

Cleaner Production Partnership Programme

Guide to Application for Registration as Environmental Technology Service Providers

**The Secretariat
Cleaner Production Partnership Programme
Hong Kong Productivity Council**

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Appendix A – Registration of Environmental Technology (ET) Service Providers Application Form

1. GENERAL INFORMATION

1.1 Background

1.1.1 In April 2008, the Environmental Protection Department (EPD) of the Government of the Hong Kong Special Administrative Region (HKSAR) launched the Cleaner Production Partnership Programme (the Programme) in collaboration with the then Economic and Information Commission of Guangdong Province (now the Department of Industry and Information Technology of Guangdong Province) to encourage and facilitate Hong Kong-owned factories in Guangdong Province and Hong Kong to adopt cleaner production (CP) technologies and practices, thereby contributing to improving the environment. In the light of the environmental benefits brought by the Programme, the EPD of the Government of the HKSAR has extended the Programme for another five years up to 31 March 2025 with a funding of \$311 million. Hong Kong Productivity Council (HKPC) continues to be the implementation agent for the Programme and acts as the Secretariat for operation of the Programme.

1.2 Objective of the Cleaner Production Partnership Programme

1.2.1 The overall objective of the Programme is to encourage and facilitate Hong Kong-owned factories in Hong Kong and Guangdong Province to adopt Cleaner Production technologies and practices in order to enhance energy efficiency and reduce emissions, thereby making positive contribution to a cleaner environment through:

- (a) minimising volatile organic compounds (VOC) emissions through switching to the use of low VOC emitting alternatives and practices and adopting affordable VOC control systems;
- (b) optimising the operation of the furnaces, boilers and ancillary generators and adopting affordable desulphurisation and particulate control systems to reduce air pollutants emission;
- (c) improving energy efficiency thereby reducing air pollutants generated from fuel combustion and power plants;
- (d) optimising/upgrading wastewater treatment facilities to enhance recycling of processed water and reduce effluent discharge; and
- (e) optimising the planning of production line to reduce solid waste production from raw materials procurement, production processes and recycle/reuse of solid waste material or dangerous waste.

1.2.2 By doing so, the participating factories can also reduce costs, improve their competitiveness and corporate images as well as satisfying the Mainland's policy of industrial restructuring and upgrading.

1.3 Purpose of this Guide

1.3.1 This Guide provides information of the registration scheme for involvement of Environmental Technology (ET) service providers in the delivery of (i) On-site Improvement Assessments, and (ii) Demonstration Projects under the Programme.

1.3.2 The objective of the registration scheme is to provide a central location for listing out the ET service providers who are available to help factories implement On-site Improvement Assessments and Demonstration Projects under the Programme. The registration scheme is operated on a self-declaration system by the ET service providers.

2. DEFINITION OF ET SERVICE PROVIDERS AND PARTICIPATION OF ET SERVICE PROVIDERS IN THE PROGRAMME

2.1 Definition of ET Service Providers

2.1.1 For registration purpose, ET service providers are those companies which provide:

- (a) consulting services in energy management, pollution control, resources conservation, or cleaner production for industries; and/or
- (b) engineering services involving hardware system installation in projects related to energy management, pollution control, resources conservation, or cleaner production for industries.

2.2 Participation of ET Service Providers in the Programme

2.2.1 ET service providers are encouraged to participate in the Programme to help Hong Kong-owned factories in Hong Kong/ Guangdong Province to adopt cleaner production technologies and practices with the following roles:

- (a) as a consultant to conduct On-site Improvement Assessments or Demonstration Projects; and/or
- (b) as an engineering firm to implement Demonstration Projects to demonstrate the effectiveness, actual cost involved and potential financial return of CP technologies through installation of equipment and/or modification of production processes in the participating factories.

3. REGISTRATION OF ET SERVICE PROVIDERS

3.1 HKPC as the Implementation Agent of the Programme

3.1.1 HKPC is the implementation agent of the Programme. HKPC will deploy an experienced Programme Management Team (PMT) and Programme Technical Support Team (PTST). Under the supervision of the Programme Director, the PMT is responsible to co-ordinate and run the Programme while the PTST is responsible to ensure delivery of quality service by ET service providers for effective implementation of the Programme.

3.1.2 HKPC will also serve as the Secretariat of the Project Management Committee (the PMC) of the Programme to operate the scheme for registration of ET service providers who are interested in participating in the Programme. The registration criteria and procedures are set out in the paragraphs below.

3.2 Categories of Registration

3.2.1 An ET service provider can apply to the Secretariat for registration in the following one or more categories:

Category (I): a consultant to conduct On-site Improvement Assessments or to provide consulting services for implementation of Demonstration Projects, or

Category (II): an engineering firm to implement Demonstration Projects.

3.3 Registration Criteria

3.3.1 The registration status of the ET service providers currently registered under the Programme will remain valid. The following registration criteria apply to new applicants for registration under the new phase of the Programme. A probationary registration status will be granted to those applicants satisfying the registration criteria for a probationary period of 12 months. The registration status of the applicant will be confirmed when the conditions in paragraph 3.4.2 are satisfied.

3.3.2 For new applications, ET service providers, irrespective of their locations (i.e. can be in Hong Kong, the Mainland or other countries/region), have to fulfil the same registration requirements as set out below:

- (a) for registration as a consultant under Category (I), the company should have at least 3 employees each with a at least two years project consulting experience in energy management, pollution control, resources conservation, or cleaner production for industries or equivalent; and/or
- (b) for registration as an engineering firm under Category (II), the company should have at least two years track records in implementing projects involving supply and installation of hardware system in projects of energy management, pollution control, resources conservation, or cleaner production for industries or equivalent. The company should also have completed at least three such projects.

3.4 Probationary Status and Confirmation of Registration

- 3.4.1 A probationary registration (“P” registration) will be granted to applicants who fulfil the registration criteria. The probationary period will last for 12 months.
- 3.4.2 If a probationary ET service provider is engaged by an eligible factory to implement an approved funding project (which can either be an On-site Improvement Assessments or a Demonstration Projects) within the 12-month probationary period and complete the project up to the required standard, it will be upgraded to full registration status immediately upon the approval of the project report by HKPC.
- 3.4.3 If a probationary ET service provider is unable to engage a factory for undertaking an approved project, it will be removed from the “P registration” list. This however will not prevent the ET service provider from applying for registration again in future.
- 3.4.4 If a probationary ET service provider is unable to complete an approved project on schedule or its quality of service is not up to the required standard, it will be removed from the “P registration” list. The HKPC will seek the PMC’s view on whether the ET service provider will be allowed to apply for registration again in future.

3.5 No Contractual Relationship with the Government of the HKSAR, the PMC or HKPC

- 3.5.1 The sole purpose for registration of ET service providers is to facilitate the potential participating factories of the Programme to choose ET service providers who satisfy certain minimum experience requirements for delivery of projects under the Programme. There is no contractual relationship between the registered ET service providers either with the Government of the HKSAR, the PMC or HKPC when the registered ET service providers deliver projects under the Programme.

3.6 Registration is Not an Endorsement of the ET Service Providers by the Government of the HKSAR, the PMC or HKPC

- 3.6.1 Registration of the ET service providers does not imply any agency relationship or whatsoever relationship between the ET service providers with the Government of the HKSAR, the PMC or HKPC. In addition, the registration of the ET service providers does not constitute any endorsement or recommendation for use.

4. REGISTRATION PROCEDURES AND PUBLIC ACCESS OF REGISTRATION LIST

4.1 Registration Procedures

- 4.1.1 ET service providers can submit their application for registration of their interest in the delivery of (i) On-site Improvement Assessments, and (ii) Demonstration Projects under the Programme.
- 4.1.2 Appendix A is the application form for registration as ET service providers under the Programme. ET service providers are required to state clearly the category/categories they intend to register. Relevant documents of the working experience of their staff and at least 3 project experiences of the company with clients' contact points shall be submitted together with the electronic application form to the Secretariat via email for processing. Hard copy submission shall also be accepted.
- 4.1.3 The Secretariat will normally process the application by reviewing the submitted documents within 10 working days and request the ET service provider to clarify and provide supplementary information if necessary.
- 4.1.4 If all the registration criteria are met, the Secretariat will include the ET service provider in the register under the relevant category and make the information publicly accessible through the official website of the Programme (<http://www.cleanerproduction.hk>), or produce printed copy of the register in response to a request. The Secretariat will also inform the ET service provider in writing upon completion of the processing work.
- 4.1.5 If the application for registration of the ET service provider is declined by the Secretariat due to non-compliance with the registration criteria, the Secretariat will report the rejected applications to the PMC for endorsement. The PMC will endorse or reverse the decision of the Secretariat. The Secretariat will then notify the ET service provider in writing on the decision of the PMC. If the application is declined, the rejection reasons will be provided. The decision of the PMC will be final and is not subject to any appeal mechanism by the concerned ET service provider.

4.2 Registration Fee

- 4.2.1 There is no registration fee applicable to the application for registration of ET service providers.

4.3 Public Access to Registration List

- 4.3.1 The Secretariat will maintain an updated registration list of ET service providers containing the following information:
- (a) Company name and contact details;
 - (b) Category of registration, i.e. as consultant under Category I and/or engineering firm under Category II;
 - (c) At least three project experiences provided by each registered ET service provider with contact details of the clients of these projects;
 - (d) A disclaimer to remind users of the register to check for reference from those client contacts provided by the registered ET service providers.

- 4.3.2 The registration list will be posted to the official website of the Programme maintained by the Secretariat for public access through the internet or on printed copy in response to a request. The participating factories can select from the registration list their preferred ET service providers for implementing On-site Improvement Assessments, and/or Demonstration Projects.

4.4 Updating of Registration List

- 4.4.1 Any registered ET service providers can request the Secretariat in writing to update their record if needed.
- 4.4.2 If the proposed update in information is purely on contact details but not related to change in registration categories, the Secretariat normally can update the list within 5 working days. However, if the proposed update is related to the addition or alteration of registration category, the ET service providers must submit relevant job experiences as needed, using the same application form in Appendix A for processing. The procedure same to that for a new registration will be followed to process such application.
- 4.4.3 Once registered, the records of the ET service providers will remain on the registration list and will be made publicly accessible unless the ET service providers request the Secretariat in writing to remove their registration from the list or the ET service providers are removed from registration by the PMC after review. The PMC reserves the right to decide whether the registration of the ET service providers should remain on the registration list.

5. HANDLING COMPLAINTS AND SUB-STANDARD QUALITY OF SERVICE DELIVERY

5.1 Complaint Handling

- 5.1.1 Participating factories may provide feedback to the PMC on the service delivery of the ET service providers. If they are not satisfied with the services provided by the ET service providers, they can lodge a written complaint to the Secretariat. When a written complaint is received, the Secretariat will register the complaint and inform the concerned ET service providers within two working days. PTST will then investigate the complaint case and report the findings to the Secretariat.
- 5.1.2 If the complaint is found not justified, the result will be recorded in the complaint register and the registration of the ET service providers will not be affected. Both the complainant and the concerned ET service providers will be informed of the result of the investigation.
- 5.1.3 However, if the complaint is considered justified as determined by the Secretariat, the preliminary complaint investigation report will be served to the concerned ET service provider for follow-up. The concerned ET service provider can carry out rectification measures (e.g. to further supplement the assessment work and revise the assessment report, etc.). The Secretariat will evaluate whether the rectification measures are appropriate and communicate with the complainant and ET service provider to settle the complaint.
- 5.1.4 Upon completion of the rectification measures by the ET service provider or lapse of one month after the ET service provider is informed of the complaint by the Secretariat, the Secretariat will summarize the investigation results, the rectification measures adopted to settle the complaint and the recommended actions in a final complaint investigation report and report to the PMC. The recommended action will either be a warning to the ET service provider for a first time complaint or removal of the ET service provider from registration for a repeated and justified complaint (refer to Clause 5.3.1 for criteria of removal from registration). The PMC may endorse or reverse the recommended actions by simple majority rule. Upon a decision made by the PMC, the Secretariat will take corresponding actions within 10 working days and inform the concerned ET service provider accordingly.

5.2 Sub-Standard Quality of Service Delivery

- 5.2.1 The PTST is responsible for checking the quality of the service delivery by ET service providers in On-site Improvement Assessments and/or Demonstration Projects. With reference to the service delivery of other ET service providers and drawing on its own expertise in cleaner production, the PTST may form an opinion that the quality of the service delivery by an ET service provider in a specific project is sub-standard. This may arise due to one or more of the following circumstances which are not exhaustive:
- (a) the scope of work of the project is not fully completed;
 - (b) the method to carry out the project substantially deviates from the stated methodology on the service contract;
 - (c) there is undue delay in commencing the project or serious delay in project progress without efforts made to work with the client to overcome the delay;
 - (d) the ET service provider repeatedly fails to respond to the client's queries without

- good reason; or
- (e) there is no project report submitted or the coverage of the report does not include all the content as agreed on the service contract.

5.2.2 In handling sub-standard quality of the service delivery by an ET service provider, the PTST will register the case and report to the Secretariat who will instruct the concerned ET service provider to rectify the situation (e.g. by carrying out further work to improve the quality of project delivery) and follow the same procedures as described in Clause 5.1.3 and 5.1.4 above for evaluating the rectification measures taken by the ET service provider and reporting the case to the PMC for endorsement of the recommended action.

5.3 Removal from Registration

5.3.1 In order to uphold the integrity of the registration scheme, removal of an ET service provider from registration will be considered by the PMC when one or more of the following situations occurs:

- (a) the ET service provider fails to observe the Code of Conduct for Registered ET Service Providers to implement projects under the Programme, or the Code of Conduct as endorsed by themselves;
- (b) whilst its quality of the service delivery is below reasonable standard (refer to Clause 5.2.1 for guidelines on sub-standard quality of service delivery), the ET service provider refuses the Secretariat's instruction to rectify the situation (e.g. by providing further follow-up work to improve the quality of the project delivery) without good reasons;
- (c) any staff member of the ET service provider is convicted of corruption or criminal offences such as fraud, embezzlement or theft in connection with the projects funded under the Programme; or
- (d) any other situation as endorsed by the PMC with justifications.

5.3.2 The decision of the PMC to issue a warning or to remove the ET service providers from registration is final.

6. INTEGRITY OF THE REGISTRATION SCHEME

- 6.1 All registered ET service providers will be required to submit the endorsed Code of Conduct to the Secretariat for record purpose. The Code of Conduct sets out the basic standard of conduct expected of all staff and the company policies on acceptance of advantages and declaration of conflict of interest by staff in connection with their delivering services under the Programme. The Code of Conduct is available for download at the Programme official website (<http://www.cleanerproduction.hk>). Alternatively, the ET service providers can prepare and issue their own Code of Conduct.

7. ENQUIRIES

7.1 Below are the contacts for further enquiries about the Programme:

The Secretariat
Cleaner Production Partnership Programme
HKPC Building
78 Tat Chee Avenue
Kowloon
Hong Kong

Telephone : (852) 2788 5588
E-mail : enquiry@cleanerproduction.hk
Website : <http://www.cleanerproduction.hk>