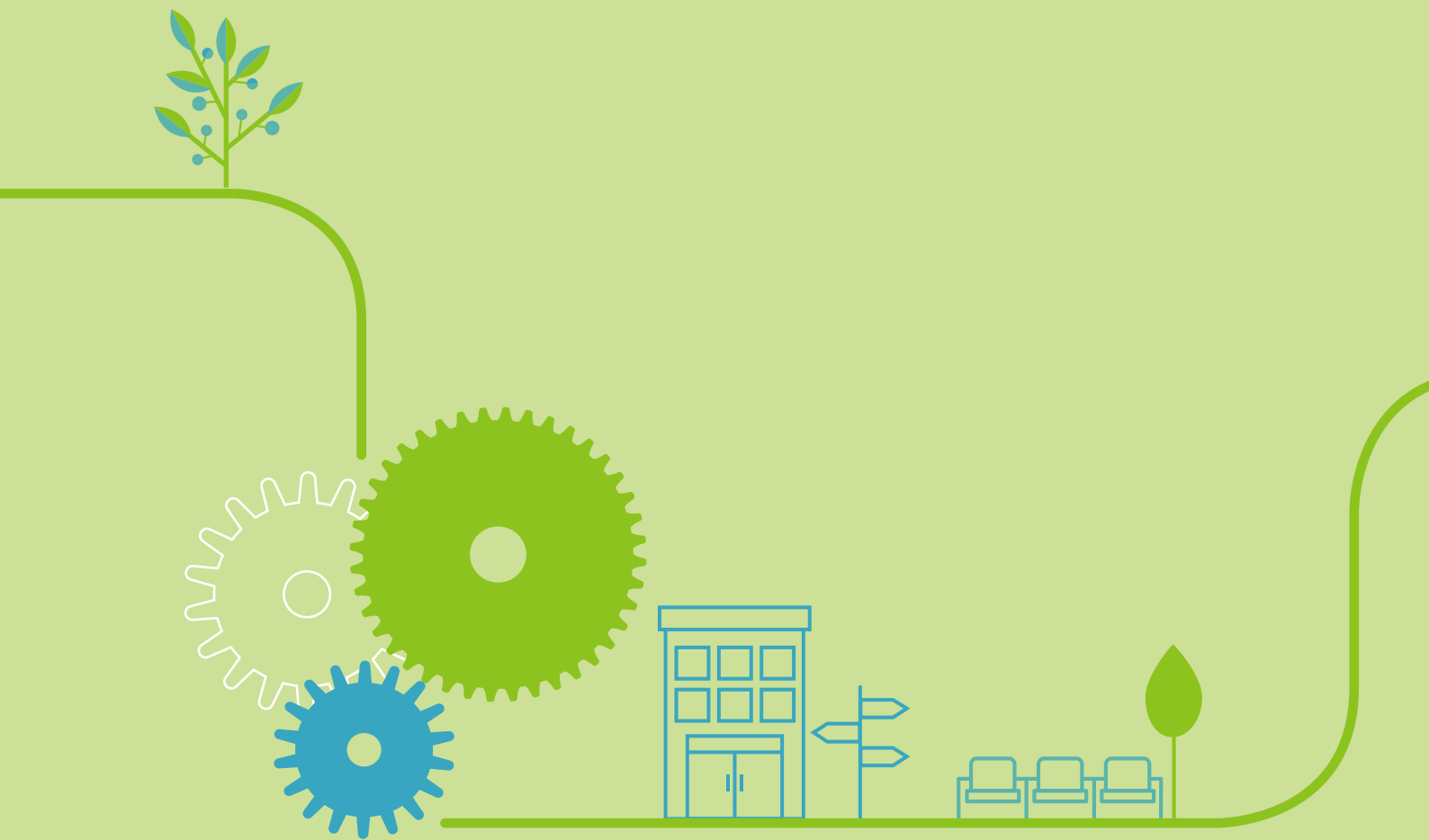




SUSTAINABILITY REPORT
可持續發展報告

2019



Shaping Our Sustainable Future

Our commitment and effort in the past five years have laid a strong foundation upon which we apply our experience and creativity in sustainable development to build a better and healthier world.

In an ever-changing business environment, and as we diversify our business portfolio, we are determined to introduce comprehensive initiatives and work with our stakeholders to promote environmental, social and economic sustainability.

構建可持續的未來

在過去五年中，我們的承諾和努力奠定了堅實的基礎。在此基礎上，我們可運用經驗和創造力，締造更美好、更健康的世界。

在瞬息萬變的商業環境中，隨著集團業務更趨多元化，我們決心採取全面措施，並積極與持份者攜手並肩，推廣環境、社會和經濟的可持續發展。

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Message from the Management 管理層序言

As we continue our sustainability journey, we look excitedly to the Greater Bay Area, a treasure trove of development possibilities, growth opportunities, synergies created by socio-economic and cultural integration, shared resources and strategic alliances. We have therefore taken to heart the critical importance of strengthening collaboration, on different fronts and in different aspects, as one of our core tactics in sustainable development.

Carrying on our effort in the past five years, we fine-tuned a number of our operation practices and processes this year, with a sharp focus on further alignment with local, regional, national and global sustainability trends.

On the governance front, we increased membership of the Sustainability Steering Committee from seven to ten to include representatives from business units such as property development, property management and retail, adding participation, consensus, accountability and efficiency, all of which are crucial to our sustainable development. On the social front, we signed the Racial Diversity & Inclusion Charter for Employers developed by the Equal Opportunities Commission to foster a diverse and inclusive working environment and build an equal society with pluralistic values and no discrimination. We also pledged HK\$500,000 from Shun Tak Holdings – Dr. Stanley Ho Hung Sun Foundation to support the youth development project led by the United Nations. In the race against global warming, we have been proactively fulfilling our promise of energy conservation. To elevate environmental awareness among our staff, we launched a group-wide campaign to reduce waste across our business units.

在繼續朝着可持續發展的道路向前邁進的同時，我們也殷切地將目光投向大灣區。因其獨特的社會經濟、文化融合、資源共享和良性競爭模式，大灣區已成為一個充滿發展潛力、增長機遇以及良好協同效應的寶庫。因此，我們深信加強不同方面及層面的協作至關重要，這也是我們的可持續發展核心戰略之一。

在過去五年努力的基礎上，我們於今年也調整部分的運營常規和流程，致力聚焦與本地、區域、國家和全球的可持續發展趨勢同步。

在管治方面，我們的可持續發展督導委員會成員從7名新增至10名，讓更多業務部門的代表能參與其中，包括物業發展、物業管理及零售部門等，從而提高了參與度、共識、責任性和效率，這對於我們的可持續發展尤其重要。在社會方面，我們已簽署平等機會委員會制定的《種族多元共融僱主約章》，響應營造多元共融的工作環境，推動建設一個具有多元價值觀與零歧視的平等社會。另外，我們透過信德集團何鴻燊博士基金會，捐出五十萬港元以支持由聯合國舉辦的一項青年發展項目。在對抗全球暖化方面，我們一直積極履行節能承諾。為了提高員工的環保意識，我們於集團內推行減廢計劃，務求在各業務單部門內全面落實減廢措施。



2019 marks the 20th Anniversary of the establishment of the Macao Special Administrative Region and the official establishment of our TurboJET brand. We are very proud to have grown alongside Macau in the last five decades, to have served as the arterial connection between the communities of the two Special Administrative Regions, and to have played a lynchpin role in advancing economic and social integration across the Greater Bay Area. With the creation of the world's first multi-modal platform for airborne and seaborne transport, we have written a significant page within the chapter of our region's transformational development.

We are pleased to note that the progress we made to champion sustainability internally and across our value chain has earned Shun Tak recognitions in prestigious sustainability benchmarks. BDO, one of the world's largest accountancy networks, granted us the "Best in ESG Award" and "Best in Reporting Award" in the Middle Market Capitalisation category of the BDO ESG Awards 2019, in recognition of our commitment to corporate environmental and social responsibility.

Time stops for no one. As we usher in 2020, we will put forth our best effort and create positive social and economic impact in alignment with the United Nations Sustainable Development Goals. We eagerly look forward to a new era of growth as we engage in future local and regional projects. I am grateful for the support from our staff and the trust of our stakeholders. With ambition and perseverance at the heart of our endeavour, we will use our creativity and innovation to work with our stakeholders to achieve environmental, social and economic sustainability. We look forward to joining hands with you on our sustainability journey and to savouring the majestic view with you when we reach the summit.



Ho Chiu King, Pansy Catilina 何超瓊
Group Executive Chairman and Managing Director
Shun Tak Holdings Limited
信德集團有限公司集團行政主席兼董事總經理
Chairman of Sustainability Steering Committee
可持續發展督導委員會主席

2019年是澳門特別行政區及我們的噴射飛航品牌正式成立的20周年。在過去的五十年裡，我們深以為傲是能與澳門並肩成長，成為兩個特別行政區之間的重要樞紐，並在促進大灣區的經濟和社會融合方面發揮了關鍵作用。隨著全球首個海空轉駁多模式交通聯運平台的構建，我們在區域轉型發展上已寫下了重要的一頁。

我們致力在集團內部和整條價值鏈中宣導可持續發展概念，並高興見到我們的進步贏得可持續發展標準的認可。在2019年，我們獲全球五大會計網路之一的香港立信德豪會計師事務所有限公司(BDO)舉辦的「環境、社會及管治大獎」中，授予主板中市值組別的「ESG最佳表現大獎」和「最佳ESG報告大獎」兩大獎項，表彰集團持續締造優質環境和關注社會責任的決心。

我們明白時不待人，邁進2020年，我們會竭力創造及促進社會和經濟效應，配合聯合國的可持續發展目標。我們熱切期待新的增長時代的來臨，參與各項本地和區域項目。我衷心感謝員工的支持和持份者的信任。我們以雄心和毅力為奮鬥核心，透過創意與創新工作模式與持份者合作，實現環境、社會和經濟的可持續發展。我們希望在可持續發展之路上與持份者攜手合作，共同登頂，欣賞壯麗的景色。



About Our Business 我們的業務

Shun Tak Holdings Limited (“the Company” or “STHL”) and its subsidiaries (collectively “the Group”) have evolved from a shipping operator to a leading listed conglomerate with core businesses spanning the property, transportation, hospitality and investment sectors.

Established in 1972 and headquartered in Hong Kong, STHL has been listed on the Hong Kong Stock Exchange since 1973. Well established over the years, the Group has strategically grown its presence in Greater China and Asia.

信德集團有限公司(「本公司」或「信德」)及其附屬公司(統稱「本集團」)從最初主要從事客運船務公司，到今天發展成為具領導地位的上市大型綜合企業，核心業務包括地產、運輸、酒店及消閒與投資。

以香港作為據點的信德於1972年成立，並自1973年起在香港交易所上市。隨著業務不斷發展，集團正策略性地擴展至大中華和亞洲的業務。



Vision, Mission and Principles 願景、使命和營商宗旨

Our Vision, Mission and Principles are incorporated in the management approach throughout our business units. The principles of honesty and integrity are the driving force behind the Group’s key decisions and planning. We continue to aspire to be the most reliable and most value-added company in Hong Kong, Macau and Asia.

我們的願景、使命和營商宗旨已納入本集團各業務部門的管理方針。「誠信德行」作為本集團的營商宗旨，一直是我們作策略決定和規劃的原動力，引領我們繼續追求躋身港澳地區與亞洲內最可靠及最具增值效益的企業之列。



Vision 願景

To be the most trusted and most value-added company in Hong Kong, Macau and Asia
躋身港澳地區與亞洲內最可靠及最具增值效益企業之列



Mission 使命

To create shared value for all our stakeholders and the communities in which we operate
為持份者及社區創造共享價值



Principles 營商宗旨

Honesty and Integrity
誠信德行

Our Business

我們的業務

Property 地產

The Group plays a prominent role in the property markets of Macau and Hong Kong with its comprehensive portfolio encompassing hotel, commercial and residential developments. Beyond its Greater China home base, the Group is also prudently investing in the Singapore market through the acquisitions of a number of premium properties. To enrich our customers' experience, we offer seamless one-stop asset management services including sales and leasing, property management, cleaning and tenancy support.

本集團憑藉其涵蓋酒店、商業和住宅項目的全面投資組合，於港澳兩地物業發展市場佔重要席位。除了業務核心的大中華地區，本集團亦透過收購多個高級物業項目，積極於新加坡市場拓展業務。為了豐富顧客的體驗，我們亦提供一站式資產管理服務，包括銷售和租賃、物業管理、清潔和禮賓服務。



The Group's TurboJET is the strongest high-speed jetfoil fleet in Asia, offering travel services across major destinations and international airports within the Pearl River Delta. On land, we provide local and cross-boundary coach services between various Mainland Chinese cities and Macau. Over the decades, our sea-land-air transportation platform has not only enhanced the experience of regional and global travellers, but also advanced economic and social integration across the Greater Bay Area.

本集團的噴射飛航是亞洲最大規模的噴射船船隊，可提供連接珠三角各主要地區及國際機場的交通服務。在陸上運輸方面，我們於中國內地主要城市及澳門經營境內及跨境客運巴士服務。數十年來，我們的海陸空運輸平台不僅優化了區內和全球旅客的體驗，更促進了大灣區的經濟及社會共融。



Transportation 運輸

Hospitality 酒店及消閒

Adapting to the changing patterns of travel and leisure throughout the region, the Group's Hospitality Division offers multi-faceted hospitality services including operations in hotels, entertainment attractions, travel consultancies, MICE and transportation. Along with hotel portfolio management and concept development services for F&B premises, the Group's innovative and unique adventure and team-building products have contributed significantly to the prosperity of Macau's tourism industry.

為迎合區內旅遊及消閒模式的變化，集團的酒店及消閒業務部緊貼市場趨勢為顧客提供多元化的服務，業務範圍涵蓋酒店、娛樂設施管理、旅遊顧問及會展服務。除酒店組合管理和餐飲場所概念開發服務外，集團亦提供獨特的歷奇及團隊建立產品，為澳門旅遊業的繁榮作出重要貢獻。



Investment 投資

The Group possesses a wealth of experience in investing in a balanced and diversified business portfolio in Macau, Hong Kong and Mainland China across the gaming, retail, commercial and healthcare industries. We are dedicated to providing a bespoke lifestyle experience and retail service platforms with like-minded individuals within our regions and across the globe.

集團在澳門、香港及中國內地均有豐富並多元化業務組合的投資經驗，範圍遍及博彩、零售、商業及康健護理等行業，務求為我們身處的區域及世界各地志趣相投的客戶提供人性化的生活體驗和零售服務平台。



20th Anniversary of the Establishment of TurboJET

噴射飛航品牌創立二十週年

In 1999, Shun Tak partnered with China Travel International Investment Hong Kong Limited to establish TurboJET. Adhering to the mission of providing a seamless, well-connected sea transportation network across the Greater Bay Area, TurboJET has made tremendous strides in serving the community in the last 20 years, continuously broadening and deepening its services. In 2003, we launched airport routes between the Hong Kong and Macau international airports, allowing passengers to make smooth air-sea connections without passing through customs or immigration. Later on, we introduced the online and WAP booking system, enabling passengers to secure tickets anywhere anytime. In 2016, we adopted the eBoarding service via mobile app booking, creating efficiency and simultaneously raising public awareness to reduce paper use.

信德集團於1999年與香港中旅國際投資有限公司合作，共同打造噴射飛航品牌。於過去二十年，噴射飛航秉承為粵港澳大灣區提供更完善海陸空交通網絡的理念，不斷擴大及深化其服務層面。2003年，我們推出往來香港及澳門國際機場的航線，讓乘客能節省於海關辦理入境手續的時間，暢通無阻地進行海空中轉。其後，乘客亦能透過我們推出的網上及WAP手機訂票服務，隨時隨地輕鬆購票。我們更在2016年起推出網上預辦登船(eBoarding)服務，讓顧客通過手機軟件購票，更快捷方便地辦妥登船手續，同時宣揚環保意識，減少紙張使用。

Over the years, TurboJET has never stopped exploring innovative ways to improve its services. Today, TurboJET remains a core connection across the Greater Bay Area, providing high-speed ferry services to over 17 million passengers per year. As TurboJET marks its 20th anniversary this year, we will continue to support the dynamic growth of the Greater Bay Area through building solid connectivity within the region and reaching out to the world.

噴射飛航多年來不斷探索創新的方法，讓我們的顧客享受更優質的服務。時至今日，噴射飛航在大灣區的交通網絡連接上擁有舉足輕重的地位，每年的高速客運船載客量逾1,700萬人次。轉瞬間，噴射飛航於2019年已迎來成立的二十週年，往後日子裡我們將繼續完善和強化連接大灣區的交通網絡，支持大灣區發展並與世界接軌。



Hang Seng Corporate Sustainability Benchmark Index 恒生可持續發展企業基準指數

The Group has actively benchmarked our sustainability performance with peers in the industry to drive continuous improvement, using regional sustainability indices as important references. For nine consecutive years, we are proud to have been selected as a constituent stock of the Hang Seng Corporate Sustainability Benchmark Index with an AA rating.

集團參考不同地區的可持續發展指數，用以比較與同業的表現，從而作出調整和改善。我們非常榮幸能連續九年被納入恒生可持續發展企業基準指數成份股，並榮獲AA評級。



Hang Seng Corporate Sustainability Index Series Member 2019-2020

BDO ESG Awards 2019 – “Best in ESG Award” and “Best in Reporting Award”

Increased focus on sustainable development and the transition to a more sustainable and inclusive economy have led to an uptick in investor demand for transparent and comprehensive data on Environmental, Social and Governance (“ESG”) aspects. The “Best in ESG Award” and “Best in Reporting Award” in the Middle Market Capitalisation category granted to us by the BDO ESG Awards 2019 served as a testament to our effort in sustainable development. Launched in 2018, the BDO ESG Awards was the first in Hong Kong to recognise listed companies which have implemented outstanding sustainability initiatives with remarkable results and achieved high standards in ESG reporting. We are encouraged by the awards we received this year and are mindful of the growing public expectations of our business practices.

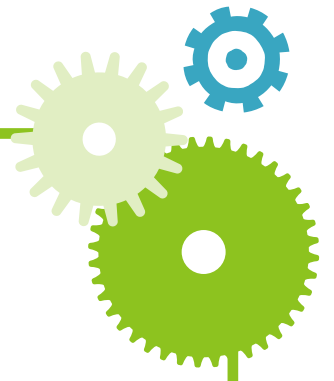
2019年BDO環境、社會及管治大獎 – 「ESG最佳表現大獎」及「最佳ESG報告大獎」

隨著社會各界日益關注可持續發展和轉型至包容性經濟，投資者也更著重於具透明度及全面的環境、社會及管治(ESG)的數據。本集團於「2019年BDO環境、社會及管治大獎」中，獲得中型市值組別的「ESG最佳表現大獎」及「最佳ESG報告大獎」兩項殊榮，表揚集團為可持續發展作出的貢獻。「BDO環境、社會及管治大獎」於2018年首辦，是全港首個旨在嘉許上市公司於可持續發展方面取得卓越成績、提供高水平的環境、社會及管治(ESG)報告的獎項。我們對本年度獲得的獎項感到相當鼓舞，未來將全力以赴回應公眾對我們業務運作的期望。



Interviews of Award Winning Companies:
獲獎公司訪問：





Performance Review and Highlights 表現回顧與概覽

Five Years of Performance at a Glance (2014–2018) 五年的表現概要(2014–2018)

The Group started to report on the sustainability aspects of our efforts in 2014, and published our first stand-alone report, Sustainability Report 2014, in the following year. In the years ahead, we will continue to innovate and develop sustainable products and services. Table below provides a quick peek at our past performance.

本集團自2014年起匯集可持續發展數據，並於翌年發表首份的報告—《可持續發展報告2014》。我們未來將繼續開發可持續的產品和服務。以下為集團過去表現概要。

GIVING BACK TO OUR COMMUNITY 回饋社區



Upholding our Founder's "giving back to society" philosophy, we pledge to do our part by taking every opportunity to reach out and offer care and support to the needy.

秉持我們的創辦人「取諸社會，用諸社會」的理念，我們承諾堅守本份，把握機會聯繫及關懷社會上有需要的人士，並向他們提供協助。

From 2014 to 2018:
由2014年至2018年：

- The accumulated amount of monetary and in-kind donations: **HK\$21,480,032**
慈善捐款及實物捐贈累計總額達**21,480,032港元**
- Accumulated **28,054** hours of community service
社區服務累計總時數共**28,054**小時
- Served **48,809** beneficiaries¹
受惠人數累計達**48,809**人¹

¹ Calculated from the accumulative total from 2015 to 2018.
計算為2015年至2018年的累計總數。

² Compared to baseline year of 2011.
與2011年的基數相比。

BUILDING A SUSTAINABLE ENVIRONMENT 建立可持續發展的環境



We are committed to protecting the environment for the future generations, and have incorporated sustainability into our business operations to ensure nature is preserved.

我們致力為下一代保護環境，並於業務中融入可持續發展的理念，保護大自然。

2018 vs 2014:
2018年對比2014年：

- Per employee overall energy use decreased by **18.5%**
每名員工的總能源消耗量減少**18.5%**
- Per employee GHG emission decreased by **7.5%** for scope 1 and **24.2%** for scope 2
每名員工於範圍1及範圍2的溫室氣體排放量分別減少**7.5%** 及 **24.2%**
- Per employee paper use decreased by **34.5%**
每名員工的用紙量減少**34.5%**
- The cumulative percentage of fuel saved for TriCat vessels is **37.7%**²
超級豪華雙體船的累計燃料消耗量減少**37.7%**²



CARING FOR OUR PEOPLE 關懷員工



We make every effort to safeguard our people's mental and physical wellbeing so that we could achieve sustainable development and growth together.

我們竭力保障員工的身心健康，以共同達成可持續發展和個人成長。

- Total workforce increased by **17%** when comparing 2018 with 2014
2018年對比2014年的全體員工人數增加**17%**
- Accumulated **183,279** hours of training taken by our employees from 2014 to 2018
由2014年至2018年累計的員工培訓總時數為**183,279**小時
- Injury rate decreased by **34%** for female employees and **36%** for male employees when comparing 2018 with 2015
2018年對比2015年的女性工傷比率減少**34%**以及男性工傷比率減少**36%**

STRIVING FOR EXCELLENCE IN OUR VALUE CHAIN 在價值鏈上追求卓越



We actively engage and collaborate with stakeholders in our value chain to provide our customers with the highest-level services they deserve.

我們與價值鏈中的持份者積極聯繫和合作，致力提供最高水平的服務予客戶。

- Average resident / tenant satisfaction rate at property management from 2015 to 2018 is **91.6%**
2015年至2018年的住客及租戶對物業管理業務的平均滿意度為**91.6%**
- Average passenger satisfaction rate at TurboJET from 2015 to 2018 is **93%**
2015年至2018年噴射飛航乘客的平均滿意度為**93%**
- Average visitor satisfaction rate at Macau Tower from 2016 to 2018 is **89.7%**
2016年至2018年的澳門旅遊塔旅客的平均滿意度為**89.7%**

Highlights of 2019 2019年的表現概覽

Economic Performance 經濟表現



Revenue: **HK\$14,649 million**
收益: **146.49億港元**



Attributable operating profit:
HK\$6,284 million
經營溢利: **62.84億港元**



Profit attributable to shareholders:
HK\$3,456 million
股東應佔溢利: **34.56億港元**

Community 社區



HK\$1,656,648 total amount of monetary and in-kind donations to charity
慈善捐款及實物捐贈總額達 **1,656,648港元**



Participated in **142** programmes
參與共 **142** 個項目



4,955 total hours of community service contributed
社區服務總時數共 **4,955** 小時



1,195 total number of volunteers
總義工人數達 **1,195** 人



8,165 number of beneficiaries served
受惠人數達 **8,165** 人

Environment 環境



Achieved a **16.0%**³ reduction in greenhouse gas emissions as compared with 2018
溫室氣體排放量比2018年減少 **16%**³



Reduced a **18.9%**³ in energy consumption as compared with 2018
總能源消耗量比2018年減少 **18.9%**³



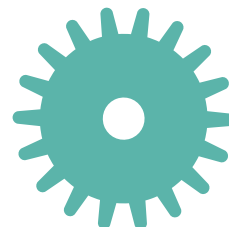
41.2% cumulative reduction in electricity consumption of offices since 2014
自2014年以來，辦公室的耗電量累計節省 **41.2%**



43% cumulative reduction in fuel consumption for TriCat vessels against 2011 baseline
與2011年的基數相比，超級豪華雙體船的累計燃料消耗量節省 **43%**



Recycled **21,627** cubic metre of greywater
回收了 **21,627** 立方米的中水



³ The reduction of greenhouse gas emissions and total energy consumption compared with the previous year was in part induced by the decline of business operations of TurboJET.
噴射飛航的業務放緩是導致集團溫室氣體排放量與總能源消耗量較上年度減少的一部分成因。

People 員工



4,252 total number of employees
全體員工共**4,252**人



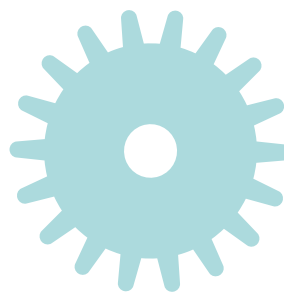
23,167 total training hours
提供培訓總時數為**23,167**小時



5.5 average training hours per employee
每名員工平均培訓時數**5.5**小時



6,889 total occupational health and safety training hours
總職安健培訓時數達至**6,889**小時



Value Chain 價值鏈

Customer satisfaction rate
顧客滿意度：



Property Management attained an average satisfaction rate of **88%** from almost **2,100** residents and tenants.
接近**2,100**名受訪住客及租戶對物業管理業務的平均滿意度為**88%**



Macau Tower accomplished a **100%** satisfaction rate from over **650** visitors.
超過**650**名受訪旅客對澳門旅遊塔的滿意度為**100%**



TurboJET was rated 3 or above on a 1-5 scale of satisfaction from **93%** of **1,000** passengers.
以5分為滿分，在**1,000**名受訪乘客中有**93%**給予噴射飛航滿意度評分3分或以上



Artyzen Habitat Dongzhimen Beijing achieved an average satisfaction rate of **95%** from over **740** guests.
逾**740**名住客對北京東直門雅辰悅居酒店的平均滿意度為**95%**



The Hong Kong Council of Social Service has issued the Caring Company Logo to the Group in recognition of our continued commitment to corporate social responsibility for **14** years.
本集團獲香港社會服務聯會頒發「商界展關懷」標誌，以表彰集團在過去**14**年持續履行其企業社會責任。



The Group has been selected as a constituent stock of Hang Seng Corporate Sustainability Benchmark Index for the **ninth** year running.
集團連續**9**年被納入「恒生可持續發展企業基準指數」成份股。



Hang Seng Corporate Sustainability Index Series Member 2019-2020

Our Sustainability Approach 可持續發展方針

Corporate Governance 企業管治

Maintaining high standards of corporate governance is vital to the Group's continued success.

As the highest governance body, the Board of Directors (the "Board") directs the overall strategy and development of the Group's operations, and oversees business ethics and corporate integrity.

The Board currently comprises five Executive Directors and four Independent Non-Executive Directors. The Board designates specific functions to four committees, namely, Executive Committee, Remuneration Committee, Nomination Committee and Audit Committee.

維持高水平的企業管治對集團的持續成功至為重要。

董事會作為最高的管理架構，負責領導集團業務營運的整體策略及發展，並監督商業道德和企業誠信。

董事會目前由五名執行董事及四名獨立非執行董事組成，並向轄下四個委員會，即執行委員會、薪酬委員會、提名委員會及審核委員會指派特定職責。



Internal Control and Risk Management 內部監控及風險管理

The Group's risk management and internal control systems safeguard proper identification, management and mitigation of risks. Policies and procedures are established to effectuate a consistent approach to spot and address risks in business processes.

The Board has overall responsibility for the Group's risk management and internal control systems. The Executive Committee assists the Board in designing, implementing and monitoring these crucial systems. Risk management responsibility rests at all levels within the Group, from the Board down to heads of business and supporting units and general staff.

本集團的風險管理系統及內部監控制度能有助確保恰當識別、管理及減輕風險。我們亦已制定有關風險管理的政策及程序，以識別及處理業務過程中的風險。

董事會全權負責本集團的風險管理及內部監控制度，並由執行委員會協助董事會設計、實施及監察這些制度。風險管理的責任由本集團各階層人員承擔，由董事會下達至業務及支援部門主管以及普通員工。

Anti-Corruption and Whistleblowing Policies 反貪污及舉報政策

The Group's ethical standards are clearly set out in our Code of Conduct, which requires all business activities to be operated with high level of integrity. We have zero tolerance for bribery, fraud and corruption in any form or under any circumstances. Our anti-corruption policies are communicated across all business units and are available on the Company's intranet for staff to peruse. Regular seminars, including presentations by the Hong Kong Independent Commission Against Corruption ("ICAC"), are held for new and existing employees.

Our Whistleblowing Policy provides employees with a guideline to raise concern about any misconduct, malpractice or impropriety in a confidential manner and without fear of retaliation. The Audit Committee is charged with the responsibility of monitoring and reviewing the effectiveness of the Whistleblowing Policy. During the reporting period, there were no concluded cases of misconduct.

本集團的道德原則清晰列明於《行為守則》中，該準則要求所有商業行為必須在高度誠信下進行。我們絕不容忍任何形式或任何情況下發生的賄賂、詐騙及貪污行為。我們已向各業務部門闡釋反貪政策，政策亦已上載於公司內聯網以供員工查閱。我們亦會定期邀請廉政公署為新入職和現職員工進行講座。

我們的《舉報政策》為僱員提供了就任何失當、疏忽職守或不當行為作出舉報的渠道及指引，並確保所有個案獲保密處理，員工亦毋須畏懼報復。審核委員會負責監控及檢討舉報政策之有效性。匯報期內並無任何行為不當事件。

Additional information on our corporate governance, internal control and risk management can be found in the Group's Annual Reports and announcements.

有關本集團的企業管治、內部監控及風險管理詳情，可參閱本集團年報及公告。

www.shuntakgroup.com

Sustainability Governance 可持續發展管治

Chaired by the Group Executive Chairman and Managing Director, our Sustainability Steering Committee ("SSC") comprises senior management and representatives from key business units⁴ and has been driving the Group's sustainability endeavours since its establishment in 2012. The SSC guides and oversees the implementation of our sustainability vision, strategy and policy.

To better align our business practices with the principles of sustainable growth, we have revamped the SSC in 2019 by increasing its members from seven to ten to include representatives from more business units including property development, property management and retail.

我們的可持續發展督導委員會由集團行政主席兼董事總經理率領，並由高級管理層及各主要業務部門⁴代表組成。自2012年成立以來，可持續發展督導委員會一直致力推動集團的可持續發展，並指導及監督我們的可持續發展願景、策略及政策。

為了讓集團業務進一步配合可持續發展的原則，可持續發展督導委員會於2019年進行改組，其成員數目由7名新增至10名，讓更多業務部門的代表包括物業發展、物業管理及零售部門參與其中。

⁴ Deputy Managing Director, Executive Directors, and representatives from Property, Transportation, Hospitality and Investment businesses and Group Human Resources Department.

副董事總經理、執行董事以及物業、運輸、酒店及消閒、投資業務，及集團人力資源部門的代表。

Our sustainability governance structure, including key roles and responsibilities, is set out below.

本集團的可持續發展管治架構，包括主要組成部份及其職能詳列如下：



Established by SSC in 2014, our Sustainability Policy (“the Policy”) outlines our approach to sustainable development with regard to workplace quality, environmental protection, operating practices and community involvement. The Policy is based on the following principles:

《可持續發展政策》(政策)於2014年由集團的可持續發展督導委員會制定，概述了我們在工作環境質素、環境保護、營運常規和社區參與方面的可持續發展方針。政策以下列的原則為基礎：

To comply with all applicable laws and regulations and to go beyond compliance where practicable

遵從所有適用法律和規例，並在可行情況下超越監管當局要求



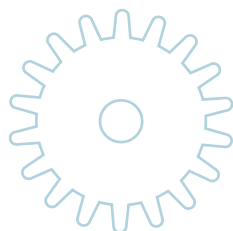
To incorporate sustainability considerations into all business decisions

在所有業務決策中，加入可持續發展的考慮因素



To ensure that the entire workforce is committed to implementing sustainability initiatives and is striving for improvement

確保所有員工致力實行可持續發展措施，力求進步



All business units are responsible for integrating the above principles into their operations and developing their own management strategies. The Policy is regularly reviewed by the SSC to ensure that it takes into account the ever changing regulatory and business environment.

所有業務部門均有責任把上述原則融入其營運中並自行制定管理策略。因應監管規定及營運環境的變化，可持續發展督導委員會會定期對有關政策進行檢討。

The United Nations Sustainable Development Goals 聯合國可持續發展目標

With thousands of hectares of rainforest being burnt in the Amazon, polar ice caps melting at a shocking rate and our weather patterns becoming increasingly more extreme, the urgency to create a more sustainable world for all has never been so critical.

隨著亞馬遜地區數千公頃的熱帶雨林被燒毀、極地的冰塊以驚人的速度融化，我們的氣候亦變得越見極端。因此，創造一個更加可持續的世界正是迫在眉睫。

In order to take ownership over the steps for positive change – be it individually, collectively or on a corporate level, we fully support the **United Nations Sustainable Development Goals (“SDGs”)**. This year, we continued to closely examine our sustainability programmes, and identified 8 specific goals to which we could offer the greatest contributions.

為了肩負正面推動改變的角色，我們不論在個人、團體或在企業的層面都全力支持**聯合國可持續發展目標**。今年，我們繼續仔細審視我們的可持續發展計劃，並鎖定了8個我們可以作出貢獻的特定目標。



SDG Goals 可持續發展目標	SDG Targets 具體目標	Areas where we could contribute 集團可做出貢獻的範疇
	<p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship 到2030年，大幅增加掌握就業，體面工作和創業所需相關技能，包括技術性和職業性技能的青年和成年人數</p>	<p>Caring for Our People Programmes are already in place in our different businesses to provide skills training for young people, including but not limited to headquarters and shipyard visits, career planning workshops and internship opportunities.</p> <p>關懷員工 集團在不同業務上均推出了青年培訓計劃，包括但不限於總部及船塢參觀、舉行職業規劃工作坊和提供實習機會。</p> <p>Giving Back to Our Community During the reporting period, the Group pledged HK\$500,000 to support a youth development project led by the United Nations.</p> <p>回饋社區 報告期內，集團捐贈五十萬港元以支持一項由聯合國舉辦的青年發展項目。</p>
	<p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life 確保婦女全面有效參與各級政治、經濟和公共生活的決策，並享有進入以上各級決策領導層的平等機會</p>	<p>Caring for Our People All our employees are provided equal access to employment and development opportunities, regardless of gender.</p> <p>As a result of our continuous devotion to the reduction of the gender employment gap, the percentage of female employees in our total workforce increased from 32% in 2014 to 38% in 2019.</p> <p>關懷員工 我們確保所有員工，不論性別，均有同等就業及發展機會。</p> <p>憑著我們致力於減少性別就業差距的決心，集團的女性員工的比例從2014年的32%增加至2019年的38%。</p>
	<p>6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity 到2030年，所有行業大幅提高用水效率，確保可持續取用和供應淡水，以解決缺水問題，大幅減少缺水人數</p>	<p>Building a Sustainable Environment During the reporting period, we recycled 21,627 cubic metre of greywater, reducing the use of freshwater and thus contributing to the sustainable use of scarce water resources. We also initiated awareness programmes to educate and empower our employees to take action to conserve water.</p> <p>建立可持續發展的環境 於報告期內，我們一共回收了21,627立方米的中水，因而減少使用淡水，以助可持續地使用珍貴的水資源。我們亦展開了提高意識的項目，以教育及鼓勵我們的員工為節約用水出一分力。</p>

SDG Goals 可持續發展目標	SDG Targets 具體目標	Areas where we could contribute 集團可做出貢獻的範疇
	<p>7.3 By 2030, double the global rate of improvement in energy efficiency 到2030年，全球能效改善率提高一倍</p>	<p>Building a Sustainable Environment As a result of our proactive adoption of green building development and management and group-wide energy saving campaigns, our per employee overall energy use had decreased by 29% from 2014 to 2019.</p> <p>建立可持續發展的環境 由於我們積極推行綠色建築發展及物業管理以及於全集團內推行節能計劃，成功令2014年到2019年的每員工能源消耗量減少了29%。</p>
	<p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 到2030年，所有男女，包括青年和殘疾人實現充份和生產性就業，有體面工作，並做到同工同酬</p>	<p>Caring for Our People Our human resources policies provide a fair, inclusive and productive working environment for our employees. We prioritise the wellbeing of our people and create programmes to promote work-life balance.</p> <p>關懷員工 本集團的人力資源政策確保我們的員工能在公平、包容及具生產力的環境下工作。我們重視員工的福祉及健康，亦推行計劃以促進工作與生活的平衡。</p> <p>About Our Business Our transportation business has improved the connectivity of the Greater Bay Area, and has contributed significantly to the creation of job opportunities and economic growth within the region.</p> <p>我們的業務 我們的運輸業務改善了大灣區的交通網絡，從而在該地區創造更多的就業機會及經濟增長潛力。</p>
	<p>11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons 到2030年，向所有人提供安全、負擔得起的、易於利用、可持續的交運輸系統，改善道路安全，特別是擴大公共交通，要特別關注處境脆弱者、婦女、兒童、殘疾人和老人的需要</p>	<p>Building a Sustainable Environment Our focus on green building development has reduced environmental impact as well as safeguarded the health and wellbeing of our occupants.</p> <p>During the reporting period, TurboJET's Fuel Optimisation Programme for TriCat achieved a cumulative reduction in fuel consumption of over 43% against the 2011 baseline.</p> <p>建立可持續發展的環境 我們對綠色建築發展的重視，有效降低了對環境的負面影響，同時保障了住客的健康及福祉。</p> <p>報告期內，噴射飛航的燃料節約計劃使超級豪華雙體船的燃料消耗量與2011年相比，累計減少了逾43%。</p>



SDG Goals 可持續發展目標	SDG Targets 具體目標	Areas where we could contribute 集團可做出貢獻的範疇
	<p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources 到2030年，實現自然資源的可持續管理和高效利用</p>	<p>Building a Sustainable Environment We practice group-wide sustainable management and efficient use of natural resources. 建立可持續發展的環境 集團上下均實行可持續管理及有效使用自然資源。</p>
	<p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 到2030年，通過預防、減排、回收和再利用，大幅減少廢物的產生</p>	<p>Building a Sustainable Environment We introduce group-wide waste reduction practices and strengthen our approach by implementing new initiatives and systems across different business units. 建立可持續發展的環境 我們在集團內全面落實減廢措施，並在各業務部門加強推行各項新計劃及系統。</p>
	<p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle 鼓勵各公司，特別是大公司和跨國公司，採用可持續的做法，並將可持續性信息納入各自報告週期</p>	<p>Striving for Excellence in Our Value Chain We integrate sustainability principles into our supply chain management as stipulated in our Sustainability Policy. We execute sustainable procurement and sustainable business practices, and conduct annual vendor assessments based on their sustainability credentials. 在價值鏈上追求卓越 按集團的《可持續發展政策》，我們已將可持續發展原則融入供應鏈中。 集團採購可持續物料和採用可持續業務常規，並按年對供應商的環保表現進行評估。</p>
	<p>13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning 加強氣候變化減緩、適應、減少影響和早期預警等方面的教育和宣傳，加強人員和機構在此方面的能力</p>	<p>Building a Sustainable Environment We are aware of climate risks and we actively adopt different approaches to minimise them in our operations, including initiatives to reduce waste, conserve energy and water, and enhance environmental awareness. 建立可持續發展的環境 我們知悉氣候風險的影響，並積極採取各類措施以將其對集團運營的影響減至最低，包括推行減少廢物、節約能源和用水以及提高環保意識的計劃。</p>

Stakeholder Engagement 持份者參與

Maintaining a regular, open and honest dialogue with our stakeholders is fundamental to the sustainability of our business. We adopt a range of engagement approaches to better understand the views and expectations of our stakeholders, which enables us to make informed decisions and continuously evolve our sustainability strategies.

與我們的持份者保持定期、公開及坦誠的對話是本集團業務可持續發展的關鍵。我們繼續透過各種參與渠道，以更有效地了解持份者的意見和期望，從而讓我們能在業務決策上作出明智的決定並適時調整可持續發展策略。



Stakeholder Engagement Channels 持份者參與渠道

Stakeholder Groups 持份者組別

- Business Partners
業務夥伴
- Customers and Tenants
顧客及租戶
- Employees
員工
- Government and Industry Associations
政府及業界組織
- Media
傳媒
- Non-governmental Organisations ("NGOs") and Local Communities
非政府組織及本地社區
- Shareholders and Investors
股東與投資者
- Suppliers and Contractors
供應商與承建商



Communication Channels 溝通渠道

- Annual General Meeting and other shareholders meetings
週年常會及其他股東會議
- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Community service programmes
社區服務計劃
- Corporate website
公司網站
- Customer satisfaction survey
顧客滿意度調查
- Customer service hotline
客戶服務熱線
- Intranet and emails
內聯網及電郵
- Joint projects
協作項目
- Meetings with investors and analysts
與投資者及分析員進行會議
- Newsletters
公司通訊
- Press releases
新聞稿
- Recreational and volunteer activities
康樂及義工活動
- Regular meetings
定期會議
- Review and assessment
檢討及評估
- Social media
社交媒體
- Tendering processes
投標程序
- Training, seminars, briefing sessions
培訓、研討會及簡介會



We conducted a comprehensive stakeholder engagement exercise in 2016 to solicit feedback on our sustainability performance from our key stakeholders. Our stakeholder groups include employees, investors, customers, tenants and business partners who directly impact our operations; and NGOs whose collaboration with us create a synergistic effect that is both mutually beneficial and sustainable.

我們於2016年展開了全方位的持份者參與計劃，收集主要持份者對集團可持續發展表現的意見。參與的持份者都與集團日常運作有直接關係，包括員工、投資者、顧客、租戶及業務夥伴，以及與我們進行互惠互利的可持續發展活動的非政府組織。



Areas of Concerns 關注範疇	Stakeholder Feedback 持份者意見	Our Responses 集團回應
Group Sustainability Strategy 集團可持續發展策略	Peer performance benchmarking is a useful exercise that would help the Group identify commonly disclosed issues and its areas of improvement. 參考同業表現作基準，有助於集團掌握慣常披露的議題及作出相對應的改善。	Please refer to “ About this Report ” and “ Giving Back to Our Community ”. 請參閱「關於本報告」及「回饋社區」
Workplace Practice 工作間實施表現	A communication platform should be developed, for employees to obtain information on training and development opportunities, ways to foster work-life balance, and occupational health and safety. 應建立溝通平台，讓員工能獲悉培訓及發展機會的資訊；學習培養工作與生活平衡的方法，及獲取職業健康與安全相關資訊。	Please refer to “ Caring for Our People ”. 請參閱「關懷員工」
Social Involvement 社會參與	The Group should provide more opportunities in its existing operations for disabled workers and incorporate more barrier-free facilities in its operations. 集團應在旗下業務提供更多就業機會予殘疾人士，並增設更多無障礙設施。	Please refer to “ Striving for Excellence in Our Value Chain ”. 請參閱「在價值鏈上追求卓越」
Partner Synergy 夥伴協作	The Group should use its network of business partners and invite them to charitable events, to multiply the positive impact on the society. 集團應善用業務夥伴的網絡，邀請他們參與慈善活動，為社會帶來更多正面影響。	Please refer to “ Giving Back to Our Community ”. 請參閱「回饋社區」
Environmental Performance 環保表現	The adoption of smart, green technology and systems should be explored more widely across the Group to minimise the environmental impact. 集團應更廣泛利用智能環保科技及系統，從而將環境的影響減至最小。	Please refer to “ Building a Sustainable Environment ”. 請參閱「建立可持續發展的環境」

Materiality Assessment 重要議題評估

In 2016, we adopted a systematic four-step approach to pinpoint material topics which represent the shared concerns of the Group and our stakeholders.

我們於2016年採納了下述四個步驟，有系統地辨別出集團與持份者都共同關注的重要議題。

Stage 1 第一階段

Stakeholder Engagement 持份者參與

- In-depth interviews with key stakeholders were conducted through questionnaires, focus groups and telephone interviews
透過問卷調查、聚焦小組及電話訪問，與主要持份者進行深入訪問
- Sustainability topics that are highly relevant to our business, as well as sustainability challenges and opportunities, were identified
辨別與集團業務高度相關的可持續發展議題、挑戰及機遇

Stage 2 第二階段

Industry Benchmarking 以同業披露範圍作基準

- Peer companies' performance and sustainability reports were reviewed to determine industry standards and commonalities
分析同業的表現和可持續發展報告，以確定行業標準和共通性

Stage 3 第三階段

Materiality Assessment 重要議題評估

- Results collected from the stakeholder engagement exercises and industry disclosure practices were analysed to develop a prioritised list of material topics
收集持份者於參與計劃中的意見及業界披露狀況，加以分析，以整合重要議題的優次

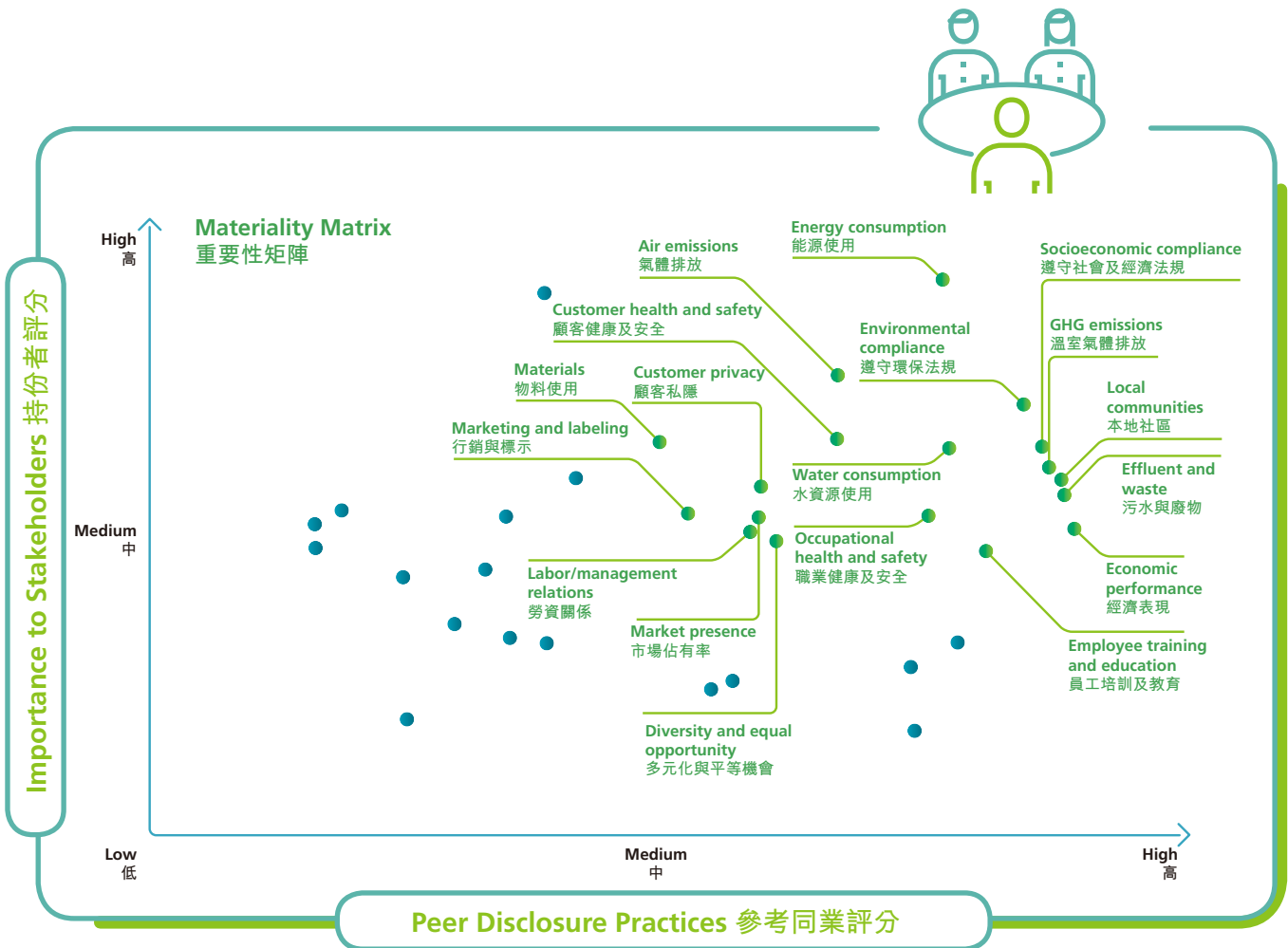
Stage 4 第四階段

Aspect Validation 核實重要議題

- The Group's SSC was engaged to review and validate the material topics
由本集團的可持續發展督導委員會檢視並核實重要議題

Following the identification of the most relevant material topics through our stakeholder engagement exercise, the topics were prioritised and plotted on the matrix below:

我們根據持份者參與計劃的結果，識別各可持續發展議題的重要性，按緩急先後次序以矩陣方式排列如下：

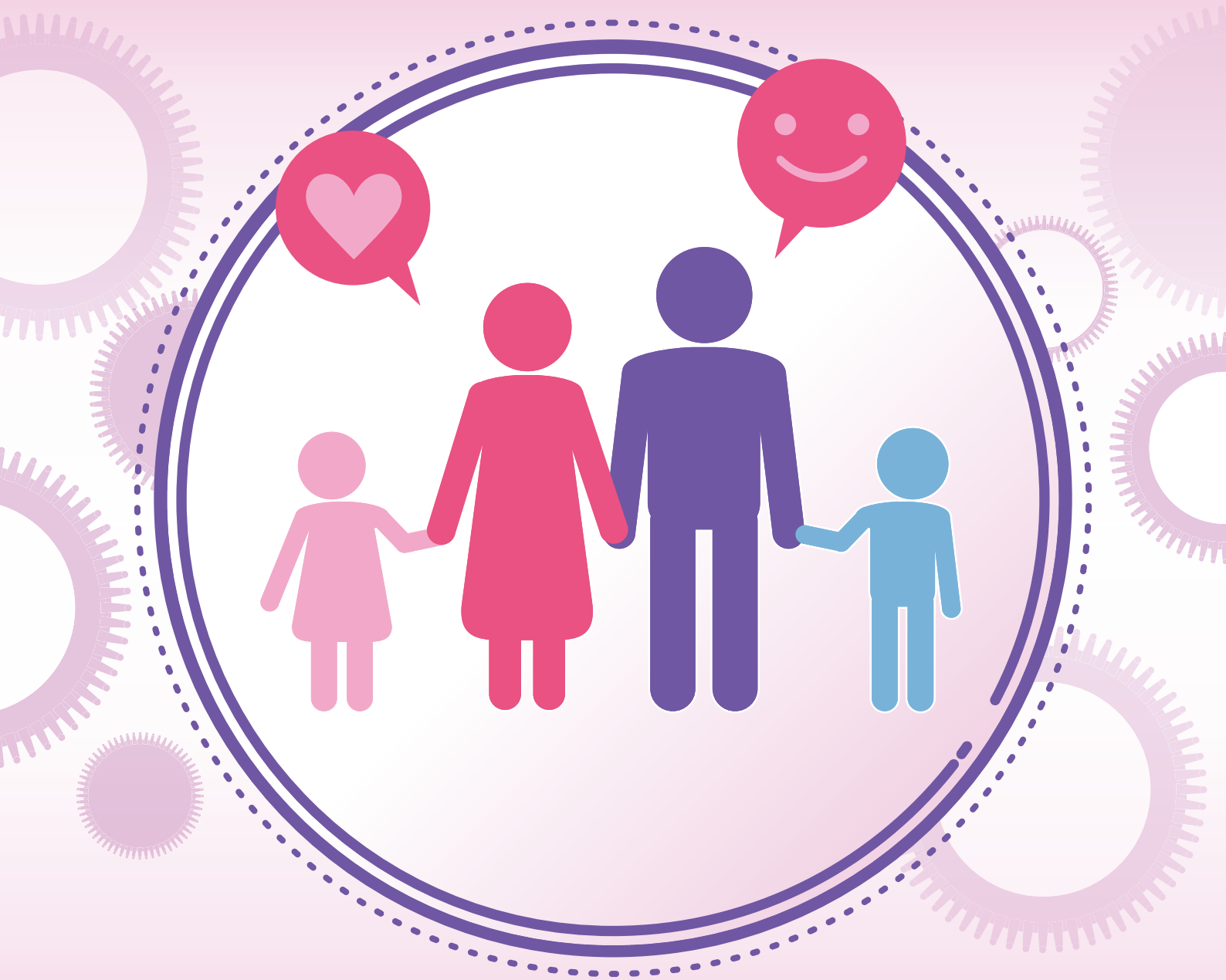


A total of 17 material topics⁵ were selected across the three key areas of economic, environmental and social performance. The consolidated list of material topics and their corresponding boundaries are presented in the table below. Boundaries represent the areas of our businesses which directly or indirectly have an effect on the material topics, and are determined based on stakeholder feedback, our knowledge of the businesses and management review.

是次評估共歸納出17個重要議題⁵，涉及經濟、環保及社會表現等三大主要範疇。經整合的重要議題及相關界限範圍詳見下表。界限範圍代表會直接或間接影響重要議題的商業範圍。該等範圍乃根據持份者意見、商業知識及管理層審議結果加以釐定。

⁵ A total of 18 GRI G4 Aspects were identified as material during the materiality assessment conducted in 2016. As the Sustainability Report 2019 adopts the new GRI Standards in which two sub-categories of the Compliance Aspects under GRI G4, namely Social and Product Responsibility, have been combined into one GRI Standard (Socioeconomic Compliance), a total of 17 material topics were mapped from the GRI Standards. 2016年進行的重要議題評估原確定共18個GRI G4重要議題。由於《可持續發展報告2019》採納了更新版本的GRI準則，而鑑於GRI G4合規項目下的「遵守社會法規」及「遵守產品責任法規」兩個分類現已結合為一個稱為「遵守社會及經濟法規」的GRI標準，所以我們將重要議題整合為17個，以作配合。

Category 類別	Material Topics 重要議題	Impact Boundaries 影響範圍			
		Employees 員工	Customers & Tenants 顧客及租戶	Suppliers & Contractors 供應商及承建商	Local Communities 本地社區
Economic 經濟	Economic performance 經濟表現	✓		✓	✓
	Market presence 市場佔有率	✓			
Environmental 環保	Materials 物料使用	✓			
	Energy consumption 能源使用	✓	✓		✓
	Water consumption 水資源使用	✓			
	GHG emissions and other air emissions 溫室氣體排放及其他氣體排放	✓	✓		✓
	Effluents and waste 污水與廢物	✓	✓		✓
	Environmental compliance 遵守環保法規	✓	✓	✓	✓
Social 社會	Labour / management relations 勞資關係	✓			
	Occupational health and safety 職業健康及安全	✓		✓	
	Employee training and education 員工培訓及教育	✓			
	Diversity and equal opportunity 多元化與平等機會	✓			
	Local communities 本地社區				✓
	Customer health and safety 顧客健康與安全		✓		
	Marketing and labeling 行銷與標示		✓		
	Customer privacy 顧客私隱		✓		
	Socioeconomic compliance 遵守社會及經濟法規	✓	✓	✓	✓

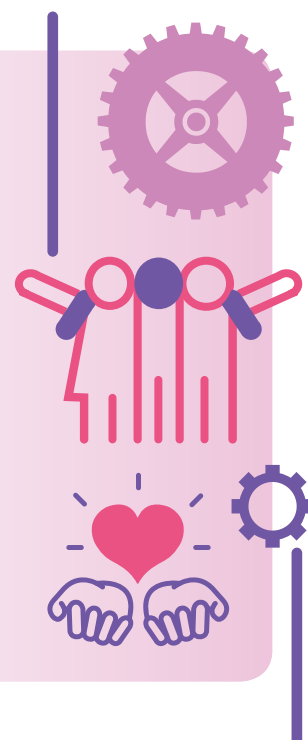


Giving Back to
Our Community
回饋社區

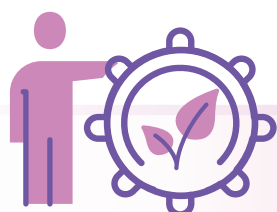
Giving Back to Our Community 回饋社區

We are dedicated to building a sustainable and inclusive society through engagement in a wide range of community and care projects. The Group has placed high priority on reaching out to the elderly, youth and the underprivileged both on our own initiative and through partnership with community organisations. We are therefore very proud to share highlights of our community effort over the past five years in this chapter.

集團積極參與關懷社區活動，以建設可持續發展及和諧共融的社會。集團一直透過舉辦多元化的社區項目及參與社區組織協作項目，以加強關懷長者、青少年和弱勢群體。因此，我們很高興能在這裡分享集團過去五年參與社區工作的點滴。



Community Engagement Approach 社區參與方針



The Sustainability Steering Committee

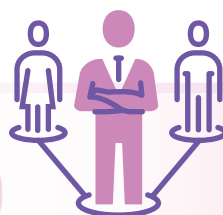
- Oversees strategies related to sustainable development

可持續發展督導委員會

- 監督可持續發展策略

To translate our vision in community care into impactful actions, we have adopted a comprehensive and systematic community engagement approach that serves as the backbone of our devotion in community services.

為把我們對社區的願景轉化為實際行動，我們採用了全方位和有系統的社區參與方式，作為我們服務社區的基礎。



The Corporate Social Responsibility Committee

- Formulates community and employee programmes

企業社會責任委員會

- 制定社區項目及員工活動



The Shun Tak Social Service Group

- Implements community service programmes to provide support and care to vulnerable groups in society

信德愛心義工隊

- 參與社區服務活動，支援與關心弱勢社群

Our Core Community Programmes 我們的核心社區服務

Giving back to society is a philosophy deeply ingrained in our corporate culture and community investment strategy. We have made a collective decision many years ago to devote time, people, financial and other resources to support, care for and empower those most in need in our society such as the elderly, youth and the underprivileged. We have also been increasing our effort to promote artistic and cultural activities at our various properties to bring people and communities together.

「取諸社會，用諸社會」深深根植於本集團企業文化及關愛社區策略中。秉承著多年前的決定，我們投放時間、人力、財力和其他資源於服務及照顧社區中有需要的人士，例如長者、青少年及弱勢群體。我們於不同物業加強推廣藝術及文化活動，以聯繫民眾與社區。



Snapshot of Our Community Performance in Numbers – 2014 to 2019
2014–2019年社區表現的數據概要

Gifted a total of
HK\$23,136,680
monetary and in-kind
donations to charity
慈善捐款及實物捐贈總額達
23,136,680港元

Participated in **653**
programmes
共參與了**653**個項目



Accumulated **33,009** hours
of community service
累計社區服務時數達
33,009小時

Served **56,974**
beneficiaries⁶
受惠人數達
56,974人⁶

⁶ Calculated from the accumulative total from 2015 to 2019.
為2015年至2019年的累計總數。



With Care and Affection – Reaching Out to the Elderly 關懷與關愛 – 支援長者

As population across the region continues to age, we feel the urgency to do our part by helping and attending to the needs of the elderly, be it affection, companionship or basic necessities. Joining hands with community organisations and NGOs, organising our own events, and mobilising our own volunteer groups (employees and their family members), we deliver support and care to this vulnerable group. Our ultimate goal is to make sure that elders find joy in being the recipients of kindness, respect and love.

隨著地區人口持續老化，幫助及照顧長者，包括關懷、陪伴或提供生活必需品均刻不容緩。集團夥拍不同社區組織及非政府組織舉辦活動，並派出我們由員工及其家人組成的愛心義工隊，表達對長者的支援與關懷。我們務求令長者能在關懷及尊重中獲得喜悅。



Promoting the Well-being of the Elderly in Collaboration with Hong Kong Aged Concern since 2012

自2012年起與香港耆英協進會合作促進長者福祉

- 314 seniors benefitted 314名長者受惠
- 119 volunteers 119位義工參與
- 782 volunteer service hours 義工服務時數共782小時

Knit / Handcraft for Charity since 2014 自2014年起舉辦的愛心編織 / 手工班

- 432 seniors benefitted 432名長者受惠
- 237 volunteers 237名義工參與
- 3,248 volunteer service hours 義工服務時數共3,248小時



TurboJET Charity Fund for the Elderly since 2012 2012年創立的噴射飛航愛德之旅耆樂基金

- HK\$128,705 donated 捐獻128,705港元
- 285 seniors benefitted 285名長者受惠

Caring through Home Visits, Outings & Donations

透過家訪、戶外活動及捐款盡顯關懷



Climb Up to the Sky at Macau Tower since 2015

自2015年起於澳門旅遊塔舉辦
登塔樂滿FUN

- 398 seniors benefitted 398名長者受惠



"Light up Yiu Tung with Care" Networking Project since 2017

自2017年起參加「耆光照耀東」織網計劃

- 193 seniors benefitted 193名長者受惠
- 319 volunteer service hours 義工服務時數共319小時



Inspiring Our Employees to Volunteer

鼓勵員工參加義工活動

T-park with Elderly in 2017
2017年與長者同遊源•區

- 20 seniors benefitted 20名長者共同出遊
- 30 staff & family members volunteered 30位員工和家人參與義工服務



Walking with Wheelchair at Macau Tower since 2018

自2018年起在澳門旅遊塔舉辦
的與輪同行活動

- 83 disabled seniors benefitted 83名殘疾長者受惠



Herbal Bag Caring for Elderly since 2018

自2018年起為長者舉辦
暖敷活動

- 24 seniors benefitted 24名長者受惠



Po Leung Kuk District Elderly Campaign 2019-20

2019-20年度保良局地區安老服務計劃

- 3 visits in 2019 在2019年完成3場探訪
- 107 seniors benefitted 107名長者受惠
- 34 volunteers 34名義工參與
- 147 volunteer service hours 義工服務時數共147小時

Rotary Day with Grannies at Macau Tower in 2018

2018年在澳門旅遊塔舉辦的扶輪老友記去旅行

- 150 seniors benefitted 150名長者受惠



Partnering with NGOs
與非政府組織合作



TurboJET – JET to GBA: Macau Amazing Tour in 2019

噴射飛航—大灣區「澳」妙飛航之旅2019

- 30 seniors benefitted 30名長者受惠



Highlights 亮點

Knit / Handcraft for Charity 愛心編織 / 手工班

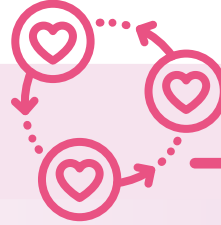
In 2014, we started Knit for Charity, an initiative intended not only for our employees to make winter clothing accessories for the elderly, but also to inspire them to learn knitting and appreciate the value of volunteerism and service. Knitted items keep seniors warm and remind them that they have our love and affection.

As we continue the initiative, our volunteers have become more enthusiastic and our activities have become more creative. In 2015, in support of our Elderly Caring Programme under the year's theme of "Nostalgic", our volunteers knitted traditional Chinese ruyi knots of happiness for elders. In 2016, again in support of our Elderly Caring Programme under the year's theme of "Think Green • Live Green", our volunteers created green handcrafts alongside seniors. In 2017, in addition to knitting scarves, our volunteers mobilised their colleagues and family members to create DIY gifts for elders in support of the "Hong Kong Citizen Hong Kong Heart" Volunteer Event organised by the Hong Kong Social Welfare Department. In 2018, our volunteers shared their handcraft skills and taught the elderly how to make fragrant lucky pouches. In 2019, our volunteers and their family members made towel flowers and knitted scarves as gifts for seniors.

我們於2014年舉辦愛心編織班，不只讓員工為長者編織禦寒衣物，更讓員工學習編織之餘，也培養他們投入志願服務之價值觀。我們送出的針織品使長者倍感窩心，並讓他們感受到關愛。

本此「初心」，我們的活動變得更有創意，愛心義工也變得更熱心。2015年，為支持年度主題「懷舊」下的長者關愛活動，我們的愛心義工隊為長者編織中國傳統的繩結吊飾。2016年，為再度支持年度主題「綠色生活 我思•我行」，我們再舉辦的長者關愛活動，一班義工與長者共同製作環保手作。一眾義工於2017年除了編織圍巾，更動員同事及家人共同為長者製作禮物，以支持香港社會福利署舉辦的「香港人•香港心」義工活動。2018年，愛心義工隊與長者分享製作手工藝品心得，並教導長者們製作香包福袋。2019年，我們的愛心義工隊攜同家人一起製作毛巾玫瑰花和編織愛心圍巾，送贈予長者。





“Light up Yiu Tung with Care” Networking Project 「耆光照耀東」織網計劃

In 2017, we started the “Light up Yiu Tung with Care” Networking Project, a 3-year (2017-2019) cross-sector collaboration aiming to build a mutual support network among the elderly living in Yiu Tung Estate.

We had in fact been reaching out to the elders in Yiu Tung Estate and showing them we cared even before we started the official collaboration on the Networking Project. In 2014, our volunteers visited and brought gifts to seniors living alone. In 2016, our volunteers again visited the elderly during the Mid-Autumn Festival, bringing lanterns and mooncakes. In 2017, our volunteers managed a game booth at the Yiu Tung Estate Amphitheatre during the Mid-Autumn Festival, distributed lanterns and mooncakes to the elders, and spent an evening of joy with them. In 2018, our volunteers visited the elderly during the Dragon Boat Festival, bringing traditional rice dumplings and gift packs; accompanied them to visit Tai Kwun and Stanley Plaza; and enjoyed lunch with them at the Jumbo Floating Restaurant. In 2019, we accompanied the seniors to visit Hong Kong’s Big Buddha and enjoyed a vegetarian lunch with them at the Po Lin Monastery. We took 40 elders from TWGHs Wu Ki Lim Neighbourhood Elderly Centre, which is under the “Light up Yiu Tung with Care” Networking Project, on an outing. We also donated a steamer to the same Neighbourhood Elderly Centre to help the Centre organise regular Herbal Bag Caring Service.

我們於2017年展開為期三年(2017-2019)的「耆光照耀東」織網計劃。透過跨界別協作，為耀東邨的年長居民建立互助支援網絡。

我們在參加此網織計劃前就已經開始關顧耀東邨的長者，並和他們保持連繫。2014年，我們的愛心義工隊攜同禮物拜訪獨居長者。2016年，愛心義工隊在中秋節到長者家中探訪，送贈燈籠與月餅。2017年，愛心義工隊再於中秋節期間於耀東邨露天劇場設置遊戲攤位，向長者派發燈籠及月餅，與他們共度一個愉快的中秋節。2018年，愛心義工隊在端午節期間探訪長者，派發糉子和禮物包；又陪同長者參觀大館和赤柱廣場，並於珍寶海鮮舫共享午餐。2019年，我們陪同長者參觀天壇大佛並於寶蓮寺享用齋宴；我們更邀請該計劃內約40位來自東華三院胡其廉長者鄰舍中心的長者同往郊遊。此外，我們亦捐贈了一台蒸爐予該所長者鄰舍中心，以協辦定期的暖敷活動。



Empowering the Millennials – Fostering Youth Development 賦權增能予千禧一代 – 培育青年發展

We believe in the potential of the future generation, and continue to create opportunities of upward mobility for under-resourced youth in our society. Mentoring young people through life skills counselling and career planning, exposing them to real-life business environment and industry operation / practices, and introducing them to new possibilities in the region and the world, have been and will continue to be our mission. Our ultimate goal is to help create future leaders who will lead with confidence and compassion.

我們深信年輕一代充滿著潛能，並持續開拓基層青年往上流的機會。多年來，我們的使命始終如一，透過提供生活技能和生涯規劃等指導，讓青年有機會體驗真實的商業環境與行業運作及守則，並向他們介紹區域內及環球的新機遇。我們的目標是培養更多自信和具同情心的未來領袖。



TurboJET Scholarship (Maritime Industry) since 2018 設於2008年的噴射飛航獎學金（航海業）

- HK\$1,795,786 donated
捐款達1,795,786港元
- 119 youths benefitted
119名青少年受惠

Offering Scholarships & Grants

提供獎學金和補助金

Life Planning Cooperation Programme since 2006 自2006年起的「生涯規劃」協作計劃

- 5 schools including 757 youths benefitted
5所學校合共757名青少年受惠
- 146 volunteers 146名義工參與
- 509 volunteer service hours over the past 6 years
過去6年義工服務時數累計509小時



Partnering with Youth Organisations

與青年組織合作



Macau Tower - Industrial Visits (Hospitality industry) for Students since 2013 澳門旅遊塔 – 自2013年安排學生作行業參觀（酒店及消閒業務）

- 495 youths benefitted 495名青少年受惠



Greater Bay Area Learning Tour since 2014 自2014年起的大灣區交流團

- 317 youths benefitted
317名青少年受惠



ProjectWeCan Exploration Day (workshop for resume-writing and job interviews) in 2018
於2018年參與「學校起動」計劃生涯規劃日 (撰寫履歷及面試技巧工作坊)

- 120 youths benefitted
120名青少年受惠



“Teens Go Grow Goal” Programme (intelligence games, personality tests, tours, career workshops) since 2014
自2014年起支持童心同長「Go Grow Goal」計劃(益智遊戲、性格測驗、參觀團、就業工作坊)

- 158 youths benefitted 158名青少年參加



Organising Students Industrial Visits
為學生舉辦行業參觀



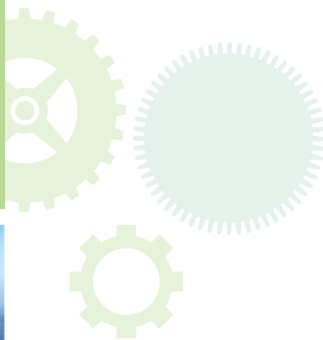
TurboJET - Shipyard and Ferry Terminal Visits (Maritime Industry) for Secondary & Tertiary Students since 2014
噴射飛航 - 自2014年起安排中學生及大專生到船塢及碼頭參觀(航海業)

- 375 youths benefitted 375名青少年受惠

TurboJET - Sponsorship of Scout Association of Hong Kong's Arctic Environmental Protection Expedition in 2014

噴射飛航 - 於2014年贊助香港童軍總會的北極環保探索之旅

- HK\$300,000 donated 捐贈300,000港元



Corporate Visit for Secondary School Students, in cooperation with The Hong Kong Institute of Chartered Secretaries in 2019

於2019年夥拍香港特許秘書公會舉辦中學生團體參觀

- 10 youths benefitted 10名青少年受惠

Highlights 亮點

The YDC Life Planning Cooperation Programme

青年企業家發展局的「生涯規劃」協作計劃

Our long-standing collaboration with the Young Entrepreneurs Development Council (“YDC”) began in 2006. Through the years, we have continued to promote entrepreneurial spirit in young people, offering our employees as company ambassadors at the annual YDC education workshops and facilitating the “company tour” section of the programme.

Since 2015, we have elevated our participation in the existing programme by selecting employees from our departments to serve as company ambassadors in support of YDC’s new initiative called “Life Planning Cooperation Program”. As mentors, these company ambassadors share their life experiences with students from local schools, advising these students to make plan for the future and counselling them on issues relating to school to work transition. In 2016 and 2017, we put together various interactive workshops and organised tours of our hotels for students to give them a glimpse of the working environment within a hotel. In 2018 and 2019, we continued our role as company ambassadors to provide career and life planning guidance to secondary students, in support of YDC’s two-year programme called “Mind Way, My Way@ Life Planning Program”.

自2006年以來，我們與長期合作伙伴青年企業家發展局(青企局)，攜手努力培養青年人的企業家精神，並由我們的員工擔任公司大使，參與青企局的年度教育工作坊和作為「企業參觀」環節的促導者。

自2015年起，我們深化參與項目，在集團中選出員工作為公司大使，支持青企局新推出的「生涯規劃」協作計劃。我們的員工擔當導師，與本地學生分享人生經驗，協助他們為未來作好準備，並指導他們如何適應由學校步入社會。2016至2017年間，我們籌辦各類互動工作坊和安排學生參觀集團旗下的酒店，讓他們實地了解酒店的工作環境。在2018至2019年間，我們的公司大使繼續為中學生提供職業及生涯規劃輔導，以支持青企局舉辦為期兩年的「我思我路@生涯規劃計劃」。



Championing Social Causes – Fundraising and Charitable Giving 支持社區公益 – 籌款與慈善捐獻

We actively engage in charitable events and activities to raise funds to support social causes, including but not limited to redevelopment of hospitals, raising awareness of vulnerable women and children in the community, providing aids to family and children welfare services, supporting Doctors Without Borders, providing books to schools, and supporting community green and healthy living. Our ultimate goal is to make sure that social causes receive the funding they need to make a difference in society.

我們積極參與不同公益活動以籌募經費支持社區各界，其中包括重建醫院、提高關心弱勢婦孺意識、支援家庭及兒童福利、資助無國界醫生、向學校捐贈書籍和響應綠色社區及健康生活。我們的目標是確保有需要人士能得到所需要的資源，為社會作出貢獻。



The Community Chest of Hong Kong - Charity Walk since 2003
自2003年起參與香港公益金慈善步行

- HK\$210,500 raised 籌得210,500港元
- 82 volunteers 82名義工參與



Walk for a Million in Macau, in support of Charity Fund from the Readers of the Macao Daily News, since 2006
自2016年起參與澳門公益金百萬行，協助澳門日報讀者公益基金會籌款

- 1,121 volunteers 1,121名義工參與

Partnering with NGOs
與非政府組織合作



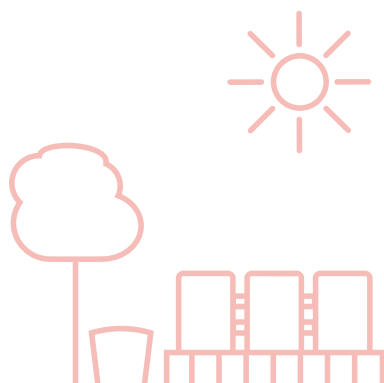
Oxfam Rice Sale since 2013
自2013年起舉辦樂施米義賣大行動

- 59 volunteers 59名義工參與



Tung Wah Group of Hospitals Community Services since 2008
自2008年起參與東華三院社區服務

- HK\$1,452,684 donated 捐款達1,452,684港元
- Over 10,000 beneficiaries 受惠人數達逾10,000人
- 306 volunteers 306名義工參與



Po Leung Kuk Chinese New Year Charity Walk since 2016

自2016年起，參與保良局新春行大運慈善步行活動

- HK\$99,555 donated
捐出99,555港元



TurboJET Fundraising Shows to support Doctors Without Borders in Hong Kong and Schools in Macau in 2017

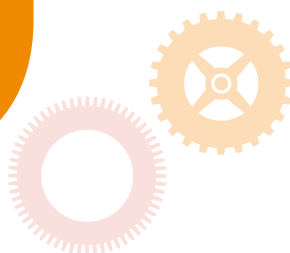
於2017年，噴射飛航籌款表演支持香港無國界醫生和澳門學校

- HK\$378,500 and MOP\$731,500 donated
分別籌得善款378,500港元和731,500澳門元
- 11,160 people benefitted
11,160名人士受惠
- 20 volunteers 20名義工參與



Supporting Charitable Organisations

支持慈善機構



Organising Charitable Events

舉辦慈善活動

Green Awareness Programmes - Christmas Village since 2017 and Easter Carnival since 2018
環保意識項目 – 自2017年起舉辦聖誕小鎮活動和自2018年起舉辦玩轉復活節嘉年華

- 1,600 people benefitted
1,600名人士參與



Boa Vida Programme – “Good Life, Good Living” Community Programmes, since 2018

Boa Vida 活動 – 自2018年起舉辦的「美好生活」社區項目

- 2,980 people benefitted
2,980人士參加
- 118 volunteers
118名義工參與



a. “All Things Green” Fun Fair in 2019

a. 2019年綠色同樂日



e. International Yoga Day since 2016
e. 始於2016年的國際瑜伽日



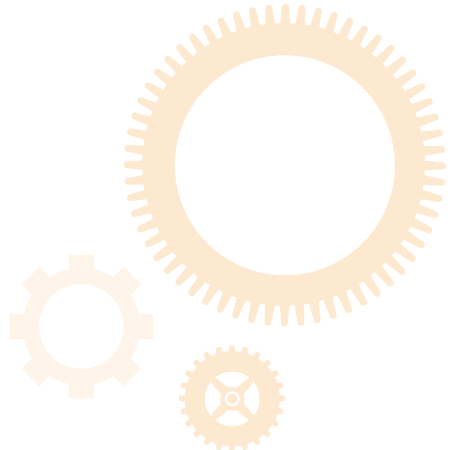
d. Poetry and Musical Jam Session at Vasco since 2016
d. 自2016年起舉行的詩樂即興表演環節



c. Christmas Fair in 2019
c. 2019年聖誕小鎮



b. Easter Kids Carnival in 2019
b. 2019年玩轉復活節嘉年華



Highlights 亮點

Community Services with Tung Wah Group of Hospitals 與東華三院合辦的社區服務

We began our partnership in community services with Tung Wah Group of Hospitals (“TWGHs”) in 2008. Since then, we have been an eager supporter of undertakings organised by TWGHs. On top of our senior management’s devotion to the charity work and development of TWGHs, we have elevated our collaboration with TWGHs from being a participant in one-off fundraising activities to being a patron of signature events.

We participate in Tung Wah Flag Day every year. In 2015, Ms. Pansy Ho, our Managing Director and Executive Director at the time, and Ms. Maisy Ho, our Executive Director, led our volunteer team of over 50 staff and their family members in flag sales and raised more than HK\$30,000 in a single day. We were recognised by TWGHs for having raised the highest amount in charitable donations and for being the group with the most volunteers. In 2016, we were the Title Sponsor and Co-organiser of Tung Wah Charity Carnival Charity Day, a memorable event attended by nearly 10,000 guests, donors and community members including over 1,000 disabled persons, low-income families, elders living alone, rehabilitated persons and beneficiaries from 35 TWGHs’ service units and self-help groups that do not receive regular subvention from the government. In 2017, we were one of the Obstacle Patrons in TWGHs’ Charity Challenge Race to raise funds for the Kwong Wah Hospital Redevelopment Project. In 2018, our volunteers took part in the TWGHs Halloween Charity Run and raised HK\$139,000 for children with mental health and learning disabilities at TWGHs Ho Yuk Ching Educational Psychology Service Centre.

Along with more than 300 of our passionate volunteers, we have devoted over HK\$1.4 million to TWGHs and benefited over 10,000 beneficiaries since 2015.

本集團於2008年起與東華三院合辦社區服務。自此，集團積極支持其主辦的活動。除了集團高級管理層身體力行支持東華三院慈善工作及發展外，我們亦加強與東華三院的合作，並從參與單次籌款活動，變成特色活動的贊助人。

我們積極參與每年的東華三院賣旗日。於2015年，集團董事總經理兼行政主席何超瓊女士和執行董事何超蓮女士帶領愛心義工隊逾50名員工及其親友參與賣旗日，單日籌得超過30,000港元善款。我們的努力獲得肯定，並獲頒「最高籌款獎」及「最多義工參與獎」。我們於2016年成為「東華慈善嘉年華慈善同樂日」的冠名贊助與合辦機構。這項盛事共吸引近一萬名嘉賓、捐款人及社區人士參加，當中包括逾千位來自35個東華三院轄下服務單位及其他非政府資助團體的傷殘人士、低收入家庭、獨居長者及復康人士及受助人。在2017年，我們成為東華三院慈善障礙挑戰賽的挑戰區贊助人之一，為廣華醫院的重建計劃籌款。於2018年，我們的愛心義工隊更參加東華三院萬聖節反轉樂園慈善跑，為東華三院何玉清教育心理服務中心籌得逾139,000港元，用作支援受精神問題及患有學習障礙的學童。

自2015年起，我們逾300名愛心義工隊成員參與社區服務，為東華三院籌得的善款逾140萬港元，受惠人數逾萬人。



Everyone Counts – Creating a More Inclusive Society 每個人都重要 – 建設更共融社會

We believe a diverse and inclusive society is a healthy society. The uniqueness of each individual (be it race, ethnicity, gender, socio-economic status, age, physical or intellectual abilities, religious or political beliefs) is what makes life exciting and competitive. We support a diverse and inclusive workplace where performance is measured by the employee's skills and abilities regardless of his / her differences. Our ultimate goal is to inspire confidence and make sure everyone counts in the society.

我們相信多元及共融的社會才稱得上為健康社會。每個人都是獨一無二的，我們的種族、民族、性別、社會經濟狀況、年齡、生理或智力能力、宗教信仰或政治取態均不盡相同，正因如此，生命才得以激勵及具挑戰性。我們全力支持多元及共融的工作環境，員工的績效應視乎他們的技術和工作能力，而不應受種族、民族、性別、社會經濟狀況等差異影響。我們的目標是激勵個人建立自信，確保每位個體都受社會重視。



Autism Month since 2012

自閉症關懷月始於2012年

- MOP\$2,090,312 donated
捐款達2,090,312澳門元
- 1,355 beneficiaries 受惠人數達1,355人
- 104 volunteers 104名義工參與

Supporting Inclusive Events

支持共融活動



Partnership with Association of Parents of the People with Intellectual Disabilities of Macau from 2016 to 2018
2016至2018年與澳門弱智人士家長協進會攜手合作

- 152 benefitted 152名受惠者

Internship (Property Management) for Students with Special Needs from Chi Lin Buddhist Secondary School since 2017

自2017年起為佛教志蓮中學的特殊需要學生提供物業管理實習機會

- 5 beneficiaries 5名受惠者



Offering Career Training

提供職業訓練

Tutorial Service (language, art, mass games) for Ethnic Minority Children in 2016 and 2017

於2016至2017年為少數族裔兒童提供義務補習（語文、藝術、集體遊戲）

- 32 benefitted 32名兒童受惠
- 22 volunteers 22名義工參與





**Macau Tower – FuHong
Collaboration in 2020**
於2020年澳門旅遊塔與
扶康會合作



**Happy Corner at Macau Tower In
Support of FuHong Society of
Macau since 2007**

自2017年起，澳門旅遊塔支持澳門扶康會
設立「喜悅閣」



**Christmas Talent Show at Macau Tower
in 2019**

2019年在澳門旅遊塔舉辦聖誕天才表演



*Providing
Work Opportunities*

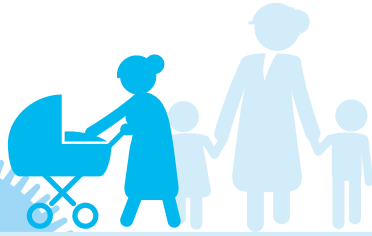
提供就業機會



**Autism Painter's Art Work on Display
at Macau Tower in 2019**

2019年於澳門旅遊塔展出自閉症畫家的
藝術品

Highlights 亮點



Supporting Autism Month and Collaboration with Local NGOs 支持「自閉症關懷月」和夥拍本地的非政府組織

Since 2015, we have continued to lend support to Macau Autism Association's "Endless Life and Unlimited Artistic Power" Exhibition at Macau Tower. The Exhibition features the work of international designers who use paintings created by children with autism as patterns on their design products.

In 2016, our volunteers accompanied 26 autistic persons and their families to take the challenge of Sky Walk at the top of Macau Tower. We also organised the Autism Speakers Concert, Painting Exhibition, and FuHong Micro Film Premier – Singing Man. In 2017, we partnered with FuHong Society of Macau ("FuHong") to hold "It's My Life" Concert at Macau Tower's Outdoor Plaza and "I am 0.38: An Exhibition of An Autistic Artist". In the same year, we began to offer a long-term free retail space at Macau Tower to members with mild disabilities and those rehabilitated from mental illnesses from FuHong to give them an opportunity to engage with the public and practice their customer service skills. In 2018, we partnered with FuHong again to hold a concert featuring LIFE BAND, a group of autistic artists in Macau who compose original songs, lyrics and melodies.

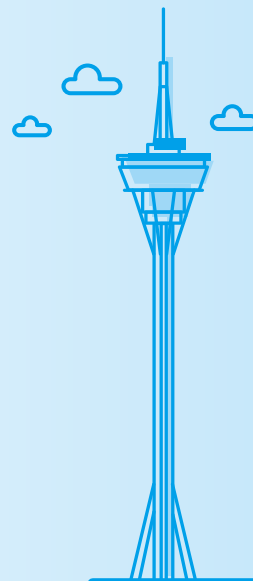
In 2019, we invited 95 children with autism from Macau Autism Association and The Macau Association for the Mentally Handicapped, and their families to visit the Observation Deck at the top of Macau Tower and to take pictures of the blue vintage vehicle sponsored by the Macau Vintage Vehicle Culture Association. The Observation Deck is decorated with the art work of Macau's cityscape created by Mr. Leong Ieng Wai, a famous local autism painter. Also in 2019, we sponsored live Christmas performances for members with autism and down syndrome and those rehabilitated from mental illnesses from FuHong and The Macau Association for the Mentally Handicapped.



本集團自2015起一直支持澳門自閉症協會於澳門旅遊塔舉辦「生生不息·藝力無窮」展覽，展出多名國際設計師以自閉症兒童畫作為設計元素的作品。

在2016年，我們的愛心義工隊陪同26名自閉症人士和其家人於澳門旅遊塔頂層體驗空中漫遊。同年，我們舉辦了自閉症之聲演唱會、畫展及扶康會微電影首映—《熱唱吧！兄弟》。我們於2017年聯同澳門扶康會，在旅遊塔戶外廣場合辦「It's My Life」音樂會和「我就是『零點三八』展能藝術展覽」。同年，集團開始於澳門旅遊塔向扶康會提供長期零售舖位，供輕度殘疾人士和精神康復人士接觸社群，操練客戶服務技巧。在2018年，集團再次夥拍扶康會舉辦音樂會，特別邀請由自閉症藝人組成的LIFE BAND，演繹他們親自作曲和填詞的原創作品。

在2019年，我們邀請了95位來自澳門自閉症協會與澳門弱智人士服務協會的自閉症兒童及其家人，於位於澳門觀光塔頂層的觀光層與澳門經典汽車文化協會贊助的藍色復古車合影。觀光層的裝飾採用了澳門著名自閉症畫家梁英偉先生創作的澳門城市景觀藝術品。同年，我們亦贊助自閉症患者、唐氏綜合症患者，和來自扶康會和澳門弱智人士服務協會的精神康復者作現場聖誕表演。



Deepening Connection – Supporting Arts and Culture 加深聯繫 – 支持藝術文化

We believe there is more to art than meets the eye. Art allows us to engage with people and communities, and deepen our connection with them. Art also opens our minds and eyes to appreciate cultures and customs that are different from ours. We therefore support artistic activities and cultural exchange. Our ultimate goal is to create a harmonious society where cultural similarities and differences are both valued.

我們深信藝術世界比想像中精彩。它讓我們能接觸不同的人 and 社區，加深彼此之間的聯繫。藝術也能令我們開放思維，學懂欣賞與我們不同的文化和習俗。因此，我們支持各類型的藝術及文化交流活動，務求建設一個包容文化異同的和諧社會。

42nd 香港藝術節
Hong Kong Arts Festival
18.2-22.3.2014



Ballet Performance of "Giselle" in 2014 於2014年贊助芭蕾舞劇「吉賽爾」表演

- In support of the 42nd Hong Kong Arts Festival
支持第42屆香港藝術節



TurboJET - Limited Edition E-ticket by a Macanese Artist in 2014

噴射飛航 – 於2014年發行澳門藝術家設計的限量版電子船票

- In commemoration of the 15th anniversary of the establishment of the Macao SAR
慶祝澳門特別行政區成立十五周年



"Biennial of the Lions" at Macau Tower in 2014

2014年於澳門旅遊塔舉行「獅子雙年展」

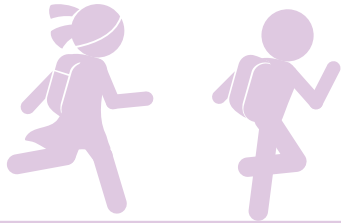
- In celebration of the 50th anniversary of the establishment of diplomatic relations between China and France
慶祝中華人民共和國與法國建交五十周年



Supporting Cultural Activities & Exchange

支持文化活動
及交流





Latin American Cultural Festival at Macau Tower in 2015
2015年於澳門旅遊塔舉行拉丁美洲文化節

- Introducing Latin culture to local residents and visitors
向當地居民及遊客介紹拉丁文化

ART MO at Macau Tower
2015 to 2016
2015至2016年於澳門旅遊塔舉辦「藝術澳門」

- In support of Macau's creative industries and to facilitate cultural exchange among Cross Strait Four Regions
以支持澳門創意產業和促進兩岸四地青年之間的文化交流



Promoting Local Artists
推廣本地藝術家

TurboJET – “Drawing Macau”, Summer Drawing Competition 2015
噴射飛航 – 開心暑假繪畫比賽2015
「繪畫澳門」

- In celebration of the 10th Anniversary of the Inscription of “The Historic Centre of Macau” on World Heritage List
慶祝澳門的歷史城區被列入世界文化遺產十周年





TurboJET – Ink Wash Painting by local Macanese artists at Tuen Mun Pier in 2016

噴射飛航 – 2016年於屯門客運碼頭展示澳門藝術家的水墨畫

- Inspiring memory of “The past traditions, cultures and lifestyle of Hong Kong and Macau” 喚起對港澳昔日習俗文化及生活面貌的回憶



Poetry and Musical Jam Session at Grand Lapa since 2016

自2016年於金麗華舉行詩樂即興表演環節

- In cooperation with The Script Road – Macau Literary Festival 與「雋文不朽·澳門文學節」合辦活動



Local Artists' Art Work Display at Artyzen Hotels since 2018

自2018年起，於雅辰酒店舉行本地藝術家作品展覽

- Photographs reflecting cultural transformation of Chinese cities in 2019 於2019年展出反映華人城市的文化轉型的攝影作品



Local Artists' Art Exhibitions at Shun Tak Centre since 2018

自2018年起於信德中心舉行本地藝術家作品展覽

- Art exhibition (four seasons as seen through photography, watercolour painting, origami art and glass work) and Workshops in 2019 於2019年舉辦藝術展覽(以四季作主題：攝影作品、水彩畫、摺紙藝術及玻璃作品)及工作坊





Highlights 亮點

Local Artists' Art Exhibitions and Workshops at Shun Tak Centre since 2018 自2018年起於信德中心舉辦本地藝術家作品展覽與工作坊

We have been partnering with talented artist to promote local art since 2018. This year, we invited four local artists (a photographer, a watercolour artist, an origami artist, and a glass artist) to exhibit their artworks and engage the public through workshops. These artisans expressed their artistic creativity and craftsmanship under the four-season theme – *Spring, Summer, Autumn and Winter*, in perfect synchrony with major seasonal cultural events at our Shun Tak Centre.

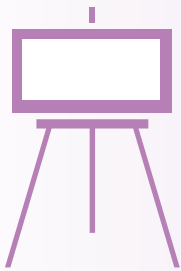
自2018年起，我們夥拍才華洋溢的藝術家一起推動本地藝術。今年，我們邀約了四位本地藝術家(攝影師、水彩藝術家、摺紙藝術家與玻璃藝術家)展出他們的藝術品，並透過舉辦工作坊與公眾互動。這些藝術家以四季為主題—春、夏、秋、冬，展示他們的藝術創造力和手工藝的同時，亦呼應信德中心以季節為主題的活動。



Local Artists' Art Work Displays at Artyzen Hotels in China since 2018 自2018年起在中國的雅辰酒店展示本地藝術家的藝術品

We have been promoting artists in Beijing and Shanghai, and inviting them to display their works in the common areas and guest rooms of Artyzen Habitat Dongzhimen Beijing and Artyzen Habitat Hongqiao Shanghai since 2018. In September 2019, we officially launched our Habitat brand at Artyzen Habitat Hongqiao Shanghai, and unveiled its first creative concept, "Ji", the notion of people and cultures connecting with each other at a concourse. Kicking off the launch was a photoshoot collaboration with a famous post-90s Chinese fashion photographer Leslie Zhang Jiacheng. The event, featuring models from Shanghai's ageless generation, all dressed in locally made Tubu, allowed guests to observe the live photoshoot behind the scenes. The series of photographs was intended to reflect the cultural transformation and development of Shanghai while celebrating the city's traditional craftsmanship.

自2018年，我們在北京與上海支持藝術家，並邀請他們在北京東直門雅辰悅居酒店和上海虹橋雅辰悅居酒店的共用空間及客房展示他們的藝術品。於今年九月，我們在上海虹橋雅辰悅居酒店舉行的雅辰悅居品牌正式發佈會中，推出了一個旨在集合人與文化的創意概念，名為「集」。首個項目是與中國著名九零後時尚攝影師張家誠合作的現場攝影創作展，展現拍攝上海模特兒身穿當地土布的幕後過程。一系列作品旨在反映上海文化的轉變和發展，以及宣揚傳統手工藝。



Artyzen Habitat launch brand concept "Ji"
雅辰悅居的品牌推出創意概念—「集」



Photo by Leslie Zhang at Studio on the Artyzen Habitat brand launch day
張家誠先生於雅辰悅居酒店品牌發佈當天的拍攝作品



Ms. Daisy Ho winning the Women of Hope Award 何超鳳女士獲頒「Women of Hope (WHO) 2019 – 影響力」大獎

Ms. Daisy Ho, the Group's Deputy Managing Director, won the "Women of Hope – Power & Influence" in 2019 for her effort in promoting economic and cultural empowerment of women, nurturing future generations of young female leaders and serving the underprivileged in the community.

本集團的副董事總經理何超鳳女士獲頒「Women of Hope Awards 2019 – 影響力」大獎，表揚她致力推動女性的經濟及文化發展，積極培育新一代女性領袖及服務社區內的弱勢社群。



Donation to the United Nations' Youth Development Project

Shun Tak recognises that youth plays an essential role in the future development of our community. Through "Shun Tak Holdings – Dr. Stanley Ho Hung Sun Foundation", the Group made a donation of HK\$500,000 to the "South-South Entrepreneurship Academy" programme, a 3-Year Entrepreneurial Academy Project led by the United Nations. Benefitting 25 enterprising youths from diverse cultural backgrounds, this project is designed to develop their entrepreneurial mindsets and skills in the context of global citizenship and sustainable development.

捐款支持聯合國青年發展計劃

信德深信年輕一代是社區未來發展的關鍵。集團透過「信德集團何鴻燊博士基金會」，捐出五十萬港元支持聯合國(UNOSSC)舉辦為期三年的南南企業學院(South-South Entrepreneurship Academy)企業家培訓計劃。此計劃的受惠者為25名來自不同國家及文化背景的年輕企業家，旨在培養參加者的企業家思維及才能，以培育其成為負責任的世界公民，協力促進可持續發展。



Supporting the Racial Diversity & Inclusion Charters

To promote racial diversity and create a harmonious working environment, the Group, Property Management Division, TurboJET and Shun Tak Travel Services signed the Racial Diversity & Inclusion Charter for Employers developed by the Equal Opportunities Commission in 2018/19 to jointly build an equal society with pluralistic values and no discrimination.

支持《種族多元共融僱主約章》

為建立多元共融的工作環境，集團總部、物業管理部、噴射飛航及信德旅遊均於2018/19年度，簽署平等機會委員會制定的《種族多元共融僱主約章》，攜手建立平等、具多元價值及零歧視的社會。



Building a
Sustainable Environment
建立可持續發展的環境

Building a Sustainable Environment 建立可持續發展的環境

We are devoted to protecting the environment and reducing our ecological footprint across our diversified and substantial portfolio. We advocate sustainable and green procurement practices through effective communication with our business units and suppliers. We have therefore introduced group-wide initiatives to diminish waste, encourage recycling programmes, minimise energy consumption, conserve water, promote green properties and enhance environmental awareness.

我們致力於在多元化的業務運作過程中，推動環境保護並減少生態足印。我們透過與各業務部門和供應商溝通，提倡可持續和綠色採購政策和常規。我們於集團內推行減少廢物活動、鼓勵回收計劃、減少能源消耗、節約用水、推廣綠色物業，以及提高員工的環保意識等活動。



Reducing Waste 減少廢物

Through our waste reduction campaign, we stay on track with our pursuit of an integrated resources and waste management approach. The principle of avoiding redundant consumption and purchases, selecting sustainable alternatives and reusing materials to cut down on the amount of waste generated is applied across our business units.

透過減廢活動，我們正朝著綜合資源和廢物管理方案的方向邁進。我們遵行可持續發展原則，在各業務部門中避免不必要的耗用和採購、選用可持續及可重用物料，以減少產生廢物。



⁷ Recycled paper includes waste paper, paper products and red packets collected.
紙張包括收集所得的廢紙、紙製產品及利是封。

⁸ Recycled metals include scrap metal and aluminium cans.
金屬包括廢金屬及鋁罐。

⁹ Food waste includes food waste and used coffee grounds.
廚餘包括殘餘食物及咖啡渣。

Going Plastic-free 走塑行動



To demonstrate our commitment to curtail the use of plastic in the hospitality industry, we have gradually replaced single-use plastic items like straws, cocktail sticks and cutleries with biodegradable materials such as corn starch or wheat in our food & beverage outlets and catering services in Macau Tower, Grand Lapa Macau ("Grand Lapa") and Grand Coloane Resort ("Grand Coloane"). Hotel bathroom amenities, including toothbrush, combs and razors have also been substituted with the same biodegradable materials.

Furthermore, in response to the Macau government's initiatives to reduce the use of plastic, we launched the following initiatives:

為了表明我們支持酒店管理行業走塑的理念，我們已逐步在澳門旅遊塔、澳門金麗華酒店(金麗華)和鷺環海天度假酒店(鷺環海天)的餐飲部，使用可生物降解物料如小麥或粟米澱粉製品，代替即棄塑膠，如飲管、小食籤和餐具。同樣的可生物降解物料亦已應用在酒店浴室用品，包括牙刷、髮梳和剃刀中。

此外，為響應澳門政府減少使用塑膠的措施，我們展開了以下活動：



**SAY NO TO
PLASTIC**

Macau Tower supported Macau government's "Reducing plastic is very easy" initiative. Customers who dined in the restaurants of Macau Tower could redeem a set of reusable cutlery from the Macao Environmental Protection Bureau after dining 10 times without using plastic utensils.

澳門旅遊塔全力支持澳門政府的「走塑好Easy」活動。在澳門旅遊塔餐廳堂食的顧客如在10次用餐中均沒有使用塑膠餐具，即可獲得一套由澳門環境保護局設計的可重用餐具。



Macau Tower encouraged customers to use their own bags and has stopped providing free plastic bags.

澳門旅遊塔停止提供免費膠袋，並鼓勵顧客自備購物袋。

TurboJET stopped providing single-use plastics straws in its staff canteen in 2019. A total of 27,588 straws were saved during the reporting period.

噴射飛航於2019停止在員工餐廳提供即棄塑膠飲管。報告期內，共節省了27,588枝飲管。



At Grand Coloane and Grand Lapa, paper bags took the place of plastic bags.

鷺環海天度假酒店和金麗華酒店使用紙袋代替膠袋。



2020

Looking ahead, Grand Lapa and Grand Coloane will replace plastic water bottles with refillable glass bottles.

展望未來，金麗華酒店和鷺環海天度假酒店將使用可重用的玻璃瓶代替塑膠水瓶。



Food Waste

In support of the Macao Environmental Protection Bureau's pilot scheme for the collection of food waste produced in food and beverage establishments, Shun Tak Holdings (Macao) Limited ("Macao Office") organised a food waste recycling and environmental protection talk at Macau Tower to enhance employees' awareness and help them in actual practice under the recycling scheme.

Furthermore, starting from March 2019, seven food waste recycling bins, each with a capacity of 15 litres, have been placed in Macau Tower. The recycled food waste would be transported to the Macao Environmental Protection Bureau for processing into organic fertilisers, which would then be distributed to local residents.



Continuing our support for the food bank "Food Angel", we participated in "A Day with Food Angel" in April 2019. Our volunteers assisted in packing edible surplus food that would otherwise be disposed of as waste into over 1,000 nutritious meal boxes and distributed them to the underprivileged elders. For the third consecutive year, our volunteers across the Group supported NGO "Feeding Hong Kong" in "The Bread Run". Our colleagues and their friends collected surplus bread from bakeries, and delivered the bread to specified collection points for distribution to the disadvantaged in the society.

集團繼續支持「惜食堂」，並於2019年4月參與「惜食體驗日」。我們的愛心義工隊協助利用可食用的剩餘食物，製作成一千多個營養飯盒，派發給基層長者。另外，信德愛心義工隊連續第三年支持由非政府組織樂餉社舉辦的「麵包收集活動」，參與活動的同事及親友於麵包店收集剩餘麵包後，運送到收集點，於稍後派發給社區內有需要的人享用。

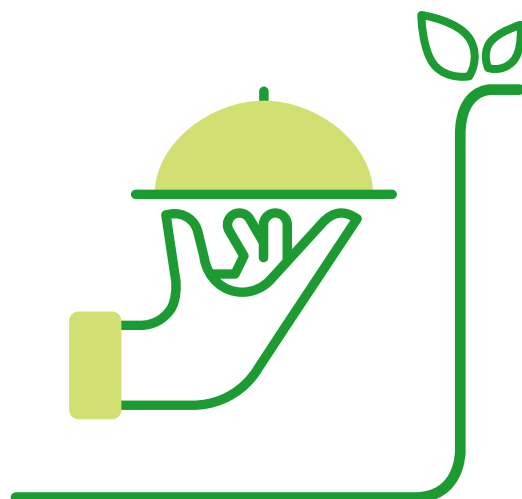
To reduce food waste, our Group donated surplus food from the STHL Annual Dinner to Food Angel, and TurboJET donated food and beverage with short expiry date to Food Angel as well. Furthermore, from October to December 2019, TurboJET collected fresh fruit peel from its staff canteen to produce organic enzyme to be used in its staff pantry and to be distributed to the staff members for their own use.

為減少廚餘，本集團於信德周年晚宴上收集可食用的剩餘食物；噴射飛航亦向惜食堂捐贈食用日期較短的食物和飲品。另外，噴射飛航在2019年10月至12月期間於職員餐廳收集新鮮果皮製作有機酵素，供茶水間使用及派發給職員作個人使用。

廚餘

為支持澳門環境保護局「食肆廚餘回收先導計劃」，信德集團控股(澳門)有限公司(澳門辦事處)在澳門旅遊塔舉辦廚餘回收活動及環保貼士講座，以提升員工的意識，並協助他們實踐回收計劃。

另外，澳門旅遊塔於2019年3月起放置七個容量為15公升的廚餘回收箱。回收的廚餘將運至澳門環境保護局加工成有機肥料，其後分發給當地居民使用。



Sharing festive joy with the community, a group-wide Chinese New Year gifts donation campaign was launched by the Green Office Management Team, TurboJET and Macau Office. These gifts were donated to two charitable organisations, "J Life Foundation" and "WeFood Macau", and distributed to the underprivileged families.

綠色辦公室管理組、噴射飛航及澳門辦事處一同舉辦賀年食品捐贈活動，與大眾共度佳節。所收集的食品分別透過兩個慈善機構－「啟愛共融社區中心」及「澳門珍惜食」贈予基層家庭。



Grand Coloane has also started a self-sustained food waste recycling initiative by converting food waste such as vegetables, fruits, breads and coffee grounds into compost which is then used in the hotel's landscaping areas. Other initiatives for minimising food waste include using fresh but less presentable vegetables to prepare stocks and establishing a first-in-first-out method for food handling process. Grand Coloane is making plans to install an on-site food waste decomposer in 2020, which will turn food waste into water.

鷺環海天度假酒店更舉辦廚餘回收活動，將廚餘如蔬菜、水果、麵包及咖啡渣製成植物肥料，用於酒店園景。其他減少廚餘措施包括利用新鮮但外表不討好的蔬菜製作為清湯和制定「先入先出」方法處理食物。鷺環海天度假酒店更將於2020年安裝廚餘機，將廚餘分解成水分。



Waste and Recycling

A group-wide “E-Approval System” will be introduced to digitalise administrative forms in the coming year to achieve a higher operational efficiency.

To further curtail the negative impact of electronic devices disposal on the environment, Macau Office sent 143 electronic devices to approved recyclers and donated 15 functioning old monitors to subordinate institutions of Caritas Macau.

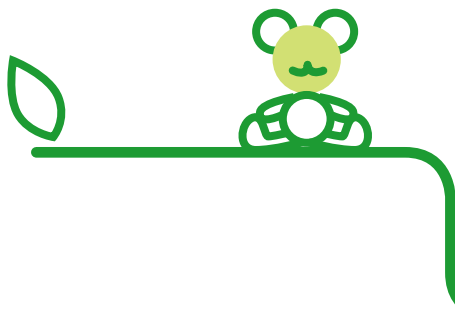
In April, Macau Office organised the “Toy Sharing Program”, collecting toys from employees and donating the toys to underprivileged children through Caritas Macau.

廢物回收

集團於來年將全面推行「電子批核系統」，將行政表格數碼化，達到更高的業務效率。

為了減少電子產品棄置對環境造成的破壞，澳門辦事處將143件電子設備送到被認可的回收商代為處理，同時贈送15部仍可使用的舊電腦屏幕予澳門明愛屬下機構。

澳門辦事處於四月份舉辦了「玩具回收轉贈計劃」，收集同事捐出的玩具，並交由澳門明愛轉贈予有需要的兒童。



In support of the “Disposing Used Lamps is Easy” campaign organised by the Macao Environmental Protection Bureau, our Property Management Division set up a total of 34 collection boxes in One Central, Nova City, Nova Park and Nova Grand to collect used fluorescent tubes and light bulbs.

Our Property Management Division also introduced a Glass Recycling Campaign in 2019. Our major properties in Hong Kong, including Shun Tak Centre, The Westwood, liberté and Chatham Gate will each collaborate with an NGO in its districts to collect glass bottles from its residents and tenants for recycling purpose.

物業管理部於澳門壹號湖畔、濠庭都會、濠珀及濠尚設置34個回收箱收集舊光管及舊燈泡，以行動支持澳門環境保護局推出的「投光管投燈泡好Easy」活動。

物業管理部亦於2019年進行玻璃回收計劃。在香港的主要物業，包括信德中心、西寶城、昇悅居及昇御門，均聯同該區的非政府組織向住客及租戶收集玻璃樽作回收用途。



TurboJET and Grand Coloane created programmes for the recycling of wasted batteries. During the reporting period, TurboJET partnered with Hong Kong Battery Recycling Centre and recycled close to 4,000 kg of waste batteries from the vessels. The collected batteries were upcycled into new batteries.

噴射飛航及鷺環海天度假酒店推出回收舊電池計劃。於報告期內，噴射飛航夥拍香港電池回收中心，成功從船隻上回收並改造接近4,000公斤舊電池為新電池。



TurboJET also collaborated with World Vision Hong Kong to organise a "Used Book Recycling Campaign" in the offices. A total of 237 books were collected and donated to World Vision for a fundraising charity sale, with proceeds to be used to finance preschool education projects in Guangxi and Shaanxi Provinces in China.

噴射飛航更與香港世界宣明會在公司內部舉辦「舊書回收義賣大行動」。活動期間共收集了237本書，並捐贈世界宣明會作義賣籌款，用於廣西及陝西省農村幼童學前教育項目。

To motivate our employees to practice recycling, TurboJET co-operated with St. James Settlements and launched the "Green Ladies & Little 2nd Fashion Recycling Campaign" in September. Collection points at offices, shipyards and terminals were set up to encourage staff to donate their unwanted but presentable clothing to Green Ladies.

噴射飛航與聖雅各福群會於九月合辦「Green Ladies & Green Little 秋冬時裝回收及寄賣活動」，並於辦公室、船塢及碼頭設立回收點，鼓勵員工捐出不需要但仍新淨的衣物予Green Ladies，從而推動員工積極實踐回收。



Artyzen Habitat Shanghai hotel started to separate and recycle waste at the back of the hotel premises to promote sustainable waste management practice. This initiative also aligned with the Shanghai Government's recycling effort.

為推廣可持續的廢物管理措施，上海虹橋雅辰悅居酒店開始在酒店後勤分類並回收廢物，以響應上海政府的回收活動。

Macau Tower upgraded its facility by installing a new waste compactor system to reduce the size of waste. Not only does the new waste compactor lessen the need for plastic waste containers, it also cuts down on waste volume which in turn allows the waste to be handled and transported more effectively. Odour emitted from the waste is also diminished.

澳門旅遊塔安裝的新型垃圾壓縮系統可減少垃圾體積。降低垃圾體積可減少對塑膠製垃圾桶的需求量，可直接提高處理和運輸的效率，同時亦有效減少氣味散播。



Property Management Division received the Certificate of Recognition of Sustainable Consumption Enterprise from the Business Environment Council
物業管理部榮獲商界環保協會頒發「支持可持續消費行為企業」認可證書

TurboJET joined the Green Event Pledge initiated by the Environmental Protection Department
噴射飛航參與環境保護署推出的「活動減廢承諾」



Minimising Carbon Footprints and Energy Consumption 減少碳足印及能源消耗

We are alarmed by the adverse impact caused by climate change, including the rise of global temperature and sea-level, as well as the increasing threats posed by extreme weather such as the Mangkhut super typhoon in 2018. These physical risks can all have an impact on our operations.

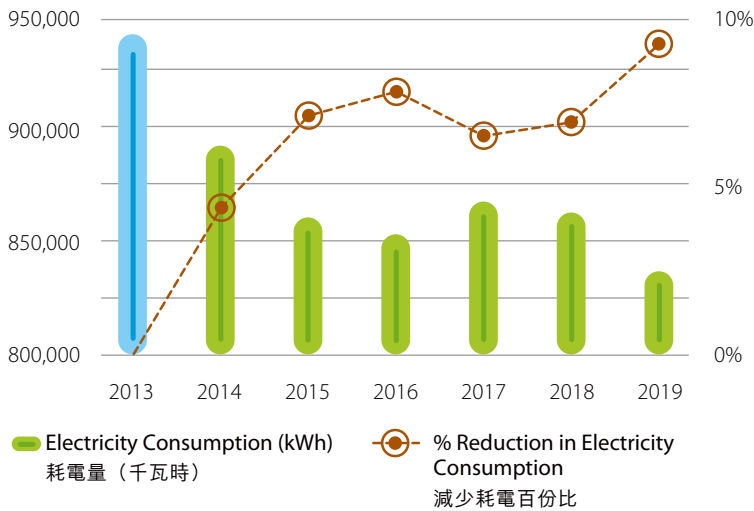
我們意識到氣候變化帶來的影響，包括全球氣溫和海平面上升，以及極端天氣（如2018年超級颱風一山竹）帶來日益嚴重的威脅。這些實體風險都會對我們的業務運作構成影響。

To curb our greenhouse gas emission, we continue to create technologically feasible initiatives to lower our carbon emission and conserve energy throughout our operations. Our Hong Kong Corporate Office introduced the Energy Saving Campaign in 2014 and has attained a cumulative reduction in electricity consumption of 41.2%. TurboJET's Fuel Optimisation Programme for TriCat has also achieved a cumulative reduction of over 43% against the 2011 baseline.

我們致力減少溫室氣體排放，不斷利用技術可行的方案在營運中減少碳排放並節約能源。集團香港總部辦公室自2014年起推行節能計劃，耗電量累計減少41.2%。而與2011年的基數相比，噴射飛航透過燃料節約計劃，累計減少超級豪華雙體船燃料消耗逾43%。

Electricity Reduction in our Hong Kong Offices over the Past Six Years

香港辦公室過去六年的耗電減幅



Achieved **41.2%** in electricity savings since 2014

自2014年成功節省

41.2% 耗電量



TurboJET's Fuel Optimisation Programme:

Achieved **43%** in reduction of fuel consumption compared to 2011 baseline

噴射飛航的燃料節約計劃：

與2011年的基數相比，燃料消耗量累計減少逾 **43%**



Our Property Management Division has started to replace all the lights in common areas of Shun Tak Centre with LED lights, and changes shall be completed by 2020. It is expected that by enhancing our energy efficiency, HK\$240K per month could be saved with a payback period of about one year.

We have continued our support of the Energy Saving Charter and 4T Charter organised by the Electrical and Mechanical Services Department. For two consecutive years, nine of our Hong Kong offices and an outlet of Shun Tak Travel Services at Shun Tak Centre have signed the Energy Saving Charter, which requires participants to maintain the average indoor temperature within 24-26 degree Celsius, turn off unused appliances and systems, and source energy efficient products and systems. Chatham Place, liberte place and The Westwood, operated by our Property Management Division, also signed the 4T Charter in 2019.

To reduce energy consumption in the workplace, our Green Office Management Team introduced a computer energy saving initiative, with computers and monitors being automatically turned into sleep mode after being idle for a short period of time.

我們的物業管理部於信德中心的公共空間安裝LED燈以取代傳統光管，並將在2020年完成更換。預計此舉可提高我們的能源效益，並可每月節省24萬港元電費，成本回收期約為一年。

我們繼續支持機電工程處推出的節能約章計劃及4T約章計劃。九個香港辦公室和位於信德中心的信德旅遊門店連續兩年簽署節能約章計劃，承諾將室內平均溫度維持在攝氏24至26度之間、關掉不使用的電器及系統，以及採購具能源效益的產品及系統。另外，物業管理部營運的昇御商場、昇悅商場和西寶城亦於2019年簽署4T約章計劃。

綠色辦公室管理組實施電腦節能計劃，以減低辦公室能源消耗量。電腦及顯示屏在閒置一段時間後，將會自動進入「睡眠」模式。

In support of the Macau Energy Saving Week in 2019, Macau Tower and the residential towers of Nova City, Nova Park, Nova Grand and One Central, all operated by our Property Management Division, turned off lights for one hour on 10 June to promote the energy saving concept.

Grand Coloane replaced two diesel-powered boilers with two electricity-powered heat pumps which provide a more energy efficient alternative for water heating and air conditioning at the hotel. With the installation of the heat pumps, along with the upgrade of building management system, we have saved an average of 40% of electricity.

Grand Lapa began using electricity-powered shuttle bus instead of diesel-powered shuttle bus in August 2019 as a way to cut down on carbon emissions. Currently, the electricity consumption of E-bus is about 30 kWh per day.

Conserving Water 節約用水

Recognising water scarcity as a growing challenge, we have installed automatic faucets and water meters to monitor consumption in our business units. We have also implemented a number of water conservation programmes that raise both external and internal awareness of efficient use of water resources.

In addition to recycling backwashed water, Grand Lapa started to recycle water from swimming pools and Jacuzzi in 2019 to conserve precious water resources. A greywater recycling system has also been operating in Grand Coloane and the amount recycled was 21,627 m³ during the reporting period. The recycled grey water is used for golf course irrigation, hotel landscaping, and toilet flushing.

To ensure the quality of our drinking water is maintained at a high standard, we have continued to participate in the “Quality Water Supply Scheme for Buildings – Fresh Water (Management System)” in selected managed properties.

澳門旅遊塔和物業管理部轄下的住宅樓宇包括澳門濠庭都會、濠珀、濠尚及壹號湖畔於6月10日參與「熄燈」一小時，推廣節能意識，以行動支持2019年澳門節能週。

鷺環海天度假酒店已安裝兩個電熱泵，取代兩個柴油鍋爐，提高酒店內的熱水系統及空調系統的能源效益。安裝熱泵連同升級大廈管理系統，令我們節省了平均40%的耗電量。

金麗華酒店於2019年8月開始使用電動穿梭巴士代替柴油穿梭巴士，以減少碳排放。目前，電動巴士的每日耗電量約為30千瓦時。

我們深明水資源短缺為日益嚴峻的挑戰，本集團安裝感應水龍頭及水錶，以監察各業務部門用水情況。我們更落實不同的節約用水計劃，旨在於內部及對外提高有效用水的意識。

為節約珍貴的水資源，金麗華酒店於2019年開始回收泳池及按摩池的用水和倒流水。鷺環海天度假酒店更設置污水處理系統，於報告期內，一共處理了21,627立方米的污水。經處理後的再用水會用作灌溉哥爾夫球場、酒店園景以及作沖廁用途。

部份集團管理物業繼續參與「大廈優質供水認可計劃－食水(管理系統)」，以確保我們的飲用水質素維持在高水平。



Enhancing Environmental Awareness 提高環保意識

Our Green Ambassador Team was established by the Green Office Management Team in early 2018 to implement sustainable practices across different departments and business units. During the reporting period, the Green Ambassador Team invited representatives from Macau Tower and from the Macau office of Shun Tak Travel Services to join the team in putting in effect green practices in various office operations.

我們的綠色辦公室管理組於2018年初成立綠色大使組，在不同的部門和業務部門落實可持續措施。報告期內，綠色大使組邀請澳門旅遊塔及澳門旅遊的代表加入團隊，同心協力地在不同部門採取環保措施。



Highlights of activities to promote environmental awareness:

提高環保意識活動概覽：

Flea Market 免廢市集

Macau Office has continued to organise the “Flea Market” for our employees across different business units to promote efficient use of resources and cultivate the culture of sharing. The aim is to prolong the life-cycle of items that are still useful through exchanges and donations. In 2019, we introduced the “Online Flea Market”. Through the release of news feed in email and Wechat, employees can upload information of unwanted but usable second-hand products onto the platform, and employees interested in such products can sign up to arrange for exchange.

為推廣善用資源及共享文化，澳門辦事處繼續在各業務部門為員工舉辦「免廢市集」，旨在透過互換及捐贈，延長仍然有用物品的生命週期。我們於2019年推出「網上免廢市集」，讓員工可透過電郵和微信上載不需要但仍可使用的二手物品的資訊至平台。凡有興趣的同事均可登記安排交換。





Green Lunch Options 素食午餐選擇

Carrying on our effort to promote green living, an initiative originated from “Green Wednesday” in 2017, our Property Management Division dedicates October as a green month, and encourages Jazz Café, the catering service provider at liberté, to continue to develop the green lunch option as a healthy alternative for our liberté residents. On 16 October 2019, we provided a green lunch option to the staff of our Property Management headquarters and on-site offices in Hong Kong.

自2017年舉辦「綠色星期三」起，我們致力推廣綠色生活。物業管理部繼續在每年十月定為環保月，鼓勵昇悅居的Jazz Café繼續推出素食午餐選項，給住戶另類健康選擇。我們也同時於2019年10月16日為香港物業管理部總部及各辦公室的員工提供素食午餐。

Tree Planting by Grand Lapa and Grand Coloane

Grand Coloane and Grand Lapa supported the tree planting activity organised by the Civic and Municipal Affairs Bureau of Macao SAR Government under the “Macao Green Week” programme in March. The activity aimed to inspire participants to appreciate nature conservation through tree planting and reforestation. A total of 13 volunteers from both Grand Coloane and Grand Lapa joined this activity.



金麗華酒店和鷺環海天度假酒店 植樹活動

鷺環海天度假酒店和金麗華酒店支持澳門民政總署在三月「澳門綠化週」計劃下舉辦的植樹活動。活動旨在透過植樹造林提高參加者對保育環境的意識。活動共有13位來自鷺環海天度假酒店和金麗華酒店的義工參與。



Fostering Sustainability Awareness

The Group has continued to participate in events organised by different environmental groups, including “Earth Hour” held by the World Wide Fund for Nature and the “Biz-Green Dress Day” initiated by the Hong Kong Green Building Council. The Group has also been active as venue sponsor of community activities organised by local NGOs, for example offering liberté place as the venue for the World Wide Fund’s environmental educational exhibition in 2019.

促進可持續發展意識

本集團繼續參與不同環保組織籌辦的活動，其中包括世界自然基金會舉辦的「地球一小時」和香港綠色建築議會主辦的「輕•型」上班日。集團樂於向本地非政府組織提供場地贊助以舉辦社區活動，例如於2019年提供昇悅商場作場地予世界自然基金會舉行環保教育展覽。



Caring for Our People
關懷員工

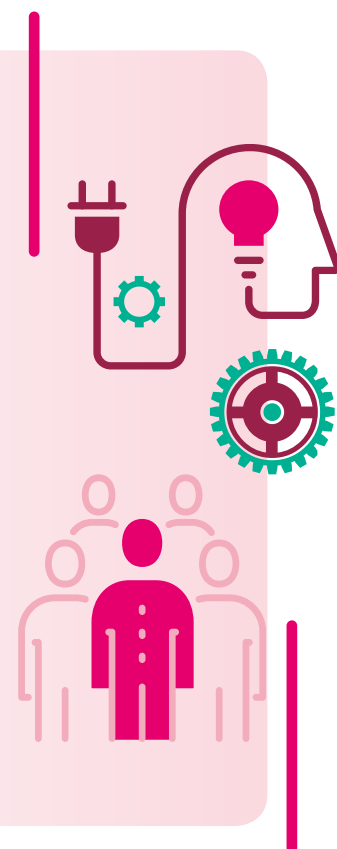
Caring for Our People 關懷員工

Our success is inseparable from our people. We strive to safeguard our people's physical and mental wellbeing so that we could achieve sustainable development and growth together toward a better future.

The collective effort and continued support from our employees are critical to our business operation, enabling us to form strong and deep bonds with our external stakeholders. To acquire and retain the best talents, we have continued to design and implement human-centred policies to create an inclusive workplace, promote gender equality, ensure training and career development opportunities, offer competitive remuneration and benefits, and uphold occupational health and safety.

員工是令集團成功的關鍵。因此我們竭力維護員工的整體身心健康，務求實現可持續的增長，共同創建更美好的未來。

我們能與外部持份者建立深入牢固的關係，全賴全體員工的持續努力與支持。為了吸引和保留最優秀的人才，我們繼續設計並實施以人為本的政策，以營造共融的工作環境、促進性別平等、確保培訓和職業發展機會、提供具競爭力的薪酬和福利待遇，及提倡職業健康和安



Creating an Inclusive Workplace 創建共融的工作環境

We are committed to creating an inclusive working environment, and our top priority is to ensure that our employees are treated equally and justly, and their views are heard and valued.

我們致力於創造共融的工作環境，同時我們十分重視員工獲平等和公正的待遇，並確保員工的意見被聽取及尊重。

We have made a concerted effort to promote gender equality and suitable opportunities for women. Since 2014, the percentage of our female employees has increased by 6%.

我們致力促進性別平等和為婦女提供適當機會。自2014年以來，我們的女性員工比例增加了6%。

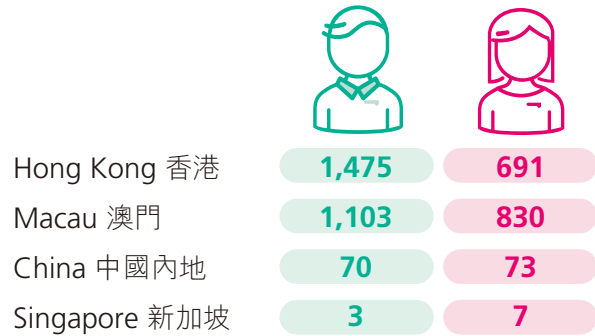
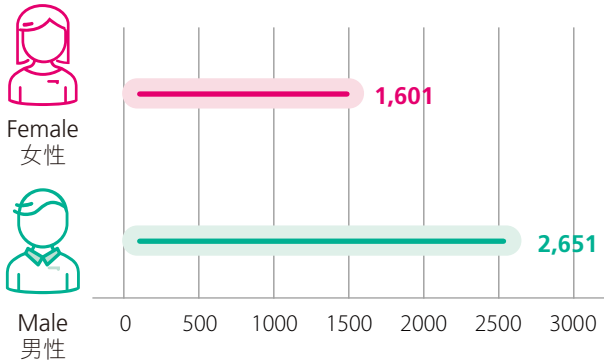


Total Number of Employees in 2019 2019年員工總數

4,252



Total Workforce by Region and Gender 按地區及性別劃分的員工總數



The Group's Code of Conduct, which abides by the Employment Ordinance (Cap. 57) and other regulations related to work and labour practices, makes certain that we operate our business with high standards of ethics and integrity. Relevant policies are in place to prevent unethical behaviour in recruitment, promotion and dismissal, including prevention of discrimination and forced or child labour.

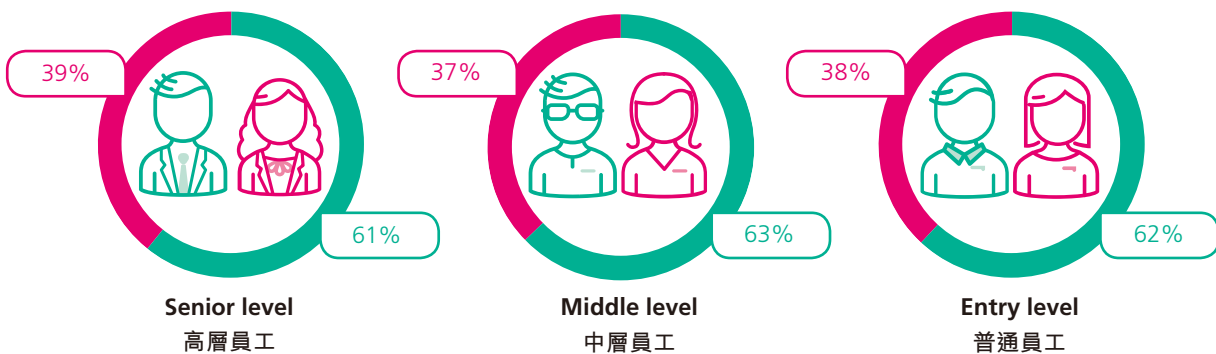
本集團的《行為守則》遵守《僱傭條例》(第57章)和其他與工作和勞工慣例有關的法規，確保業務符合專業及道德要求。我們設有相關政策，以防止招聘、晉升和解僱中可能出現的不道德行為，包括防止歧視和強迫勞工或童工。

We are determined to create a workplace free from discrimination and institutional barriers, and where all employees are provided with equal access to employment and development opportunities, regardless of age, gender, ethnicity, marital and family status, and physical impairment. Discrimination is not tolerated by the Group. Our employees are encouraged to engage in two-way communication with the management through various channels, including email, intranet and newsletters. A confidential grievance mechanism is in place to encourage our employees to express their concerns related to any unwanted behaviour or harassment.

我們致力創建一個沒有歧視及制度性障礙的工作環境，確保全體員工不論年齡、性別、種族、婚姻和家庭狀況以及傷健狀況，都獲得平等的就業和發展機會。本集團不容忍歧視事件。我們鼓勵員工通過各種渠道與管理層進行雙互溝通，包括電子郵件、內聯網和新聞通訊。我們亦鼓勵員工透過集團的保密申訴機制，表達對任何不良行為或騷擾的不滿。

Gender Distribution by Employment Category 按職級劃分的性別分佈

● Female 女性
● Male 男性



Our employees are provided with attractive remuneration and benefits package, including overtimes pay, retirement benefits, training subsidies, discretionary performance bonuses and an extensive range of leave entitlements.

我們為員工提供可觀的薪酬福利待遇，包括超時工作補償、退休福利、培訓津貼、酌情年終酬金及各種的有薪假期等。

To equip employees with a better understanding of privacy / personal data protection and relevant legislation, our Macau Office invited the Office for Personal Data Protection of Macao SAR Government to hold a seminar for different departments in July. A total of 83 employees attended the seminar with great enthusiasm.

為了使員工更了解隱私或個人資料保護等相關法律，澳門辦事處在七月邀請了澳門個人資料保護辦公室，為不同部門舉辦了一次研討會，共有83名員工踴躍參加。



A new Personal Data Protection (Privacy) Policy shall be released in the first quarter of 2020 in our Macau Office to further strengthen our effort to promote personal data protection.

澳門辦事處將於2020年第一季發佈新的個人資料(私隱)政策，加強我們保護個人資料方面的工作。

Since 2016, we have made good use of WeChat, a widely used social media platform to communicate our latest information regarding recruitments, employee relations and sustainability initiatives to the staff in our Macau operations.

自2016年以來，我們透過普及的社交媒體平台－微信，向澳門的員工傳達有關招聘、員工關係和可持續發展活動的最新資訊。

In September, our Macau Office held the “Employees’ Children Education Award Ceremony 2019” at Macau Tower in recognition of academic excellence of our employees’ children. During the reporting period, a total of 37 children of 29 employees were awarded.

澳門辦事處於九月在澳門旅遊塔舉行了「2019年員工子女學業優異獎頒獎禮」，以獎勵員工子女的學業成就。於報告期內，共有29名僱員的37名子女獲獎。





Internship Opportunities for All

To provide career development opportunities to young people from all backgrounds, the Group has continued to offer internship possibilities through partnership with various educational institutions.

The Group has collaborated with Chi Lin Buddhist Secondary School to organise the Summer Internship Programme for three consecutive years since 2017, giving students the chance to learn about property management and gain work experience in the society. In these three years, 5 students participated in the programme, among them 4 had special educational needs. During the programme, and under the mentorship of our staff, these students gave clerical support to the Management Office of Shun Tak Centre.

In 2019, Grand Lapa supported Macau Government's Work Experience Programme, which offers a tailor-made internship opportunity to students with special needs. Our experienced staff served as mentors to provide them with holistic support and guidance. In accordance with their own interest and capability as assessed by their mentors, a total of 7 interns were arranged to work at different departments in Grand Lapa. These interns had performed beyond satisfaction. Ah Kit, one of the interns, has become a permanent staff in the Engineering department. We will continue to support this meaningful programme next year.

提供工作實習機會

為了提供職業發展機會給不同背景的青年人，本集團繼續與各教育機構合作，提供實習計劃。

自2017年以來，本集團已連續三年與佛教志蓮中學合作，舉辦暑期實習計劃，為學生提供機會學習物業管理實務的工作經驗。三年內有5名學生參加計劃，其中4名是有特殊教育需要的學生。在計劃期間，學生在員工的指導下為信德中心管理處學習文書工作。

金麗華酒店在2019年聯同澳門政府舉辦了工作體驗活動，為有特殊需要的學生提供度身訂造的實習機會。我們經驗豐富的員工作為導師，為學生提供全面的指導和支持。導師評估7名實習生的興趣和能力後，安排他們在金麗華酒店不同部門工作。實習生們的表現令人滿意，而其中一名實習生阿杰更轉聘為工程部門全職員工。明年我們將繼續支持這意義非凡的計劃。

Ah Kit has performed beyond our expectation. He is humble and willing to learn and has established good relationship with all our team members. He has demonstrated technical knowledge well and we think he will unleash more potential in the future.

阿杰的表現超出了我們的預期。他為人謙虛並樂於學習，與我們團隊所有成員建立了良好的關係。他充分表現他的專業技術知識，我們認為他能在將來發揮更大潛力。

Terry Lok 陸永麟
Area Director of Engineering
區域工程部總監

Talent Acquisition and Retention 人才招募及保留

Attracting and retaining talents who share the same vision and values of the Group is essential to our long-term development. Throughout the Group, we have deployed abundant resources to cultivate essential skillsets and create development paths for our new hires and existing employees.

A variety of programmes have been introduced by different businesses within the Group to recruit qualified candidates amid challenging circumstances such as talent shortage in the maritime industry.

吸引和保留與集團願景及價值觀一致的人才，有助集團長遠發展。集團投放大量資源，讓員工培養技能，為新員工和在職員工創造發展機會。

集團旗下不同業務部門推出各種招募合適人才的計劃，應對如航海業人才短缺等嚴峻的挑戰。

Industrial Visits for Students

Organised by the Hong Kong Institute of Chartered Secretaries, 10 students from the St. Mary's Canossian College visited the Group's headquarters and TurboJET's Control Centre in April 2019. The visit gave the students a glimpse of the business world.

TurboJET regularly lines up shipyard and terminal visits for secondary schools and higher education institutions to broaden students' understanding of the marine industry. Visiting students reaped the benefits of learning about business operation and development of marine navigation from our experienced staff.

Macau Office and Macau Tower coordinated a Learning Tour for the Macau Institute of Management and Wuyi University. Approximately 60 participants, including students from Mainland China and Macau studying property management, visited Macau Tower in July 2019. Seminars were arranged by various Macau Tower departments, including the Facility Management and Group Human Resources. The tour not only provided a learning opportunity to the visiting students, but also facilitated meaningful exchanges between these students.



"Be Yourself" Programme

This year, Grand Coloane launched the "Be Yourself" Programme, a series of activities which aim to encourage employees to express their own personality and style in the workplace. Introduced in the last quarter of 2019, the "Blue Jeans on Friday" campaign allows non-uniform colleagues to dress in casual wear on Fridays.

Enhancing Employees' Sense of Belonging and Collaboration

Different business units within the Group continue to organise social activities to boost employees' sense of belonging and nurture team spirit. In 2019, a social gathering allowance was given to each employee to encourage him / her to spend time with his / her colleagues in a relaxing atmosphere after work. Also, cross-department staff outing activities were organised to enhance social bonding.

為學生舉辦行業參觀

來自嘉諾撒聖瑪利書院的10名學生參加了由香港特許秘書公會主辦的活動，在2019年4月參觀集團的總部和噴射飛航控制中心，使學生們一睹商業世界的運作。

噴射飛航定期安排中學和高等教育機構的學生參觀船塢及碼頭，以增加學生對航海業的認識。我們經驗豐富的員工透過悉心講解，讓到訪的學生了解業務運營和航海業的發展。

澳門辦事處與澳門旅遊塔為澳門管理學院及五邑大學舉辦了一次學習之旅。2019年7月，一行約60位來自中國內地和澳門修讀物業管理的學生參觀了澳門旅遊塔。澳門旅遊塔的各部門，包括設施管理部和集團人力資源部更為他們安排了講座，使到訪學生不僅透過這次參觀獲得學習機會，還促進了學生之間有意義的交流。



「活出真我」計劃

今年，鸞環海天度假酒店推出了「活出真我」計劃，舉辦一系列活動以鼓勵員工在工作場所展現自己的個性和風格。鸞環海天度假酒店在2019年最後一季推出首個活動「藍色牛仔褲日」，讓非制服員工在星期五穿休閒服上班。

增強員工的歸屬感和協作意識

集團內各業務部門繼續舉辦員工社交活動，增強員工的歸屬感和培養團隊精神。在2019年，集團為每位員工提供了社交聚會津貼，鼓勵員工下班後與同事在輕鬆的氛圍中共渡時光。此外，集團還舉辦跨部門的郊遊活動，增進員工之間的聯繫。

Training and Development 培訓與發展

Continuous high-quality training is essential to employees' development and the Group's long-term growth. We provide our employees with a wide spectrum of internal and external training opportunities to deepen their professional knowledge as well as interdisciplinary skillsets. To promote life-long learning, we offer our employees examination leave and educational subsidies which enable them to participate in their preferred external training. During the reporting period, our employees across the Group accumulated more than 23,000 training hours and participated in more than 380 training courses.

持續而高質素的培訓對於員工的個人發展和集團的長期發展至關重要。我們提供員工廣泛多元的內部和外部培訓機會，加深他們的專業知識和跨領域技能。為了推廣終身學習，我們為員工提供有薪考試假期和教育津貼，使他們能夠參加外部培訓。報告期內，本集團的員工累計培訓時數超過23,000小時，共參加了超過380項培訓課程。

Total Training Hours 總培訓時數

Over **23,000** hours
超過**23,000**小時



Average Training Hours per Employee 每位員工的平均培訓時數

5.5 hours
5.5小時



Average Training Hours by Gender 按性別劃分的平均培訓時數



Female 女性
4.1 hours
4.1小時



Male 男性
6.3 hours
6.3小時

Percentage of Employees Received Training by Employment Category 按職級劃分的員工受訓百分比

Senior Level
高層員工
87.7%



Middle Level
中層員工
63.6%



Entry Level
普通員工
78.4%



The Group also offers our employees other learning opportunities, including training sessions on leadership and management, safety awareness, employee well-being, corporate culture and personal professional development. This year, to ensure our employees keep abreast of the latest ordinance requirements, we organised human rights related programmes. "Workshop on Influencing Supervisor Skills" was also held to sharpen our leaders' management skills. We regularly review employees' job responsibilities to make sure they have the essential skills to support our operational needs.

本集團亦為員工提供其他學習機會，包括有關領導才能和管理技巧、安全意識、員工健康、企業文化和個人專業發展等的培訓課程。今年，為了確保我們的員工了解最新的法規要求，我們舉辦了多項與人權相關的培訓課程。此外，我們也舉辦「主管技能工作坊」，增強督導職級的管理技巧。我們定期評估工作崗位職責的變化，並提供相關技能培訓，使員工能配合業務需求。



Highlights of key training and career development programmes in 2019:

Leadership Training Programmes offered by Artyzen Hospitality Group

Artyzen Hospitality Group has organised on-going specialised trainings to develop staff members' professional competence across business units, and has been enriching the training curriculum to meet the needs of different levels from senior management to frontline employees.

In 2019, three new leadership training programmes were provided to our employees at supervisory and managerial levels at our hotels in Macau, Beijing and Shanghai:



- **“Agile Leader” training programme** aims to enhance situational leadership skills (including directing, coaching, delegating and motivating), and skills in giving and taking feedback.
- 「敏捷的領導者」培訓計劃旨在增強學員的情境領導技能(包括指導、輔導、委派工作和激勵員工)，及提供和接受回饋的技能。
- **“Walk the Talk” training programme** aims to develop skills in setting priority, managing time, active listening and building trust.
- 「言行一致」培訓計劃旨在培訓學員為工作制定優先次序、管理時間、積極聆聽和建立信任的技能。
- **“Building Collaborative Team” training programme** aims to boost team members' knowledge in building highly effective team and in embracing diversity in the team.
- 「建立協作團隊」培訓計劃旨在增強團隊成員建立高績效團隊的能力，並包容團隊的多元性。

During the reporting period, 66, 60 and 28 employees joined the “Agile Leader”, “Walk the Talk” and “Building Collaborative Team” training programmes respectively.

在本報告期間，66、60和28名員工分別參加了「敏捷的領導者」培訓計劃、「言行一致」培訓計劃和「建立協作團隊」培訓計劃。



“Art of Service” Training Programme

Grand Lapa organised the “Art of Service” training programme for the entire staff in 2019. Through games and outing activities, we helped our employees, of whom 70% are from the overseas, understand and appreciate Macau's culture, history and tourist attractions.

Cross-Training for Grand Lapa and Grand Coloane

This year, Grand Lapa and Grand Coloane implemented “Exchange Opportunities”, offering employees the chance to work in both hotels (e.g. Grand Lapa's staff to work in Grand Coloane and vice versa) for a period of time. This cross training gives employees a chance to work in a different environment, which would improve their flexibility, productivity, and marketability. Team's versatility can also be greatly enhanced through this cross-training.

2019年重點培訓和職業發展計劃的亮點：

雅辰酒店集團領袖培訓計劃

為了提高員工在各業務部門的專業能力，雅辰酒店集團舉辦持續的專業培訓，並不斷優化其培訓內容，以滿足從高層到前線員工等不同職級的培訓需求。

2019年，我們為澳門、北京和上海酒店的主管和經理提供了三個新的領袖培訓計劃：



「服務的藝術」培訓計劃

金麗華酒店在2019年為全體員工舉辦了「服務的藝術」培訓課程，當中70%員工來自海外，是次培訓通過遊戲和戶外活動，讓員工了解和欣賞澳門的文化、歷史和旅遊景點。

金麗華和鷺環海天酒店的交流培訓

今年，金麗華和鷺環海天度假酒店實施「交換培訓計劃」，讓雙方員工可在兩所酒店工作(例如金麗華酒店的員工可在鷺環海天度假酒店交替互換工作)。這些培訓使我們的員工有機會嘗試在不同的情景工作，大大提升他們處事的靈活性、生產力和建立他們的市場競爭力，亦增強團隊全面能力。

Employee Wellness 員工健康

Mindful of our staff's physical and mental well-being, the Group organised the following wellness programmes during the reporting period.

本集團一直重視員工的身心健康。集團在報告期內舉行了以下相關的健康活動：



Taichi Workshop and "Understanding Colorectal Cancer" Seminar

「太極—八段錦體驗」工作坊及「認識大腸癌」健康講座

The Group organised a Taichi workshop to teach employees Taichi techniques. In addition, a health talk on causes and prevention of colorectal cancer was held.

集團舉辦了「太極—八段錦體驗」工作坊，讓員工學習八段錦入門八式。此外，集團還舉辦了「認識大腸癌」健康講座，讓員工了解大腸癌成因和預防的方法。

Herpes Zoster Health Seminar 帶狀疱疹健康講座

The Group held a herpes zoster health seminar in collaboration with China Construction Bank. A professional Chinese medicine practitioner was invited to talk to our employees about causes and common treatments of herpes zoster.

本集團與中國建設銀行合作舉辦「帶狀疱疹健康」講座。我們邀請了專業中醫師為員工講解帶狀疱疹的病因及常見的治療方法。

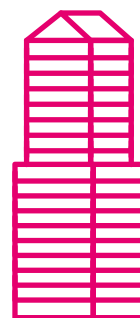


Chinese Medical Health Care 中醫保健養生講座

Macau Office invited a professional Chinese medicine practitioner from the Guangzhou University of Chinese Medicine to hold a Chinese medicine health care talk at Macau Tower. The talk was about causes, prevention, diet therapy and acupressure of spleen and stomach sickness.

澳門辦事處邀請了一名來自廣州中醫藥大學的醫師在澳門旅遊塔舉辦中醫保健養生講座，分享脾胃問題的成因、預防、食療及穴位按摩等資訊。





Shun Tak Dragon Boat Team 信德集團龍舟隊

Since 2007, we have offered training and professional coaching to our employees in dragon boat races. This June, with persistence and endeavour, our Macau Office's Dragon Boat Team came in 8th place at the local dragon boat race, and second in the Grade C semi-finals of the 2019 Macao International Dragon Boat Races.

自2007年以來，我們為員工提供專業教練的培訓，以參加龍舟競賽。今年六月，信德集團(澳門)龍舟隊經過不懈的努力，在澳門賽事中取得全場第八名，並於2019年澳門國際龍舟賽取得丙組決賽第二名的佳績。



World Challenge Day 2019 世界挑戰日 2019

To promote exercising habit among our employees, we participated in the World Challenge Day organised by the Macau Sports Bureau and the Macau Municipal Affairs Bureau. Macau Office provided a coach to lead our employees in a 15-minute stretching exercise. A total of 70 employees participated in 2019's World Challenge Day. 為鼓勵同事保持良好的運動習慣，我們參與了由澳門體育局及市政署舉辦的世界挑戰日。澳門辦事處派出教練帶領一眾同事進行15分鐘的伸展運動，是次活動共70位同事參與其中。

Shun Tak Staff & Family Movie Day 信德親子電影日

During summer holiday, Macau Office specially arranged two family movie days in July for our staff and their families to enjoy the movie "Spider-Man: Far from Home". Snacks and drinks were offered and a signing board was made for group photos taking. The event successfully created a joyful atmosphere in the summer days.

暑假期間，澳門辦事處特意舉辦兩場員工親子電影日，安排員工與家人於七月一同欣賞電影「蜘蛛俠：決戰千里」。集團更提供小食、飲品和佈景板以供合照。是次活動成功創造充滿歡樂氣息的夏日。



Occupational Health and Safety 職業健康與安全

Occupational Health and Safety (“OHS”) is of utmost importance to the Group as we want to safeguard the work environment of our people. We comply with relevant OHS regulations and regularly identify, monitor and review potential risks throughout our operations. For businesses where OHS related risks are high, including Property Management, Cleaning Services and Transportation, we reinforce our health and safety measures by implementing management systems that meet international standards. Accredited with OHSAS 18001 in 2018, our Property Management businesses in Hong Kong and Macau ensure that the highest standards of OHS are incorporated into the management processes, and are in full compliance with local legislation and codes of practice. At TurboJET, a dedicated Safety Committee is charged with the responsibility of making certain that OHS practices are monitored and evaluated.

The Group provides practical OHS training across our business units, making sure that employees are aware of, and trained in dealing with, risks related to their daily work.

我們致力維護員工的工作環境，因此職業健康與安全(職安健)對本集團至為重要。我們遵守相關的職安健法規，並定期識別、監控及檢視各業務部門的潛在風險。對於物業管理、清潔服務及運輸等職安健風險較高的業務，我們通過實施符合國際標準的管理系統，加強健康及安全措施。本集團在香港及澳門的物業管理業務於2018年榮獲OHSAS 18001認證，確保將最高的職安健標準納入管理程序，並完全符合當地法例及業務守則。噴射飛航亦特別成立安全委員會，專責負責對職安健常規進行監察及檢討。

本集團向各業務部門提供職安健實務培訓，確保僱員因應所屬崗位的工作風險有充份認識及適當培訓。



6,889 hours
of OHS training received by employees in 2019
2019年員工接受共**6,889**小時職安健培訓



The Group has continued to carry out various OHS related activities to guard the health and safety of our employees. Retrofit of lighting equipment at our Head Office was conducted to ensure there is adequate and suitable amount of light in the workplace. Also, the Group carried out a safety check of office chairs for our employees.

TurboJET organised a Fire Safety Seminar in June to remind employees of the importance of fire safety. Our employees learnt the proper way to react during the fire breakout and practiced using the fire extinguisher to put out the fire under the guidance of professional firefighters.

TurboJET invited a representative from the Labour Department to lead the seminar “Prevention of Common Gastrointestinal Diseases at Work” to foster a culture of disease prevention in the workplace and to encourage employees to practice healthy habits in daily lives. Simple and useful stretching exercises to relieve stress were also introduced to our employees.

本集團繼續推行各種與職安健相關的活動，以保障員工的健康和安全。我們翻新了總部的照明設備，確保工作場所中有足夠的光線。此外，本集團亦進行辦公椅安全檢查，確保員工安全。

噴射飛航在六月舉辦「防火安全講座」，提醒員工注意消防安全。我們的員工學習火警時的正確處理方法，並在專業消防員的指導下練習使用滅火器。

噴射飛航邀請了勞工處的代表主持「工作與常見的腸胃病」講座，藉以在工作場所培養預防疾病的文化，鼓勵員工在日常生活中養成健康的習慣，導師還向員工介紹了一些簡單而實用的伸展運動以減輕壓力。

Online TurboJET Safety and Health Prize Quiz

The first TurboJET "OHS Quiz", a company-wide competition organised by the TurboJET's Safety Committee, was held between 28 May and 27 June 2019. The competition aimed to encourage employees to keep abreast of the latest OHS information and to continue to learn about safety.

Employees could join the competition easily through their mobile phones by scanning the QR code. The 50 questions in the Quiz were in-depth and diverse, including questions on safety management, safety working procedures, risk assessment, crisis management and OHS legislation etc. In addition to being tested on professional knowledge, employees were also required to conduct some research on relevant OHS information.

Outstanding result was attained by our employees:



A total of 763 employees joined the competition

共有**763**名員工
參加比賽



44 employees got full marks

44名員工
獲得滿分



Over 20% of employees got more than

90%
of the total mark
超過**20%**的員工
獲得逾總分的**90%**

An award ceremony was held in July to acknowledge and appreciate employees' enthusiastic participation. Forty four individuals were awarded for their outstanding performance, and nine departments were acknowledged for their 100% participation rate.

我們於七月份舉行頒獎典禮，以表揚員工職安健的傑出表現與努力。共有9個部門獲得100%的參與獎及44位同事獲得個人優異獎。



噴射飛航職安健問答比賽

為鼓勵員工了解有關職安健的最新資訊及繼續學習安全知識，噴射飛航安全委員會於5月28日至6月27日期間舉辦首屆「噴射飛航職安健問答比賽」。

員工只需以手提電話掃描二維碼，便可隨時隨地參與問答比賽。比賽包含50條題目，內容深入而多元化，範圍涉及安全管理、工作安全程序、風險評估、危機處理以及職安健法例等。除了考驗員工有關工作的專業知識外，員工還需就題目的內容搜集職安健的相關資料。

我們的員工獲得傑出的成績：



Striving for Excellence
in Our Value Chain
在價值鏈上追求卓越

Striving for Excellence in Our Value Chain 在價值鏈上追求卓越

Integrity, responsibility and compassion are the foundation stones we use to build excellence in our value chain. We have continued to safeguard the quality of our products and services with reliable and accountable management systems. Identification and management of our key social and environmental risks in our supply network are of paramount importance; we therefore focus on a wide spectrum of sustainability topics across our value chain spanning the property, transportation, hospitality and investment sectors.

本集團貫徹守信、負責任及真誠的宗旨，以構建卓越的價值鏈。我們將繼續通過可靠而負責的管理系統來維持我們產品和服務質素。我們高度重視識別和管理我們供應鏈中的主要社會及環境風險。因此，我們專注於價值鏈中涉及地產、運輸、酒店及消閒和投資業務中一系列可持續發展議題。



Customer Service and Satisfaction 客戶服務與滿意度

The Group actively engages our customers by adopting a multi-level process and seamless communication to assure excellent customer satisfaction is achieved.

本集團採用多元化及有效的溝通渠道與客戶聯繫，確保客戶滿意度達高水平。

Communication channels with our customers 與客戶的溝通渠道：



- Hotline 熱線
- Company website 公司網頁
- Survey 問卷
- Social media platform 社交媒體平台
- In-person meeting 親身會面

Our three-folded strategies for delivering excellence customer services 我們提供優質客戶服務的三項策略：



Comprehend and satisfy customer needs
了解及滿足顧客需要



Safeguard customer interest and protect their health and safety
保障顧客權益並確保顧客健康及安全



Upgrade customer experience
提升顧客體驗

We appreciate the importance of a quality management system, and treat our customers and end-users with consideration and respect. Our Property Management Division in Hong Kong and Macau as well as cleaning services and laundry services in Macau achieved accreditation with the ISO 9001:2015 Quality management system.

To ensure consistent delivery of professional and courteous services throughout our business operations, we organise regular soft skills trainings for our customer service employees.

我們深明實施質量管理系統的重要，並以關心及尊重的態度對待我們的客戶和用家。集團於香港及澳門的物業管理業務部，以及澳門的清潔及洗衣服務業務部，已經成功獲取ISO 9001:2015質量管理系統認證。

為了確保在業務運營中能貫徹提供專業有禮的服務，我們為員工舉辦定期培訓，以提高他們的客戶服務技巧。

Regular Training Courses 定期舉辦的培訓課程

- Grooming and Professional Customer Service
儀容及專業客戶服務管理
- Heritage and Culture
傳統及文化
- Effective Communication and Complaint Handling
有效溝通及投訴處理
- Service Excellence
卓越服務
- Stress Management
壓力管理
- Enhancing Courtesy
改善談吐舉止



During the reporting period, customer satisfaction surveys of Property Management Division, Macau Tower, TurboJET and our hotel Artyzen Habitat Dongzhimen Beijing were conducted to evaluate aspects of business success and aspects requiring improvement.

報告期內，物業管理部、澳門旅遊塔、噴射飛航及北京東直門雅辰悅居酒店進行了客戶滿意度調查，以評估業務表現及有待改善之處。

Average Satisfaction Rate across Our Business Units 各業務部門的平均滿意度：



Property Management attained an average satisfaction rate of **88%** from almost **2,100** residents and tenants.

接近**2,100**名受訪住客及租戶對物業管理業務的平均滿意度為**88%**



Macau Tower accomplished a **100%** satisfaction rate from over **650** visitors.

超過**650**名受訪旅客對澳門旅遊塔的滿意度為**100%**



TurboJET was rated 3 or above on a 1-5 scale of satisfaction from **93%** of **1,000** passengers.

以5分為滿分，共**1,000**名受訪乘客中有**93%**給予噴射飛航滿意度評分3分或以上



Artyzen Habitat Dongzhimen Beijing achieved an average satisfaction rate of **95%** from over **740** guests.

逾**740**名住客對北京東直門雅辰悅居酒店的平均滿意度為**95%**

Advancing Customer Connection and Services 促進客戶聯繫和服務

Throughout the Group, continued efforts are made to provide high quality products and services that exceed the expectations of our customers.

集團上下一直努力提供超出客戶期望的高質素產品和服務。



Enhance Tenant Experience with Technology 以科技提升租戶體驗

Our Property Management Division upgraded its Facility Management System to optimise facilities efficiency and to simplify daily operation procedures during the reporting period. Electronic billing documents and reminders will be put in place to link with the accounting system.

The “Property Handover System” was launched in 2018 to replace paper-based documents involved in the properties handover process among different property management teams and buyers with an electronic version. This system continues to enhance customer experience while also minimising paper consumption.

我們的物業管理部於報告期內優化了其設施管理系統，改善設施效率並簡化日常運營程序。另外，電子賬單文件和催繳通知書亦將連接到會計系統。

我們於2018年實行「物業交收系統」，以電子版本取代各物業管理團隊和買家之間的紙質交易文件。此系統除了持續提升客戶體驗外，同時更大大減低紙張消耗。

Go Green with Our Residents 與居民齊齊實踐環保

In November, we organised a visit to the Sham Shui Po Community Green Station for the residents of liberte as a way to engage our residents in the community. We introduced the environmental facilities of the station, including bikes powered by kinetic energy and playground with facilities made from recycled materials. Our residents actively joined the natural body cream workshop where they made their own body cream from natural materials.

我們在十一月與昇悅居居民參觀「綠在深水埗」社區環保站，也藉此鼓勵居民參與社區活動。我們介紹了站內的環保設施，包括動能發電單車和升級再造遊樂設施。居民更興致勃勃地參加了天然潤膚霜工作坊，用天然材料製作了自己的潤膚霜。



“Chatham Barter Day” Household Recycling

On 19 January, 1 June and 12 October of this year, we organised the “Chatham Barter Day” household recycling activity to encourage our Chatham Gate residents to recycle. Residents bartered waste paper, plastics or metals for souvenirs; and were reminded to empty and clean the recyclable materials.

昇御三色回收日

為了鼓勵居民實踐回收，我們分別於1月19日、6月1日和10月12日在昇御門舉辦了「昇御三色回收日」家居回收活動。居民以清潔乾淨的廢紙、塑膠或金屬換取小禮品。

Paper Reduction on Vessels

Since 2017, TurboJET has reduced the number of Horizon magazine distributed on our vessels. During the reporting period, TurboJET launched “Paper Reduction on Vessels”, a new initiative to further cut down on paper consumption. Distribution of newspaper on the vessels was reduced in December 2019 as free WiFi was available. The quantity of newspaper distributed has reduced by over 80%.

減少船隻上的用紙量

自2017年以來，噴射飛航已減少在船隻上派發《飛航天地》雜誌。報告期內，噴射飛航推出在船上減少用紙量計劃，以進一步減少紙張消耗。由於船隻已配置免費WiFi，我們於2019年12月取消在船上派報紙，使報紙派量減少超過80%。

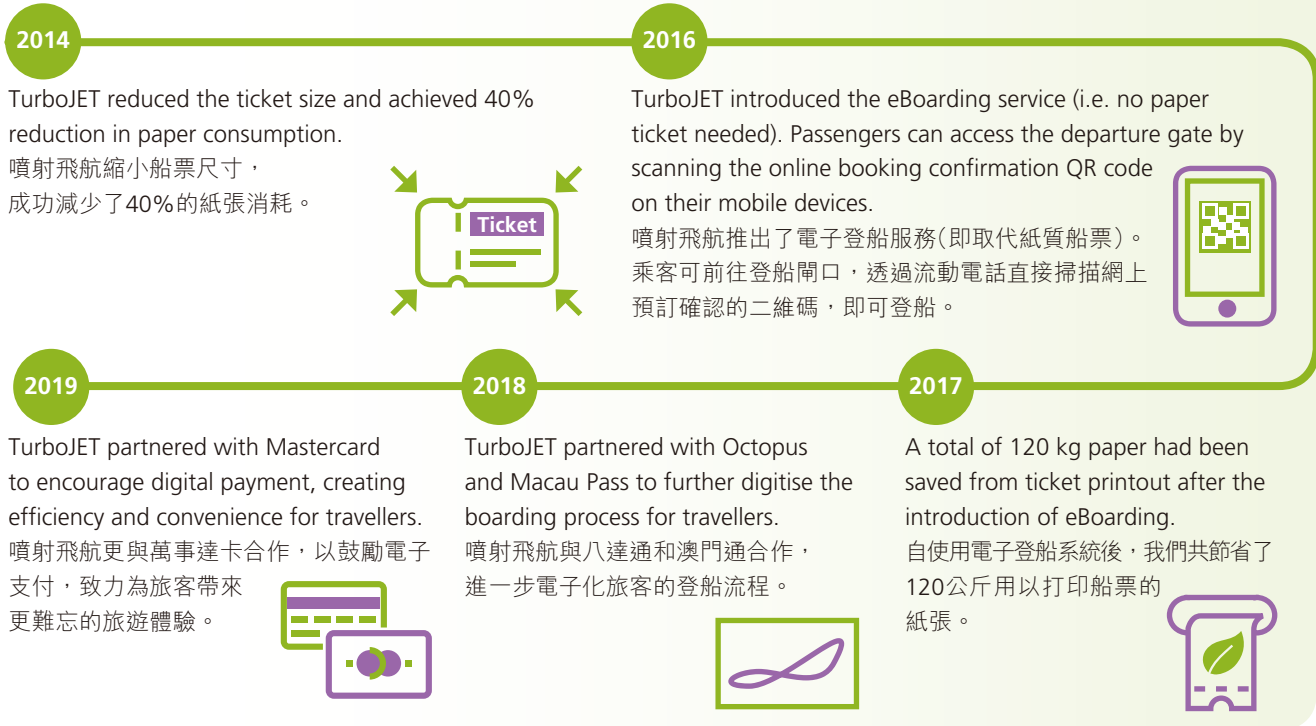


TurboJET – Making the Journey from Cash to Electronic Payments

In the era of digitalisation, we have continued to upgrade our boarding and payment systems to enhance our customers' travel experience across Hong Kong and Macau. This seamless process has facilitated the spatial connection and economic integration of transport system in the Greater Bay Area.

噴射飛航— 從現金購票到電子支付的進程

在這個電子化的時代，我們持續優化登船流程及電子支付系統，提升乘客在往返香港和澳門的旅遊體驗。流暢的登船過程促進了大灣區運輸系統的連接和經濟整合。



Customer Privacy and Security

We require all our employees to abide by the Code of Conduct which fully complies with applicable laws and regulations and industry guidelines. We place great emphasis on the management of our customers' and employees' confidentiality and data privacy through adhering to the Personal Data (Privacy) Ordinance (Cap. 486). Each business division within our Group has introduced its respective data privacy policy. To further demonstrate our commitment to protect our customer privacy and security, a new HR Personal Data Protection (Privacy) Policy shall be released in the first quarter of 2020 in our Macau Office.

The provision of reliable, accurate and transparent data is of utmost importance to our customers. Therefore, in all our sales arrangement, marketing and sales materials, we fully abide by the Residential Properties (First-hand Sales) Ordinance (Cap. 621), which details the extensive statutory requirements imposed on developers in Hong Kong. When conducting sales activities in Macau, we comply with all relevant laws and regulations including 「承諾轉讓在建樓宇的法律制度」 and 「房地產中介業務法」 issued by the Macao SAR government. During the reporting year, there were no significant cases of non-compliance in relation to the breach of customer privacy and loss of customer data.

客戶私隱和保障

我們要求所有員工堅守《行為守則》，該守則完全符合適用的法律法規和相關行業準則。我們亦非常重視藉遵守第486章《個人資料(私隱)條例》管理客戶和員工資料的保密性和私隱性。集團內的所有業務部門均已建立各自的資料私隱政策。為表示我們對客戶私隱和安全性的承諾，於2020年第一季，澳門辦事處開始實施新的人力資源管理個人資料(私隱)政策。

集團明白提供可靠、準確和透明的資料對我們的客戶非常重要。因此，我們在所有的銷售安排、市場推廣和物業銷售資料中，完全遵守第621章《一手住宅物業銷售條例》，其中詳細規定了對香港地產發展商的廣泛法定要求。在澳門進行物業銷售活動時，我們遵守所有相關法律法規，包括澳門特別行政區政府頒布的《承諾轉讓在建建築物的法律制度》和《房地產中介業務法》。在報告年度內，集團沒有涉及違反客戶私隱和丟失客戶資料的重大違規個案。



The Group is committed to cultivating a barrier-free environment and culture to enhance social integrity. In support of Macao SAR government's policy to build Macau into a barrier-free city, we have continued to build facilities with unimpeded accessibility across our managed properties. On our premises, disabled lifts, access ramps, directional tiles and priority seats for disabled and wheelchair users are installed; and dedicated rooms for breastfeeding are put in place for breastfeeding mothers.

Responsible Supply Chain Management

We convey our messages of sustainable development to stakeholders in our supply chain, and integrate our green practices into our distribution networks. The Group has practiced green procurement by incorporating health and environmental concerns during the evaluation procedures of our suppliers and contractors. Specific sourcing and tendering protocols are developed by each business unit to cater to the variation of supply chain practices of individual units.

With regard to the geographical locations of our major suppliers, the vast majority of our suppliers are in Hong Kong and Macau, and they account for over 80% of our total suppliers in 2019. A small portion, 20% of our suppliers are from other regions.

During the procurement process, our suppliers' track records of social and environmental compliance are taken into account. Preferences are given to suppliers with sustainability credentials when possible, balancing quality, cost effectiveness and environmental impacts.

To build up our suppliers' capacity to identify, manage and mitigate their social and environmental risks, we organise training courses for them to make sure they are knowledgeable in the relevant fields. We have established various effective communication channels with our suppliers and contractors, such as conducting site inspections and attending meetings with our project management team. We conduct regular inspections to provide effective precautionary measures, accurate risk identification and suitable mitigation measures. TurboJET continues to facilitate close liaison between our office and site staff through regular Safety Committee meetings with its on-site workers. Important issues related to customers and employees' safety are discussed in the safety meetings and respective follow-up actions are carried out.

At Macau Tower, our key vendors from Hong Kong, Macau and China are encouraged to carry out various green practices, including the use of biodegradable packaging materials and the provision of recycled content products.

In our hospitality business, various requirements are imposed on our suppliers to ensure sustainable procurement is practiced, including the use of biodegradable bathroom amenities and the replacement of single-use plastic items in our catering sector.

We require key suppliers of our new hotel projects in China to use substances from sustainable sources or 100% recycled content carton boxes as paper packaging materials for our furniture items. We also require them to use biodegradable packaging materials for our guest room amenities.

本集團致力營造無障礙環境和文化，以提升社會誠信。為了支持澳門特別行政區政府將澳門建設成為無障礙城市的政策，我們在旗下物業中建設無障礙設施。我們的物業安裝了方便殘疾和使用輪椅人士的電梯、斜台、導盲地磚及優先座，並設立母乳餵哺室。

負責任的供應鏈管理

我們向供應鏈中各持份者傳達可持續發展的訊息，並將我們的環保措施融入到供應鏈中。本集團在評審供應商和承建商的程序中加入健康和環境標準以實踐綠色採購。各業務部門自行制定採購和招標準則，以迎合個別部門不同的供應鏈實施需求。

就我們主要供應商的地理位置而言，我們絕大多數的供應商都來自香港和澳門，佔2019年供應商總數超過80%，另外20%的供應商則來自其他地區。

在採購過程中，我們會考慮供應商的社會和環境合規記錄。我們會平衡質素、成本效益和環境效益的考慮因素，並優先考慮可持續發展表現較佳的供應商。

為了增強我們的供應商在識別、管理和減輕其社會和環境風險的能力，我們提供培訓課程，以確保他們具相關領域的知識。我們已經與供應商和承建商建立各種有效的溝通渠道，例如進行地盤巡查及與項目管理團隊進行會議。我們定期檢查及採取有效的預防措施，準確地識別風險和實施適當的緩解措施。噴射飛航亦通過與前線員工定期召開的安全委員會會議，持續促進辦公室與前線員工之間的密切聯繫。我們在會議上討論與客戶和員工安全有關的重要議題，並採取相應的後續行動。

在澳門旅遊塔，我們鼓勵來自香港、澳門和中國大陸的主要供應商實踐各項環保措施，包括使用可生物降解的包裝材料和提供回收再造的產品。

在酒店及消閒業務中，我們對供應商提出了多項要求，以確保實行可持續採購，包括使用可生物降解的浴室用品及在我們的餐飲服務中以可生物降解製品取代即棄塑料製品。

我們要求在中國新酒店項目的主要供應商使用來自可持續來源或由100%回收再造的紙箱作為包裝傢俬的物料。此外，我們亦要求供應商在我們的客房用品中使用可降解的包裝材料。

Major Recognitions, Awards, Charters & Memberships

主要嘉許、獎項、約章及會籍

Our achievements in corporate governance, social responsibility, environmental protection, and quality and customer service have received a number of accolades. The following list details the awards and recognitions we attained in 2019, which are arranged in alphabetical order.

我們在企業管治、社會責任、環境保護與品質及客戶服務的成就獲得社會各界的多項讚譽。下表依英文字母次序排列出了本集團於2019年獲得的獎項和嘉許。

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
Corporate Governance and Social Responsibility 企業管治及社會責任		
2018-19 "Hong Kong Citizen Hong Kong Heart" Volunteer Ambassador Program Commendation Certificate 2018-19《香港人•香港心》義工大使行動嘉許狀	Social Welfare Department 社會福利署	STHL 信德集團
BDO ESG Awards 2019 BDO 環境、社會及管治年度大獎 2019	Best in ESG Award – Middle Market Capitalisation ESG 最佳表現大獎—主板中市值 Best in Reporting Award – Middle Market Capitalisation 最佳 ESG 報告大獎—主板中市值	BDO Limited 香港立信德豪會計師事務所有限公司
Caring Company Logo 「商界展關懷」標誌	15 Years Plus Caring Company Logo 十五年 Plus 「商界展關懷」標誌	The Hong Kong Council of Social Service 香港社會服務聯會
	10 Years Plus Caring Company Logo 十年 Plus 「商界展關懷」標誌	STHL 信德集團 TurboJET 噴射飛航
Constituent of Hang Seng Corporate Sustainability Benchmark Index 恒生可持續發展企業基準指數成份股	Hang Seng Indexes Company Limited 恒生指數有限公司	STHL 信德集團



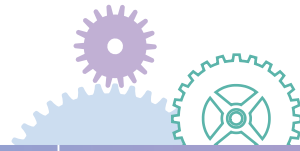
Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
Good MPF Employer 5 years and presented with e-Contribution Award and MPF Support Award 積金好僱主5年及「電子供款獎」及「積金推廣獎」		The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局	STHL 信德集團 STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STDL 信德發展有限公司 STHSL 信德旅業服務有限公司 MMCL 澳門東西有限公司 STTSL 信德旅遊有限公司 STREL 信德地產有限公司 STTIHL 信德旅遊投資控股有限公司 TurboJET 噴射飛航	
Good MPF Employer and presented with e-Contribution Award and MPF Support Award 積金好僱主及「電子供款獎」及「積金推廣獎」			STCMSL 信德會所管理服務有限公司	
Happiness-at-Work Promotional Scheme 2019 「開心工作間」推廣計劃2019	Happy Company 開心企業	Promoting Happiness Index Foundation and Hong Kong Productivity Council 香港提升快樂指數基金及香港生產力促進局	STPL 信德置業管理有限公司(香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司(香港)	liberté 昇悦居
			TurboJET 噴射飛航	



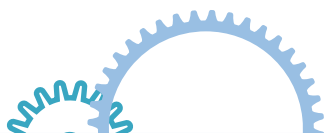
Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
Joyful@Healthy Workplace Charter 好心情@健康工作間約章	Signing Organisation 簽署機構	The Department of Health, Labour Department and the Occupational Safety and Health Council 衛生署、勞工處及職業安全健康局	STHL 信德集團 STTSL 信德旅遊有限公司	
			STPL 信德置業管理有限公司 (香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司 (香港)	Chatham Gate 昇御門 liberté 昇悅居 The Belcher's 寶翠園 The Westwood 西寶城
Manpower Developer Award Scheme 人才企業嘉許計劃	Manpower Developer Award (2019-2021) 人才企業獎 (2019-2021)	Employees Retraining Board 僱員再培訓局	TurboJET 噴射飛航	
Mental Health Friendly Organisation 精神健康友善機構		The Department of Health and Advisory Committee on Mental Health 衛生署及精神健康諮詢委員會	STHL 信德集團	
			STPML 信德物業管理有限公司 (香港)	liberté 昇悅居
Outstanding Disabled Employees and Talent Recognizing Employers Award Program 2019 2019優秀殘障僱員暨識才僱主嘉許計劃		Macao SAR Government Labour Affairs Bureau and Social Welfare Bureau 澳門特別行政區政府勞工事務局及社會工作局	STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	
Outstanding Fundraising Volunteer Team 義工團體傑出籌款獎		Oxfam 樂施會	STH(M)L 信德集團控股(澳門)有限公司	
The 10 th Hong Kong Outstanding Corporate Citizenship 第十屆香港傑出企業公民	Merit Award (Enterprise Category) 優異獎(企業組別)	Hong Kong Productivity Council and Committee on the Promotion of Civic Education 香港生產力促進局及公民教育委員會	STHL 信德集團	
	Merit Award (Volunteer Category) 優異獎(義工隊組別)			



Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
The Racial Diversity and Inclusion Charter for Employers 種族多元共融僱主約章	Signing Organisation 簽署機構	Equal Opportunities Commission 平等機會委員會	STHL 信德集團 STPML 信德物業管理有限公司(香港) STTSL 信德旅遊有限公司 TurboJET 噴射飛航	
TWGHs Corporate Partnership – Recognition Award 2019 東華三院企業夥伴 – 嘉許狀2019		Tung Wah Group of Hospitals 東華三院	STHL 信德集團	
Environmental Protection 環境保護				
2018 Hong Kong Awards for Environmental Excellence 2018香港環境卓越大獎	Certificate of Merit 優異獎	Environmental Campaign Committee 環境運動委員會	STPML 信德物業管理有限公司 (香港)	liberté 昇悦居
4T Charter 2019 4T約章 2019	Participating Organisation 參與機構	Electrical and Mechanical Services Department 機電工程署	STHL 信德集團	Corporate Office 總部辦公室
			STPL 信德置業管理有限公司 (香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司 (香港)	Chatham Place 昇御商場 liberté place 昇悦商場 liberté Management Office 昇悦居管理處 The Westwood 西寶城
BOCHK Corporate Environmental Leadership Awards 2018 中銀香港企業環保領先大獎 2018	EcoChallenger 環保優秀企業	Federation of Hong Kong Industries, Bank of China (Hong Kong) and PRD Council 香港工業總會、中國銀行(香港)及珠三角工業協會	STPML 信德物業管理有限公司 (香港)	liberté 昇悦居
	3 Years+ EcoPioneer 3年+參與環保先驅獎章			



Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
Charter on External Lighting 戶外燈光約章	Platinum Award 鉑金獎	Environment Bureau 環境局	STPML 信德物業管理 有限公司 (香港)	Chatham Gate 昇御門 liberté 昇悅居
	Gold Award 金獎			The Belcher's 寶翠園 The Westwood 西寶城
Commendation Scheme on Source Separation of Domestic Waste 家居廢物源頭分類獎勵計劃	Award of Promotion 宣傳推廣大獎	Environmental Protection Department 環境保護署	STPML 信德物業管理 有限公司 (香港)	liberté 昇悅居
	Certificate of Merit 優異獎			liberté 昇悅居 The Belcher's 寶翠園
Eco-Healthy Workplace Label 健康工作間標誌		World Green Organisation 世界綠色組織	STPML 信德物業管理 有限公司 (香港)	Chatham Gate 昇御門 liberté 昇悅居
			TurboJET 噴射飛航	Shipyards 船塢
Energy Saving Charter 2019 節能約章2019	Participation Certificate 參與證書	Electrical and Mechanical Services Department 機電工程署	STHL 信德集團	Corporate Office 總部辦公室
			STPL 信德置業管理 有限公司 (香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理 有限公司 (香港)	Chatham Place 昇御商場 liberté 昇悅居 liberté place 昇悅商場 The Westwood 西寶城
Green Office Award Labelling Scheme 綠色辦公室獎勵計劃	Green Office Label 綠色辦公室標誌	World Green Organisation 世界綠色組織	STPML 信德物業管理 有限公司 (香港)	Chatham Gate 昇御門 liberté 昇悅居
			TurboJET 噴射飛航	Shipyards 船塢



Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
Hong Kong Green Awards 2019 香港綠色企業大獎2019	Environmental, Health and Safety Award (SME) – Bronze 超卓環保安全健康獎 (中小企) – 銅獎	Green Council 環保促進會	STPML 信德物業管理有限公司 (香港)	Chatham Gate 昇御門
Hong Kong Green Organisation 香港綠色機構		Environmental Campaign Committee 環境運動委員會	STHL 信德集團	
			STPML 信德物業管理有限公司 (香港)	liberté 昇悦居
Hong Kong Green Organisation Certification – Energywise Certificate 香港綠色機構認證 – 節能證書		Environmental Campaign Committee 環境運動委員會	AHG 雅辰酒店集團	Corporate Office 總部辦公室
			STHL 信德集團	Corporate Office 總部辦公室
			STPML 信德物業管理有限公司 (香港) STDL 信德發展有限公司 STHL 信德集團 STREL 信德地產有限公司 STTSL 信德旅遊有限公司	Corporate Office 總部辦公室
			MMCL 澳門東西有限公司	Corporate Office 總部辦公室
			STPML 信德物業管理有限公司 (香港)	liberté 昇悦居
			STTSL 信德旅遊有限公司	Shop 門店
			TurboJET 噴射飛航	Ocean Shipyard 海洋船廠



Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
Hong Kong Green Organisation Certification – IAQwi\$e Certificate 香港綠色機構認證 – 清新室內空氣證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STPML 信德物業管理有限公司 (香港)	liberté 昇悦居
	Basic Level 基礎級別		STHL 信德集團	Corporate Office 總部辦公室
Hong Kong Green Organisation Certification – Wastewi\$e Certificate 香港綠色機構認證 – 減廢證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團	Corporate Office 總部辦公室
			STPML 信德物業管理有限公司 (香港)	liberté 昇悦居
	TurboJET 噴射飛航			
	Basic Level 基礎級別		AHG 雅辰酒店集團	Corporate Office 總部辦公室
STDL 信德發展有限公司				
		STPL 信德置業管理有限公司 (香港)		
		STPML 信德物業管理有限公司 (香港)		
		STREL 信德地產有限公司		
		STHL 信德集團		
		STTSL 信德旅遊有限公司		
		MMCL 澳門東西有限公司		

Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
Hong Kong Green Shop Alliance Award 2019 香港綠建商舖聯盟大獎2019	New Alliance Member – Developer/ Strategic Partner 綠建發展商 / 夥伴新盟友	Hong Kong Green Shop Alliance 香港綠建商舖聯盟	STPML 信德物業管理有限公司(香港)	
	New Alliance Member – Mall 綠建商場新盟友		STPML 信德物業管理有限公司(香港)	Chatham Place 昇御商場
Indoor Air Quality Certificate 室內空氣質素檢定證書	Excellence Class 卓越級	Environmental Protection Department 環境保護署	STHL 信德集團	Corporate Office 總部辦公室
			STPML 信德物業管理有限公司(香港)	liberté 昇悦居
	Good Class 良好級		STPML 信德物業管理有限公司(香港)	The Belcher's 寶翠園 The Westwood 西寶城
ISO 14001:2015 Environmental Management Systems Accreditation ISO 14001 : 2015環境管理系統認證		Hong Kong Quality Assurance Agency 香港品質保證局	STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	
Macau Energy Saving Activity 2019 澳門知慳惜電活動2019	Excellence Award in Hotel Group B 酒店B組優異獎	Companhia de Electricidade de Macau and the Office for the Development of Energy Sector of Macao SAR 澳門電力股份有限公司及澳門特區政府能源發展辦公室	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
Macau Green Hotel Award 2016 2016年澳門環保酒店獎	Silver Award 銀獎	Macao Environmental Protection Bureau 澳門環境保護局	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
				Grand Coloane Resort 鷺環海天度假酒店



Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
Quality Water Supply Scheme for Buildings 大廈優質供水認可計劃	Fresh Water (Management System) Gold Certificate 食水(管理系統)金證書	Water Supplies Department 水務署	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
樓宇安心用水計劃 – 高級證書 (available in Chinese only)		Macao SAR Government Marine and Water Bureau 澳門特別行政區政府海事及水務局	STPFML 信德物業及設施管理有限公司	Nova Park 濠珀 One Central Residences 壹號湖畔
Quality and Customer Service 品質及客戶服務				
2018 Security Services Best Training Award 2018年度保安服務最佳培訓獎	Award of Gold (Licensed Security Company – Type I) 金獎(第一類別保安服務公司)	The Security Services Training Board of Vocational Training Council and the Hong Kong Police Force Crime Prevention Bureau 職業訓練局保安服務訓練委員會及香港警務處防止罪案科	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
2018/19 Smiling Enterprises 5+ Year Award – Transportation Services 2018/19微笑企業五+大獎 – 運輸及交通服務		Mystery Shopper Service Association 神秘顧客服務協會	TurboJET 噴射飛航	PSD 客務部門
Customer Review Awards 2019 2019年度客戶點評獎		Agoda 安可達	AHG 雅辰酒店集團	Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰悅居酒店
Hong Kong Top Brand Mark Scheme 香港名牌標識計劃	Hong Kong Top Brand Mark (Top Mark) 香港名牌標識 (Top嘜)	Hong Kong Brand Development Council and The Chinese Manufacturers' Association of Hong Kong 香港品牌發展局及香港中華廠商聯合會	TurboJET 噴射飛航	
ISO 9001:2015 Quality Management Systems Accreditation ISO 9001 : 2015質量管理系統認證		Hong Kong Quality Assurance Agency 香港品質保證局	STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	

Recognition / Award / Charter 嘉許 / 獎項 / 約章		Issuing Bodies 頒發機構	Company 公司	
Kowloon West Best Security Services Awards 2018 2018年度西九龍最佳保安服務選舉	Five-Star Managed Property 五星級管理物業	Kowloon West Regional Crime Prevention Office, the Security and Guarding Services Industry Authority and The Hong Kong Association of Property Management Companies 西九龍總區防止罪案辦公室、保安及護衛業管理委員會及香港物業管理公司協會	STPML 信德物業管理有限公司 (香港)	liberté 昇悦居
	Double-Star Managed Property 雙星級管理物業		STPML 信德物業管理有限公司 (香港)	Chatham Gate 昇御門
	Outstanding Managed Public Carpark 最佳管理公眾停車場		STPML 信德物業管理有限公司 (香港)	liberté 昇悦居
Loved By Guests Award 2019 2019年度最受顧客歡迎獎		Hotels.com (只有英文版)	AHG 雅辰酒店集團	Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰悦居酒店
OHSAS 18001:2007 Occupational Health and Safety Management Systems Accreditation OHSAS 18001 : 2007職業安全健康管理體系認證		Hong Kong Quality Assurance Agency 香港品質保證局	STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司	
Partner Employer Award 2019 「友商有良」嘉許計劃2019	Certificate of Appreciation 感謝狀	The Hong Kong General Chamber of Small and Medium Business 香港中小型企業總商會	STPML 信德物業管理有限公司(香港) STTSL 信德旅遊有限公司	
Top New Hotel Partner 2019 2019年度明日之星酒店獎		Expedia 智遊網	AHG 雅辰酒店集團	Artyzen Habitat Hongqiao Shanghai 上海虹橋雅辰悦居酒店

To elevate our professional competence, we join trade organisations and industry associations to keep abreast of the latest sustainability issues related to our business operations. Our memberships and charters during the reporting period are summarised in the following table.

為了加強我們的專業能力，我們透過參與各個貿易組織和行業協會，及時了解我們營運領域的最新可持續發展議題。下表列出了本集團於報告期擁有的會員資格與約章。

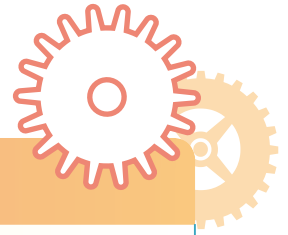
Institution 機構	Company 公司		Class of Membership 會籍級別
Employers' Federation of Hong Kong 香港僱主聯合會	STHL 信德集團		Corporate Member 企業會員
France Macau Chamber of Commerce 法國澳門工商會	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	Corporate Member 企業會員
	Macau Tower 澳門旅遊塔		
Hong Kong General Chamber of Commerce 香港總商會	TurboJET 噴射飛航		Corporate Member 企業會員
	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	Member 會員
Hong Kong Institute of Human Resource Management 香港人力資源管理學會	STHL 信德集團		Corporate Member 企業會員
	TurboJET 噴射飛航		
Industrial Association of Macau 澳門廠商聯合會	Clean Living (Macau) Ltd 白洋舍(澳門)有限公司		Corporate Member 企業會員
Lantau Development Alliance 大嶼山發展聯盟	TurboJET 噴射飛航		Founding Member 創會成員
Macao Chamber of Commerce 澳門中華總商會	STH(M)L 信德集團控股(澳門)有限公司 STPML 信德物業管理有限公司(香港) Clean Living (Macau) Ltd 白洋舍(澳門)有限公司 MMCL 澳門東西有限公司		Corporate Member 企業會員
Macao Convention & Exhibition Association 澳門會議展覽業協會	Macau Tower 澳門旅遊塔		Corporate Member 企業會員
Macao Hotel Association 澳門酒店協會	STMSGSL 信德管理服務股份有限公司		Associate Member 非正式會員
	AHG 雅辰酒店集團	Grand Coloane Resort 鷺環海天度假酒店	Member 會員
		Grand Lapa Macau 澳門金麗華酒店	
Macau Tower 澳門旅遊塔			

Institution 機構	Company 公司		Class of Membership 會籍級別
Macau Management Association 澳門管理專業協會	STHL 信德集團		Charter Member 特邀會員
Macau Retail and Management Association 澳門零售管理協會	MMCL 澳門東西有限公司		Corporate Member 企業會員
Pacific Asia Travel Association 亞太旅遊協會	TurboJET 噴射飛航		Corporate Member 企業會員
	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	Member 會員
	Macau Tower 澳門旅遊塔		
Property Management Business Association Macao 澳門物業管理業商會	STPFML 信德物業及設施管理有限公司		Corporate Member 企業會員
Skål International (只有英文版)	AHG 雅辰酒店集團	Grand Lapa Macau	Member 會員
	Macau Tower 澳門旅遊塔		
The British Business Association of Macao 澳門英國商會	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	Corporate Member 企業會員
The Chartered Institute of Logistics & Transport 香港運輸物流學會	TurboJET 噴射飛航		Corporate Member 企業會員
The Dry Cleaning & Laundry Institute 乾洗及洗衣學會	Clean Living (Macau) Ltd 白洋舍(澳門)有限公司		Professional Member 專業會員
The Federation of Environmental And Hygienic Services 中港澳環衛總商會	STPML 信德物業管理有限公司(香港)		Member 會員
The Green Earth 綠惜地球	STHL 信德集團		Green Earth Companion (Soil) 綠惜夥伴計劃(土壤)
The Hong Kong Association of Property Management Companies 香港物業管理公司協會	STPML 信德物業管理有限公司(香港)		Corporate Member 企業會員
The Hong Kong Management Association 香港管理專業協會	STPML 信德物業管理有限公司(香港)		Corporate Member 團體會員
The Macau Human Resources Management Association 澳門人力資源管理協會	STH(M)L 信德集團控股(澳門)有限公司		Corporate Member 企業會員
World Federation of Great Towers 世界高塔聯盟	Macau Tower 澳門旅遊塔		Member 會員

Performance Data Summary¹⁰

表現數據摘要¹⁰

Economic Performance 經濟表現



Economic Performance 經濟表現 ¹¹	Unit 單位	2019
Direct economic value generated 直接經濟價值產生		15,094,120
Economic value distributed 經濟價值分配	HK\$'000 港幣千元	9,985,171
Economic value retained 經濟價值保留		5,108,949

Environmental Performance 環境表現

Energy Use 使用能源 ¹²	Unit 單位	2019
Total energy use 使用能源總量		1,262,016
Electricity 電		106,545
Towngas 煤氣		77
Diesel 柴油	'000 kWh 千個千瓦時	1,152,013
Unleaded petrol 無鉛汽油		118
Liquefied petroleum gas 液化石油氣		3,022
Piped natural gas 管道天然氣		241

¹⁰ The scope of data in 2019 was expanded to include Artyzen Club and Nova Grand.
2019 年的數據範圍擴大到包括雅辰會及濠尚。

¹¹ For more details, please refer to our Annual Report 2019 (www.shuntakgroup.com).
詳情請參閱集團2019 年年報(www.shuntakgroup.com)。

¹² Energy Use calculations used the conversion factors provided by the UK Government Greenhouse gas reporting: conversion factors 2018.
能源計算採用UK Government GHG Conversion Factors for Company Reporting 2018 年的轉換系數。

Greenhouse Gas ("GHG") Emissions 溫室氣體排放	Unit 單位	2019
GHG emissions for Scope 1 ¹³ 溫室氣體排放量(範圍一) ¹³	tonnes CO ₂ e 二氧化碳當量，以公噸計	335,694
GHG emissions for Scope 2 ¹⁴ 溫室氣體排放量(範圍二) ¹⁴		84,607
Other Air Emissions ¹⁵ 其他氣體排放 ¹⁵	Unit 單位	2019
NOx emission ¹⁶ 氮氧化物排放量 ¹⁶	kg 公斤	170
SOx emission ¹⁷ 硫氧化物排放量 ¹⁷		95,164
Resources Use 使用物料 ¹⁸	Unit 單位	2019
Paper 紙	tonnes 公噸	35.9
Municipal water ¹⁹ 市政用水 ¹⁹	cubic metre 立方米	1,081,934

¹³ GHG emission factors for stationary and mobile combustion are based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong issued by the EPD and EMSD in February 2010; the emission factor for piped natural gas in China is sourced from GHG Protocol tool for Energy Consumption in China (version 2.1).

來自香港的固定源及流動源的溫室氣體排放基於由環境保護署及機電工程署於2010年2月刊發的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的審計和報告指引》計算；中國地區管道天然氣的排放系數是根據溫室氣體核算體系發佈的《能源消耗引起的溫室氣體排放計算工具指南(2.1版)》作統一計算。

¹⁴ GHG emissions associated with the electricity purchased in Hong Kong and Macau are provided by the relevant providers of electricity. These specific Emission Factors are available from the CLP's sustainability report 2018, Hong Kong Electric's sustainability report 2018 and Companhia de Electricidade de Macau's sustainability report 2018. For electricity purchased from China, reference is made to the National Baseline Grid Emission Factor in China 2015 issued by the Ministry of Ecology and Environment of the PRC. For gas purchased from Towngas, the Emission Factor is available in the Towngas sustainability report 2018.

香港和澳門購買的電力相關的溫室氣體排放系數由相關電力供應商提供。這些具體的排放系數可從中華電力有限公司的2018年可持續發展報告、香港電燈有限公司的2018年可持續發展報告及澳門電力股份有限公司的可持續發展報告2018年獲得。中國電力的溫室氣體排放系數為國家發改委發佈的2015年全國電網平均排放因子。而由香港中華煤氣有限公司供應的煤氣，溫室氣體排放系數刊載於煤氣公司2018年可持續發展報告中。

¹⁵ Emissions from Particulate Matter are regarded as insignificant compared to emissions from NOx and SOx.

集團的懸浮粒子排放量相較於氮氧化物及硫氧化物排放量並不顯著。

¹⁶ NOx emissions include the Group's emissions from vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEx.

氮氧化物排放量僅限於集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

¹⁷ SOx emissions include the Group's emissions from TurboJET, vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEx.

硫氧化物排放量僅限於噴射飛航、集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

¹⁸ The use of packaging materials is not applicable to the Group due to the nature of its business operations.

基於集團業務性質，包裝材料的使用並不適用於本集團。

¹⁹ Intensity figures are not applicable to the Group due to its diverse business operations.

基於本集團業務範疇多元化，故能源密集度不適用於本集團。



Waste Disposal & Recycling ²⁰ 廢物棄置及回收 ²⁰	Unit 單位	2019
Non-hazardous Waste 非有害廢棄物		
General waste to landfill / incineration ²¹ 一般廢棄物(堆填 / 焚化) ²¹	tonnes 公噸	8,599.2
Paper recycled 回收紙		526.1
Plastics recycled 回收塑膠		7.4
Metals recycled 回收金屬		32.9
Used clothes recycled 回收舊衣物		15.7
Hazardous Waste²² 有害廢棄物²²		
Fluorescent lamps 光管	tonnes	1.1
Batteries 電池	公噸	3.9
Toner cartridges 碳粉匣	pieces 件	381

Social Performance 社會表現

Total Workforce 員工總數	Unit 單位	2019
By Location 按地區劃分		
Hong Kong 香港	no. 人數 (%)	2,166 (50.9%)
Macau 澳門		1,933 (45.5%)
Mainland China 中國內地		143 (3.4%)
Singapore 新加坡		10 (0.2%)
By gender 按性別劃分		
Female 女性	no. 人數 (%)	1,601 (37.7%)
Male 男性		2,651 (62.3%)

²⁰ Intensity figures are not applicable to the Group due to its diverse business operations.
基於本集團業務範疇多元化，故能源密集度不適用於本集團。

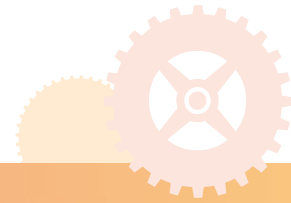
²¹ Includes data from The Belcher's, Chatham Gate, liberté, Shun Tak Centre, Grand Coloane Resort and Grand Lapa Macau only.
數據只包括來自寶翠園、昇御門、昇悅居、信德中心、鷺環海天度假酒店及澳門金麗華酒店。

²² Contractors are retained to collect hazardous waste.
安排承建商收集有害廢棄物。

Total Workforce 員工總數	Unit 單位	2019	
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. 人數 (%)	697 (16.4%)	
30–50 years old 30至50歲		1,938 (45.6%)	
Over 50 years old 50歲以上		1,617 (38.0%)	
By employment category 按職級劃分			
Senior level 高層員工	no. 人數 (%)	179 (4.2%)	
Middle level 中層員工		618 (14.5%)	
Entry level 普通員工		3,455 (81.3%)	
New Hire and Employee Turnover 新進員工和離職員工	Unit 單位	2019 New Hire²³ 2019新進員工²³	2019 Turnover²⁴ 2019離職員工²⁴
Group overall 總數	no. 人數 (%)	805 (18.9%)	986 (23.2%)
By location 按地區劃分			
Hong Kong 香港	no. 人數 (%)	270 (6.4%)	513 (12.1%)
Macau 澳門		475 (11.2%)	422 (9.9%)
Mainland China 中國內地		58 (1.4%)	48 (1.1%)
Singapore 新加坡		2 (0.1%)	3 (0.1%)
By gender 按性別劃分			
Female 女性	no. 人數 (%)	426 (10.0%)	392 (9.2%)
Male 男性		379 (8.9%)	594 (14.0%)
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. 人數 (%)	293 (6.9%)	283 (6.7%)
30–50 years old 30至50歲		370 (8.7%)	378 (8.9%)
Over 50 years old 50歲以上		142 (3.3%)	325 (7.6%)

²³ New hire rate = Total number of employees that joined / Total workforce x 100%
新進員工比率 = 新進員工人數 ÷ 員工總數 × 100%

²⁴ Turnover rate = Total number of employees that left / Total workforce x 100%
離職員工比率 = 離職員工人數 ÷ 員工總數 × 100%



Occupational Health and Safety 職業健康及安全數據		Unit 單位	2019
Injury rate ²⁵ 工傷比率 ²⁵	Female 女性	Per 1,000 employees 每1,000個員工	8.23
	Male 男性		9.17
Absentee rate ²⁶ 缺勤比率 ²⁶	Female 女性	%	0.49%
	Male 男性		0.97%
Lost day rate ²⁷ 損失工作日比率 ²⁷	Female 女性	%	0.09%
	Male 男性		0.09%
Occupational disease rate 職業病比率	Female 女性	Per 1,000 employees 每1,000個員工	0
	Male 男性		0
No. of fatalities 致命工傷宗數	Female 女性	no. 人數	0
	Male 男性		0
Employee Training 員工培訓		Unit 單位	2019
Average hours of training received per employee 每名員工平均培訓時數		hours 小時	5.5
Average hours of training per employee by gender 按性別劃分的每名員工平均培訓時數			
Female 女性		hours 小時	4.1
Male 男性		hours 小時	6.3
Average hours of training per employee by employment category 按職級劃分的每名員工平均培訓時數			
Senior level 高層員工		hours 小時	12.3
Middle level 中層員工			4.6
Entry level 普通員工			5.3
Suppliers by Geographical Region 各地區供應商		Unit 單位	2019
Hong Kong 香港		no. 個 (%)	1,607 (46.3%)
Macau 澳門			1,185 (34.1%)
Other regions 其他			679 (19.6%)
Community Work 社區工作		Unit 單位	2019
No. of programmes 社區項目數目		no. 個	142
No. of volunteer hours 義工服務時數		hours 小時	4,955
No. of beneficiaries served 受惠人數		no. 個	8,165
Amount of charity in-kind donations ²⁸ 慈善捐贈總值 ²⁸		HK\$ 港幣	1,656,648

²⁵ Injury rate = Total number of injury x 1000 / Total workforce
工傷比率 = 工傷宗數 × 1000 ÷ 員工總數

²⁶ Absentee rate = (absentee days) / (total workforce x 50 scheduled work weeks x 5.5 days a week) x 100%
缺勤比率 = (缺席日數) ÷ (員工總數 × 50 個工作週 × 5.5 個工作天) × 100%

²⁷ Lost day rate = (lost days) / (total workforce x 50 scheduled work weeks x 5.5 days a week) x 100%
損失工作日比率 = (損失工作日數) ÷ (員工總數 × 50 個工作週 × 5.5 個工作天) × 100%

²⁸ Includes company monetary and in-kind donations, and staff donation across all business units.
包括各業務部門的慈善捐款及實物捐贈和員工捐贈。

Assurance Statement 驗證聲明



SGS Statement on Assurance (Shun Tak Holdings Sustainability Report 2019) 香港通用檢測認證有限公司對《信德可持續發展報告2019》驗證聲明

Nature and Scope of the Assurance

SGS Hong Kong Limited was commissioned by the Shun Tak Holdings Limited (thereafter as “Shun Tak”) to conduct an independent assurance of the *Sustainability Report 2019 of Shun Tak* (thereafter as the “Report”). The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the performance of Shun Tak from 1 January 2019 to 31 December 2019.

The information in the Report and its presentation are the responsibility of Shun Tak. SGS has not been involved in the preparation of any of the material included in the Report. Our responsibility is to express an opinion on the text, data, graphs and statements within the mentioned scope of assurance set out below with the intention to inform all Shun Tak’s stakeholders.

The Report has been assured at a high level of scrutiny using our protocols for :

- Evaluation of content veracity;
- Evaluation of the Report in accordance with the Core option of the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) and Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide.

The assurance methodology comprised a combination of pre-assurance research, documentation and record review.

Financial data drawn directly from independently audited financial accounts have not been checked against the source as part of this assurance process.

驗證的性質和範圍

香港通用檢測認證有限公司獲信德集團有限公司(以下簡稱「信德」)委託，對《信德可持續發展報告2019》(以下簡稱「報告」)進行獨立驗證。根據SGS可持續發展報告的驗證方法，驗證範圍包括信德於2019年1月1日至2019年12月31日有關可持續發展的表現。

報告中的資訊及匯報由信德負責。香港通用檢測認證有限公司並未參與報告任何材料的準備工作。我們的責任是根據以下規定，對驗證範圍內提供的文本、數據、圖表和聲明表達意見，旨在告知信德的所有持份者。

本報告以高級審查規格進行驗證，所用規章旨在：

- 評估報告內容的真實性；
- 根據《全球報告倡議組織可持續發展報告標準》(GRI 標準)「核心要求」及香港聯合交易所有限公司《環境、社會及管治報告指引》評估報告。

驗證方法包括驗證前調研及進行文檔和記錄審查和確認。

獨立審計的財務帳戶中的財務資料，並未於本驗證流程中與來源資料進行核對。

Statement of Independence and Competence

SGS affirms our independence from Shun Tak, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on the members' knowledge, experience and qualifications for this assignment, and comprised lead auditors of ISO 14001, auditors of ISO 45001/OHSAS 18001, SA 8000 and ISO 26000 and trainer in Sustainability Reporting.

Assurance Opinion

On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within the Report are accurate and reliable. The Report provides a fair and balanced representation of Shun Tak's sustainability performance. The assurance team is of the opinion that the Report conforms to the Core option of the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) and the Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide. It can be used by Shun Tak's stakeholders.

Signed:

For and on behalf of SGS Hong Kong Limited



Miranda Kwan

關靜儀

Director

總監

Certification and Business Enhancement

認證及企業優化

28 February 2020

www.sgs.com

獨立性與能力聲明

香港通用檢測認證有限公司確認我們相對於信德的獨立性，對該機構、其附屬機構和持份者不存在偏見和利益衝突。

驗證團隊是由具備與此項任務有關的知識、經驗和資歷的人員組成，當中包括ISO 14001主任審核員、ISO 45001/OHSAS 18001、SA 8000審核員、ISO 26000審核員及可持續發展報告培訓導師。

驗證意見

基於描述的驗證方法和已進行的驗證，報告中包含的資訊和數據是準確的及可靠的，而且對信德可持續發展的表現提供了中肯和均衡的陳述，使我們感到滿意。驗證團隊認為，報告符合《全球報告倡議組織可持續發展報告標準》(GRI標準)「核心要求」及香港聯合交易所有限公司《環境、社會及管治報告指引》，可供信德的持份者使用。

簽字：

代表香港通用檢測認證有限公司



Patrick Leung

梁耀基

Lead Assuror

主任驗證員

Certification and Business Enhancement

認證及企業優化

2020年2月28日

www.sgs.com

About this Report

關於本報告

This is the sixth annual Sustainability Report (“the Report”) for Shun Tak Holdings Limited (Code: 242) and its subsidiaries. Through regular and transparent disclosure of our plans and achievements in sustainable development, we hope to enhance our performance and to continue to meet the rising expectations of our internal and external stakeholders.

Reporting Scope

This Report summarises the Group’s initiatives and performance in relation to ESG issues from 1 January to 31 December 2019, covering the core activities of the Group and the joint ventures over which the Group has dominant operational control in Hong Kong, Macau, Mainland China and Singapore. These include Property, Transportation, Hospitality and Investment.

Further information regarding the Group’s corporate governance and financial performance is available in our Annual Report 2019, which can be accessed on our corporate website: www.shuntakgroup.com.

Reporting Standard

This Report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core option, and complies with the provisions of the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong (“HKEx”). The Group’s key initiatives and their outcomes were closely examined, and areas in which the Group could offer the greatest contributions towards the SDGs of United Nations were identified.

To ensure that information presented in the Report is accurate and reliable, an independent assurance team was commissioned by our senior management to evaluate the accuracy of both the data and content in the Report. Please refer to the Assurance Statement for the detailed scope of verification and results.

Contact

Your feedback on this Report and our sustainability performance is vital to our continued endeavour to add values to our stakeholders. Please send your comments to us at sustainability@shuntakgroup.com.

此乃信德集團有限公司(港交所上市代號242)及其附屬公司發表的第六份可持續發展報告(本報告)。我們希望經定期和具透明度的披露可持續發展的計劃與成就，提升集團的整體表現，並滿足內部及外部持份者對我們不斷提高的期望。

報告範圍

本報告概述了本集團於2019年1月1日至12月31日期間，有關環境、社會及企業管治的措施及表現，並涵蓋了本集團及其持有主要營運管轄權的各合資企業，包括在香港、澳門、內地及新加坡的地產、運輸、酒店及消閒和投資等。

關於企業管治及經濟表現的進一步資料，可於本公司網站：www.shuntakgroup.com 查閱集團的2019年年報。

報告準則

本報告依照全球報告倡議組織(GRI)準則：核心選項擬備，符合香港聯合交易所有限公司(港交所)證券上市規則附錄27《環境、社會及管治報告指引》的披露規定。集團並仔細審視各主要項目和成果，並選定在聯合國可持續發展目標中，我們可作出更大貢獻的多個範疇。

集團高級管理層委託獨立第三方核實本報告的數據及內容，確保資料準確無誤。有關驗證過程及結果，請參閱本報告的「驗證聲明」。

聯絡我們

閣下對本報告及我們的可持續發展表現的意見對於我們一直竭力為持份者創造更多價值至關重要，懇請將意見透過電郵傳送至 sustainability@shuntakgroup.com。

GRI and HKEx ESG Content Index

全球報告倡議組織及香港交易所 ESG 報告指引內容索引

Shun Tak Holdings Sustainability Report 2019 is prepared in accordance with GRI Standards: Core option and the ESG Reporting Guide of Hong Kong Exchanges and Clearing Limited. The following table provides cross-references of the relevant chapters or explanation.

《信德集團可持續發展報告2019》是依循全球報告倡議組織(GRI)標準的「核心」選項和香港聯合交易所有限公司的《環境、社會及管治報告指引》編寫的。下表提供了相關章節或說明的互相參照。

GRI Standard 全球報告倡議組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 101: Foundation 2016 基礎 2016				
GRI 102: General Disclosures 2016 一般揭露 2016				
Organisational Profile 組織概況				
102-1	Name of the organisation 組織名稱	About Our Business 我們的業務		P.4-7
102-2	Activities, brands, products, and services 活動、品牌、產品與服務	About Our Business 我們的業務 See also Review of Operations section of Annual Report 2019 並參閱2019年年報「業務回顧」章節		P.4-7 N/A
102-3	Location of headquarters 總部位置	About Our Business 我們的業務		P.4-7
102-4	Location of operations 營運活動地點	About Our Business 我們的業務		P.4-7
102-5	Ownership and legal form 所有權與法律形式	About this Report 關於本報告 See also Review of Operations section of Annual Report 2019 並參閱2019年年報「業務回顧」章節		P.97 N/A
102-6	Markets served 提供服務的市場	About Our Business 我們的業務		P.4-7
102-7	Scale of the organisation 組織規模	Performance Review and Highlights 表現回顧及概覽 Caring for Our People 關懷員工 Performance Data Summary 表現數據摘要		P.8-11 P.60-71 P.90-94



GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
102-8	Information on employees and other workers 員工與其他工作者的資訊	Performance Review and Highlights 表現回顧及概覽 Caring for Our People 關懷員工 Performance Data Summary 表現數據摘要	B1.1	P.8-11 P.60-71 P.90-94
102-9	Supply Chain 供應鏈	Striving for Excellence in Our Value Chain 在價值鏈上追求卓越 Performance Data Summary 表現數據摘要	GD-B5, B5.1, B5.2	P.72-77 P.90-94
102-10	Significant changes to the organisation and its supply chain 組織與其供應鏈的重大變化	No significant changes to size, structure or ownership during the reporting period. 報告期內沒有關於組織規模、結構或所有權的重大改變。		N/A
102-11	Precautionary principle or approach 預警原則或方針	Our Sustainability Approach 可持續發展方針 See also the Corporate Governance Report section of our Annual Report 2019. 並參閱2019年年報「企業管治報告書」章節		P.12-23 N/A
102-12	External initiatives 外部倡議	Building a Sustainable Environment 建立可持續發展的環境 Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.48-59 P.78-89
102-13	Membership of associations 公協會的會員資格	Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.78-89
Strategy 策略				
102-14	Statement from senior decision maker 決策者的聲明	Message from the Management 管理層序言		P.2-3



GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
Ethics and Integrity 倫理與誠信				
102-16	Values, principles, standards, and norms of behaviour 價值、原則、標準及行為規範	Message from the Management 管理層序言 About Our Business 我們的業務 See also the Corporate Governance Report section of our Annual Report 2019. 並參閱2019年年報 「企業管治報告書」章節	GD-B7, B7.2	P.2-3 P.4-7 N/A
Governance 治理				
102-18	Governance structure 治理結構	Our Sustainability Approach 可持續發展方針 See also the Corporate Governance Report section of our Annual Report 2019. 並參閱2019年年報 「企業管治報告書」章節		P.12-23 N/A
Stakeholder Engagement 持份者參與				
102-40	List of stakeholder groups 持份者組別	About this Report 關於本報告		P.97
102-41	Collective bargaining agreements 團體協約	No current employees are covered by collective bargaining agreements. 暫時無僱員受集體談判合約保障。		N/A
102-42	Identifying and selecting stakeholders 鑑別與選擇持份者	Our Sustainability Approach 可持續發展方針		P.12-23
102-43	Approach to stakeholder Engagement 與持份者溝通的方針	Our Sustainability Approach 可持續發展方針 Striving for Excellence in Our Value Chain 在價值鏈上追求卓越	B6.2	P.12-23 P.72-77
102-44	Key topics and concerns raised 提出之關鍵主題與關注事項	About this Report 關於本報告	B6.2	P.97



GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
Reporting Practice 報導實務				
102-45	Entities included in the consolidated financial statements 合併財務報表中所包含的實體	About Our Business 我們的業務 See also Notes to the Financial Statements section of our Annual Report 2019. 並參閱2019年年報「財務報表附註」章節		P.4-7 N/A
102-46	Defining report content and topic Boundaries 界定報告書內容與主題邊界	Our Sustainability Approach 可持續發展方針 As no significant changes in our material issues were observed from the 2016 assessment, a materiality assessment survey was not conducted in 2019. We shall review our material issues annually if necessary. Our senior management review and confirm our material topics every year. 由於我們就2016年釐定的重要議題並未發現有重大變化，因此在2019年未進行重要議題評估。在有必要時，我們將每年檢討我們的重大議題。每年，高級管理層會審視並確認集團的重要議題。		P.12-23 N/A
102-47	List of material topics 重大主題列表	About this Report 關於本報告		P.97
102-48	Restatements of information 資訊重編	There was no restatement of information in this Report. 沒有就去年報告內容作出重整。		N/A
102-49	Changes in reporting 報導改變	There are no significant changes compared to previous reporting periods regarding the lists of material topics and topic boundaries. 與以前的報告期相比，本報告沒有對重要議題及議題邊界方面作出重大改變。		N/A
102-50	Reporting period 報告期間	About this Report 關於本報告		P.97
102-51	Date of most recent report 上一次報告書的日期	Our previous report was published in July 2019. 上一次報告書於2019年7月出版。		N/A

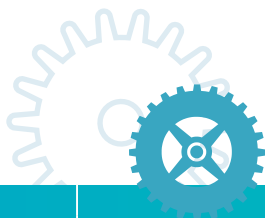


GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
102-52	Reporting cycle 報告週期	About this Report 關於本報告		P.97
102-53	Contact point for questions regarding the report 可回答報告書相關問題的聯絡人	About this Report 關於本報告		P.97
102-54	Claims of reporting in accordance with the GRI Standards 依循GRI準則報導的宣告	About this Report 關於本報告		P.97
102-55	GRI content index 內容索引	GRI and HKEx ESG Content Index 全球報告倡議組織及香港交易所 ESG報告指引內容索引		P.98-108
102-56	External assurance 外部保證／確信	About this Report 關於本報告 Assurance Statement 驗證聲明		P.97 P.95-96
Material Topics 重要議題				
GRI 200: Economic Topics 經濟				
GRI 201: Economic Performance 經濟績效 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		Our Sustainability Approach 可持續發展方針 Giving Back to Our Community 回饋社區 See also the Group Financial Review in our Annual Report 2019. 並參閱2019年年報「集團財務回顧」 章節		P.12-23 P.24-47 N/A
201-1	Direct economic value generated and distributed 組織所產生及分配的直接經濟 價值	Performance Review and Highlights 表現回顧及概覽 Performance Data Summary 表現數據摘要 See also the Group Financial Review in our Annual Report 2019. 並參閱2019年年報「集團財務回顧」 章節	B8.2	P.8-11 P.90-94 N/A
GRI 202: Market Presence 市場地位 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Caring for Our People 關懷員工		P.97 P.60-71

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
202-1	Ratios of standard entry level wage by gender compared to local minimum wage 不同性別的基層人員之標準薪資與當地最低薪資的比率	We complied with local minimum wages laws in Hong Kong, Macau, Mainland China and Singapore. Employees' wage rate is based on performance and experience. 我們符合香港、澳門、中國內地及新加坡的最低工資法律，並依照員工的表現和經驗制訂薪酬。	GD-B1	N/A
GRI 300: Environmental Topics 環境				
GRI 301: Materials 2016 物料 2016				
GRI 103 Management Approach 2016 GRI 301 管理方針2016		About this Report 關於本報告 Our Sustainability Approach 可持續發展方針 Building a Sustainable Environment 建立可持續發展的環境	GD-A2, GD-A3, A3.1	P.97 P.12-23 P.48-59
301-1	Materials used by weight or volume 所用物料的重量或體積	Performance Data Summary 表現數據摘要	A2.5	P.90-94
GRI 302: Energy 能源 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Our Sustainability Approach 可持續發展方針 Building a Sustainable Environment 建立可持續發展的環境	GD-A2, A2.3, GD-A3, A3.1	P.97 P.12-23 P.48-59
302-1	Energy consumption within the organisation 組織內部的能源消耗量	Performance Data Summary 表現數據摘要	A2.1	P.90-94
GRI 303: Water 水 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Our Sustainability Approach 可持續發展方針 Building a Sustainable Environment 建立可持續發展的環境	GD-A2, A2.4, GD-A3, A3.1	P.97 P.12-23 P.48-59
303-1	Water withdrawal by source 依來源劃分的取水量	Performance Data Summary 表現數據摘要	A2.2	P.90-94



GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 305: Emissions 排放 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Our Sustainability Approach 可持續發展方針 Building a Sustainable Environment 建立可持續發展的環境 There are no laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions. 本地沒有法律及規例影響本集團有關廢氣及溫室氣體排放的管理。	GD-A1, A1.1, A1.5, GD-A3, A3.1	P.97 P.12-23 P.48-59 N/A
305-1	Direct (Scope 1) GHG emissions 直接(範疇1)溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.90-94
305-2	Energy indirect (Scope 2) GHG emissions 能源間接(範疇2)溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.90-94
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions 氮氧化物、硫氧化物和其他重大的氣體排放	Performance Data Summary 表現數據摘要	A1.1	P.90-94
GRI 306: Effluents and Waste 廢污水及廢棄物 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Our Sustainability Approach 可持續發展方針 Building a Sustainable Environment 建立可持續發展的環境 There are no laws and regulations that have a significant impact on the Group relating to discharges into water and land, and generation of hazardous and non-hazardous waste. 本地沒有法律及規例影響本集團有關水及土地的排污、有害及無害廢棄物的管理。	GD-A1, A1.6, GD-A3, A3.1	P.97 P.12-23 P.48-59 N/A
306-2	Waste by type and disposal method 按類別及處置方法劃分的廢棄物	Performance Data Summary 表現數據摘要	A1.3, A1.4	P.90-94



GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 307: Environmental Compliance 有關環境保護的法規遵循 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Our Sustainability Approach 可持續發展方針 Building a Sustainable Environment 建立可持續發展的環境	GD-A1	P.97 P.12-23 P.48-59
307-1	Non-compliance with environmental laws and regulations 違反環保法規	There were no significant fines or non-monetary sanctions for non-compliance in the environmental area during the reporting period. 報告期內，集團沒有因違反環境相關法規而被處分巨額罰款或受非金錢制裁。	GD-A1	N/A
GRI 400: Social Topics 社會				
GRI 402: Labour / Management Relations 勞 / 資關係 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Caring for Our People 關懷員工 There were no incidents of non-compliance related to child and forced labour. 報告期內，集團沒有違反強迫勞工或童工法規的事件。	GD-B1, B4	P.97 P.60-71 N/A
402-1	Minimum notice periods regarding operational changes 關於營運變化的最短預告期	Depending on the circumstances, there is no fixed minimum notice regarding operational change. However, to the extent possible, we do inform our colleagues well in advance the intention and details of the change. Prior to such changes, we will conduct briefing for employees to collect their feedback and try to put relevant notice within a month's time. 視乎情況而定，我們沒有設定業務運作改變的最短通知期，但我們會盡可能通過內部簡報會事先向有關員工解釋詳情及收集意見。此等運作改動內容會在實施前一個月通知員工。		N/A



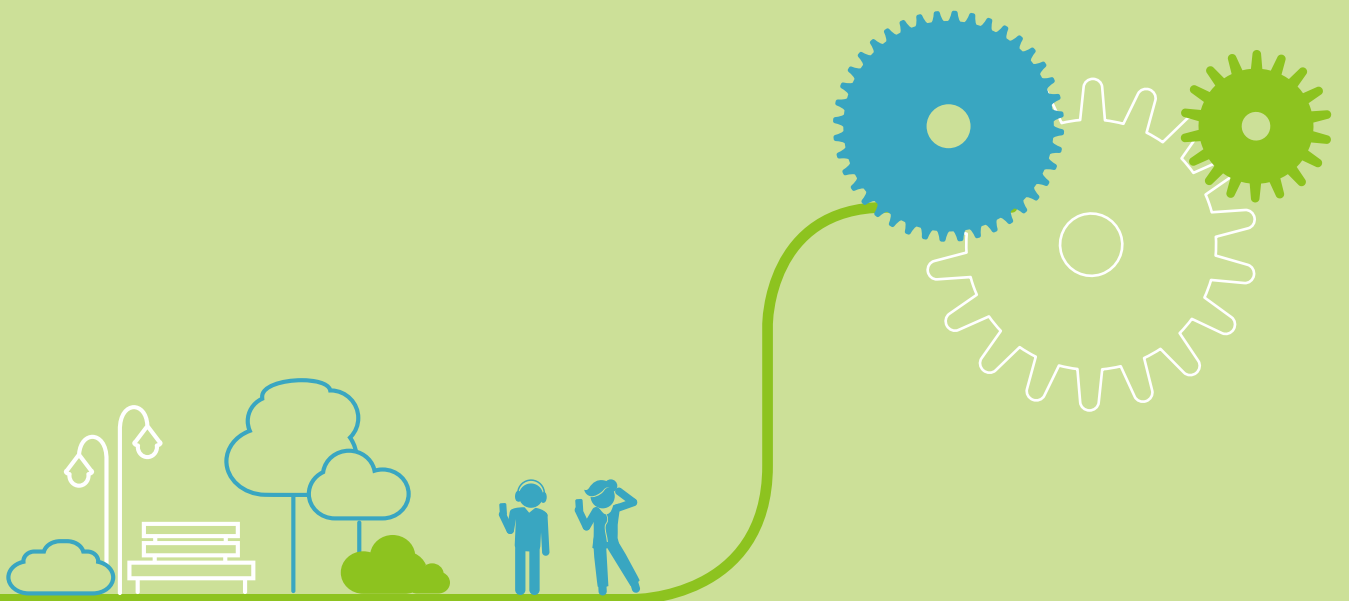
GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 403: Occupational Health and Safety 職業安全衛生 2018				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Caring for Our People 關懷員工 There are no laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards. 本集團並無違反提供安全工作環境及保障僱員避免職業性危害的相關法律及規例。	GD-B2, B2.3	P.97 P.60-71 N/A
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 預防和減輕與業務關係直接相關聯之職業安全衛生的衝擊	Caring for Our People 關懷員工	B2.3	P.60-71
403-9	Work-related injuries 職業傷害	Performance Data Summary 表現數據摘要	B2.1, B2.2	P.90-94
GRI 404: Training and Education 訓練與教育 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Caring for Our People 關懷員工	GD-B3	P.97 P.60-71
404-1	Average hours of training per year per employee 每名員工每年接受訓練的平均時數	Caring for Our People 關懷員工 Performance Data Summary 表現數據摘要	B3.1, B3.2	P.60-71 P.90-94



GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 405: Diversity and Inclusion 員工多元化與平等機會 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Caring for Our People 關懷員工	GD-B1	P.97 P.60-71
405-1	Diversity of governance bodies and employees 治理單位與員工的多元化	Caring for Our People 關懷員工 Performance Data Summary 表現數據摘要 See also the Corporate Governance Report section of our Annual Report 2019. 並參閱2019年年報「企業管治報告書」章節	B1.1	P.60-71 P.90-94 N/A
GRI 413: Local Communities 當地社區 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Giving Back to Our Community 回饋社區	GD-B8	P.97 P.24-47
413-1	Operations with local community engagement, impact assessments, and development programs 經當地社區溝通、衝擊評估和發展計劃的營運活動	Giving Back to Our Community 回饋社區 Performance Data Summary 表現數據摘要	B8.1	P.24-47 P.90-94
GRI 416: Customer Health and Safety 顧客的健康與安全 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Striving for Excellence in Our Value Chain 在價值鏈上追求卓越	GD-B6	P.97 P.72-77
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品與服務的健康和安全法規之事件	There were no reported incidents of non-compliance concerning the health and safety of our products and services reported during the reporting period. 報告期內，集團沒有發生因違反有關產品和服務健康與安全影響法規的重要事件。	GD-B6	N/A



GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 417: Marketing and Labelling 行銷及標示 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 Striving for Excellence in Our Value Chain 在價值鏈上追求卓越	GD-B6	P.97 P.72-77
417-2	Incidents of non-compliance concerning product and service information and labelling 未遵循產品與服務之資訊與標示法規的事件	There were no reported incidents of non-compliance concerning product and service information and labelling during the reporting period. 報告期內，集團沒有因違反有關產品和服務資訊標示的法規的事件。	GD-B6	N/A
GRI 418: Customer Privacy 客戶隱私 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告	GD-B6, B6.5	P.97
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯客戶隱私或遺失客戶資料的投訴	There were no substantiated complaints identified in relation to customer privacy during the reporting period. 報告期內，集團沒有經證實的侵犯顧客私隱及遺失顧客資料的投訴。	B6.2	N/A
GRI 419: Socioeconomic Compliance 社會經濟法規遵循 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		About this Report 關於本報告 The Group's Code of Conduct was established in accordance with Hong Kong's Prevention of Bribery Ordinance, which prohibits unethical issues such as corruption, bribery and conflict of interest within our working environment. 本集團的《行為守則》是根據香港的《防止賄賂條例》制定的，該守則禁止我們的工作環境中發生如腐敗、賄賂和利益衝突之類等不道德事件。		P.97 N/A
419-1	Non-compliance with laws and regulations in the social and economic area 違反社會及經濟領域方面之法律和規定	There were no significant incidents of non-compliance concerning laws and regulations during the reporting period. 報告期內，集團沒有發生因違反社會及經濟相關法規而被處分巨額罰款或受非金錢制裁的重要事件。	GD-B1, GD-B2, GD-B4, GD-B6, GD-B7, B7.1	N/A



信德集團

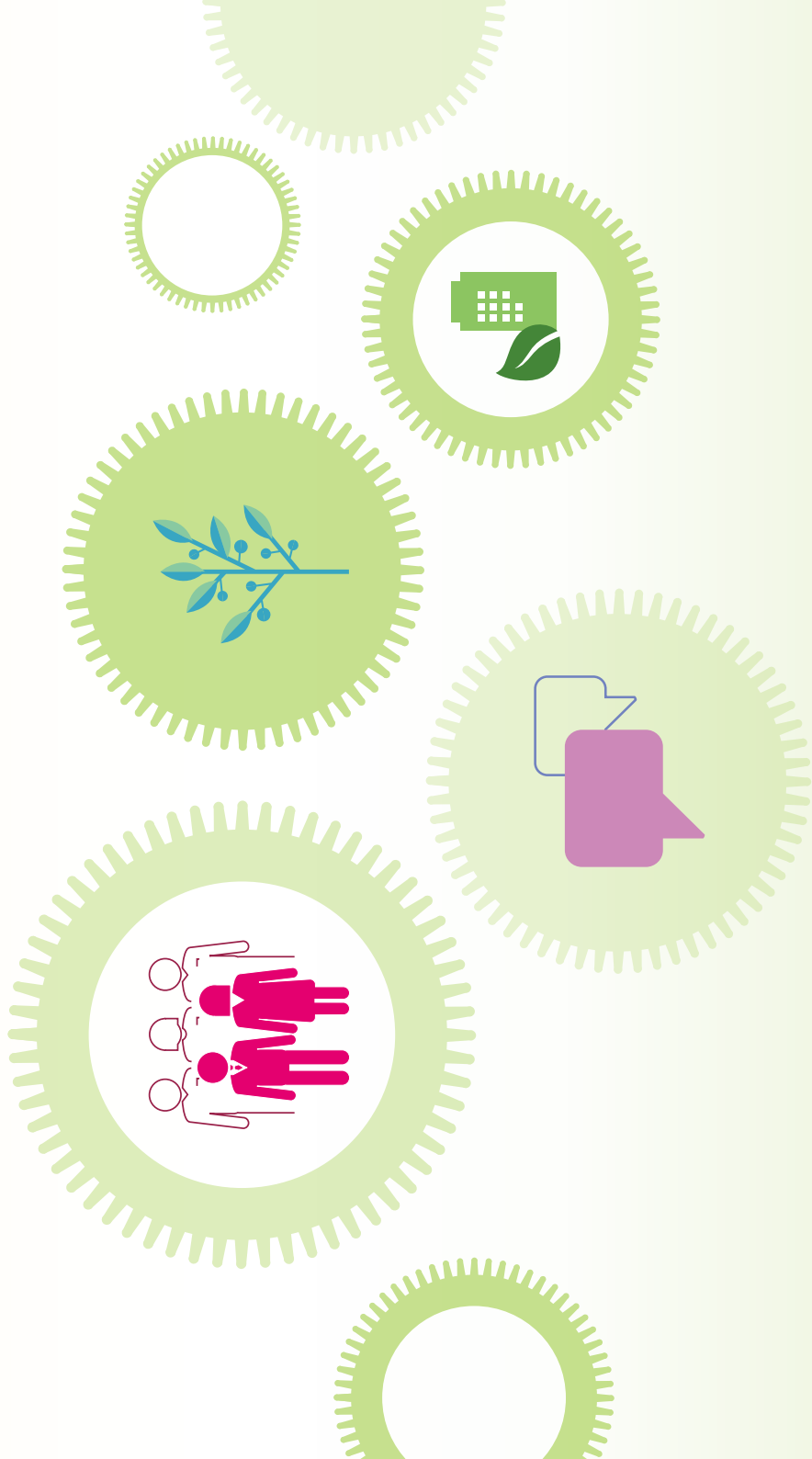
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