



Hong Kong Export Credit
Insurance Corporation
香港出口信用保險局

Environmental Report

2009-10

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INTRODUCTION

The Hong Kong Export Credit Insurance Corporation (ECIC) was established by statute in 1966 to encourage and support export trade through the provision of insurance protection for Hong Kong exporters against non-payment risks arising from commercial and political events. Its capital is wholly owned by the Government of the Hong Kong Special Administrative Region which also guarantees its contingent liability, currently standing at \$30 billion. As at 31 March 2010, the Corporation employed 110 staff members.

ENVIRONMENTAL POLICY

We support the Government's policy to protect our living environment and its objective to achieve sustainable development of Hong Kong.

We are committed to ensuring that the Corporation's operations conform to environmental protection principles and are conducted in an environmentally responsible manner. ECIC is an environmentally responsible organization which

- cherishes the benefits of a healthy living environment;
- recognizes the importance of reducing pollution and waste; and
- preserves common resources.

ENVIRONMENTAL OBJECTIVES

We act consciously in promoting "paperless office", minimizing waste, conserving energy, and reinforcing staff awareness and participation in conserving the environment.

ENVIRONMENTAL MEASURES ADOPTED

During the year, we have adopted various green office practices:

I. Paperless Office

We promote the “paperless office” concept by:

1. E-commerce Development

1) Electronic Document Management System : EDMS

- EDMS is an effective system to capture, store and route all incoming, outgoing and internal documents.
- Currently, the majority of the incoming and outgoing documents are received and sent by electronic means such as email and Rightfax. Hardcopy documents are scanned and stored into an image format for more effective information retrieval and sharing.
- The launch of EDMS has resulted in significant reduction in creation of paper files and storage of paper documents. In 2009-10, over 147,000 documents were created through EDMS. Paper files will only be created and kept on a need basis.

2) Workflow System

- The Corporation has developed workflow systems for policy underwriting system and enhanced claims processing system and CLAS workflow system. These systems have replaced paper-laden operations and reduced paper consumption.

3) E-commerce Platform: EC-link

- EC-link is an effective online platform for policyholders and banks to obtain cover, manage their policies and exchange documents and information with the Corporation. About 93% of policyholders actively utilise the system to submit declarations; 99% of exporters utilise the system to submit proposals.
- Apart from policyholders, EC-link online service has been further extended to credit agencies, brokers and banks.
- The launch of EC-link has largely reduced paper consumption of the Corporation.

4) Website

- Over the past few years, we have been uploading our publications, such as “Annual Report”, quarterly magazine “Compass” and “Policy Operation Guide” to the Internet, thereby leading to reduction of printing hardcopies.

- We also post Christmas greetings on the website and send them out through email, instead of sending paper cards.

5) Intranet

- The Intranet serves as an efficient channel to disseminate internal circulars, guidelines and information, this has also resulted in reduction of printing copies.
- Staff can use electronic forms available on the Intranet to apply for leave, to reserve meeting rooms and to book the corporation car.

6) Email

- We inform policyholders of the Corporation's annual results through email, instead of sending hardcopies.

II. Minimisation of Paper Consumption

Apart from the above electronic means in reducing paper consumption, we also try to minimise the use of paper by various means:

1. Use both sides of paper

- 1) Using double-sided printing and copying.
- 2) Using paper printed on one side for drafting and copying.

2. Reduce the use of paper and paper products by:

- 1) Encouraging the reuse of envelopes.
- 2) Providing re-use and recycle bins to collect papers.
- 3) Re-using boxes from suppliers for storing materials.
- 4) Scanning documents for filing and circular instead of copying hardcopy.

3. Reduce the use of paper towel by:

- 1) Using powerful handdryers in toilets.

4. Use of CD-Roms for Annual Report

III. Energy Conservation

We have adopted measures to conserve the use of energy:

1. Lighting

- 1) Using energy-saving fluorescent lights and T8 thin fluorescent lights.
- 2) Switching on only half of the lights in corridors and keeping lights in other areas on the minimum during office hours. The lights will be switched on when they are needed.
- 3) Keeping the lights on to the minimum if there are staff remaining working after office hours.
- 4) Switching off unnecessary spotlights.
- 5) Reminding staff to switch off the lights as soon as any area becomes unoccupied.

2. Air-conditioning

- 1) Reminding staff from time to time to turn off air-conditioning in public, meeting rooms as well as office areas wherever possible.
- 2) Maintaining the temperature of the air-conditioning at around 25°C.
- 3) Cleaning the air ducts and air conditioners on a regular basis.
- 4) Arranging regular and proper maintenance on the air-conditioning system.
- 5) Dressing down in office during summer months.

3. Office equipment and appliances

- 1) Reminding staff to switch off electrical equipments and appliances such as photocopiers, shredding machines, printers, etc. when they are not in use instead of maintaining them in stand-by mode.
- 2) Advising staff to switch off computer monitors during lunch hour.
- 3) Replacing copier using toxic free material and lower energy consumption.

IV. Water Conservation

We conserve the use of water by:

- 1) Installing automatic water faucets in toilets.
- 2) Reminding staff to turn off water taps completely and report any leakage once discovered.

V. Waste Recycling

Apart from reducing waste, we have also implemented measures to recycle waste by:

1. Collecting waste papers for recycling

- 1) Reminding staff to separate waste papers from other kinds of waste. Classified boxes for paper collection are provided in public areas to collect papers which cannot be reused.
- 2) Reminding cleaning contractors to dispose of waste papers separately from other kinds of waste.

2. Recycling of printer cartridges and used items

- 1) Returning used fax toners/laser printer toners to suppliers for recycling.

VI. Indoor Air Quality

We curb indoor air pollution by:

- 1) Maintaining a non-smoking office.
- 2) Cleaning the air conditioning system regularly.
- 3) Placing more air purifiers in the conference rooms and open office area.
- 4) Placing plantings and greenery in the office to improve office environment.

VII. Other Green Measures

We implemented other green measures include:

- 1. Clean telephone sets, computers and carpet regularly**
- 2. Remind driver to switch off the engine of the Corporation Car while waiting**
- 3. Use unleaded fuel for the Corporation Car**
- 4. Encourage staff to use refillable ball pens**
- 5. Reuse decorations in festive seasons**

ENVIRONMENTAL PERFORMANCE

In 2009-10, the consumption of papers, envelopes and electricity are summarised below:

	Unit	Consumption 2009-10	Consumption 2008-09	% change	Target 2009-10
A4 paper	Ream	1,630	1,413	+15.4%	+28%
Envelope	No.	93,051	76,389	+21.8%	+12%
Electricity	Unit	374,090	324,030	+15.4%	+5%

The increase in paper and envelope consumption was mainly due to the increase in insured business in 2009-10. There was increase in policy documents and credit limits to exporters and policyholders, especially subsequent to the enhanced measures adopted to support exporters. In addition, printed materials were provided to policyholders in free training and seminars. Moreover, the increase in headcount and turnover also resulted in the increase in the paper usage for the recruitment exercises.

The increase in electricity consumption was mainly due to the increase in headcount in the year and the overtime work for maintaining the service standard and enhancing service quality. In addition, the installation of new equipments and machinery also resulted in the increase in the consumption of electricity.

Although the consumption of envelope and electricity exceeded the targets set for 2009-10, the increase in consumption were limited to their minimum with the help of the Corporation's resources savings measures.

TARGETS FOR 2010-11

While the Corporation has endeavored to enhance staff awareness and encourage staff participation in environmental protection activities, it is expected that the consumption of paper, envelope and electricity will continue to grow, but at a slower pace compared to last year. The free credit check services has been extended to 2010-11. To support exporters continuously, the Corporation will continue its promotional efforts this year. With the increase in business initiatives, it is expected that overtime work will be continued in the near future. In addition, the Corporation will acquire additional equipment for internal and external system development in 2010-11.

In this connection, with the Corporation's continuous efforts to contain consumption of resources, the targets for 2010-11 are as follows:

- Increase paper and envelope consumption by 15%;
- Increase electricity consumption by 13%;
- Enhance staff awareness and encourage staff participation in environmental protection activities; and
- Regular monitor and review the Corporation's energy consumption.

COMMENTS

Your feedback would be useful for further improving our environmental management in the coming years. If you have any comments or suggestions, please feel free to write to us.

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For staff, please make use of the online "Suggestion Box" on the Intranet to raise your ideas on how we can improve further.