.19	5.46	5.87
Staff Satisfaction (out of a score of 10)	Not applicable	6.50	Not applicable
Training (average training days/staff)	6.36	5.67	5.25

^Δ Electricity Consumption of canteen, rented offices not included

* Figure published last year updated

Independent Verification Statement



Verification Statement

Hong Kong Productivity Council (HKPC) was commissioned by the Electrical and Mechanical Services Department (EMSD) of the HKSAR Government to verify its Social and Environmental Report 2008/09 (the Report). The Report covers the environmental, social and economic performance of the EMSD from 1 April 2008 to 31 March 2009.

Objectives

The objective of HKPC's verification work is to provide independent assurance on the completeness, accuracy and reliability of information presented in the Report and, more specifically, to:

- assess whether the scope of the Report covers all significant aspects in relation to EMSD's performance;
- evaluate whether the selected statements and data presented in the Report are accurate;
- review whether the data collection and information management mechanisms used to prepare the Report are reliable; and
- provide recommendations for future reports.

Approach

Our verification procedures comprised of a comprehensive review of the Report and followed by the selection of a representative sample of statements and data in relation to EMSD's significant aspects for verification. Through the interview with EMSD's representatives on 15 October 2009, we reviewed and examined the data collation systems and supporting materials relating to the selected statements and data as well as EMSD's relevant management practices and initiatives.

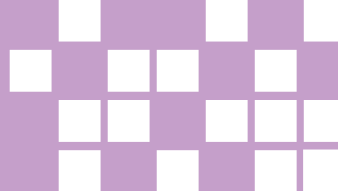
Results

Report Completeness

The Report presents a structured overview of the environmental, social and economic performance with respect to EMSD's key services, activities and initiatives. The EMSD provides an in-depth account on its energy efficiency initiatives in the report.

Report Accuracy and Reliability

The selected sample of statements and data examined during the verification process are consistent with the source materials reviewed and reflect a fair account of EMSD's environmental, social and economic performance. The data collation and information management systems adopted are generally considered to be reliable.



Recommendations for Future Reports

The EMSD is commended for continuously improving its report by addressing feedback on previous reports such as the inclusion of supply chain management and case studies in the Report. We further encourage the EMSD to consider the inclusion of the following areas in the preparation of its future reports:

- To continue engaging stakeholders in the reporting process so as to hear their views on EMSD's major aspects to be addressed in the future reports;
- To add more information of the objectives and targets established for 2008/09 and their compliance status;
- To provide more statistical information of previous years (e.g. to provide staff satisfaction data for at least 4 years to compare EMSD's achievements) and more information on pollution reduction initiatives such as effluent discharge and waste management to demonstrate EMSD's achievements;
- To consolidate achievements of key performance indicators in more graphical presentations to facilitate year-on-year comparisons; and
- To continue moving towards sustainability reporting by adopting appropriate performance indicators in the GRI G3 Guidelines.

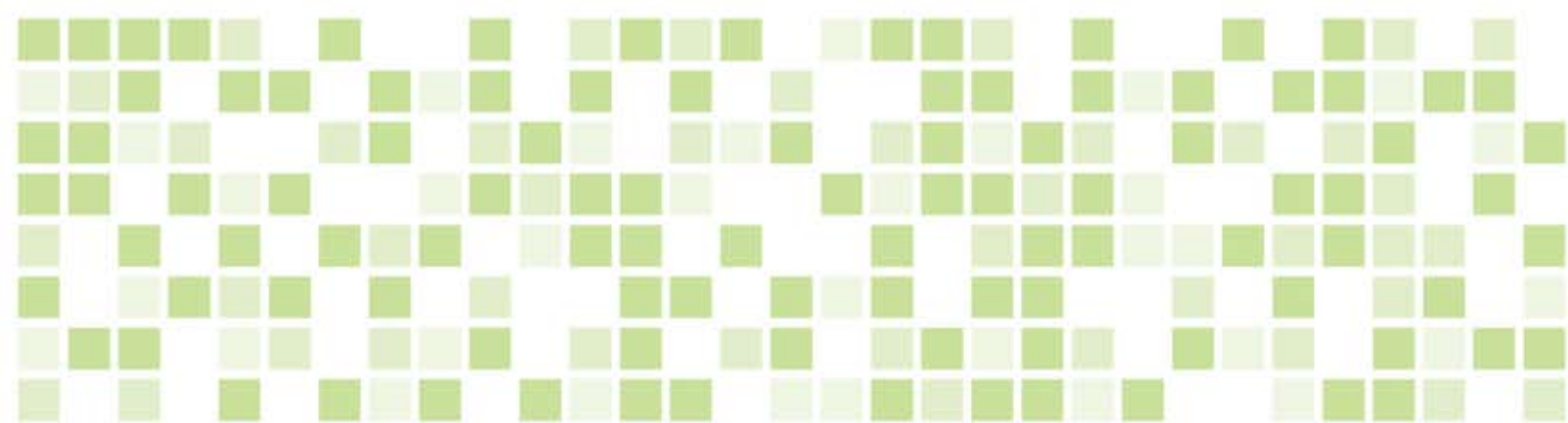
K L Tsang
General Manager
Environmental Management Division
Hong Kong Productivity Council
29 October 2009

Feedback Form

Thank you for reading our Social and Environmental Report 2008/09. To help us improve future editions of our Social and Environmental Report, we would be grateful to have your comments:

- | | | | | | | | |
|-------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|------------------|
| 1. Which aspect of the report do you find most informative? | Inadequate | | | Acceptable | | | Very Informative |
| | 1 | 2 | 3 | 4 | 5 | | |
| a. About this Report | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| b. About EMSD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| c. Challenges and Opportunities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| d. Environmental Performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| e. Social Performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| f. Economic Performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| g. Awards and Recognition | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| h. Summary of Statistics | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
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- | | | | | | | | |
|----------------------------------------------------------------------------------------------------|--------------------------|--|--|--------------------------|--|--|--------------------------|
| 2. Does the report enable you to understand more about EMSD's performance on environmental issues? | Yes | | | No | | | No Comment |
| | <input type="checkbox"/> | | | <input type="checkbox"/> | | | <input type="checkbox"/> |
-
- | | | | | | | | |
|---------------------------------------------------------------------------------------------|--------------------------|--|--|--------------------------|--|--|--------------------------|
| 3. Does the report enable you to understand more about EMSD's performance on social issues? | Yes | | | No | | | No Comment |
| | <input type="checkbox"/> | | | <input type="checkbox"/> | | | <input type="checkbox"/> |
-
- | | | | | | | | |
|--------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|-----------|
| 4. Overall, how would you rate our report? | Poor | | | Good | | | Excellent |
| | 1 | 2 | 3 | 4 | 5 | | |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
-
5. Other comments and suggestions please specify.
-
6. How can we convey our response to your comments/ suggestions? (Please provide email or contact details 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



Electrical and Mechanical Services Department
3 Kai Shing Street, Kowloon, Hong Kong
Tel: (852) 2333 3762 Fax: (852) 2890 7493
Website: www.emsd.gov.hk
Email: info@emsd.gov.hk