

GREEN\$ Electronic Participation Incentive Scheme

Terms and Conditions

1 Foreword and Statement

- 1.1 To encourage the public to use Environmental Protection Department (the EPD)'s community recycling facilities for clean recycling, the EPD has introduced the GREEN\$ Electronic Participation Incentive Scheme (the Scheme). This Scheme is applicable to all recycling facilities in GREEN@COMMUNITY and under the smart recycling system in Hong Kong.
- 1.2 These terms and conditions outline the rules and regulations of the Scheme and apply to all participants.
- 1.3 By participating in this program, users confirm that they have read, understood, and agree to abide by these terms and conditions.
- 1.4 The EPD reserves the right to amend the terms and conditions without prior notice. The amended version will be published on the Hong Kong Waste Reduction Website and will take effect from the date of publication. Users are responsible to regularly review the updated content.

2 Overview

- 2.1 The Scheme aims to encourage members of the public to participate in resources separation for clean recycling, and integration of the habit of waste reduction and recycling into daily lives through a reward system.
- 2.2 With the GREEN\$ Mobile Application (the Mobile App) or a GREEN\$ Card, the public can earn GREEN\$ Points (the Points) via submission of recyclables at Recycling Stations, Recycling Stores, Recycling Spots and Smart Recycling Systems, or upon completion of designated environmental task (if applicable). The Points can be used to redeem rewards or donate to designated charities.

3 User Qualifications and Account Management

- 3.1 Each user can only register one GREEN\$ account with one mobile phone number.
- 3.2 The GREEN\$ account is individual-based, consisting of a ten-digit number and a corresponding QR code for smart system scanning purposes.
- 3.3 Users can register via the Mobile App by entering the required information, including a valid Hong Kong mobile phone number to receive an SMS verification code. Upon the completion of registration by entering the SMS verification code, users will be issued an account number and a QR code.
- 3.4 Users should keep the account information and QR code properly to prevent unauthorized use.
- 3.5 Users should notify the EPD for account suspension by sending emails to enquiry@epd.gov.hk in the event of account theft, loss of a mobile phone, or loss of a GREEN\$ Card. The EPD will not be responsible for any losses incurred during this period (including but not limited to "GREEN\$" points and electronic vouchers) if the account cannot be recovered for any reason.
- 3.6 User accounts, the Points and e-coupons under the Scheme are non-transferable.
- 3.7 The EPD reserves the right to review and verify account registration information. If a user is found to have misappropriated another person's account, provided false information, or used the account dishonestly or improperly to earn points or redeem rewards, the EPD shall have the right to adjust or correct the Points and recycling transaction records, suspend or terminate the relevant account, forfeit unused points and unclaimed rewards, and, if necessary, conduct an investigation. Dishonest or improper use including, but not limited to:
 - Applying for an account, earning points, or redeeming rewards dishonestly;
 - Improper use of equipment or facilities such as Smart Balances, Smart Recycling Bins and Smart Food Waste Recycling Bins (including reusing

recycled recyclables and/or food waste to earn extra Points, using multiple accounts to recycle food waste in batches, depositing non-designated recyclables, interfering with equipment to affect weight calculations, etc.);

- Selling or purchasing the Points; and
- Transferring the Points.

3.8 Users can apply account deletion by emailing to enquiry@epd.gov.hk. The email must include the account number and the registered mobile phone number for identity verification. Upon confirmation of account deletion or termination in any form, all unused points and unclaimed rewards will be forfeited without prior notice.

3.9 GREEN\$ Card users who wish to transfer the accounts and Points to the Mobile App can visit GREEN@COMMUNITY Recycling Points, where staff will assist with transferring points and the account. Please note that after the transferal of account from GREEN\$ Card to Mobile App, the Point on GREEN\$ Card will be cleared immediately and the staff will collect it. Old GREEN\$ Cards will be disinfected and reissued to new users.

4 GREEN\$ Points

4.1 When submitting recyclables, users must present the QR code generated by the Mobile App or the QR code on the back of the GREEN\$ Card to earn corresponding points.

4.2 Users may redeem rewards using their points or, with the assistance of GREEN@COMMUNITY staff, donate points to designated charities to help those in need. To protect user rights, users must present the QR code generated instantly by the Mobile Application or the original GREEN\$ Card to process reward redemptions or point donations. Any print outs, scan copies, screenshots, or photocopies of the QR code or GREEN\$ Card will not be accepted as valid credentials for accessing user accounts.

4.3 The EPD reserves the right to review and update the types of recyclables and the Points to be awarded through recycling any time without prior notice. For the point conversion rates and gift redemption list, please visit the dedicated

page of the Scheme on the Hong Kong Waste Reduction Website.

5 Rewards under the Scheme

5.1 The Scheme provides 3 types of rewards: 1) physical gifts, 2) electron coupons (e-coupons), and 3) conversion to electronic points (e-points) of other electronic reward platforms to redeem rewards offered by respective platforms.

5.2 All rewards are limited in quantity and redeemed on a first-come, first-served basis. The EPD shall not be liable if users cannot redeem rewards due to limited stock or any other reason.

5.3 The EPD reserves the right to determine and modify the structure, features, rewards, and content of the Scheme at any time, including the mobile application, website, account registration, points, reward types and categories, redemption rates and validity periods, redemption and collection methods and locations, related terms and conditions, and other elements, without prior notice.

5.4 Physical gifts

5.4.1 Physical gifts are available for redemption at all Recycling Stations, non-self-service Recycling Stores, and Recycling Spots (excluding Nighttime Recycling Spots).

5.5 E-coupons

5.5.1 Mobile App users may use coupon redemption function in the app to redeem e-coupons with the Points. Users can show the valid e-coupon in their Mobile App to GREEN@COMMUNITY staff for collection of corresponding reward. Any print outs or screen captures of the e-coupon will not be accepted for reward redemption. Once the e-coupon is redeemed, the redemption cannot be cancelled or amended.

5.5.2 All e-coupons redeemed through the Mobile Application have a final redemption date, and users must complete reward redemption by that

date. Expired e-coupons will automatically become invalid, and the EPD will not reissue or extend the validity period. When redeeming e-coupons, users must comply with the usage conditions specified by the relevant merchants or organizations.

5.5.3 EPD reserves the right to amend the terms and conditions of e-coupons, and terminate the privilege of e-coupons without prior notice.

5.6 Conversion to e-points of other electronic reward platforms

5.6.1 The Scheme collaborates with other designated reward platforms, allowing Mobile App users to convert the Points into e-points on the partner platforms at specified exchange rates to redeem a wider variety of rewards. The Scheme and the collaborating platforms operate independently. Users must comply with the respective terms and conditions of the Scheme and those of the collaborating platform before carrying out e-points conversion.

5.6.2 The points conversion function is exclusively available to Mobile App users. The conversion will be processed according to the announced exchange rate and the EPD reserves the right to adjust the exchange rate.

5.6.3 By initiating point conversion, users agree and authorize the EPD to provide essential GREEN\$ account information to the relevant collaborating platform for completion of e-points conversion procedures.

5.6.4 Once a e-points conversion instructions is confirmed, it is irreversible, and no points will be returned or reissued after the conversion.

5.6.5 The Scheme and other collaborating platforms will handle personal data in accordance with their respective privacy policy statements and personal information collection statements. Users should carefully review the privacy policy statement and personal data collection statement of the collaborating platform before linking the accounts with a mobile phone number. For inquiries, please contact the collaborating platforms.

5.6.6 The EPD reserves the right to modify, suspend and terminate e-point

conversion, or to amend relevant terms and conditions at any time without prior notice.

6 Personal Information Protection

- 6.1 The Scheme only collects necessary personal information, including mobile phone numbers and other personal information voluntarily provided by users.
- 6.2 The privacy policy of this program outlines the purposes for which the EPD uses users' personal information, as well as users' rights regarding the collection and use of their personal data.
- 6.3 Personal information collected will be used solely for the Scheme, and will be handled in accordance with the Personal Data (Privacy) Ordinance.
- 6.4 Users who wish to review or amend their personal information should submit a request via email to enquiry@epd.gov.hk.

7 General Terms

- 7.1 The Scheme will launch promotional activities from time to time. Rewards and the Points issued during these activities will be subject to special terms, which may expire after the promotional period.
- 7.2 The operation of the Scheme relies on third-party communication networks and systems. The EPD is not responsible for any impacts caused by network or system interruptions, but will strive to ensure stable system operation.
- 7.3 The EPD reserves the right to terminate the Scheme at any time without prior notice. If the terms and conditions are modified, new version will be published on the Hong Kong Waste Reduction website and will take effect on the date of publication. Users are responsible to check regularly for updated content.
- 7.4 If a user violates or the EPD has reasonable grounds to suspect a violation of the terms and conditions, the EPD reserves the right to suspend or terminate user's GREEN\$ account and may pursue legal action. In case of any dispute regarding the Scheme, the decision of the EPD shall be final and conclusive.

7.5 In case of any inconsistency between the English and Chinese versions, the Chinese version shall prevail.

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