

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). 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.
- 1.2 Members of the public who are interested in participating in the Scheme may register as users through the following channels: (1) downloading the "GREEN\$" Mobile Application ("the Mobile App") and completing the verification; or (2) visiting any "GREEN@COMMUNITY" community recycling facilities (including "Recycling Stations", "Recycling Stores", and "Recycling Spots") to register for and receive a GREEN\$ Card. By submitting designated recyclables that meet the requirements of the Scheme at "GREEN@COMMUNITY" community recycling facilities and the EPD's Smart Recycling Bins, recycling food waste using the Smart Food Waste Bins, or completing specific environmental protection tasks designated by the EPD (as applicable), users can earn corresponding GREEN\$ Points (the Points). The Points can be used to redeem rewards or can be donated to designated charitable organizations.
- 1.3 These terms and conditions outline the rules and regulations of the Scheme and apply to all participants. By participating in this program, users confirm that they have read, understood, and agree to abide by these terms and conditions. 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 for regularly reviewing the latest version.

2 User Qualifications and Account Management

- 2.1 The GREEN\$ account number consists of a ten-digit number and is accompanied by a corresponding QR code for smart system scanning purposes. Each user can only register one GREEN\$ Mobile App or physical card account with one mobile phone number.
- 2.2 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.
- 2.3 Starting from 4 May 2026, GREEN\$ Card adopts real-name registration. Unregistered physical cards will no longer be able to earn new Points, but existing Points can still be redeemed for gifts by 31 August 2027. Existing GREEN\$ cardholders who wish to retain the point-earning function must complete real-name registration by 31 August 2027. The required information includes but not limited to proof of identity and / or phone number. After 31 August 2027, all GREEN\$ Points of unregistered physical cards will be nullified and cannot be transferred, redeemed for gifts or rewards.
- 2.4 Users should keep the account information and QR code properly to prevent unauthorized use.
- 2.5 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.
- 2.6 User accounts, the Points and e-coupons under the Scheme are non-transferable.
- 2.7 GREEN\$ Card users who wish to transfer to the Mobile App can visit GREEN@COMMUNITY recycling facilities, where staff will assist with transferring points and the account. Please note that after the transfer of the

account from GREEN\$ Card to Mobile App, the Point balance on GREEN\$ Card will be cleared immediately and the staff will collect the GREEN\$ Card.

2.8 The EPD reserves the right to review and verify account registration information, including but not limited to proof of identity and / or phone number. 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 take recourse actions and reserves the right to recover all losses and pursue legal liabilities. Dishonest or improper use including, but not limited to:

- Applying for an account, earning points, or redeeming rewards dishonestly;
- Improperly using equipment or facilities such as Smart Balances, Smart Recycling Bins, and Smart Food Waste Recycling Bins (such as repeatedly recycling the same recyclables and/or food waste to earn extra Points, using multiple accounts to recycle food waste in batches, depositing recyclables that do not meet requirements or other materials (such as wet paper/cardboard, uncleaned plastic bottles, or recyclables mixed with garbage or other foreign objects), interfering with equipment to affect weight calculations, etc.); and
- Transferring, selling or purchasing the Points.

EPD's recourse actions include, but are not limited to, adjusting or correcting part or all of the accumulated account points and recycling transaction records of the involved user account at any period, freezing or terminating the relevant account, and cancelling unused points and uncollected rewards without prior notice. The aforementioned recourse actions are not subject to any time limit. The EPD shall not bear any liability for any loss incurred by the user due to the inability to participate in the Scheme during the period when the involved account is frozen or terminated.

2.9 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 Earning GREEN\$ Points

- 3.1 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.
- 3.2 The EPD reserves the right to review and adjust the types of recyclable materials and their corresponding points from time to time in accordance with operational needs, technological developments, or market changes, and reserves the right to update relevant arrangements without prior notice.
- 3.3 If the recyclables cannot be identified by the smart recycling system adopted by the EPD (for example, being covered or packaged), or belong to recyclables not accepted by the system, or if the density of the recyclables differs significantly from general recyclables, the EPD has the right to refuse to issue points for the recyclables or the entire transaction, and will not return the recyclables.
- 3.4 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. (<https://www.wastereduction.gov.hk/en-hk/waste-reduction-programme/green-electronic-participation-incentive-scheme-and-mobile-app>)

4 Redeeming GREEN\$ Rewards

- 4.1 The Scheme provides 3 types of rewards: 1) physical gifts or gift vouchers, 2) electronic coupons (e-coupons), and 3) conversion to electronic points (e-points) of other electronic reward platforms to redeem rewards offered by respective platforms.
- 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 App 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 All rewards are limited in quantity and redeemed on a first-come, first-served basis. Upon confirmation, the redemption of rewards is non-refundable and non-exchangeable. The EPD shall not be liable if users cannot redeem rewards due to limited stock or any other reason.

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

4.5 Physical gifts

4.5.1 Physical gifts are available at 18 designated GREEN@COMMUNITY Redemption Points (see Annex). Residents of the outlying islands (including Cheung Chau, Peng Chau and Lamma Island) can redeem physical gifts at their respective Recycling Spots.

4.5.2 Physical supermarket cash vouchers are available for redemption at all GREEN@COMMUNITY facilities, including Recycling Stations, Recycling Stores (non-self-service), and Recycling Spots.

4.5.3 The aforementioned redemption of physical gifts or supermarket physical cash vouchers is limited to non-self-service operational hours.

4.6 E-coupons

4.6.1 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.

4.6.2 All e-coupons redeemed through the Mobile App 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.

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

4.7 Conversion to e-points of other electronic reward platforms

4.7.1 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.

4.7.2 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.

4.7.3 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.

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

4.7.5 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.

4.7.6 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.

5 Personal Information Protection

- 5.1 The Scheme only collects necessary personal information, including mobile phone numbers and other personal information voluntarily provided by users.
- 5.2 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.
- 5.3 Personal information collected will be used solely for the Scheme, and will be handled in accordance with the Personal Data (Privacy) Ordinance.
- 5.4 Users who wish to review or amend their personal information should submit a request via email to enquiry@epd.gov.hk.

6 General Terms

- 6.1 In order to use various functions of the Mobile App, such as generating QR Codes, conducting recycling, and/or redeeming rewards, users shall provide their own mobile phones and mobile data connections to connect to the Internet.
- 6.2 The Scheme relies on third-party communication networks and systems for its operation. In the event of technical failures or network interruptions that prevent transactions from being accurately recorded, the EPD reserves the right to refuse or suspend the issuance of points or reward redemptions, or to subsequently adjust relevant points. The EPD shall not be held liable for any impact or loss arising from network interruptions, but will strive to maintain system stability and promptly conduct investigations, repairs, and

appropriate follow-up actions in the event of failures.

- 6.3 The EPD will from time to time release, issue, or provide updates, upgrades, or new versions of the Mobile App. Such updates or upgrades may be performed automatically based on the settings of the user's individual mobile device, or may require the user to perform manual updates. If updates are not installed or performed, any part of the Mobile App or services may not function normally or may fail to function entirely. The EPD does not guarantee whether such updates will continue to be compatible with the user's existing devices.
- 6.4 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.
- 6.5 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.
- 6.6 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.
- 6.7 In case of any inconsistency between the English and Chinese versions, the Chinese version shall prevail.

Last updated: 29 July 2026

18 GREEN@COMMUNITY Redemption Points for Physical Gifts
(Effective from May 4, 2026)

District	Redemption Points	Address
Eastern	GREEN@EASTERN	30 Oi Shun Road, Shau Kei Wan
Wan Chai	GREEN@WAN CHAI	6 Wan Shing Street, Wan Chai
Kwun Tong	GREEN@KWUN TONG	27 Sheung Yee Road, Kowloon Bay
Sham Shui Po	GREEN@SHAM SHUI PO	339 Tung Chau Street, Sham Shui Po
Wong Tai Sin	GREEN@WONG TAI SIN	168 Po Kong Village Road, Wong Tai Sin
Islands	GREEN@ISLANDS	1 Chung Mun Road, Tung Chung, Lantau
Kwai Tsing	GREEN@KWAI TSING	12 Tam Kon Shan Road, Tsing Yi
Sai Kung	GREEN@SAI KUNG	3 Po Lam Lane, Tseung Kwan O
Sha Tin	GREEN@SHA TIN	10 On Ping Street, Shek Mun
Tai Po	GREEN@TAI PO	25 Dai Wah Street, Tai Po
Tuen Mun	GREEN@TUEN MUN	5 Lung Chak Road, Tuen Mun
Yuen Long	GREEN@YUEN LONG	65 Tin Wah Road, Tin Shui Wai
Central and Western	GREEN@KENNEDY TOWN	Shop 2, G/F, Lexington Hill, 44B Belcher's St, Kennedy Town
Southern	GREEN@AP LEI CHAU	Shop B & C, G/F, Happy View Building, 165-167 Ap Lei Chau Main Street, Ap Lei Chau

District	Redemption Points	Address
Yau Tsim Mong	GREEN@JORDAN	Shop 1-3, G/F, Wai Ching Court, 14-18 Wai Ching Street, Jordan
Tsuen Wan	GREEN@YI PEI SQUARE	G/F, 71 Ho Pui Street, Tsuen Wan
North	GREEN@LUEN WO HUI	Stall P11-P14, G/F, Luen Wo Hui Market, 9 Wo Mun Street, Luen Wo Hui, Fanling
Kowloon City	GREEN@HUNG HOM	G/F, 103 Wuhu Street, Hung Hom