



尖沙咀置業集團有限公司
Tsim Sha Tsui Properties Limited



可持續發展概覽
SUSTAINABILITY REVIEW
2017

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About This Sustainability Review

關於本可持續發展概覽

Tsim Sha Tsui Properties Limited ('Tsim Sha Tsui Properties') (0247) is pleased to present the Sustainability Review 2017 ('Review') which highlights its commitment in achieving environmental and social sustainability for the period from 1 July 2016 to 30 June 2017. This Review focuses on the activities of Sino Land Company Limited ('Sino Land'), as the operations under Sino Land represent a substantial portion of the operations of Tsim Sha Tsui Properties.

This Review outlines the sustainability initiatives delivered in our businesses in Hong Kong, China and Singapore as well as our environmental, social and governance performance. This Review is prepared in accordance with the 'Environmental, Social, and Governance Reporting Guide' under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

Our four main initiatives in corporate social responsibility continue to spearhead our efforts in 'Forging a Greener Environment', 'Caring for our Community', 'Creating an Artistic Community' and 'Revitalising and Conserving Heritage'.

This Review, together with additional information regarding our financial and corporate governance performance which is available in our Annual Report, can be accessed on our corporate website www.sino.com.

We appreciate your valuable comments and suggestions on this Review and our sustainability performance. Please send your comments to us at sinogreen@sino.com.

尖沙咀置業集團有限公司 (「尖沙咀置業」) (0247) 欣然發表《可持續發展概覽2017》(「本概覽」)，介紹於2016年7月1日至2017年6月30日期間我們對促進環境和社會可持續發展所作出的承諾。信和置業有限公司 (「信和置業」) 之業務佔尖沙咀置業整體業務的很大比重，因此，本概覽將集中介紹信和置業的相關項目及活動。

本概覽除闡述了我們在香港、中國和新加坡的業務上推行可持續發展舉措，以及在環境、社會和管治方面的表現。本概覽乃依據《香港聯合交易所有限公司證券上市規則》附錄二十七的《環境、社會及管治報告指引》編製。

我們的企業社會責任四大範疇繼續致力於「建構綠色環境」、「關懷社群」、「創建藝術社區」，及「推動文物活化及保育」。

本概覽以及載於年報上的財務和企業管治額外資料，均已上載至我們的網站 www.sino.com 以供閱覽。

我們歡迎閣下對本概覽及我們在可持續發展方面的表現提供寶貴意見及建議。有關意見可電郵至 sinogreen@sino.com。

About Tsim Sha Tsui Properties Limited

關於尖沙咀置業集團有限公司

Tsim Sha Tsui Properties Limited ('Tsim Sha Tsui Properties') (0247) is one of the three listed companies of Sino Group ('the Group') which shares are listed on The Stock Exchange of Hong Kong Limited, with headquarters in Hong Kong.

As an extensive portion of the operations of Tsim Sha Tsui Properties is included under Sino Land Company Limited ('Sino Land'), we focus on the business and sustainability initiatives and activities of Sino Land in this Sustainability Review. Sino Land's core business comprises development of residential properties, offices, industrial and retail properties for sale and investment in Hong Kong, China, and Singapore. Sino Land's core business is complemented by a range of associated businesses rendered by Sino Property Services, including one-stop-shop property services such as property management, security services, car park operations and environmental services, as well as shopping malls management. We are also active in hotel investment and management, and club management.

As a committed corporate citizen, we strive to build a greener and sustainable community through introducing and actively participating in a wide range of arts and cultural events, green initiatives, community programmes, as well as heritage conservation and revitalisation.

尖沙咀置業集團有限公司 (「尖沙咀置業」) (0247)，為信和集團 (「集團」) 旗下三間在香港聯合交易所有限公司上市的公司之一，總部設於香港。

信和置業有限公司 (「信和置業」) 之業務佔尖沙咀置業整體業務的很大比重，本《可持續發展概覽》將集中介紹信和置業的業務及可持續發展的相關項目及活動。信和置業的核心業務包括發展住宅、寫字樓、工業和商場物業作銷售和投資，業務遍及香港、中國和新加坡。為配合我們的核心業務，信和置業優勢經營的相關業務提供一站式物業服務，包括物業管理、保安服務、停車場營運、環衛服務以及商場管理。此外，我們亦從事酒店投資及管理，以及會所管理等業務。

我們秉持良好企業公民的精神，推行及積極參與各類社區與環保活動，推動藝術文化發展和文物保育活化，致力建設一個更綠色和可持續發展的社區。



Corporate Governance

企業管治

Tsim Sha Tsui Properties maintains a corporate governance structure which ensures that business is conducted with sound governance, business ethics and corporate integrity in order to safeguard the interests of shareholders and other stakeholders. At Tsim Sha Tsui Properties, the Board of Directors ('the Board') is the highest governance body which assumes overall leadership and ensures implementation and maintenance of effective risk management and internal controls to protect the interests of the Company and its shareholders. The Board is composed of Executive Directors, Non-Executive Directors and Independent Non-Executive Directors, who all contribute valuable views for the Board's deliberation and subsequent decision making.

To enhance the function of the Board, four board committees, namely Audit Committee, Remuneration Committee, Nomination Committee and Compliance Committee have been set up to take up different responsibilities. Each Board committee is chaired by a Director with other Board members as committee members while the Compliance Committee also comprises relevant department heads and the Compliance Officer. Clear information on the performance of Tsim Sha Tsui Properties is provided through timely publication of interim and annual results and reports, circulars to shareholders and announcements in accordance with the requirements of the Listing Rules.

We take an active role in managing risks through the internal control and risk management systems. An Enterprise Risk Management ('ERM') approach has been adopted to assist the Audit Committee and the Board in discharging its risk management responsibilities and individual business units in managing the key risks faced. The ERM is a process whereby risks together with the relevant controls are assessed, evaluated and reviewed on an ongoing basis. The internal control framework is fully integrated with the risk management framework. The effectiveness of the risk management and internal control systems is reviewed at least annually. The main features of the risk management and internal control systems are disclosed in the Annual Report.

All management and staff have to comply with the Code of Conduct ('CoC') which sets out our position and standards regarding business ethics and employee conduct, including bribery prevention and avoidance of conflict of interest. Any breaches of the CoC are handled in strict accordance with internal disciplinary procedures. Experts from external organisations such as the Independent Commission Against Corruption, the Equal Opportunities Commission and the Office of the Privacy Commissioner for Personal Data are invited periodically to deliver training to employees.

尖沙咀置業維持的企業管治架構，確保業務管理完善、遵守商業道德操守，以及具有企業誠信，務以維護我們的股東和其他持份者的利益。董事會是尖沙咀置業的最高管治機關，負責擔任全面領導，並確保落實和維持有效的風險管理及內部監控，以保障公司及其股東的利益。董事會由執行董事、非執行董事及獨立非執行董事組成，均為董事會的審議和隨後的決策提供寶貴意見。

為加強董事會功能，董事會成立了四個董事會轄下委員會，包括審核委員會、薪酬委員會、提名委員會和遵守規章委員會，負責不同的工作。每個委員會均由董事擔任主席，並由其他董事會成員出任委員會成員，而遵守規章委員會成員亦包括相關部門主管及遵守規章主任。我們按照《上市規則》的規定，適時發布中期和全年業績以及中期報告和年報、股東通函和公告，提供尖沙咀置業業務發展的清晰資訊。

我們透過內部監控和風險管理系統積極管理風險。我們採納了一套企業風險管理系統，以協助審核委員會及董事會履行其風險管理責任，及幫助各業務單位管理公司所面對的主要風險。在管理企業風險過程中，會持續評估、衡量和檢討各項風險及其相關監控措施。內部監控框架已與風險管理框架完全融合。我們對風險管理與內部監控系統的有效性每年最少作一次檢討。風險管理和內部監控系統的主要特點載於年報中。

所有管理層和僱員必須遵守《紀律守則》，當中列明了我們對商業道德和員工操守，包括防止賄賂和處理利益衝突的立場和標準。任何違反《紀律守則》的行為均會按照內部指引嚴格處理。我們亦邀請廉政公署、平等機會委員會和個人資料私隱專員公署等外部機構的專員定期為我們的員工提供培訓。

Sustainability Governance Structure 可持續發展的管治架構

The Sustainability Committee was set up in October 2010 to optimise the planning and implementation of our strategies for building a more sustainable business. The Committee members include Mr Daryl Ng Win Kong, Executive Director of Tsim Sha Tsui Properties, with other Committee members drawn from the management of all business units across the Group. The Committee sets the overall direction of sustainability approach, including our environmental strategy and other corporate social responsibilities initiatives. It also facilitates the implementation of the policies and programmes related to corporate sustainability. The environmental policy outlines our long-term corporate plan to guide the environmental management systems and standards for different business units.

The Green Audit Committee conducts regular checks on environmental practices at buildings under the Group's management and provides suggestions on ways for further improvement. The Committee also facilitates internal and external communication for enhancing environmental performance.

With the establishment of Employee Safety and Health Committee, we administer our health and safety management system and ensure the principles are adopted in day-to-day operations. The Committee also reviews injury cases for loss control and prevention.

可持續發展委員會於2010年10月成立，以完善我們在制訂和實行可持續發展策略的工作。委員會由尖沙咀置業執行董事黃永光先生及來自集團各業務單位的管理層組成。委員會負責制訂可持續發展的整體方向，包括環保策略及其他企業社會責任舉措，以及促進與企業可持續發展相關政策和項目的實施。所制定之環保政策概述企業的長遠規劃，以助發展環境管理制度和為各業務單位訂立標準。

環保審核委員會定期檢查集團旗下管理物業之環保措施，並提出相關改善建議。委員會亦會就提升我們的環保績效，加強內部和對外的溝通。

我們透過成立僱員安全及健康管理委員會，確保在日常業務上落實執行健康及安全管理系統的各項原則。委員會亦會檢視工傷個案，從而控制及預防意外發生。



Our Vision, Mission and Core Values

我們的願景、使命和核心價值

Vision 願景

To make Sino the preferred choice for customers, investors and employees
信和成為顧客、投資者及僱員的首選

Mission 使命

To achieve quality excellence by thoroughly understanding the needs of customers and consistently surpassing their expectations
瞭解顧客的需要、時刻超越顧客的期望，以實踐卓越品質

Core Values 核心價值

Staff Integrity 員工誠信可靠
Customer First 顧客至上
Quality Excellence 卓越品質
Teamwork 團隊精神
Continuous Improvement 不斷求進
Preparedness 充份準備
Sense of Urgency 急迫意識

Our key stakeholders and communication channels are as follows:
我們的主要持份者和溝通渠道如下：

Stakeholders 持份者	Communication Channels 溝通渠道
Customers 顧客	<ul style="list-style-type: none"> • Handover Service Survey (Property Buyers) 交樓服務調查（置業者） • Customer Satisfaction Survey (Residents) 客戶滿意程度調查（住戶） • Home Visits by Property Management Team 物業管理團隊家訪 • Customer Service Hotline 客戶服務熱線 • Regular Gatherings 定期聚會 • Social Media 社交媒體 • Daily Personal Contact 日常親身接觸
Tenants 租戶	<ul style="list-style-type: none"> • Customer Satisfaction Survey (Tenants) 客戶滿意程度調查（租戶） • Meetings 會議 • Site Visits 實地視察
Staff 員工	<ul style="list-style-type: none"> • Town Hall Meetings and Monthly Mini-Town Hall Meetings 員工溝通大會及每月小型座談會 • Newsletters 員工通訊 • New Hire Orientation 迎新課程 • SinoNet (Intranet) 集團內聯網 • Staff Suggestion Award Scheme 員工建議獎勵計劃 • Quality Improvement Champions Scheme 質量優化大使計劃

Stakeholders 持份者	Communication Channels 溝通渠道
Shareholders 股東	<ul style="list-style-type: none"> • Annual General Meetings 股東周年大會 • Annual and Interim Reports 年報及中期報告 • Press Releases, Announcements and Circulars 新聞公布、公告及通函
Investors 投資者	<ul style="list-style-type: none"> • Investor Conferences 投資者會議 • Site Visits 實地視察 • Results Briefings 業績發布會 • Analyst Briefings 分析員簡報會
Non-governmental Organisations 非政府機構	<ul style="list-style-type: none"> • Regular Meetings with Green and Charitable Organisations 與環保團體及社區團體定期會面
Partners (suppliers and contractors, academia and the government) 合作夥伴（供應商、承辦商、學者及政府）	<ul style="list-style-type: none"> • Tendering Process 招標程序 • Meetings and Conferences 會議及研討會 • Exhibitions 展覽 • Site Visits 實地視察
Local Communities 當地社區	<ul style="list-style-type: none"> • Volunteering Opportunities 義工機會 • Charitable Events 慈善活動 • Art Exhibitions and Functions 藝術展覽和活動
Mass Media 傳媒	<ul style="list-style-type: none"> • Press Conference and Luncheons 新聞發布會及午間聚會 • Press Releases 新聞公布

Connecting with Our Stakeholders 與持份者聯繫

Upholding our vision – 'To make Sino the preferred choice for customers, investors and employees', we value every connection with our stakeholders and deliver excellent products and services to our customers, adhering to our 'Customer First' motto, with sound management systems, two-way engagement channels and legal compliance.

秉持我們讓「信和成為顧客、投資者及僱員的首選」之願景，我們珍惜與持份者的每一次接觸，並謹守「顧客至上」的座右銘，透過健全的管理系統、雙向的參與渠道和守法循章，竭誠向顧客提供優質產品和服務。



Our Employees

我們的員工

Employment Policies

僱傭政策

As a responsible employer, Tsim Sha Tsui Properties is committed to providing equal employment opportunities in relation to all human resources matters including recruitment, training, promotion, transfer, remuneration etc. regardless of gender, disability, family status, marital status, pregnancy, race, religion, age, national origin and sexual orientation. We are also committed to providing a workplace free of discrimination, harassment and vilification. Differential treatment and harassment on grounds of race, sex, disability and family status is unlawful whereas discrimination, harassment and vilification on the ground of sexual orientation is unacceptable, and will therefore not be tolerated in the workplace.

We treasure our employees and take every effort to address their needs and concern. A comprehensive framework together with detailed human resources management policies are embedded in our Staff Handbook. The Handbook provides information and guidelines to staff in the areas of working conditions, benefits and remunerations, training and development, as well as health and safety, and undergoes regular review in light of new legal and regulatory requirements, and the best employment practices. We strictly enforce our employment policies to offer a fair and supportive workplace, and strive to prevent child and forced labour.

During the reporting period, we had no violation record on relevant laws and regulations about employment, health and safety and labour standards that have a significant impact on the Group.

作為負責任的僱主，尖沙咀置業致力在所有有關人力資源的事務上，包括招聘、培訓、晉升、調職、薪酬等方面，不論僱員的性別、殘疾、家庭崗位、婚姻狀況、懷孕、種族、宗教、年齡、國籍及性傾向，均提供平等就業機會。我們亦致力提供一個沒有歧視、騷擾及中傷的工作環境予僱員。基於種族、性別、殘疾及家庭崗位產生的歧視及騷擾是違法的；而基於性傾向而產生的歧視、騷擾及中傷亦是不能接受，因此，我們絕不容許這些事情在工作場所發生。

我們重視我們的員工並竭盡所能回應他們的需求和顧慮。我們的《僱員手冊》包含了完善的框架及詳細的人力資源管理政策，為員工在工作環境、薪酬待遇、培訓和發展，以及健康和安全等方面提供資訊和指引，並因應新頒布的法例要求及實踐最佳僱傭常規作定期檢討。我們嚴格執行僱傭政策，以締造一個公正及具支援的工作環境，並防止僱用童工和強制勞工。

於報告期內，我們並沒有違反對集團有重大影響、有關僱傭、健康與安全和勞工準則的相關法律及規例。



Training and Development 培訓與發展

Gearing up employees is vital to sustainable growth of the Group. We cultivate lifelong learning culture and encourage employees at all levels to undertake studies which enable them to acquire the necessary skills, knowledge and qualifications to support their career enhancement in line with our business needs. Courses, seminars and workshops covering various topics in customer services, technical skills, languages and legal requirements are organised on an ongoing basis for the employees. Our newest 'Sino Development Programme' offers a competency-based training tailor-made for staff at different levels, such as, 'Effective Time and Task Management', 'Coaching for Results', 'Problem Solving and Decision Making for Managers' and 'Effective Presentation Skills'. About 120 training modules were organised in Hong Kong during the reporting period. To encourage our employees to equip themselves through job-related external training and qualification programmes, we provide external training and formal education sponsorship.

Based on a staff headcount of 8,738 as of 30 June 2017 in Hong Kong and China, we organised a total of 71,587 hours of training during the reporting period. In addition to training conducted at our headquarters, on-site trainings were also given to frontline staff, where a total of 19,837 hours of trainings were held. During the reporting period, a total of 91,424 hours of training was organised, where each employee received an average of 10.5 hours of training.

裝備員工對集團的可持續增長尤為重要。我們培養終身學習文化，鼓勵各級員工進修，務求提升技能、知識及資歷，以支援員工的個人事業發展及配合我們業務需求。我們持續為員工舉辦課程、研討會和工作坊，涵蓋顧客服務、專業技能、語言和法律要求等各種議題。我們最新的「信和培訓及發展計劃」為不同崗位的員工度身訂造了能力導向培訓，例如「有效時間及任務管理」、「成效為本教練指導」、「管理研習之分析問題及制定決策」及「高效演說技巧」等等。於報告期內，我們在香港開辦了約 120 個培訓單元。為鼓勵員工報讀與工作相關的外間培訓和資歷課程，我們還向員工提供外間培訓及正規教育資助。

截至 2017 年 6 月 30 日，以香港及中國之員工總數 8,738 人來計算，我們於報告期內總共舉辦了 71,587 小時的培訓；除於總部安排培訓外，我們亦為前線員工提供實地培訓合共 19,837 小時。於報告期內，合共舉辦了 91,424 小時的培訓，每位員工的平均培訓時數為 10.5 小時。



We sustain our talent pool with the brightest graduates through our Corporate Management Trainee Programme. The intensive and comprehensive talent management programme offers a 20-month training for trainees who will rotate through major business functions for on-the-job training and be equipped with problem solving, project management and networking skills.

我們通過見習行政員計劃吸納優秀的畢業生，藉以鞏固我們的人才庫。為期 20 個月的人才管理計劃既深入且全面，讓見習行政員於我們主要業務範疇的不同崗位接受在職培訓，以掌握解難能力、項目管理和社交技巧。

Corporate Management Trainee Programme At a Glance 見習行政員計劃概覽

Knowledge & Skills Development Training 知識及技能之發展及培訓						
Training Academies 培訓學院	Team Building 團隊建立	Personal Effectiveness 個人效益	Customer Service 顧客服務	Interpersonal & Communication Skills 人際關係及溝通技巧	Leadership Skills 領導才能	Seminars 研討會
Orientation & Assimilation 迎新課程及活動	Attachment with Assignments & Responsibilities 於集團主要業務範疇不同崗位接受培訓及負責不同項目				Placement 見習行政員工作配置	
	Sales and Marketing 銷售及營銷	Leasing 租務	Property Services 物業管理			
	20 months 為期 20 個月					
Mentoring & Coaching by Senior Executives 管理層督導	Regular Reviews 定期會面		Project Presentations 項目匯報		MT Alumni 歷屆見習行政員網絡	

Connecting with Our Staff 與我們的員工聯繫

We strive to foster a strong sense of belonging of our staff and to ensure that the voice of each employee is heard through transparent communication channels. These include Town Hall Meetings, Staff Suggestion Award Scheme, Quality Improvement Champions Scheme, monthly Mini-Town Hall Meetings and Staff Newsletters.

In the Staff Suggestion and Management Feedback Session of each Town Hall Meeting, management addresses staff's questions and, where required, follows up with a review of the relevant policies afterwards. Management's feedback to any questions that have not been addressed due to the limitation of time will be uploaded to the intranet for staff's information in a timely manner.

我們致力培養員工對公司的歸屬感，透過透明的溝通渠道，確保管理層可聆聽每一位員工的聲音，當中包括員工溝通大會、員工建議獎勵計劃、質量優化大使計劃、每月小型座談會及員工通訊等等。

在每次員工溝通大會的員工建議和管理層反饋環節中，管理層皆用心回應員工的提問，並在有需要時跟進檢討相關政策。對因時間限制而未及解答的問題，管理層的相關回應會適時上載至內聯網，供員工查閱。



Staff Welfare and Wellness 員工福利與健康

Employees are the key to a successful business. To attract and retain talents, Tsim Sha Tsui Properties aims at offering competitive remuneration which is reviewed annually to reflect employees' performance and contribution as well as market trends.

Tsim Sha Tsui Properties cares about the wellness of employees, and strives to provide a decent working condition and competitive benefits. These include paid annual leave, medical coverage, paternity leave, free holiday flats and discount privileges on the hospitality, parking and leasing services offered by the Group. Staff Social & Recreation Committee of the Group organises an array of activities on a regular basis with a view to achieving work-life balance of employees.

員工是企业成功的關鍵。為了吸納及珍惜各方人才，尖沙咀置業致力提供具競爭力的薪酬，並按照員工的工作表現、貢獻和市場趨勢每年作出調整。

尖沙咀置業關注員工的身心健康，致力提供良好工作環境和具競爭力的員工福利，包括有薪年假、醫療保障、侍產假、免費度假屋及集團旗下酒店、泊車及租賃服務折扣等優惠。集團之員工康樂委員會定期組織多元化活動，讓員工實踐工作與生活之間的平衡。

Staff activity highlights 精彩員工活動

- One-day local tour to Tai O, Po Toi, Hong Kong Geopark and Tai Tong Lychee Garden etc.
本地一日遊包括大澳、蒲台島、香港地質公園及大棠荔枝園等
- 'Hoi Ha Marine Life Centre' Guided Tour
「海下灣海洋生物中心」探索海洋生態之旅
- Sino Ocean Park Halloween Fest
信和海洋公園哈囉喂全日祭
- Disneyland Fun Tour
迪士尼樂園同樂日
- Happy Hour Gathering
歡聚時刻聚會
- Departmental Movie Night
部門電影晚會



Occupational Health and Safety 職業健康及安全

Tsim Sha Tsui Properties recognises the importance of a safe and healthy work environment as the cornerstone of a successful organisation since people are the most important asset. We pin down the practicable principles and reasonable practices at work and covenant in our Occupational Safety and Health Policy Statement:

- To provide and maintain the training, machineries and facilities, material applications, environments, methods and systems at works up to the highest safety and health standards, preventing occupational injuries and diseases;
- To assign competent and skilled staff and contractors to handle works with critical hazards or impacts related to occupational safety and health;
- To promote the safety culture through various communication channels such as safety campaigns, discussion and sharing sessions;
- To require contractors or subcontractors of our projects to assist in the implementation of policies, procedures and practices related to occupational safety and health ('OSH') at work.

尖沙咀置業以人為本，深明提供一個安全及健康的工作環境是企業成功的基石。我們在《職業安全及健康政策》中闡述了於工作中實踐職業健康及安全的合理原則和常規，承諾：

- 確保員工接受職業安全培訓，提醒員工經常清理及維修各項儀器和設備，確保物料的應用、工作環境以至有關制度等均達安全水平，從而預防職業性受傷及疾病；
- 委派富經驗及相關技能的員工或承辦商處理各項高危類別的工作；
- 透過不同溝通渠道，如安全競賽、討論及分享環節，推廣職業安全及健康文化；
- 要求項目的承辦商或分判商協助履行與職業安全及健康（「職安健」）相關的政策、程序和措施。



Safety Promotion Programme @Sino Property Services 安全推廣計劃 @ 信和管業優勢

To further promote a safety culture and reduce accidents, Sino Property Services has launched the 'Safety Promotion Programme' during the reporting period, themed 5S Construction Site Management and Prevention of Falling, Slipping or Stumbling. Staff have been encouraged to apply their OSH knowledge on site. Performances in different properties are evaluated through internal competitions. A remarkable reduction in occupational injury rate by 47% has been observed comparing with the same period in the previous year.

為進一步推廣安全文化和減少意外事故，信和管業優勢於報告期內推出「安全推廣計劃」，主題定為 5S 工地整理、防止員工跌倒、滑倒或絆倒，鼓勵員工在工作場所實地運用他們的職安健知識，透過內部比拼為各物業的表現進行評估。計劃推出後，相關工傷比率與前年同期相比顯著下降了 47%。

Accordingly, we follow a systematic approach and provide collective support to achieve the highest attainable standard in OSH performances. The OSH measures undertaken during the reporting period are summarised into the following focus areas:

- **Leadership and Management**

Our Employee Safety and Health Committee, which is chaired by our Executive Director, monitors the OSH performance of day-to-day operations in property management, car parking, security and hygiene services. 13 buildings in Hong Kong are certified with OHSAS 18001 Occupational Health and Safety Management System.

- **Internal Rules and Procedures**

We formulate and implement in-house OSH Code of Practice, safety procedures and general rules for our employees, contractors and subcontractors with various duties. We implement strict control of work practice with highly risky operations such as working in confined space and working at height.

- **Training and Communication**

We enhance the OSH awareness, skills and recognition of the stakeholders through various channels such as safety campaigns, publications and billboards, discussion or sharing sessions as well as mandatory and specialised training programmes on safety and health.

- **Target Setting**

We require all our buildings to set annual targets on key performance indicators ('KPIs') for OSH such as injury rate and number of qualified first-aiders, with an aim to fully engage our staff in the implementation of OSH principles and practices.

- **Review and Monitoring**

We review our Occupational Safety and Health Policy Statement and the performance of OSH measures on a regular basis to ensure the effectiveness and reliability of the system. We also conduct daily inspections, formulate emergency response plans, conduct risk assessment and refine our accident investigation mechanism to ensure legal compliance and minimise risks associated with OSH.

我們以系統性的方法為員工提供全面的支援，使我們在職安健的表現達致最高水平。我們於報告期內實施的職安健措施可歸納成下列範疇：

- **領導能力和管理**

我們的僱員安全及健康管理委員會由執行董事擔任主席，監察物業管理、泊車、保安和清潔服務日常運作的職安健表現。13 棟位於香港的樓宇已獲得 OHSAS 18001 職業安全健康管理體系認證。

- **內部規則及程序**

我們為各工作崗位的員工、承辦商和分判商制定並實行內部的職安健行為守則、安全程序和通用準則。我們亦為高危工作環境，如涉及密閉空間工作和高空工作，實施嚴格的工作程序及監控。

- **培訓與溝通**

我們透過不同渠道提高持份者對職安健的意識、技能和認識，例如安全競賽、刊物和資訊板、討論、分享環節，以及強制性和專門的安全及健康培訓計劃。

- **訂立目標**

我們要求所有樓宇為職安健訂立年度關鍵績效指標，例如工傷率和合資格的急救員人數等，目的是推動全員參與，以促進實踐職安健原則和常規。

- **檢討及監察**

我們定期檢討《職業安全及健康政策》和職安健措施的表現，以確保管理系統有效可靠。我們亦透過日常巡查、制定應急計劃、進行風險評估和完善我們的意外調查機制，以確保符合法例要求，將職安健相關風險減至最低。

Occupational Health and Safety Statistics 職業健康及安全統計

KPIs 關鍵績效指標	2016-2017 Performance 2016 至 2017 表現
No. of reportable incidents (sick leave > 3 days) 須呈報事故數目 (病假多於 3 天)	206
No. of lost days due to work injury 因工傷損失的工作日數	7,713.5
No. of work-related fatalities 因工死亡人數	0
Case of occupational disease 職業病個案	0
Injury rate per 1,000 employees 以每千名員工計的工傷率	21.73
No. of buildings certified with OHSAS 18001 獲 OHSAS 18001 職業安全健康管理體系 認證之樓宇數目	13

Anti-corruption

反貪污

Policies

政策

Staff integrity is one of our critical factors to success. Tsim Sha Tsui Properties prohibits, among others, bribery and corruption. Employees are required to conduct themselves with integrity, in an ethical and proper manner, and in compliance with the applicable laws and regulations of the countries in which the Group operates, including anti-bribery laws.

員工誠信可靠是我們其中一個重要的成功因素。尖沙咀置業禁止在工作和商業往來中出現任何貪污賄賂行為。任何僱員必須以誠信、合乎道德規範的商業操守執行工作，並遵守集團業務所在國家所適用的法律和規例，包括有關防止賄賂的法例。

Code of Conduct

紀律守則

We have a Code of Conduct ('CoC') in place to ensure the proper conduct of all functions of the Group as well as our employees. This includes, inter alia, policies, rules, guidelines and procedures relating to prevention of bribery, solicitation and acceptance of advantages, conflict of interest, falsifying documents or furnishing false accounting records, acceptance of gifts and entertainment from third parties. During the reporting period, there was no legal case regarding corrupt practices brought against Tsim Sha Tsui Properties or its employees.

我們制定的《紀律守則》確保集團所有部門及員工正當執行職務，包括與防止賄賂、索取及收受利益、利益衝突、造假帳或提供虛假會計文件、接受第三方之饋贈和款待等相關政策、規則、指引及程序。於報告期內，並沒有對尖沙咀置業或其員工提出的貪污訴訟案件。

Whistle-blowing

舉報政策

By implementation of the Unethical Conduct Notification Policy and Procedures ('UCN Policy and Procedures'), we have put in place a confidential and secure mechanism, namely the Business Ethics Committee comprising members from the management, to protect employees against unethical conducts, such as dishonesty, fraud or harassment, while assisting the Group in achieving its business commitments. In situation where an employee identifies any possible breach of the CoC or misconducts, he can report to the Business Ethics Committee or the Internal Audit Department through formal whistle-blowing procedures under the UCN Policy and Procedures. Every reasonable effort will be made to maintain the confidentiality of the whistle-blowers without any kind of retaliation for reports or complaints on reportable misconduct made in good faith. Investigation procedures would be followed to ensure all complaints being treated promptly and fairly. Ongoing monitoring and review of the UCN Policy and Procedures is carried out regularly to assess its effectiveness. Relevant trainings for the UCN Policy and Procedures are also conducted from time to time for staff.

透過實施《不道德行為舉報政策及程序》，我們成立了由管理層組成的商業操守委員會。此政策旨在提供一個機密及可靠的舉報機制，即防止任何有違操守的行為，例如欺騙、詐騙或騷擾性的行為，以保障僱員之利益，並協助集團實踐其商業承諾。僱員倘發現任何可能有違《紀律守則》或不當行為，可以透過《不道德行為舉報政策及程序》中的正式舉報程序，向商業操守委員會或內部審核部報告。我們將在合理範圍內竭力保護告密者的身份，並不會容許任何人對出於誠實的舉報者作出報復的行為。我們會遵守調查程序，以確保所有投訴均得到迅速和公正的對待。我們定期監察及檢討《不道德行為舉報政策及程序》，以作評估，並會不時為員工提供相關培訓。

Our Customers 我們的顧客

Adhering to our 'Customer First' motto, we strive to achieve quality excellence by thoroughly understanding the needs of customers and consistently surpassing their expectations. We take responsibility of our products and services, and strictly follow regulatory requirements, industry guidelines and internal procedures to improve customer health and safety, promote responsible marketing and ensure information security of our customers. To monitor the needs of our customers proactively and collect feedback regarding service and product quality, a wide array of communication channels is in place, e.g. annual customer satisfaction surveys. During the reporting period, the customer satisfaction rating in Hong Kong was 3.62 out of 4, reflecting our dedication in lifting customer experience.

We also established an ISO 10002 certified Customer Satisfaction and Complaints Handling System together with a digital platform 'iPromise' for receiving and handling customer suggestions properly.

We understand responsible information management is vital to marketing and data handling processes. We therefore prepare all marketing and information materials according to applicable laws and regulations, such as the Residential Properties (First-hand Sales) Ordinance and the self-regulatory regime of the Real Estate Developers Association of Hong Kong. Handbooks listing out detailed fitting and fixtures guidelines are also distributed to customers and tenants during selling and leasing processes to ensure transparency and authenticity of sales information. We closely follow the Personal Data (Privacy) Ordinance when handling customer data. The CoC also requires all employees to treat customer data in strict confidence.

During the reporting period, we had no violation record on relevant laws and regulations that have a significant impact on the Group relating to product responsibility issues.

秉持「顧客至上」的座右銘，我們致力瞭解顧客的需要，時刻超越顧客期望，以實踐卓越品質。我們為產品和服務負責，嚴格遵守法例要求、行業守則和內部程序，以提升顧客的健康與安全、推廣良心營銷和確保顧客的資料安全。我們透過各式溝通渠道，例如年度客戶滿意程度調查等等，主動瞭解顧客的需求及收集他們對服務和產品質素的回饋。於報告期內，於香港的客戶滿意度為 3.62 分（4 分為滿分），反映了我們對提升顧客體驗的決心。



我們亦建立了一套獲 ISO 10002 認證的客戶滿意度和投訴處理系統，連同「iPromise」電子平台，以妥善接收和處理客戶建議。

我們深明負責任的資訊管理在營銷和資料處理過程中至關重要，因此在製作所有營銷和資訊材料時嚴格按照適用的法例，例如《一手住宅物業銷售條例》及香港地產建設商會之自我監管制度等等。在銷售和租賃過程中，我們分發給客戶及租戶載有詳細裝配和固定裝置指引的手冊，以保證銷售資訊的透明度和真實性。我們嚴格遵從《個人資料（私隱）條例》的要求來處理顧客資料。我們的《紀律守則》亦要求所有員工嚴格保密顧客資料。

於報告期內，我們並沒有違反對集團有重大影響、有關產品責任問題的相關法律及規例。

Improving Customer Experience through 'Touching Moments' Sharing 透過「窩心時刻」提升客戶體驗

'Customer First' is one of the core values of Tsim Sha Tsui Properties. To facilitate sharing touching anecdotes about customer services, the Quality Improvement Champions Customer Service Team has launched 'Touching Moments', an online platform that enables colleagues to share thoughts and comments on customer service excellence. The platform creates positive momentum which facilitates idea exchange among employees to continuously improve customer experience.

「顧客至上」是尖沙咀置業的核心價值之一。質量優化大使顧客服務小組特設「窩心時刻」網上平台，鼓勵員工分享以客戶服務為主題的感動故事，員工亦可分享和回應客戶服務卓越個案。該平台締造一股積極動力，促進員工之間的意見交流，從而不斷提升顧客體驗。

Engaging Our Customers 聯繫我們的顧客

Through our membership-based loyalty programme, 'Sino Club', we are dedicated to maintain long-term relationship with our customers. We connect and interact with members through bespoke experiences such as dynamic art and cultural events, lifestyle activities, environmental care and community services. Exclusive privileges are offered all year round covering property, shopping, dining, hotel, parking, yacht club and more.

我們透過會員忠誠度計劃「Sino Club 信和薈」，讓會員盡享優越體驗。我們銳意與顧客建立長遠關係，透過各種充滿活力的藝術文化活動、生活品味活動、環境保護和社區服務等與會員保持緊密聯繫，互動交流。我們還為會員全年提供關於物業、購物、餐飲、酒店、泊車、遊艇會等的獨家優惠。



Our Business Partners

我們的業務夥伴

Policy on Supply Chain Management 供應鏈管理政策

We convey the sustainability message to our stakeholders including suppliers and business associates. Group Procurement and Administration Department communicates environmental, social and ethical standards to our supply chain through the 'Policies & Procedures for Group Approved Contractors/Suppliers List' ('GACSL') and the 'Green Purchasing Guidelines', which take all relevant financial and non-financial costs and benefits into account over the entire life cycle of the procurement.

The GACSL Coordinator, who is a designated staff appointed by the department head of Group Procurement and Administration, acts as the project manager responsible for the overall implementation. To be eligible for our tendering process, all suppliers must be registered, which involves a series of procedures including review of application documents, interviews and site visits where appropriate as well as final approval by the vetting panel. Sound environmental and social management is a key assessment criterion when selecting new suppliers. Regular monitoring and annual performance reviews are conducted on registered suppliers to minimise the risks associated with environmental and social aspects in our supply chain.

我們向持份者傳遞可持續發展的訊息，包括供應商和業務夥伴。集團採購和行政部透過《集團認可承辦商 / 供應商 (「GACSL」) 的相關政策及程序指引》和《綠色採購指引》，向供應商傳達相關之環境、社會和道德標準，於採購時考慮整個生命週期內所有相關的財務和非財務的成本和效益。

GACSL 協調員由集團採購和行政部主管任命的特定職員出任，作為項目經理，負責全面實行相關政策及指引。若有意參與我們的招標程序，所有供應商必須先註冊，包括審閱申請文件、面試和實地考察（如適用）以及通過審核小組最終批核等一系列程序。在甄選新供應商過程中，穩健的環境和社會管理是重要的評核準則。我們亦會對註冊供應商進行定期監察及年度表現評核，以確保將我們的供應鏈對環境和社會帶來的風險減至最低。

Green Procurement in Tsim Sha Tsui Properties 尖沙咀置業的綠色採購

The Green Purchasing Guidelines are applied in all purchasing units under Tsim Sha Tsui Properties. Some of the principles when considering a purchase include:

- Examining the necessity of the product or service to avoid unnecessary consumption and to manage demand;
- Considering the alternatives to purchasing a replacement product, such as reusing, recycling, reducing, greater durability and greater energy efficiency;
- Considering the emissions, pollutants, energy and water required at all stages of the life cycle;
- Reducing the hazardous material content in purchases;
- Considering the end-of-life options, including the reuse, repair, recycling and disposal options.

Purchasing units are strongly encouraged to take note of the Government's policy on recommended green product specifications.

尖沙咀置業屬下的所有採購單位均執行《綠色採購指引》。我們在採購時考慮的原則包括：

- 評估是否需要該產品或服務，避免不必要的消耗及管理需求；
- 當購買需要替換的產品時考慮其他做法，如重複使用、回收利用、減少使用、選購耐用性強和具更高能源效益的產品等；
- 考慮產品生命周期所有階段中有關的排放、污染物、能源和用水；
- 減少採購含有害物質的產品；
- 多考慮產品生命周期完結後的處置途徑，包括重用、維修、回收和棄置等。

我們鼓勵各採購單位密切留意政府提倡的綠色產品規格及相關政策。

Forging a Greener Environment

建構綠色環境

We strive to promote sustainable development and environmental protection, and partner with stakeholders on eco programmes to build a greener future together. We endeavour to make our properties more environmentally friendly through careful architectural planning, energy-saving and green management initiatives. With proactive involvement in various green programmes, we also aim to further promote green living to stakeholders and the general public.

我們積極推動可持續發展和環境保護，並透過各類環保活動，與持份者共建更綠色的未來。通過精心的建築規劃以及一系列節能和綠色管理措施，我們致力提升旗下物業的環保績效。我們積極參與各類環保活動，進一步向持份者及普羅大眾推廣綠色生活。



Tsim Sha Tsui Properties is firmly committed to sustainable development and to bring a cleaner environment to residents, tenants, customers, employees and the community at large. Under our environmental policy, we covenant to:

- actively promote a culture of environmental sustainability among residents, tenants, customers, employees and contractors and encourage their involvement in green initiatives;
- improve environmental protection through energy conservation, waste reduction and pollution prevention;
- implement and update effective measures to sustain green living; and
- ensure full compliance with applicable legislation in relation to environmental protection.

By adhering to the environmental policy, we have implemented concrete measures and initiatives in energy conservation, waste reduction, pollution prevention, etc. and conducted periodic monitoring and reviews of the relevant key performance indicators to protect the environment where we operate. Sound environmental management in 35 flagship properties is governed by the internationally recognised ISO 14001 Environmental Management System.

尖沙咀置業矢志促進可持續發展，致力為住客、租戶、顧客、員工及整個社區帶來更潔淨的環境。我們根據環保政策，承諾：

- 積極向住客、租戶、顧客、員工以及承辦商推廣環境保護訊息，並鼓勵他們身體力行，親身參與綠色項目；
- 採取預防措施以保護環境、節約能源、減少廢物，並防止污染；
- 持續推行及提升綠色生活措施；及
- 遵守適用的環保法例及已承諾的要求。

我們根據環保政策，實施一系列節約能源、減少廢物及防止污染的實際措施，並定期監察及檢討相關關鍵績效指標，以保護我們營運的環境。另外，我們亦按照國際認可的 ISO 14001 環境管理體系認證，於 35 個旗艦物業推行嚴謹的環境管理。

Emissions Control and Minimisation 監控及減少排放

We strive to minimise greenhouse gas ('GHG') emissions, hazardous and non-hazardous waste generation and effluent discharge from our properties by formulating our 'Environmental Aspect Register', which pins down all identified environmental aspects and impacts of the business activities of the Group. During the reporting period, the key emissions include carbon dioxides ('CO₂'), hazardous and non-hazardous solid waste and effluent. The respective emissions data from our operation in Hong Kong are presented in the subsequent sections. During the reporting period, Tsim Sha Tsui Properties had no violation record on relevant laws and regulations relating to emissions that have a significant impact on the Group.

We are committed to implementing more stringent measures on CO₂ emissions reduction in response to local and international initiatives, such as 'Hong Kong's Climate Action Plan 2030+' and the 'Paris Agreement' signed during the United Nations Climate Change Conference. We set a carbon reduction target which was to reduce 16% carbon emissions by 2020 based on the 2012 level¹. With a view to enhancing transparency and promoting public awareness on climate change issues, we support the carbon disclosure initiative and report our GHG emissions as a result of business operations in the Carbon Footprint Repository for Listed Companies in Hong Kong developed by the Environmental Protection Department on an annual basis.

¹ Across common areas of Sino Land's wholly-owned buildings.
於信和置業全資擁有之物業的公用地方。

我們透過建立《環境要素登記冊》(Environmental Aspect Register) 記錄所有與集團業務有關的環境要素及其影響，致力減少溫室氣體 (GHG)、有害及無害廢物的生產及污水排放。於報告期內，我們的排放主要包括二氧化碳 (CO₂)、有害及無害固體廢物及污水，與我們於香港業務相關的排放數據請參閱下面章節。於報告期內，尖沙咀置業並沒有違反對集團有重大影響、有關排放的相關法律及規例。

為響應本地及國際社會的環保倡議，如《香港氣候行動藍圖 2030+》及於聯合國氣候變化峰會上簽定的《巴黎協定》，我們承諾採取更嚴格的措施以減少二氧化碳排放，並訂下減排目標，致力於 2020 年前將碳排放量從 2012 年的水平減少 16%¹。為提高透明度及大眾對氣候變化議題的關注，我們於環境保護署設立的香港上市公司碳足跡資料庫每年公布由業務運作所產生的溫室氣體排放量，以支持碳排放披露倡議。

During the reporting period, the accumulated reduction of carbon emissions against 2012 level across common areas¹ under our management:

於報告期內，於我們管理的公用地方¹的累計碳排放量較 2012 年之水平：

↓ 8.9%

GHG emissions from our operation in Hong Kong in 2016-2017 2016 至 2017 年度香港業務的溫室氣體排放量

Aspects 層面	Unit: tonne CO ₂ equivalent 單位：公噸二氧化碳對等值
Direct GHG emissions (Scope 1) 直接溫室氣體排放量（範疇一）	5,559.4
Indirect GHG emissions (Scope 2) 間接溫室氣體排放量（範疇二）	63,249.0
Other indirect GHG emissions (Scope 3) 其他間接溫室氣體排放量（範疇三）	288.8

¹ Across common areas of Sino Land's wholly-owned buildings.
於信和置業全資擁有之物業的公用地方。

Waste Minimisation and Recycling 減少及回收廢物

Waste reduction and pollution prevention are two other focus areas of our emissions control efforts. In addition to providing collection boxes or recycling services for all recyclables and other waste management measures in accordance with our 'Green Office Management Guidelines', our waste are collected by licenced waste collectors. We keep a close eye on the latest Government's initiatives and policies on waste management, such as the producer responsibility schemes, in order to allocate resources and formulate strategy for support in a timely manner.

減少廢物及防止污染為我們另外兩個重點排放監控項目。我們遵從《綠色辦公室管理指引》，提供收集箱、回收再造服務及實行其他廢物管理措施，所產生的廢棄物均由持牌廢物收集者收集。此外，我們密切留意政府最新的廢物管理措施及政策，例如生產者責任計劃，適時分配資源及制定支援策略。

Waste Produced from our operation in Hong Kong in 2016-2017 2016 至 2017 年度香港業務的廢物生產量

Aspects 層面	Unit: tonne 單位：公噸
Hazardous waste 有害廢物	3.2703
Non-hazardous waste 無害廢物	600.4

Recycled Materials from our operation in Hong Kong 2016-2017 2016 至 2017 年度香港業務的物料回收量



We have continued to implement food waste recycling programmes in our properties and strengthen tenants' participation through the Green Tenant Engagement Programme. The food waste decomposer in tmtplaza can turn a maximum of 7,000 kg of leftovers into water every month; two new food waste decomposers with capacity of 100 kg per day were introduced to Citywalk.

我們持續於旗下物業推行廚餘回收，並透過「環保租戶計劃」，鼓勵租戶積極參與。我們於屯門市廣場設置的廚餘機每月最多可將 7,000 公斤的廚餘轉化為水，而荃新天地商場增設之兩組廚餘機，每日可處理 100 公斤廚餘。

During the reporting period, over **200** tonnes of food waste was collected for recycling.
於報告期內，我們回收的廚餘超過 **200** 公噸。



'Experience Sharing Seminar in Food Waste Recycling Methods' organised by Green Council
參與環保促進會舉辦的「廚餘回收再造方法經驗分享研討會」

In November 2016, Best Result Environmental Services Limited, a subsidiary of Sino Land, was invited to share experience in food waste recycling with the public. The seminar aimed at disseminating the messages of recycling food waste and reducing waste at source.

於 2016 年 11 月，信和置業附屬公司 — 恒毅環衛服務有限公司獲邀出席由環保促進會舉辦的「廚餘回收再造方法經驗分享研討會」，與公眾分享廚餘回收經驗，宣揚廚餘回收再造及源頭減廢的訊息。



Resources Utilisation and Management

善用及管理資源

Understanding that better resources management is imperative to sustainability, we consistently devote efforts into energy and resources management. Particular attention has been paid to enhancing energy efficiency of our assets, freshwater management and conservation of office supplies.

Since 2012, Sino Land has been supporting the Energy Saving Charter ('Charter') initiated by the Environment Bureau and the Electrical and Mechanical Services Department, in order to work towards the goal of maximising energy efficiency in our buildings. During the reporting period, over 100 shopping malls, office towers, industrial and residential buildings have signed up to the Charter and pledged to maintain an average indoor temperature between 24°C and 26°C during summer time. As a sustainability advocacy in the built environment, we became the 4Ts Charter (target, timeline, transparency and together) partner of the Environment Bureau, where we set an internal target of reduction in energy intensity with implementation timelines. A roadmap for major energy saving tasks in 2017 was also created, which includes retrofitting works and engineering study for opportunity of waste energy recycling for space cooling. Highlights of our innovative attempts for improving the energy efficiency of our operations during the reporting period include:

我們深明妥善的資源管理是可持續發展重要一環，力臻完善企業的能源及資源管理，尤其著重提高能源效益、淡水管理及節約辦公室用品。

自 2012 年起，信和置業一直支持由環境局及機電工程署攜手推行的「節能約章」，從而提升旗下物業的能源效益。於報告期內，超過 100 間商場、商廈、工業及住宅大樓已簽署「節能約章」，承諾於夏季將室內平均溫度維持在攝氏 24 至 26 度之間。作為建築界別的可持續發展倡導者，我們參與環境局的「4Ts 約章」，即訂立目標 (target)、制定時間表 (timeline)、開放透明 (transparency) 及共同參與 (together)，制定減低能源強度的內部目標及實施時間表。我們亦規劃了 2017 年的主要節能藍圖，藍圖覆蓋範圍包括裝修工程及有關透過轉廢為能冷卻空間的工程研究。於報告期內，我們為提高能源效益而制定的創新措施包括：

'ACT-Shop' Programme — Hong Kong Pacific Centre

「ACT - Shop」計劃 — 亞太中心

The retro-commissioning programme organised by the Hong Kong Green Building Council aims at developing a systematic investigation process for improving and optimising the operation and maintenance of existing building equipment as well as the systems' performance in order to help identify energy reduction opportunities. The data collected from the programme will also be contributed to the production of the 'Technical Guidelines on Retro-commissioning' as an effort in supporting the Government's energy saving plan.

由香港綠色建築議會舉辦的重新校驗計劃致力推行系統性審查程序，以提升及完善現有樓宇裝備的運作及維修與系統表現，從而找出節約能源的機會。計劃所錄得的數據亦將用作制定《重新校驗技術指引》的參考指標，以支持政府的節能計劃。



Automated Demand Response ('ADR') Programme

自動需求反應系統計劃

In collaboration with CLP Power Hong Kong Limited, our shopping malls adopted the ADR Programme through the installation of ADR gateway and re-programming of the Central Control and Monitoring System with Direct Digital Control in the Central Chiller Plants, which enabled the implementation of pre-defined load reduction strategies to reduce peak demand.

我們與中華電力有限公司合作，於旗下商場實行自動需求反應系統計劃，透過安裝自動需求反應閘門，並重設中央製冷機組內配備直接數碼控制裝置的中央控制及監察系統，施行預設減負策略，減低高峰期的能源需求。

Power Quality Monitoring ('PQM') System

電能質量監測系統

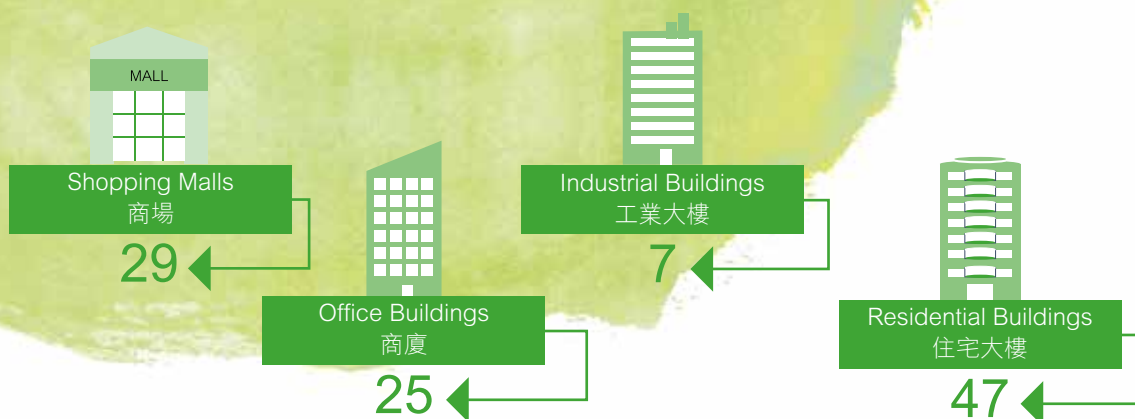
The PQM System allows real-time monitoring of power quality of all building services in our buildings, hence aiding the planning and implementation of energy saving initiatives through turning raw measurement data into insightful power quality performance information.

電能質量監測系統能實時監控我們旗下樓宇裝備的電能質量。透過轉化測量數據成有意義的電能質量表現資訊，有助規劃及實行節能措施。



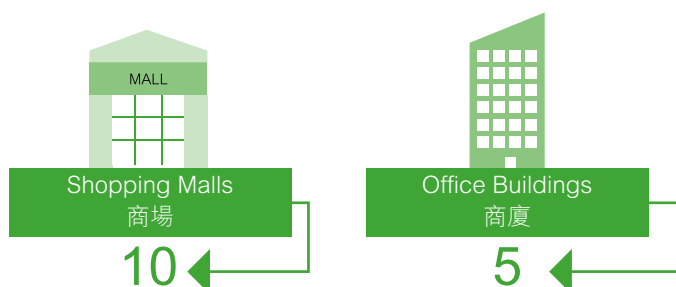
Number of Participating Properties in Energy Saving Charter:

參與「節能約章」的物業數目：



Number of Participating Properties in 4Ts Charter:

參與「4Ts 約章」的物業數目：



We formulated our 'Green Office Management Guidelines' to provide principles and handful tips for workplace eco-friendly practices in energy, water and office material consumption. Departmental Green Officers were appointed to promote green behaviours and initiatives amongst employees, and carry out Green Office Audit twice a year to assess the compliance with the 'Green Office Management Guidelines'. Some of the water conservation measures in our office and other premises include:

- Installing water-saving heads on kitchen faucets
- Installing low-flush toilets and water-saving faucets in restrooms
- Collecting rainwater and harvesting grey-water for landscape irrigation

我們制定《綠色辦公室管理指引》，為員工提供在工作間使用能源、水資源及辦公室用品時的環保作業原則及貼士。我們亦委任部門綠色主任向員工推廣綠色行為及措施，並每年進行兩次綠色辦公室審核，評估各部門是否遵守《綠色辦公室管理指引》。我們在辦公室及其他物業的節約用水措施包括：

- 於廚房安裝節水水龍頭
- 於洗手間安裝低用水量沖廁裝置及節水水龍頭
- 利用雨水及洗滌水灌溉園林

Energy and Water Consumption from our operation in Hong Kong in 2016-2017 2016 至 2017 年度香港業務的能源及水資源耗用量

Aspects 層面	Consumption 耗用量
Electricity consumption (Unit: kWh) 用電量（單位：千瓦時）	110,760,043
Renewable energy consumption (Unit: kWh) 可再生能源耗用量（單位：千瓦時）	11,798.4
Ultra-low sulphur diesel consumption (Unit: L) 超低硫柴油耗用量（單位：公升）	2,268
Unleaded petrol (Unit: L) 無鉛汽油耗用量（單位：公升）	47.6
Water consumption (Unit: m ³) 用水量（單位：立方米）	432,618

The Environment and Natural Resources 環境及天然資源

As a co-creator of the urban landscape, we are committed to bringing a cleaner environment to stakeholders and community at large when carrying out our business of properties development and management. We strive to manage significant impacts on the environment and natural resources by adopting green building features in our properties, engaging internal and external stakeholders on environmental conservation issues.

作為城市景觀的共同創造者，我們在進行物業發展及管理的同時，致力為持份者及整個社區締建更潔淨的環境。透過於旗下物業採用綠色建築特點、鼓勵各界持份者關注環境保育議題，並致力將集團業務對環境及天然資源帶來的影響減至最低。

Greenery and eco-friendly features of selected properties:

部分物業的綠化及環保特點：

The Avenue:

薈匯：

- Large-scale landscaped area of over 70,000 sq ft, achieving an overall greening ratio of more than 25%
- Vertical green system, well-established trees and ornamental planting on both street and podium levels
- Lively streetscape feature with five 17-metre Michelia trees transplanted from the old site, together with about 20 new flowering trees and hardscape elements such as garden benches, sculptures and gas lamps
- 超過 70,000 平方尺的大規模園景區，總綠化比率超過 25%
- 設有垂直綠化系統，並於街道及平台種植成年樹木及觀賞植物
- 將舊址 5 棵高 17 米的白蘭樹移植至現址，並增添 20 棵開花樹及園景元素如花園長椅、雕塑及煤氣路燈，美化街景

Pacific Palisades:

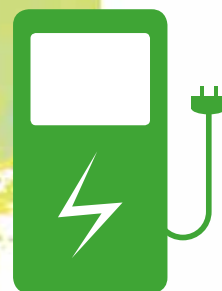
寶馬山花園：

- Landscaped area of about 150,000 sq ft
- A range of green and educational programmes to promote green living to residents
- 設有面積約 150,000 平方尺的園林區
- 透過不同綠化及教育活動，向住戶推廣綠色生活

Electric Vehicle Charging at Lee Tung Avenue, BEAM Plus 'Platinum for New Building' 於利東街設置電動車充電站 (綠建環評「新建建築鉑金級」)

To promote the use of electric vehicles and create a better air quality in the city, 48 electric vehicle chargers have been installed at the car park in Lee Tung Avenue so as to accommodate a wide variety of electric vehicles.

為照顧不同類型的電動車，利東街於停車場設置 48 個電動車充電站，鼓勵大眾使用電動車，改善市區空氣質素。



Eco Programmes in Exchange Tower

於國際交易中心推行環保計劃

Three eco programmes have been launched in Exchange Tower to take green management one step further. These include a fluorescent lamp recycling cart for centralising disposal of used fluorescent tubes, proprietary hydroponics farm for tenants to grow various kinds of vegetables in their offices, and a Mission Green Library at the Sky Garden on 15/F to encourage book exchanging among tenants. The programmes, aiming at achieving an even greener working environment, have gained traction by tenants.

國際交易中心實行了三項環保計劃，進一步優化目前的環境管理。計劃包括設置光管回收車以集中處置廢棄光管；增設專屬水耕農場，讓租戶於辦公室內種植不同種類的蔬菜；及於 15 樓的空中花園設立商廈環保圖書館，鼓勵租戶交換書籍閱讀。計劃致力締造更環保的工作環境，並得到租戶的熱烈支持。





Rooftop Garden in Skyline Tower

宏天廣場的天台花園

The Mission Green Top programme has been launched since 2008 to encourage tenants to join hands with trainees from Hong Chi Association ('Hong Chi') in developing an organic rooftop garden at Skyline Tower in Kowloon Bay. Plants and vegetables are cultivated organically in the rooftop garden, and maintained by trainees under the guidance of a tutor on a weekly basis.



The rooftop garden comprises around 100 pot plants, a production capacity of 20 cabbies of vegetables, plus 30 large plants. Seasonal plants are cultivated during festive seasons to enhance the festive atmosphere. Tenants visit the garden and share gardening experience with the trainees. Regular sale of the garden's harvest is conducted with the proceeds going to Hong Chi.

商廈天台綠化計劃早於 2008 年展開，鼓勵租戶與匡智會學員攜手合作，於九龍灣的宏天廣場建立有機天台花園。天台花園所有植物及蔬菜均以有機方式種植，並由學員每星期在導師指導下進行護理。

天台花園約有 100 盆盆栽、20 斤蔬菜產量及 30 盆大型植物。節慶期間會栽種季節性植物，增添節日氣氛。此外，租戶會到花園參觀，並與學員分享園藝經驗。定期銷售之農作物收成，所得收益全數撥歸匡智會。



Fullerton Green

富麗敦綠色

We recognise the importance of sustainable development and environmental protection. Over the years, we have successfully restored and preserved key iconic landmarks in Singapore such as the Fullerton Building, Clifford Pier, The Fullerton Waterboat House and Customs House, all of which have played significant roles in Singapore's history. In the redevelopment of each historic building, careful steps were taken to restore the unique architectural elements to their former glory. Manpower and resources have also been allocated to practise green property management, incorporate eco-friendly architectural designs and implement energy and water saving innovations.

In an effort of reducing carbon footprint, the Fullerton Green team has been monitoring the energy saving results on a regular basis. Sustainability efforts have also been paid to waste management and recycling, where the team continues to strengthen resources recycling practices and keep track of the waste reduction records on a monthly basis.

我們重視可持續發展及環境保護。過去，我們成功復修及保存在新加坡歷史中扮演重要角色的著名地標，例如浮爾頓大廈、紅燈碼頭、富麗敦船屋及前海關大樓。在每項歷史建築的重建過程中，我們採取謹慎的步驟，修復及重現其獨有光輝。我們亦分配人力及資源實行環保物業管理，並同時引入環保建築設計，推行創新的省能節水措施。

為減低碳足跡，富麗敦環保團隊定期監測節能成效，加強資源回收，並每月查核減廢紀錄，致力在廢物管理及回收方面達致可持續發展。

Environmental Performance at Fullerton in 2016-2017

2016 至 2017 年度富麗敦環境績效總覽

Aspects 層面	Unit 單位	2016-2017 Performance 2016 至 2017 年度績效
Electricity consumption and percentage change compared with previous reporting period 用電量及相對上一個報告期的百分比變化	kWh 千瓦時	26,709,000
	%	▼ 7.6
Water consumption and percentage change compared with previous reporting period 用水量及相對上一個報告期的百分比變化	m³ 立方米	336,000
	%	▼ 2.9
Amount of waste recycled* 廢物回收量	kg 公斤	33,975
Total waste disposed 廢物棄置總量	tonne 公噸	2,001.81

* Types of waste being recycled include cartons, newspapers, office papers, plastic bottles, glass bottles, aluminium cans and waste cooking oil
回收的廢物包括紙箱、報紙、辦公室用紙、膠樽、玻璃樽、鋁罐及廢棄食油

Clean the World Programme Clean the World 肥皂回收計劃

Working with Clean the World, a not-for-profit Florida-based organisation promoting public health by enhancing hygiene conditions of impoverished people, The Fullerton Hotel Singapore and The Fullerton Bay Hotel continued to participate in the soap recycling campaign, and collected over 2,384 kg of reusable soaps and hygiene products from January 2016 to April 2017. The collected products will be recycled and distributed to less developed areas to reduce the spread of disease among communities with poor hygienic conditions.

Clean the World 是間以佛羅里達州為基地的非牟利機構，致力透過改善貧困地區的衛生狀況提升公共衛生。新加坡富麗敦酒店及富麗敦海灣酒店繼續參與肥皂回收計劃，並於 2016 年 1 月至 2017 年 4 月期間，收集超過 2,384 公斤可重用的肥皂及衛生用品。收集所得的用品會被回收及分發到發展中地區，以減低疾病在衛生環境較差的社區傳播。

Merlion Plushie 富麗敦魚尾獅公仔

The Fullerton Merlion Plushie was launched on the Earth Day in 2016 as a new in-room green amenity at The Fullerton Hotel and The Fullerton Bay Hotel, in compliance with Forbes 5 Stars standards for Green Programme. Hotel guests could exercise the option of reusing their bed linen simply by placing the Fullerton Merlion on the bed. We hope to reduce impact on the environment through water conservation. The Fullerton Merlion was inspired by the national icon of Singapore. Each Fullerton Merlion was lovingly crafted by disadvantaged women from Mother and Child Project, providing them with a source of income.

新加坡富麗敦酒店及富麗敦海灣酒店於 2016 年地球日，按《福布斯》五星標準環保計劃，共同推出新的房間環保用品——富麗敦魚尾獅公仔。酒店住客可將魚尾獅公仔擺放在床上以表示無需更換床單。我們希望透過節約用水減低對環境的影響。魚尾獅公仔的創作靈感來自新加坡的國家標誌，每個公仔均由「母親和兒童計劃」(Mother and Child Project) 旗下的弱勢婦女悉心製作，為她們提供收入來源。



Project Chulia Street 「珠烈街計劃」

The Fullerton Heritage has partnered with Project Chulia Street in a food donation initiative to donate excess food to migrant workers. Project Chulia Street is a privately funded initiative that serves as a platform to bring together entities and individuals for specific projects that enhance health and happiness for migrant workers in Singapore and increase their social and economic mobility at partnering workers accommodations.

富麗敦天地與「珠烈街計劃」(Project Chulia Street) 合作推行食物捐贈運動，向外來勞工捐贈食物。「珠烈街計劃」是一項私人資助項目，為機構及個人提供合作機會，透過特定項目提高新加坡外來勞工的身心健康，並與勞工宿舍合作，增加外來勞工的社會及經濟流動性。

Caring for Our Community

關懷社群



As a committed corporate citizen, we actively participate in community services. The Volunteer team, 'Sino Caring Friends' was formed in 2008 to organise volunteer services for colleagues in collaboration with community partners. The Group strives to foster volunteering culture and encourage employees at all levels and from all business units to serve the community with their skills and expertise. Community services programmes include community engagement services, venue sponsorships and publicity supports for Non-governmental Organisations ('NGOs').

In recognition of our continuous efforts on the community, green and art activities, the Group has been recognised as a 'Caring Company' by The Hong Kong Council of Social Service since 2003. During the reporting period, the Group has received the '10 Years Plus Caring Company Logo'.

我們秉持良好企業公民精神，積極參與社區及義工服務。於 2008 年成立「信和友心人」義工隊，與不同社區夥伴合作參與義務工作。集團致力推動企業義工文化，鼓勵各業務單位及各職級員工一展專長，從社區參與、為非政府機構提供場地贊助及活動宣傳等方面的支持，傳揚關懷，服務社群。

集團自 2003 年起獲香港社會服務聯會「商界展關懷」的嘉許，肯定我們多年來積極推動社區服務、環保及藝術發展上的努力。於報告期內，集團獲頒發 10 年 Plus「商界展關懷」標誌。



Fostering Community Engagement 聯繫社區

We believe voluntary services promote stronger community bonding, and share happiness and care with those in need. We hold a firm belief that our staff can better contribute to the community through participating in voluntary services while develop their personal capabilities such as leadership, management and communication skills. Our community engagement services mainly focus on the areas of children and youth development, elderly caring and poverty alleviation.

Since the launch of 'Sino Caring Friends' in 2008, the members have now reached more than 2,400. During the reporting period, over 1,200 'Sino Caring Friends' and their families and friends participated in over 230 outreaching activities and contributing over 129,000 hours to serve the community in Hong Kong. In addition, 15 'Sino Caring Friends' were awarded under the 'Volunteer Incentive Scheme 2016' in recognition of their dedication to voluntary services, where rewards such as accommodation packages and buffet coupons at hotels under the Group were given out. To advocate our volunteering culture, all staff who have accumulated 30 hours of volunteer services or more in the year are offered a day of volunteer service leave.

我們深信透過義工服務向有需要人士送上歡樂及關懷，有助強化社群聯繫。員工參與義工服務回饋社會，同時更能培養領導、管理和溝通技巧等潛能。兒童及青少年發展、長者關愛，以及支援弱勢社群是我們社區參與的重點項目。

「信和友心人」自 2008 年成立至今，義工數目超過 2,400 人。於報告期內，超過 1,200 人次的「信和友心人」及其親友參與逾 230 項在香港舉辦的義工活動，總服務時數逾 129,000 小時。為表揚積極參與義工服務的員工，集團特設「義工服務獎勵計劃」，提供集團旗下酒店的住宿套票及餐飲禮券以作嘉許，於 2016 年共有 15 名「信和友心人」獲獎。此外，員工於同一曆年累積 30 小時或以上的服務時數，可享有一天義工服務假期，推廣企業義工文化。

Volunteer service hours in 2016-2017 over **129,000** hours compared to the record in 2015-2016 increased by:

2016 至 2017 年度的義工服務時數逾 **129,000** 小時
比 2015 至 2016 年度增加：

2%

Highest Service Hour Award 最高服務時數獎

The Group received the 1st Runner-up of 'Highest Service Hour Award 2015 (Private Organisations – Category 1)' at the '2016 Hong Kong Volunteer Award Presentation Ceremony' organised by Social Welfare Department in recognition of its commitment to promoting volunteering culture.

集團於「2016 香港義工嘉許典禮」中獲社會福利署頒受「2015 年最高服務時數獎（私人團體－組別一）」亞軍，肯定集團在推動義工文化的努力。



Nurturing the Next Generation

培育年青一代



Development of our younger generation is one of the foci of our community efforts. We concern about the health, education and upward mobility of underprivileged children and youths, and foster personal development through a wide spectrum of projects to help them discover their talents.

培育年青一代發展是我們社區服務其中一項重點工作。我們關注基層兒童及青少年的健康、教育和向上流動的機會，透過多元化項目培育他們的個人發展，發掘潛能。



Sino Children Mentorship Programme 2016

2016 信和兒童師友計劃

In partnership with Tung Wah Group of Hospitals Jockey Club Tai Kok Tsui Integrated Services Centre, Sino Children Mentorship Programme has been well received since its launch in 2012. Children learn social skills and build up positive attitude in a fun environment under the mentorship of 'Sino Caring Friends'.

To reach out to more children, the service was extended to Kwun Tong during the reporting period. Professional fitness trainers were engaged to design activities for the children focusing on body coordination and balance skills, in collaboration with Tung Wah Group of Hospitals Chan Han Nursery School. We also spread the message of environmental protection through arts education. Local art education group was invited to provide food education on green living and food waste reduction with art elements.

我們與東華三院賽馬會大角咀綜合服務中心合作的「信和兒童師友計劃」自 2012 年開展至今大獲好評。在「信和友心人」悉心指導下，學員在充滿歡樂的環境中學習待人接物及建立正面思想。

於報告期內，「信和兒童師友計劃」擴展至觀塘區，惠澤更多兒童。我們與東華三院陳嫻幼兒園合作，由專業體適能教練為兒童設計專注身體協調和平衡技巧的活動。我們亦誠邀本地藝術教育團體，透過藝術教育宣傳保護環境的訊息，在教育綠色生活和惜食的過程注入藝術元素。



We are pleased to join hands with Sino Group on a tailored fitness programme for the children. Pre-primary education is critical in children's development. Through the interaction with mentors, we not only stimulate children's interest in sports and multiple capabilities like reaction and agility, but also develop their social skills in a cheerful learning environment. It can help children to better prepare for life-long learning.

我們非常高興能夠與信和集團合作，為幼兒設計體適能遊戲。學前教育對兒童成長尤其重要，透過師友計劃，學童不但可以提高對運動的興趣、鍛鍊反應，更可在輕鬆愉快的環境下學習社交能力，為終身學習打好基礎。

Man Yee Ng, Principal of Tung Wah Group of Hospitals Chan Han Nursery School
東華三院陳嫺幼兒園校長 **吳敏儀**

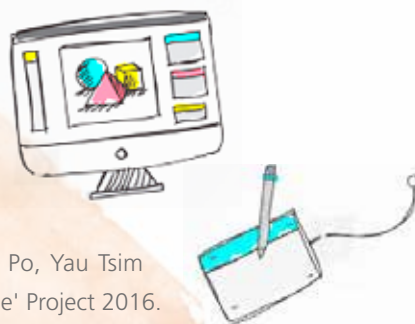
Nothing makes me happier than seeing the kids' smiling.
最開心的事莫過於看到孩子的笑臉。

Sara Wong, Mentor from 'Sino Caring Friends'
「信和友心人」導師 **黃紫婷**



'Go Code' Project 2016 2016「Go Code 程式小先鋒」計劃

Coding is an essential skill in the newest technology era, as mobile apps have become integral to our lives. Joining hands with the CityU Apps Lab, we started the annual 'Go Code' Project with the Junior Course in April 2016. Over 400 students from Primary 4 to 6 from underprivileged families in Sham Shui Po, Yau Tsim Mong District and New Territories West participated in the 'Go Code' Project 2016.



This innovative youth programme was firstly launched in 2014 to provide free coding courses for children from underprivileged families. With continuous development of the curriculum, we have recommended outstanding students from Intermediate Courses to joining the new Advanced Courses. In addition to nurturing logical thinking and problem solving skills, communication skills are developed through group assignments and presentation in the Advanced Courses.

The Graduation Ceremony together with the Exhibition showcasing the creative apps designed by the future stars were held in February 2017 at Olympian City. The Ceremony was well attended by 150 graduates and parents to share the honour. Apps such as 'Shake Alarm', 'Banana Bomb' and other fun game created by the Class of 2016 graduates were exhibited and made available for visitors.

現今日常生活離不開各式各樣的手機應用程式，編寫程式 (coding) 是科技時代的重要技能。我們與香港城市大學應用程式實驗室合作，於 2016 年 4 月開辦「Go Code 程式小先鋒」先修班，招募來自深水埗、油尖旺及新界西基層家庭的小四至小六學生，共錄得四百多名參加人次。

這項創新的青少年計劃始於 2014 年，由為基層家庭兒童提供免費學習編寫程式的課程發展而成。隨著課程涵蓋範圍不斷擴展，表現突出的進階班學員被推薦入讀新設的高階班。高階班課程不但培養學員邏輯思維和解難能力，亦通過小組研習和簡報，訓練他們的溝通技巧。

「Go Code 程式小先鋒」的畢業典禮暨展覽會於 2017 年 2 月在奧海城舉行，展出由一班明日之星編寫的創意手機應用程式，有 150 名畢業生及家長應邀出席。是次典禮展示了由 2016 年度畢業生編寫，包括「健康搖搖鬧鐘」及「香蕉炸彈」等有趣程式，並供公眾人士即場試玩。





Through the 'Go Code' Project, the Group aims at providing a learning platform for children from underprivileged families so that more of them can become technology savvy and code their own future. We look forward to collaborating with more community partners to benefit more students, and to give them more opportunities to shine through and reach for the stars.

集團透過「Go Code 程式小先鋒」，為基層家庭的下一代提供學習平台，讓更多兒童成為掌握科技的人才，以科創開展未來，力爭上游。我們期望與更多社區夥伴合作，惠及更多學生，為他們提供更多機會發揮才華，成就無限可能。

Daryl Ng, Executive Director, Sino Land
信和置業執行董事 黃永光

Coding gives him a sense of achievement that improves his initiative in learning. I have seen his personal growth throughout the course and am now confident that he can transit smoothly to secondary school.

編寫程式給他帶來成功感，使他在學習方面變得積極起來。完成整個課程後，我看到他的個人成長，現在我很有信心他能夠順利過渡至中學。

Mother of Chi-wing Mok,
Student of the Advanced Course and the recipient of the Outstanding Performance Award
高階班卓越表現獎得主 莫志泳的母親

Sino Junior Reporter Programme 2016

2016 信和校園記者計劃

Sino Junior Reporter Programme, in collaboration with SCMP Young Post, has been run for the third consecutive year with the theme 'heritage food'. Open to Form 4 students of local secondary schools as well as college freshmen, the programme attracted about 400 applications in 2016.

Forty-seven Sino Junior Reporters attended an English writing and interviewing workshop hosted by a seasoned SCMP journalist, interviewed Chef Yuen of The Royal Pacific Hotel & Towers, who shared his knowledge and childhood memories of traditional food in addition to treating the junior reporters to a spread of signature Hong Kong dishes. The students then visited a museum of food culture to gain a better understanding of Hong Kong's food culture before submitting their articles.

Five outstanding entries were selected based on creativity, writing technique and newsworthiness; the winners were announced and recognised at the presentation ceremony which was well attended by Sino Junior Reporters and their families on 3 September 2016.

我們連續第三年與《南華早報青年報》合辦的「信和校園記者計劃」，是年以「傳統食品」為主題，吸引了約 400 位本地的中四學生至大學新生報名參加。

47 位獲甄選的信和校園記者參加由《南華早報》資深記者教授的英文寫作及訪問工作坊，並訪問了皇家太平洋酒店的總廚袁師傅。袁師傅分享了他對傳統美食的知識及兒時回憶，更以本土名菜招待一眾校園記者。校園記者在提交文章前亦參觀了飲食文化博物館，進一步了解香港的飲食文化。

評審按文章的創意、寫作技巧及新聞價值挑選出 5 篇優勝作品，並於 2016 年 9 月 3 日舉行的頒獎禮上公布得獎者名單，一眾信和校園記者及家人應邀出席典禮。





Communication skills, including writing skills, are essential to one's personal and professional growth. Clarity of thought, creative flair and flowing prose, we are heartened by the potential of our young, aspiring reporters.

溝通技巧，包括寫作技巧，對於個人成長以及事業發展均非常重要。我們年紀小小的校園記者能夠展示清晰思路、創意及流暢文筆，對此我們感到鼓舞。

Nikki Ng, Group General Manager, Sino Group
信和集團 集團總經理 黃敏華

'Sino Junior Reporter Programme' has further inspired me to be a journalist. One day, I hope to be able to tell readers stories of Hong Kong and its story.

「信和校園記者計劃」進一步激發我成為記者的志願。我期望有一天能向讀者講述香港和它的故事。

Wing-Yan Hui, Sino Junior Reporter
信和校園記者 Hui Wing Yan

Future Stars Project of Commission on Poverty 扶貧委員會「明日之星」上游方程式

We have supported the Future Stars Project organised by the Commission on Poverty for three years running. As part of our on-going support, a career workshop on property management was held on 17 November 2016 in partnership with Hong Kong Employment Development Service Limited for about 30 students from Buddhist Tai Kwong Chi Hong College. Through sharing by the management from the Group and site visits to our shopping mall, the students gained a better understanding of the property management industry.

我們連續三年支持由扶貧委員會主辦的「明日之星」上游方程式，其中我們與香港職業發展服務處合作，於2016年11月17日為約三十名來自佛教大光慈航中學的學生舉辦了有關物業管理的職業導向工作坊，學生透過集團管理層的經驗分享及到商場實地考察，加深對物業管理行業的認識。

Caring Our Neighbours 關懷睦鄰

We stay connected with community members through regular home visits to elderly and underprivileged families. 'Sino Caring Friends' have served over 5,000 underprivileged families in Tai Kok Tsui, Kwai Chung, Tsuen Wan, Kwun Tong and Wong Tai Sin since 2011. In addition to injecting positive energy and fostering social cohesion, our staff have better understanding about the needs of the community through serving the neighbours.

我們定期探訪長者和基層家庭，與社區保持緊密聯繫。「信和有心人」自 2011 年起服務超過 5,000 戶居住在大角咀、葵涌、荃灣、觀塘及黃大仙等地區的基層家庭。除了為社區注入正能量和增強社會凝聚力之外，員工亦能通過服務更切身感受社區所需。



Monthly Elderly Home Visits

每月長者探訪

'Sino Caring Friends' have collaborated with different community partners on the 'Monthly Elderly Home Visits' programme to regularly visit elderly living alone and in the Homes for Elderly. In addition to home visits, outdoor activities have been organised. The programme is well received by the local communities and volunteers. Highlights of the programme during the reporting period include:

The residents in Ho Shing Home for the Elderly (sponsored by Sik Sik Yuen) visited the Olympian City Christmas Market on 17 December 2016, and enjoyed a dinner and the festive light decorations with 'Sino Caring Friends'. The residents were also invited to the Hong Kong Observation Wheel at Central on 11 February 2017 to enjoy the enchanting view of Victoria Harbour and a meal to celebrate the Spring Lantern Festival.

The elderly from the Ho Chui District Community Centre for Senior Citizens (sponsored by Sik Sik Yuen) visited the Kowloon Walled City Park and enjoyed afternoon tea with 'Sino Caring Friends' on 8 April 2017.

「信和有心人」與不同的社區夥伴合作安排「每月長者探訪」計劃，除定期探訪獨居長者及護老院院友外，我們亦安排外遊活動，計劃獲得社區機構及義工的好評。於報告期內的重點活動包括：

於 2016 年 12 月 17 日，「信和有心人」與薈色園主辦可誠護理安老院的長者一起參加「奧海城戶外聖誕市集」，並共進晚餐及欣賞聖誕燈飾。於 2017 年 2 月 11 日，我們亦邀請長者到中環乘坐香港摩天輪，享受維港的壯麗景色及享用佳餚，慶祝元宵佳節。

於 2017 年 4 月 8 日，「信和有心人」與薈色園主辦可聚耆英地區中心的長者參觀九龍寨城公園，並共同享受下午茶的光。

We'd like to extend our heartfelt appreciation to 'Sino Caring Friends', who organised a tour for the elderly to Lam Tsuen and Che Kung Temple to pray for good fortune at the Chinese New Year last year and arranged a festive outing again this year. For many of our elderly visitors with disabilities, it was their first time getting on a Ferris wheel and enjoying the view of Victoria Harbour from a unique perspective. It was an unforgettable experience for them.

我們衷心感謝「信和友心人」義工隊繼去年新春與長者到林村及車公廟祈福，今年又特別為院友安排節慶外遊活動。不少行動不便的長者皆是首次乘坐摩天輪，表示難得可以在高空飽覽維港景色，感到格外新鮮。

Patrick Leung, Superintendent,
Ho Shing Home for The Elderly (Sponsored by Sik Sik Yuen)
薈色園主辦可誠護理安老院院長 梁國軒

We would like to thank 'Sino Caring Friends' for their continued support to the underprivileged families in Sham Shui Po. Among the four Festive Home Visits rendered this year, the Dragon Boat Festival Home Visits was the most testing, as volunteers had to climb up to the rooftop in tenement buildings on hot summer days. In addition to festive gifts, the volunteers brought support and encouragement.

我們衷心感謝「信和友心人」一直以來對深水埗區基層家庭的關懷，在今年4次的節日探訪中，要算端午節最具考驗，義工要在炎熱天氣步行到唐樓天台戶探訪。義工送上節慶禮物之餘，更為街坊帶來支持及鼓勵。

Lai-shan Sze, Community Organizer,
Society for Community Organization
香港社區組織協會幹事 施麗珊



Festive Home Visits 節日探訪

In addition to regular Monthly Elderly Home Visits, 'Sino Caring Friends' continue to share love and care with underprivileged families during the festive seasons. Highlights of the Festive Home Visits are as below:

除了定期的「每月長者探訪」外，「信和友心人」亦在節日時給基層家庭送上愛心與關懷。以下是節日探訪的活動重點：

Festivals 節日	Activities 活動
Mid-Autumn Festival 2016 2016 中秋節	Mooncake Speaks for My Heart Home Visits and Party: Spending festival time with over 100 underprivileged families in Sham Shui Po and Kwun Tong. 「月餅代表我的心」愛心家訪及節慶活動： 與逾 100 戶來自深水埗及觀塘區的基層家庭共度佳節。
Winter Solstice 2016 2016 冬至	Winter Home Visits: Delivering festive gifts to some 120 underprivileged families and elderly living in Sham Shui Po and Kwun Tong. 「信和冬日送暖」： 為約 120 戶來自深水埗及觀塘區的基層家庭及長者送上節慶禮物。
Chinese New Year 2017 2017 農曆新年	CNY Home Visits: Visiting 40 elderly living in Kwun Tong and watching movie at the Sky Cinema at Olympian City with over 50 families from Sham Shui Po and Tai Kok Tsui. 「農曆新年愛心家訪活動」： 探訪了 40 位觀塘區的長者，並與逾 50 戶來自深水埗及大角咀的家庭於奧海城 The Sky 電影院觀賞電影。
Dragon Boat Festival 2017 2017 端午節	Dragon Boat Festival Home Visits: Delivering festive gifts to 120 families in Sham Shui Po and Tsuen Wan. 「端午節愛心探訪」： 送上節慶禮物予 120 戶來自深水埗及荃灣區的家庭。

'School Care Subsidy Scheme'

「校園音樂大使展關懷」資助計劃

The Group has supported the 'School Care Subsidy Scheme' organised by the Music Office of the Leisure & Cultural Services Department since 2009. The Scheme has drawn participation of over 250 school music groups from special schools, kindergartens, primary schools and secondary schools, and has reached out to well over 24,000 underprivileged members of the community since its launch in 2009.

The Scheme encourages spreading the message of care and love through music performance and cultivating students' sense of social responsibility. 37 music groups have been selected to join the Scheme during the reporting period and have reached out to the elderly, ethnic minorities and children with disabilities etc. The music groups were invited to the Gala Concert to share their music as well as their volunteer experiences with the public.

集團自 2009 年起贊助由康樂及文化事務署音樂事務處主辦的「校園音樂大使展關懷」資助計劃。有關計劃至今吸引超過 250 支來自特殊學校、幼稚園、小學及中學的音樂團隊參加，超過 24,000 位弱勢社群人士受惠。

有關計劃鼓勵學生透過為長者、少數族裔、特殊幼兒等表演音樂傳揚關懷，並培養對社會責任的使命感。於報告期內，共 37 支音樂團隊獲甄選參與計劃，音樂團隊亦會參加音樂會，與公眾分享音樂及義工服務體驗。

Supports for Charity Events 支持慈善活動

We have been a long-standing supporter of charitable events, with an aim to extend our philanthropic spirit to the wider communities. During the reporting period, we have participated in a number of meaningful causes. Highlights are as follows:

我們長期支持慈善活動，致力將博愛精神擴展到社區各處。於報告期內，我們參與了多項饒富意義的社區活動，活動重點如下：

Organisation 主辦機構	Activity 活動
The Community Chest of Hong Kong 香港公益金	The 4th Community Chest Wheelock Swim for Millions 第四屆公益金會德豐百萬泳 2016 / 2017 New Territories Walk 2016 / 2017 新界區百萬行
Agency for Volunteer Service ('AVS') 義務工作發展局	AVS Charity Walk and Run for Volunteering 2016 AVS 義行義跑 2016
Hong Chi Association 匡智會	'Hong Chi Climbathon 2016' Charity Stair Run 「匡智競步上雲霄」慈善跑樓梯大賽 2016
Hong Kong Tourism Board 香港旅遊發展局	2016 Sun Hung Kai Properties Hong Kong Cyclothon — CEO Charity Ride 新鴻基地產香港單車節 2016 — 總裁慈善單車遊
Hong Kong Committee for UNICEF 聯合國兒童基金會香港委員會	UNICEF Charity Run — 3km Leadership Challenge 聯合國兒童基金會慈善跑 — 3 公里領袖挑戰
SIE Fund and Youth.gov.hk 社創基金與政府青少年網站	Social Innovation CEO Competition for Tertiary Students 社創 CEO 大專賽



'Hong Chi Climathon 2016' Charity Stair Run 「匡智競步上雲霄」慈善跑樓梯大賽 2016

We have supported 'Hong Chi Climathon' Charity Stair Run for the 13th consecutive year, which was held on 15 October 2016 at Central Plaza. We formed a relay team with Trainees of Hong Chi Association to promote social integration and won the 75-Floor Relay (Men's) Championship and the 29-Floor Relay (Open) Championship. To ensure that the athletes were well prepared, eight sessions of training course were provided. The course covered physical training, locomotor skills for stair-climbing and prevention of sports injury.

我們連續 13 年支持由匡智會舉辦的「匡智競步上雲霄」慈善跑樓梯大賽。我們與匡智會的學員組成接力隊，參加於 2016 年 10 月 15 日在中環廣場舉行的比賽，推動傷健共融，並取得「75 層接力賽 (男子組)」冠軍和「29 層接力賽 (公開組)」冠軍的佳績。為確保每位健兒有充分準備，我們提供了八節訓練，涵蓋體適能、爬樓梯技巧和預防運動勞損等相關知識。



Venue Sponsorships and Other In-Kind Supports 場地贊助及其他支援

We support our community partners by providing in-kind support so as to extend benefits to more individuals. These include venue sponsorship, complimentary parking spaces, special nominal rental offers, as well as free promotional channels such as posters, printed materials and video clips displayed within the Group's properties.

我們透過提供場地贊助、免費停車位、象徵式租金優惠，以及在集團物業內展示海報、印刷品和視頻等免費宣傳渠道支援社區合作夥伴，從而惠及大眾。

Partnering Organisation 夥伴機構

Asbury Methodist Social Service 循道衛理亞斯理社會服務處

CCC Heep Woh Primary School 中華基督教會協和小學

CCC Wanchai Church Kei To Primary School 中華基督教會灣仔堂基道小學

Feeding Hong Kong 樂餉社

Hong Kong Playground Association Mongkok Integrated Service Centre for Children & Youth
香港遊樂場協會旺角青少年綜合服務中心

Hong Kong Sheng Kung Hui Welfare Council Limited 香港聖公會福利協會有限公司

Hong Kong Young Women's Christian Association Sham Shui Po Integrated Social Service Centre
香港基督教女青年會深水埗綜合社會服務處

Kwun Tong Methodist Social Service 循道衛理觀塘社會服務處

Mong Kok Kai Fong Association Ltd. Chan Hing Social Service Centre 旺角街坊會陳慶社會服務中心

St. James' Settlement 聖雅各福群會

The Community Chest of Hong Kong 香港公益金

The Hong Kong Council of Social Service 香港社會服務聯會

The Salvation Army Tuen Mun Integrated Service for Young People 救世軍屯門青少年綜合服務

Tung Wah Group of Hospital 東華三院

YLPMS Alumni Association Ying Yip Primary School 元朗公立中學校友會英業小學

Award of Excellence

公益卓越獎

The Group was awarded the 2016/17 Award of Excellence by The Community Chest of Hong Kong in appreciation of the active participation and continuous support to various fundraising programmes organised by the Chest over the past year.

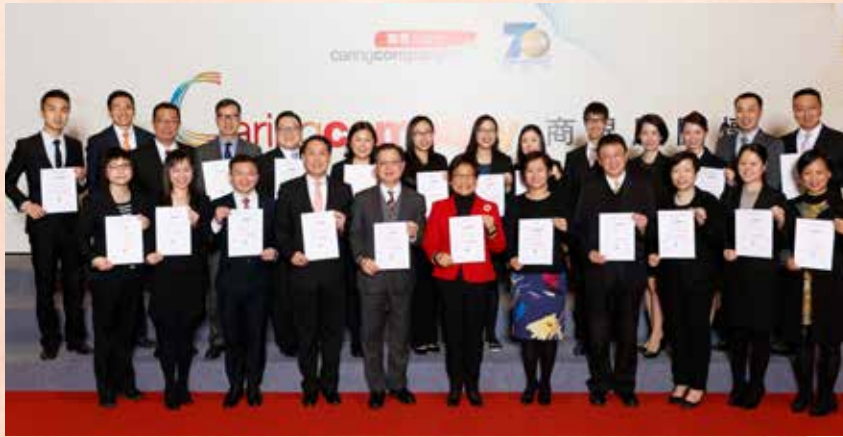
集團獲香港公益金頒發 2016/17 年度「公益卓越獎」，印證集團在過去一年積極參與及支持公益金舉辦的各項慈善籌款活動。

Caring Company Logo 2016/17

「商界展關懷」標誌 2016/17

The Group has been awarded the 'Caring Company Logo' by the Hong Kong Council of Social Service for 14 years running and the '10 Years Plus Caring Company Logo' for the fourth consecutive year. Sino Estates Management Limited, a subsidiary of Sino Land, has been awarded the '15 Years Plus Caring Company Logo' for the first time. More than 20 subsidiaries, shopping malls, commercial developments and hotels under the Group have been awarded the 'Caring Company Logo'. In particular, Sino Land has received the 'Business for Sustainability' label, a newly introduced category. The recognitions are testament to the Group for the continuous support to the community, green initiatives and arts and culture.

集團連續 14 年獲香港社會服務聯會頒發「商界展關懷」標誌，並連續 4 年獲頒 10 年 Plus「商界展關懷」標誌。信和置業的附屬公司——信和物業管理有限公司亦首次獲頒 15 年 Plus「商界展關懷」標誌。集團旗下逾 20 間附屬公司、商場、商廈及酒店亦獲頒「商界展關懷」標誌。信和置業更獲頒新設的「可持續發展企業」標誌。集團在熱心公益事務、環境保護及推動文化藝術的努力得到肯定。



Spreading Our Care to China

送暖到中國

The enthusiasm and care of 'Sino Caring Friends' has been spearheaded in China during the reporting period. Volunteers in Chengdu presented gifts and blankets to the elderly living alone and families in need during autumn season; while volunteers in Fuzhou conducted an environmental clean-up programme and organised the 'Transferring Love through Caring Donation Programme' in early winter 2016.

於報告期內，「信和友心人」繼續將熱心公益、關懷社群的精神傳至中國。成都「信和友心人」在秋季向獨居長者和有需要的家庭送上禮物和禦寒毛氈，而福州「信和友心人」在 2016 年冬季舉行環境清潔和社區捐贈活動。

Fullerton Care

富麗敦友心



The core tenet of our Fullerton Care Programme is to reach out to families in Singapore. We believe that the reinforcement of the family units is a way to strengthen the social fabric of our society, and enrich Singapore's unfolding history that finds its birth in The Fullerton Heritage precinct.

During the reporting period, The Fullerton Heritage continued to serve the community through family-focused initiatives and community care outreach programmes in partnership with the Singapore government and NGOs. Highlights of the Fullerton Care Programme are as follows:

「富麗敦社會關懷計劃」旨在服務新加坡的家庭，並深信維繫家庭是鞏固社群的重要一環，更可豐富從富麗敦天地開展的新加坡歷史一頁。

於報告期內，富麗敦天地繼續與新加坡政府和非政府機構合作，透過參與關懷家庭和社區外展計劃，服務社群。以下是「富麗敦社會關懷計劃」的重點活動：



Christmas Light-Up & 'Fullerton Chefs for a Cause' Charity Dinner Buffet 聖誕亮燈儀式及 Fullerton Chefs for a Cause 慈善自助晚餐

Christmas Trees at The Fullerton Hotel were adorned with paper pleated birds by Singapore designer, Mr. Melvin Ong. The birds represented homing pigeons and harked back to the time when The Fullerton Hotel Singapore was the General Post Office of Singapore. There was a public Christmas Light-Up Celebration, followed by a 'Fullerton Chefs for a Cause' Charity Dinner Buffet at Town Restaurant. The Hotel pledged S\$25 from every adult diner at the evening's dinner to fund Food from The Heart, a non-profit organisation that strives to alleviate hunger through food distribution programmes.

富麗敦酒店的聖誕樹以新加坡設計師 Melvin Ong 先生設計的人手褶紙鳥作裝飾，寓意信鴿歸巢，展示新加坡富麗敦酒店作為新加坡郵政總局的歷史足跡。在聖誕亮燈儀式後，Town 食府舉行了 Fullerton Chefs for a Cause 慈善自助晚餐，酒店並代每一位參加晚宴的客人向非牟利機構「心靈食物」捐出新加坡幣 25 元，透過食物分贈計劃惠及弱勢社群。



Lunar New Year Celebration with Chinese Cultural Activities 中國文化活動同慶農曆新年

The Fullerton Heritage shared the joy of Lunar New Year with 20 underprivileged children from Fei Yue Student Care Centre on 11 February 2017, together with Ms Bagel Tan from Grassroots Book Room who shared our value of promoting Singapore's cultural heritage to the next generation. The half-day immersive programme included an engaging storytelling session and a paper cutting craft workshop conducted by Ms Bagel Tan that involved cutting red packets into symmetrical Chinese characters, perfect for creating a greeting card. The children created their personalised postcards and mailed their New Year greetings to their loved ones via the red postal pillar box in The Fullerton Heritage Gallery. The session ended with a feast at Town Restaurant, where the children tasted a variety of local delights from the Singapore High Tea Buffet.

於 2017 年 2 月 11 日，富麗敦天地聯同 20 位來自飛躍學生關懷中心 (Fei Yue Student Care Centre) 的弱勢社群兒童一起歡慶新春佳節。活動還得到來自「草根書室」(Grassroots Book Room) 的 Bagel Tan 女士出席支持。我們持共同理念，旨在向下一代推廣新加坡文化遺產，半日的趣味活動包括講故事環節和剪紙工藝坊，教導兒童將利是封剪成對稱的中文文字製作賀年卡。兒童繪製了富有個人特色的明信片，在富麗敦天地展覽館特設的紅色郵筒，寄送新年祝福予至親。最後，團隊在活動結束前前往 Town 食府品嚐「新加坡風情自助下午茶」的地道美食。



The Fullerton Junior Chefs Programme 富麗敦少年大廚計劃

The Fullerton Heritage partnered with Tan Chin Tuan Foundation and European Season Organisation to host a group of 20 teenagers from Care Corner and Lakeside Family Service Centre to an afternoon of culinary experimentation and training at The Fullerton Hotel Singapore. The programme aimed to introduce underprivileged children to the Food and Beverage Industry. The session also inspired the young ones to uncover their talents and to carve out a successful career. The session provided a hands-on learning experience for the teens to acquire the knowledge and skills in food hygiene practices and in the creation of heritage food.

富麗敦天地與陳振傳基金會，以及歐洲季節組織 (European Season Organisation) 攜手合作，接待 20 位來自「關懷角落」(Care Corner) 及湖畔家庭服務中心 (Lakeside Family Service Centre) 的青少年，在新加坡富麗敦酒店體驗整個下午的烹飪及接受訓練。計劃旨在向基層兒童介紹餐飲業，啟發事業發展及發掘才能。活動為青少年提供實踐機會，學習食品衛生和製作傳統美食方面的知識與技能。



International Women's Day 國際婦女節

In conjunction with International Women's Day (8 March), the 'Fullerton Celebrates Women' campaign returned from 1 to 31 March 2017 for the third consecutive year. The campaign was marked by a new International Women's Day Afternoon Tea, a limited edition Fullerton Angelic Plush Bear and a group art exhibition entitled 'Les Ailes d'une Femme' (Wings of a Woman).

Aside from shining the spotlight on women and their achievements, the campaign also provided a platform for guests to lend a hand to women in need. The Fullerton Heritage pledged to donate partial proceeds from the sale to Singapore Council of Women's Organisation Service Fund. A total of S\$8,925 was raised for the cause.

為響應國際婦女節 (3 月 8 日)，我們於 2017 年 3 月 1 日至 31 日連續第三年舉辦「Fullerton Celebrates Women」活動。這項活動包括精心設計的全新國際婦女節下午茶、限量版富麗敦天使毛絨熊，以及名為「Les Ailes d'une Femme」(女性之翼) 的藝術聯合展覽。

活動除了表揚婦女及其成就外，還為賓客提供平台，向有需要的婦女伸出援手。富麗敦天地並捐贈部分活動收益予「新加坡婦女組織協會」服務基金。活動合共籌得新加坡幣 8,925 元。



Creating an Artistic Community 創建藝術社區

Tsim Sha Tsui Properties seeks to serve the community and make arts and culture accessible to all through partnering with different local arts and culture organisations. Since 2013, we have extended our reach to community facilities such as schools, kindergartens, children's homes and hospitals, where local artists create community art together with the underprivileged, children and educators.

We curate arts events and education programmes to facilitate appreciation of arts, and provide local and international artists with opportunities to showcase their talents at our properties, encompassing shopping malls, hotels and office buildings. In addition, we sponsor multiple arts and design events, adding vigour to the city's vibrant arts scene.

尖沙咀置業與本地藝術及文化團體合作，致力服務社區及向大眾推廣藝術文化。自 2013 年起，我們的服務擴展至學校、幼稚園、兒童之家及醫院等社區設施，在本地藝術家的帶領下，與弱勢社群、兒童及教育工作者共同創作社區藝術。

我們透過策劃藝術活動和教育計劃促進藝術欣賞，並為本地及國際藝術家提供機會，在集團旗下購物商場、酒店及商廈等物業展示他們的作品。另外，我們亦贊助多項藝術及設計活動，為城市的藝術景觀注入活力。



Art in Community 推動藝術融入社區

The Group partners with NGOs and local artists to tailor community art projects for the underprivileged, children and youth in residential service centres, schools, children's homes and hospitals, to nurture their sense of aesthetics, appreciation of arts and personal development. Since 2013, we have reached out to over 1,100 children and youth through 'Sino Art in Community' and completed over 600 square metres of murals in community facilities.

集團與非政府機構及本地藝術家合作，為社區中心、學校、兒童之家和醫院的弱勢社群、兒童和青少年度身設計社區藝術活動，藉此培養他們的美學意識、藝術欣賞和個人發展。自 2013 年起，我們通過「信和社區藝術」接觸逾 1,100 名兒童和青少年，及在社區完成了合共 600 多平方米的壁畫。



Outdoor Murals Creation @CCC Wanchai Church Kei To Primary School

戶外壁畫創作 @ 中華基督教會灣仔堂基道小學

During the reporting period, we partnered with local art group on creating a series of outdoor murals themed 'God's Amazing Creation' for CCC Wanchai Church Kei To Primary School in Yaumatei, which aimed at bringing inspiration and happiness through paintings.

In addition to mural creation, we organised a workshop themed 'Seven Days of Creations' derived from the murals, in which over 480 students of the school learnt to turn recycled banners into colourful coin bags. With the help of the artist, teachers and parent volunteers, a 2-metre collage in the shape of a cross was made with the coin bags, creating a more delightful school environment.

於報告期內，我們與本地藝術單位合作，攜手為於油麻地的中華基督教會灣仔堂基道小學，製作一系列以「上帝奇妙的創造」為題的戶外壁畫，希望透過美術帶來啟發和歡樂。

除此之外，我們亦配合壁畫創作，舉辦了以「上帝 7 天創造」為題的工作坊。逾 480 名學生利用回收的塑膠橫額製作色彩繽紛的環保錢包。在藝術家協助下，老師和家長義工更一同利用環保錢包拼砌出約 2 米長的十字架圖案，締造更美好的校園環境。

Creative Entrepreneurship Workshops @ Society of Boys' Centres Shing Tak Centre 創意創業工作坊 @ 香港扶幼會盛德中心



我們與本地設計師合作，指導香港扶幼會盛德中心的青少年親手製作木頭車，於2016的奧海城戶外聖誕市集中擺賣皮革手鐲、糖果和提供即時拍照服務。從發掘商機至實踐計劃，參加者能從親身營商體驗和處理突發狀況中，加強解難及應變技巧，豐富人生閱歷。

The young participants from Society of Boys' Centres Shing Tak Centre were inspired to build self-made wooden sales booths with which they run their own business in selling leather bracelets, candies and providing instant photo shooting service at the Christmas Market in Olympian City in December 2016, in collaboration with local designers. From exploring business opportunities to implementing ideas, the participants had a real taste of running a business and managing unexpected circumstances, enhancing problem-solving skills and enriching experience.



Design and Creative Thinking Workshops @ Precious Blood Children's Village 設計及創意思維工作坊 @ 寶血兒童村



In September 2016, we partnered with a team of local designers focusing on the development of arts and culture education, and a fashion accessories designer on a series of design and creative thinking workshops for teenagers to create art works with unique personal style.

The Workshops comprised art creations and sharing sessions, enabling participants to better understand their uniqueness and personalities. The workshops concluded with putting up their own art works for sale at the Christmas Market in Olympian City in December 2016. In addition to showcasing their works, it is also a good opportunity for the participants to gain hands on experience in sales and marketing, as well as enhancing self-confidence.

於2016年9月，我們與發展本地藝術文化教育的設計師團隊，以及首飾設計師合作，為青少年提供了一系列的設計及創意思維工作坊，啟發他們設計富個人特色的藝術作品。

工作坊包括藝術創作及分享環節，讓參加者能更深入了解個人特質和個性，最後更於2016年12月舉行的奧海城戶外聖誕市集中售賣自己創作的藝術作品。除展示作品外，參加者更可透過實際市場營銷經驗，增加自信。

Sino Group Robotic Architecture Series 信和集團機械建築系列

As part of our continuous support to the development of arts, culture and technology to build a better community, we collaborated with the Faculty of Architecture of the University of Hong Kong in the inaugural 'Sino Group Robotic Architecture Series' in June 2016.

Robotic architecture will have a profound impact on construction as well as costs and efficiency in the decades to come. The combination of robots and digital design tools enable architects to build novel, complex shapes and patterns that would otherwise be difficult to achieve.

An architectural structure, made of robotically-manufactured components and constructed by university students was on exhibition at Olympian City for public viewing. University students also hosted tutorials to the public to explain the process of robotic architecture, the globally growing trend.

我們於 2016 年 6 月與香港大學建築學院首辦「信和集團機械建築系列」，繼續支持以藝術、文化和創科發展建設更美好社區。

機械建築對未來數十年的建造業，尤其是成本控制影響深遠。機械人與數碼設計工具的結合能有助建築師建構新穎複雜的形狀與圖案。

大學生把由機械製作的組件組成建築結構，並於奧海城向公眾展示，學生亦在場向公眾介紹機械建築的過程及全球趨勢。

We are glad to have the opportunity to partner with the Robotic Fabrication Lab to support institutional research and the development of architecture. We look forward to supporting the development of architecture in the age of digitalisation, virtualisation and computerisation with the academia and industry players.

我們很高興能與「機械人製造技術實驗室」合作，支持學術研究及建築業發展。我們期待與學者和業界在數碼化、虛擬化和電腦化時代一同支持建築業的未來發展。

Gordon Lee, Executive Director, Sino Land
信和置業執行董事 李正強



Hong Kong Arts Festival

香港藝術節

We have been supporting the Hong Kong Arts Festival for eight consecutive years. During the reporting period, we sponsored three world-class performances of the 45th Hong Kong Arts Festival through the 'Sino Group Arts Celebration Series', namely Terri Lyne Carrington's Mosaic Project: LOVE AND SOUL, a violin recital by Ray Chen and a concert by Louis Langrée and the Cincinnati Symphony Orchestra.

我們連續 8 年支持香港藝術節。於報告期內，「信和集團藝萃系列」贊助了第 45 屆香港藝術節的 3 場世界級表演，包括泰莉·萊恩·卡榮頓的《騷靈情歌》、陳銳的小提琴獨奏會，及朗格黑與辛辛那提交響樂團的音樂會。

We are pleased to bring world-class performances to Hong Kong through the 'Sino Group Arts Celebration Series', and provide a platform of artistic exchange between the new generation of music lovers and artists. We look forward to working with the Hong Kong Arts Festival to further cultivate the arts scene in Hong Kong.

我們很高興再度支持香港藝術節，透過「信和集團藝萃系列」為香港觀眾帶來世界級藝術表演，並讓年輕音樂愛好者與藝術家近距離交流，啟發他們的音樂才華。我們期待與香港藝術節繼續合作，將藝術文化進一步帶進社區。

Nikki Ng, Group General Manager, Sino Group
信和集團 集團總經理 黃敏華



Fullerton Art 富麗敦藝術

The Fullerton Heritage is committed to enlivening the arts and cultural scene in Singapore, providing locally established and international artists with the visibility for their works and talent through donations to arts causes and curating art programmes. During the reporting period, The Fullerton Heritage received the 'Distinguished Patron of the Arts Award 2016' by the National Arts Council in recognition of its long-standing contribution to art and cultural promotion.

富麗敦天地致力推動新加坡的藝術和文化氛圍，透過贊助和策展藝術，協助本地和國際藝術家展示作品及才華。於報告期內，富麗敦天地獲新加坡國家藝術理事會頒發「2016 卓越藝術贊助人獎」，表彰其對藝術和文化推廣的努力。

Highlights of Fullerton Art Exhibitions and Activities

富麗敦文化藝術展覽及活動重點

Happy Moments Art Exhibition Launch

快樂時刻 (Happy Moments) 藝術展開幕

In November 2016, The Fullerton Heritage presented Happy Moments Art Exhibition featuring artworks from Madam Lim Sew Yong and guest calligrapher Ye Yin. The exhibition brought out the message of kinship and the beauty of multiracial diversity. Sale proceeds were donated to The Canossian Daughters of Charity and other charity organisations.

於 2016 年 11 月，富麗敦天地在「快樂時刻藝術展」展示了新加坡畫家林秀香女士和客席書法家 Ye Yin 的作品，帶出親屬相承和種族融和。出售作品所得的收益捐贈予嘉諾撒仁愛女修會及其他慈善機構。



QI Ensemble

QI Ensemble 四重奏

QI Ensemble, an emerging quartet comprising four talented ladies, took to the grand staircase of The Fullerton Hotel Singapore over Singapore's National Day weekend in August 2016, to present Singapore's National Day themed songs and classic folk songs. The music was played on traditional Chinese instruments such as pipa, dizi as well as modern-day western instruments.

QI Ensemble 四重奏是由四名才華洋溢的女士所組成的四重奏團隊。她們於 2016 年 8 月的新加坡國慶日周末，在新加坡富麗敦酒店的主樓梯，運用琵琶、笛子等傳統中國樂器，配合現代西方樂器演奏新加坡的國慶主題曲和經典民歌。

Wildlife Photographer Karim Sahai's Showcase

Karim Sahai 攝影展

'The Wild Arctic' exhibition, featuring wildlife photography by Karim Sahai at The Fullerton Heritage, presented a unique perspective of winter with wild Arctic animals pictured in their natural habitat. Karim Sahai interacted personally with photographers at a workshop held during the exhibition and shared handy tips with the participants. Sahai's unique images combined photography and advanced digital methods used in the motion picture industry to craft compelling images that captured the untouched, fragile beauty of the High Arctic.

「極地野生」展覽在富麗敦天地舉行，展出攝影師 Karim Sahai 以野外生態為題的作品，利用獨特角度拍攝冬天景色，捕捉極地野生動物在自然環境下的一舉一動。展覽期間，Karim Sahai 與參加工作坊的攝影師互動交流，並分享他的攝影小貼士。Sahai 的作品揉合了攝影及先進數碼技術，相片構圖引人入勝，呈現極地自然美態。

Meows in Museum 博物館貓咪展覽

In October 2016, Art Porters Gallery presented Meows in Museum, the first Asian solo exhibition by Saint-Petersburg artist Svetlana Petrova and Zarathustra the Cat. The exhibition showcased 20 limited-edition mixed media creations specially commissioned by Svetlana Petrova, synthesising digital art with classical painting. Part of the proceeds from the sale of artworks were donated to Singapore Cats Welfare Society.

於 2016 年 10 月，Art Porters Gallery 舉行「博物館貓咪」展覽。這是聖彼得堡藝術家 Svetlana Petrova 及其貓咪 Zarathustra 首個亞洲個人展。該展覽展出 20 件由 Svetlana Petrova 結合數碼技術及經典名畫創作而成的限量版跨媒體作品。出售作品所得的部分收益捐贈予新加坡貓隻福利協會。



'Sudah Makan?' (Have You Eaten?) Exhibition 'Sudah Makan?' (「您吃過了嗎？」) 展覽

The Fullerton Heritage commemorated Singapore's 51st birthday with the launch of 'Sudah Makan?' (Have You Eaten?) Exhibition, presenting Singapore's cultural diversity through an exploration of the emotions and ties that are formed with eating habits and traditions. The exhibition featured eight Singapore-based artists, presenting their favourite food, their memories attached to it, and more importantly, the significance of the experience to them.



為慶祝新加坡 51 周年國慶，富麗敦天地舉行了 'Sudah Makan?' (「您吃過了嗎？」) 藝術展，探索飲食習慣及傳統的關係，展示新加坡的文化多樣性。是次展覽共有八位新加坡藝術家參與，各自分享所喜愛的食物，以及食物所盛載的重要回憶。

Pictures of Imagination — A Jules Verne Exhibition 天馬行空圖 (Pictures of Imagination) — 朱爾·凡爾納展

The Fullerton Heritage partnered with the French Embassy to present 'Pictures of Imagination — A Jules Verne Exhibition' which was part of the 'Voilà! French Festival 2017'. Spanning from 5 April to 31 May 2017, the exhibition showcased the world of Jules Verne, who is best known for his adventure novels and profound influence on the literary avant-garde and on surrealism, through the eyes of graphic novel artists from the Angoulême International Comics Festival.

富麗敦天地與法國領事館合辦了「天馬行空圖—朱爾·凡爾納展 (Pictures of Imagination — A Jules Verne Exhibition)」，亦是「Voilà! 法國節 2017」的活動之一。展期由 2017 年 4 月 5 日至 5 月 31 日，透過安古蘭國際漫畫節 (Angoulême International Comics Festival) 的圖像小說創作家呈現朱爾·凡爾納的世界。朱爾·凡爾納以冒險小說而聞名，並對前衛和超現實主義文學有深遠影響。



Revitalising and Conserving Heritage

推動文物活化及保育

The Group upholds the firm belief that conservation and revitalisation of cultural heritage helps the community build a sense of identity and strengthens relationships in society. Through identifying and revitalising historical projects, we strive to showcase their heritage significance and promote heritage conservation in Hong Kong and Singapore.

集團相信文物保育及活化有助大眾建立對歷史和文化的認知，從而增強社區聯繫及歸屬感。我們致力於香港及新加坡推廣文物保育，透過發掘和參與活化歷史文物保育項目，展示其珍貴價值。



Tai O Heritage Hotel

大澳文物酒店

In March 2008, the Ng Teng Fong Family, the major shareholder of the Group, set up a non-profit-making organisation named Hong Kong Heritage Conservation Foundation Limited ('HCF'). In December 2008, HCF was fortunate to win the tender to revitalise and convert the Old Tai O Police Station, a Grade II historic building built in 1902, through Batch I of the HKSAR Government's Revitalising Historic Buildings through Partnership Scheme. The conservation efforts culminated in Tai O Heritage Hotel (the 'Hotel'), a boutique hotel providing nine colonial-style rooms and suites. Commencing operation in March 2012, the Hotel has been operating as a non-profit-making social enterprise with surpluses pledged to the site and supporting the sustainable development of Tai O community. The Hotel was honoured by the UNESCO with an Award of Merit at the 2013 Asia-Pacific Awards for Cultural Heritage Conservation.

The Hotel has dedicated effort to both architectural conservation led by consultants, interior designers and landscape experts to preserve the Old Tai O Police Station's original architecture and significance, as well as the cultural heritage conservation through engaging the Hong Kong community, overseas travellers and conservation enthusiasts while at the same time to enhance social and economic opportunities, and working with the community to develop Tai O into an eco-tourism hotspot.

In addition to pledging surpluses to the site and sustainable development of Tai O community, the Hotel provides long-term employment opportunities; currently, over half of the Hotel's staff are Tai O or Lantau residents, with some employed as eco and cultural experience tour guides. The Hotel has received more than one million visitors and guests since its opening, and has participated in more than 100 community engagement activities including traditional cultural activities, community services, and home care services for the elderly living in Tai O.

2017 marks the fifth anniversary of the Hotel. A series of programmes are held throughout the year to celebrate the milestone and to promote heritage conservation to locals and tourists.

由集團主要股東黃廷方家族於 2008 年 3 月成立的非牟利機構香港歷史文物保育建設有限公司，在同年 12 月贏得公開招標，將建於 1902 年的二級歷史建築——舊大澳警署活化成設有九間富殖民地特色套房的文物精品酒店，命名為大澳文物酒店（「酒店」）。酒店透過香港特別行政區政府的第一期「活化歷史建築伙伴計劃」於 2012 年 3 月正式投入運作。作為非牟利的社區機構，酒店承諾以盈餘推動大澳的可持續發展，並在 2013 年獲頒聯合國教科文組織亞太區文物古蹟保護獎優異項目獎。

酒店在建築保育顧問、室內設計師及園藝專家指導下，保存了舊大澳警署的原建築風貌及重要標誌。此外，我們積極鼓勵本地、海外旅客及保育熱衷者參與推動文化遺產保育，提升地區經濟發展，並與社區合作，合力將大澳發展成生態旅遊熱點。

除了以營運的盈餘推動大澳社區的可持續發展，酒店亦提供長期就業機會。至目前為止，超過一半的酒店員工為大澳本土居民或大嶼山居民，當中有一部分居民受聘為生態和文化體驗導賞團導遊。酒店自開業以來已招待超過 100 萬位旅客及賓客，並參與超過 100 項社區參與活動，包括傳統文化活動、社區服務及大澳長者居家照顧服務。

2017 年是酒店的 5 周年誌慶，我們舉辦了一連串活動慶祝這個里程碑，向本地人士及旅客推廣文物保育。



The Fifth Anniversary Celebration

5 周年慶祝活動

In commemoration of the fifth anniversary, the 'Fifth Anniversary Community Session cum Children's Cantonese Opera Appreciation', the Inaugural Tai O Heritage Hotel Arts Exhibition and workshops on Cantonese opera, photo taking, painting and handicrafts were organised at the Hotel.

The Hotel will continue to promote awareness in preserving the natural ecological environment and local culture through a series of ecology-themed activities, and to work with local residents in organising workshops on promoting tradition food, such as *Cha Kwo* Making Workshop, Salted Egg Yolk Making Workshop and Festive Food Workshop.

為紀念酒店開業 5 周年，酒店特別安排了「5 周年社區環節 — 兒童粵劇欣賞」和以粵劇、大澳攝影、繪畫及手工藝品為焦點的展覽會及工作坊。

我們舉辦了一系列以生態為題的活動，以加深大眾對自然生態環境及本地文化的保育意識。此外，我們繼續與本地居民合作開辦工作坊，推廣傳統食物，例如茶粿製作工作坊、鹹蛋黃製作工作坊及節日廚藝教室。



Tai O Heritage Hotel is part of the Tai O community. In the past five years, we have worked together to promote the conservation of building heritage and ecotourism in Tai O, as well as supporting local employment and economic development.

大澳文物酒店是大澳社區的一部分。在過去 5 年，我們合作推動大澳歷史文物建築保育及大澳生態旅遊，同時促進本地就業及經濟發展。

Daryl Ng JP, Director of Hong Kong Heritage Conservation Foundation Limited
香港歷史文物保育建設有限公司董事 黃永光太平紳士



An Artistic Journey to Tai O 大澳藝術之旅

Collaborating with Young Artist Development Foundation, a local NGO that supports students from underprivileged families who are interested in arts, the Hotel held an outdoor drawing session for 11 students in May 2017. They portrayed the unique charm of the Hotel and the environs with their creative strokes after attending a guided tour to learn more about fascinating history, architectural features and anecdotes of the Hotel. Students were enchanted by the UNESCO-awarded heritage hotel and the fishing villages in Tai O. Selected drawings by the students were on display at the Hotel.

藝育菁英基金會是一個支援對藝術有興趣的基層家庭學生的本地非政府機構。酒店於2017年5月，為11位同學舉辦戶外寫生活動。他們首先參加酒店的導賞團，認識酒店的歷史、建築特色及有趣掌故，再以創意筆觸勾畫酒店及周邊的獨有魅力。同學對酒店的歷史及大澳漁村的風貌特感興趣，而被挑選的畫作亦於酒店展出。

'Asia's Leading Heritage Hotel 2016' 「2016年亞洲領先文物保育酒店」

In recognition of its contribution to engaging the community and promoting heritage conservation and local culture, the Hotel was conferred 'Asia's Leading Heritage Hotel 2016' at the World Travel Awards™, which is voted by travel and tourism professionals worldwide.

為表揚酒店在關懷社區及推廣文物保育和本地文化上所作出的貢獻，酒店於世界旅遊大獎中獲各國旅遊業專家評選為「2016年亞洲領先文物保育酒店」。



The Fullerton Heritage

富麗敦天地



The magnificent Fullerton Building is a grand, neoclassical landmark built in 1928. Gazetted in December 2015 as the 71st National Monument of Singapore, it was once home to Singapore's General Post Office, the Singapore Club and the Chamber of Commerce. For nearly a century, it has played a pivotal role in Singapore's history. Today, the Building has been revitalised into an elegant 400-room hotel – The Fullerton Hotel Singapore. The Hotel is located in The Fullerton Heritage precinct together with six developments, namely, The Fullerton Bay Hotel Singapore, The Fullerton Waterboat House, One Fullerton, The Fullerton Pavilion, Clifford Pier and Customs House.

著名的浮爾頓大廈建於 1928 年，是帶有新古典主義色彩的華麗地標，並於 2015 年 12 月獲頒為新加坡第 71 座國家古蹟，它亦是新加坡郵政總局、新加坡俱樂部及新加坡商會的前身。在過去一個世紀，浮爾頓大廈於新加坡歷史中扮演重要角色。如今，浮爾頓大廈已被活化成設有 400 間雅緻房間的新加坡富麗敦酒店。酒店座落於富麗敦天地，鄰近富麗敦海灣酒店、富麗敦水船樓、富麗敦一號、富麗敦亭、紅燈碼頭及前海關大樓。

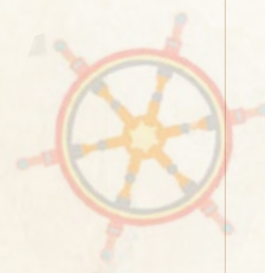


The Newly-transformed Fullerton Heritage Gallery

富麗敦天地展覽館揭幕

In October 2016, the newly-transformed Fullerton Heritage Gallery housed in The Fullerton Hotel Singapore was unveiled. Open for public admission, the gallery presents precious postal archival materials dating back to the 1960s, videos of persons who have lived, worked and played in the precinct. The gallery also offers a carefully curated programme and a suite of fun activities for children, ranging from jigsaw puzzle solving and postcard embossing station to a reading corner well stocked with illustrated books on Singapore's history.

在 2016 年 10 月，翻新後的富麗敦天地展覽館於新加坡富麗敦酒店正式開幕。展覽館對外免費開放，更展出可追溯到上世紀 60 年代的郵政檔案資料，並播放曾在管理區生活、工作及遊玩的人物影片。展覽館亦提供專為兒童而設的有趣活動，從拼圖活動、明信片打印站到擺放有關新加坡歷史書籍的閱讀閣，從而豐富小童對新加坡的認識。



Celebrating the First Anniversary of Singapore's 71st National Monument

慶祝富麗敦酒店成為新加坡第 71 座國家古蹟的 1 周年紀念

In celebration of the first anniversary of The Fullerton Hotel Singapore's gazette as Singapore's 71st National Monument, The Fullerton Heritage organised a community engagement programme on 7 December 2016. Children between the age of 7 and 12 from Students Care Services, a beneficiary that supports disadvantaged children and school dropouts through education and care support facilities, as well as Fullerton employees and their children, joined the celebrations and had a fun day learning about Singapore's heritage and unique culture. The children were treated to a scrumptious lunch at Town Restaurant after their heritage learning experience. They were brought on a tour around the restaurant. Besides extending The Fullerton's signature hospitality to the young, the Group hopes to deepen their understanding of the nation's history and heritage to truly appreciate and contribute to the future of Singapore.

富麗敦天地於 2016 年 12 月 7 日籌辦社區參與計劃，與透過教育及關愛支援設施支持弱勢及綴學兒童的機構「學生關懷服務」合作，聯同富麗敦員工及其子女，一同與年齡介乎 7 至 12 歲的兒童慶祝富麗敦酒店列為新加坡第 71 座法定國家古蹟 1 周年。透過活動，一眾兒童學習及體驗新加坡文化遺產，其後在 Town 食府享用豐盛的午餐及參觀餐廳內部。是次計劃除了向年輕一代展示富麗敦的好客之道，我們還希望能深化下一代對新加坡歷史及文化遺產的認識，從而學懂衷心欣賞新加坡，並為新加坡的未來作出貢獻。

Singapore Heritage Festival 2017

2017 年度新加坡文化遺產節

On the heels of the successful instalment of 'A Fullerton Love Story Tour' and 'Where the River Always Flows' in 2016, The Fullerton Heritage presented a second run of the two programmes from 29 April to 13 May 2017 at The Fullerton Hotel Singapore. Guests enjoyed a captivating interplay of music, theatre, heritage and culinary immersions, tailor-made to acquaint them with the National Monument's rich legacy during the Singapore Heritage Festival.

繼 2016 年舉辦的「富麗敦愛的故事之旅」(A Fullerton Love Story Tour) 及「川流不息」(Where the River Always Flows) 獲得空前成功後，富麗敦天地於 2017 年 4 月 29 日至 5 月 13 日期間，在新加坡富麗敦酒店再次舉辦這兩項活動。活動經過精心編排，結合動人音樂、精彩戲劇、悠久的文化遺產元素及美味餐飲體驗，令賓客在新加坡文化遺產節充分體會到國家古蹟的豐富歷史。

Performances by TENG Ensemble

TENG Ensemble 表演

In December 2016, the TENG Ensemble presented a Christmas music extravaganza at The Fullerton Hotel Singapore. The complimentary performance embodied Singapore's diverse heritage, which was presented with eastern and western instruments, infusing both traditional and contemporary sounds. Highlights from the repertoire include 'Celebration', a newly commissioned piece for The Fullerton Heritage and the widely popular 'Ave Maria'.

TENG Ensemble returned in April 2017 with brand new set of Singapore-inspired works. The showcase entitled 'Where the River Always Flows II' included songs by P Ramlee and Zubir Said, a mash up of Rasa Sayang and Di Tanjong Katong, as well as two specially commissioned East-West pieces by The Fullerton Heritage. The instalment also featured two guest artists: accordionist Syafiqah 'Adha and 2016 Noise Singapore alumni, Mars.

在 2016 年 12 月，TENG Ensemble 於新加坡富麗敦酒店舉行了聖誕音樂大匯演。大匯演運用了中西樂器，結合傳統及現代音樂，突顯新加坡多樣化的文化遺產。大匯演主要曲目包括富麗敦天地的指定新曲——「慶祝」(Celebration) 及廣受歡迎的「聖母頌」(Ave Maria)。

TENG Ensemble 於 2017 年 4 月以全新的新加坡主題曲目重臨酒店。命名為「川流不息 II」(Where the River Always Flows II) 的演奏會包括 比·南利 (P Ramlee) 及 朱比賽 (Zubir Said) 的歌曲、Rasa Sayang 及 Di Tanjong Katong 的混合之作，以及兩首由富麗敦天地指定的中西樂曲。演奏會還邀請了兩位客席表演嘉賓演出，分別是手風琴演奏家 Syafiqah 'Adha 及 2016 年度「新加坡聲音」(Noise Singapore) 畢業生 Mars。



Explore Singapore Showcase

探索新加坡展覽會

In July 2016, The Fullerton Heritage put the spotlight on creative individuals from the @ExploreSingapore Instagram community with their inaugural photo exhibition, jointly organised with Canon Singapore. The photo exhibition shared the Instagrammers' unique perspectives into daily encounters through photography. It featured iconic heritage buildings and landmarks, world-class works of architecture, and the wonderful people who made up Singapore today.

在 2016 年 7 月，富麗敦天地與新加坡佳能合作，為在 @ExploreSingapore Instagram 社區中創意十足的用戶舉行首次相片展。展出 Instagram 用戶透過照片表達對日常周遭的見解，並以新加坡歷史建築及地標、世界級建築及傑出人物作為相片展的焦點。

Gogreen e-Mobility Lifestyle Hub

Gogreen 電動生活樞紐

As part of The Fullerton Heritage's ongoing pursuit to enhance the vibrancy of the precinct, from May to June 2017, guests of The Fullerton Heritage were offered the option of zipping through Downtown Singapore on bicycles and personal mobility devices (escooters and Segway miniPROs). The option facilitated guests on planning their personalised route and getting up-close with the intriguing local sights and scenes as they embarked on this unique experience starting from The Fullerton Heritage.

我們致力提高富麗敦天地的地區活力，由 2017 年 5 月到 6 月，我們向富麗敦天地賓客提供單車租借服務及個人化移動裝置（電動滑板車和 Segway miniPROs），方便他們暢遊新加坡市中心。這項服務讓賓客更容易以富麗敦天地作為起點規劃個人化路線，從而近距離欣賞引人入勝的名勝及美景。



Awards and Recognition Highlights

獎項及殊榮概覽

Corporate Governance and Social Responsibility 企業管治及社會責任

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
Hang Seng Corporate Sustainability Index (since 2012) 恒生可持續發展企業指數 (自 2012 年) • Constituent Member of the Hang Seng Corporate Sustainability Index 恒生可持續發展企業指數成員	Hang Seng Indexes Company Limited 恒生指數有限公司
2016/17 Award of Excellence 2016/17 年度「公益卓越獎」	The Community Chest of Hong Kong 香港公益金
2017 New Territories Walk Top Fund-raiser Awards 2017 年度新界區百萬行「最高籌款獎」 • The Fourth Runner – up 第 5 名	The Community Chest of Hong Kong 香港公益金
Caring Company Logo 2016/17 「商界展關懷」標誌 2016/17 • 15 Years Plus Caring Company Logo – Sino Estates Management Limited 15 年 Plus「商界展關懷」標誌 — 信和物業管理有限公司 • 10 Years Plus Caring Company Logo – Sino Group, Sino Security Services Limited and Regentville Shopping Mall 10 年 Plus「商界展關懷」標誌 — 信和集團、信和護衛有限公司及帝庭軒購物商場 • 5 Years Plus Caring Company Logo – Sino Parking Services Limited, Best Result Environmental Services Limited, China Hong Kong City, tmtplaza and Avon Mall 5 年 Plus「商界展關懷」標誌 — 信和停車場管理有限公司、恒毅環衛服務有限公司、中港城、屯門市廣場及碧湖商場 • Caring Company Logo – Olympian City, Island Resort Mall, Citywalk, Citywalk 2, Gold Coast Piazza, Skyline Tower and Sino Club 「商界展關懷」標誌 — 奧海城、藍灣廣場、荃新天地、荃新天地 2、黃金海岸商場、宏天廣場及 Sino Club 信和薈 • Business for Sustainability Label – Sino Land Company Limited 「可持續發展企業」標誌 — 信和置業有限公司	The Hong Kong Council of Social Service 香港社會服務聯會

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
The 7th Hong Kong Outstanding Corporate Citizenship Awards 第七屆香港傑出企業公民獎 <ul style="list-style-type: none"> Silver Award (Volunteer Team Category) – Vision City 銀獎 (義工隊組別) — 萬景峯 Merit Award (Enterprise Category) – Sino Parking Services Limited 優異獎 (企業組別) — 信和停車場管理有限公司 Corporate Citizenship Logo (Enterprise Category) – Pacific Palisades, tmtplaza and Best Result Environmental Services Limited 企業公民嘉許標誌 (企業組別) — 寶馬山花園、屯門市廣場及恒毅環衛服務有限公司 Corporate Citizenship Logo (SME Category) – Island Resort 企業公民嘉許標誌 (中小型企業組別) — 藍灣半島 	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
Employer of Choice Award 2016 卓越僱主大獎 2016 <ul style="list-style-type: none"> Employee Engagement Award 卓越僱員參與大獎 	JobMarket
HR Innovation Awards 2016 人力資源創新大獎 2016 <ul style="list-style-type: none"> Gold Award of Excellence in Graduate Development 卓越畢業生培訓計劃 — 金獎 	Human Resources Magazine
Family-Friendly Employers Award Scheme 2015/16 2015/16 年度家庭友善僱主獎勵計劃 <ul style="list-style-type: none"> Distinguished Family – Friendly Employers 「傑出家庭友善僱主」 Award for Breastfeeding Support 「支持母乳餵哺獎」 	Home Affairs Bureau and Family Council 民政事務局及愛家庭議會
The 7th Asian Excellence Recognition Awards 第七屆亞洲卓越大獎 <ul style="list-style-type: none"> Asia's Best CFO (Investor Relations) 亞洲最佳財務總監 (投資者關係) Best Investor Relations Company 最佳投資者關係企業 Best Environmental Responsibility 最佳環境責任 	Corporate Governance Asia 《亞洲企業管治》

Quality & Customer Services 品質及顧客服務

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
The 5th Building Inspectors Academy Awards 第 5 屆年度建造及裝修業優秀大獎 <ul style="list-style-type: none"> Five-star Residence of the Year – Mayfair By The Sea 五星級屋苑 — 逸瓏灣 Handover Team of the Year – Mayfair By The Sea 最佳交樓服務團隊獎 — 逸瓏灣 	The Hong Kong Professional Building Inspectors Academy 香港專業驗樓學會
MIPIM Asia Awards 2016 2016 年度 MIPIM Asia 大獎 <ul style="list-style-type: none"> Gold Award in Best Retail Development – Lee Tung Avenue 最佳零售項目 金獎 — 利東街 	MIPIM Asia

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>Asia Pacific Property Awards 2017 2017 年國際房地產大獎 (亞太區)</p> <ul style="list-style-type: none"> Residential High-rise Development for Hong Kong – Corinthia By The Sea 高棟住宅項目 — 帝景灣 Retail Development for Hong Kong – Lee Tung Avenue 零售項目 — 利東街 	<p>The International Property Awards 國際房地產大獎</p>
<p>Excellence in Facility Management Award 2016 卓越設施管理獎 2016</p> <ul style="list-style-type: none"> Grand Award (Medium-Scale Residential) – One SilverSea 卓越大獎 (中型住宅) — 一號銀海 Grand Award (Retail) – Citywalk 卓越大獎 (商場) — 荃新天地 Gold Award – Theme Award for 2016: "Energy Management" – Exchange Tower 「2016 年度主題獎 – 能源管理」金獎 — 國際交易中心 Excellence Award (Office Building) – Exchange Tower, Skyline Tower, Sino Plaza, Hong Kong Pacific Centre and Futura Plaza 卓越獎 (寫字樓) — 國際交易中心、宏天廣場、信和廣場、亞太中心及富利廣場 Excellence Award (Retail) – China Hong Kong City, Citywalk 2 and tmtplaza 卓越獎 (商場) — 中港城、荃新天地 2 及屯門市廣場 Excellence Award (Small-Scale Residential) – Park Metropolitan and The Avery 卓越獎 (小型住宅) — 觀月·樺峯及 The Avery Excellence Award (Medium-Scale Residential) – Pacific Palisades, The Coronation, The Hermitage and Vision City 卓越獎 (中型住宅) — 寶馬山花園、御金·國峯、帝峯·皇殿及萬景峯 Certificate of Merit (Large-Scale Residential) – Hong Kong Gold Coast 優秀獎 (大型住宅) — 香港黃金海岸 Excellence Award (Industrial) – Sino Industrial Plaza 卓越獎 (工業樓宇) — 信和工商中心 Certificate of Merit (Industrial) – Metro Centre II 優秀獎 (工業樓宇) — 美羅中心 2 期 	<p>The Hong Kong Institute of Facility Management 香港設施管理學會</p>
<p>Quality Property & Facility Management Award 2016 優質物業設施管理大獎 2016</p> <ul style="list-style-type: none"> Grand Award (Office Building Management) – Exchange Tower 大獎 (商業大廈管理) — 國際交易中心 Merit Award (Shopping Centre Management) – Olympian City 優異獎 (購物中心管理) — 奧海城 Merit Award (Medium-Scale Residential Management) – The Hermitage 優異獎 (中型住宅物業管理) — 帝峯·皇殿 	<p>The Hong Kong Association of Property Management Companies and The Hong Kong Institute of Surveyors 香港物業管理公司協會及香港測量師學會</p>
<p>Business Traveller Award 2016 2016 年商務旅遊大獎</p> <ul style="list-style-type: none"> Best Business Hotel in Singapore – The Fullerton Hotel Singapore 新加坡最佳商務酒店 — 新加坡富麗敦酒店 Best Boutique Hotel in Asia Pacific – The Fullerton Bay Hotel Singapore (third consecutive year) 亞太區最佳精品酒店 — 新加坡富麗敦海灣酒店 (連續第三年獲獎) 	<p>Business Traveller 《商旅》</p>

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
Best In Travel 2017 2017 最佳旅遊大賞 <ul style="list-style-type: none"> • Best Conference Hotel in Asia – The Fullerton Hotel Singapore 亞洲最佳會議酒店 — 新加坡富麗敦酒店 • Eighth Best Business Hotels in Asia – The Fullerton Hotel Singapore 亞洲熱門商務酒店第 8 位 — 新加坡富麗敦酒店 	Smart Travel Asia
Luxury Travel Guide Awards 2017 豪華旅遊指南大獎 2017 <ul style="list-style-type: none"> • Grand Luxury Hotel of the Year Singapore – The Fullerton Hotel Singapore 新加坡年度最豪華酒店 — 新加坡富麗敦酒店 	Luxury Travel Guide
Readers Choice Awards 2017 2017 讀者之選 <ul style="list-style-type: none"> • Best Hotel in Singapore – The Fullerton Bay Hotel Singapore 新加坡最佳酒店 — 新加坡富麗敦海灣酒店 • Top 10 Hotels in Singapore – The Fullerton Hotel Singapore 首十間最佳酒店 — 新加坡富麗敦酒店 	DestinAsian Magazine
Tripadvisor Travellers Choice 2017 2017 Tripadvisor 旅遊者之選 <ul style="list-style-type: none"> • Top 1 Percent Hotels in Singapore – The Fullerton Hotel Singapore & The Fullerton Bay Hotel Singapore 首百分比新加坡酒店 — 新加坡富麗敦酒店及新加坡富麗敦海灣酒店 	Tripadvisor
Ctrip Awards 2016 2016 攜程大賞 <ul style="list-style-type: none"> • World Travel Awards – Top Hotel – The Fullerton Hotel Singapore 全球旅遊大賞 — 首選酒店 — 新加坡富麗敦酒店 • Travelers' Top Spots – Most Popular Hotels – The Fullerton Hotel Singapore 旅遊者首選 — 最受歡迎酒店 — 新加坡富麗敦酒店 	Ctrip 攜程
Business Travel Poll 2016 2016 商務旅客投票 <ul style="list-style-type: none"> • Top 3 Hotels in Singapore – The Fullerton Hotel Singapore & The Fullerton Bay Hotel Singapore 新加坡首三間最佳酒店 — 新加坡富麗敦酒店及新加坡富麗敦海灣酒店 	Finance Asia 《亞洲金融》
Forbes Travel Guide 2017 2017 福布斯旅遊指南 <ul style="list-style-type: none"> • Five Stars Rating – The Fullerton Bay Hotel Singapore (fifth consecutive year) 五星級酒店 — 新加坡富麗敦海灣酒店 (連續第五年獲獎) 	Forbes 《福布斯》
Indias Best Awards 2016 2016 年《悦旅》印度版最佳酒店選舉 <ul style="list-style-type: none"> • Best Heritage Hotel (International) – The Fullerton Hotel Singapore 最佳文物酒店 (國際) — 新加坡富麗敦酒店 	Travel + Lesiure 《悦旅》

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>Green Building Award 2016 環保建築大獎 2016</p> <ul style="list-style-type: none"> • Merit Award (Existing Buildings Category: Facilities Management) – Exchange Tower and Pacific Palisades 優異獎 (現有建築類別：設施管理) — 國際交易中心及寶馬山花園 • Finalist (Existing Buildings Category: Completed Projects – Commercial Building) – Hong Kong Pacific Centre and tmtplaza Phase II 入圍項目 (現有建築類別：已落成項目 – 商業建築) — 亞太中心及屯門市廣場二期 	<p>Hong Kong Green Building Council and Professional Green Building Council 香港綠色建築議會及環保建築專業議會</p>
<p>HSBC Living Business Awards 2016 2016 年「滙豐營商新動力」獎勵計劃</p> <ul style="list-style-type: none"> • Bronze Award (Green Achievement Award) – Olympian City 銅獎 (綠色成就獎) — 奧海城 • Certificate of Excellence (Green Achievement Award) – Citywalk, Citywalk 2, Exchange Tower, Pacific Palisades, Skyline Tower, The Coronation and Vision City 傑出獎 (綠色成就獎) — 荃新天地、荃新天地 2、國際交易中心、寶馬山花園、宏天廣場、御金·國峯及萬景峯 • Certificate of Merit (Green Achievement Award) – Island Resort and Sino Plaza 優異獎 (綠色成就獎) — 藍灣半島及信和廣場 • Certificate of Excellence (Community Engagement Award) – Citywalk and Vision City 傑出獎 (社區參與獎) — 荃新天地及萬景峯 • Certificate of Merit (Community Engagement Award) – Citywalk 2, Exchange Tower, Pacific Palisades and Sino Parking Services Limited 優異獎 (社區參與獎) — 荃新天地 2、國際交易中心、寶馬山花園及信和停車場管理有限公司 • Certificate of Excellence (Caring for People Award) – Citywalk 2 and Island Resort 傑出獎 (僱員關懷獎) — 荃新天地 2 及藍灣半島 • Certificate of Merit (Caring for People Award) – Argyle Centre Phase 1, Citywalk, Exchange Tower, Pacific Palisades, Sky Horizon, Skyline Tower, Vision City and Sino Parking Services Limited 優異獎 (僱員關懷獎) — 旺角中心第一座、荃新天地、國際交易中心、寶馬山花園、海天峰、宏天廣場、萬景峯及信和停車場管理有限公司 	<p>The Hongkong and Shanghai Banking Corporation Limited, Business Environment Council, The Hong Kong Council of Social Service and Hong Kong Institute of Human Resource Management 香港上海滙豐銀行有限公司、商界環保協會、香港社會服務聯會及香港人力資源管理學會</p>
<p>2016 Hong Kong Awards for Environmental Excellence 2016 香港環境卓越大獎</p> <ul style="list-style-type: none"> • Bronze Award (Property Management – Commercial & Industrial) – Exchange Tower 物業管理 (工商業) 銅獎 — 國際交易中心 • Merit Award (Property Management – Commercial & Industrial) – Hong Kong Pacific Centre and China Hong Kong City 物業管理 (工商業) 優異獎 — 亞太中心及中港城 • Merit Award (Property Management – Residential) – One SilverSea and Hong Kong Gold Coast 物業管理 (住宅) 優異獎 — 一號銀海及香港黃金海岸 • Hong Kong Green Organisation – The Coronation, Far East Finance Centre and The Centrium 香港綠色機構 — 御金·國峯、遠東金融中心及中央廣場 	<p>Environmental Campaign Committee and Environmental Protection Department 環境運動委員會及環境保護署</p>

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
CLP GREENPLUS Recognition Award 2016 中電「環保節能機構」嘉許計劃 2016 <ul style="list-style-type: none"> • Silver Award (Property Management Industrial and Commercial) – Hong Kong Pacific Centre 銀獎 (物業管理 – 工商業) — 亞太中心 	CLP Power Hong Kong Limited 中華電力有限公司

Health and Safety 健康及安全

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
Best Property Safety Management Award 2016–17 最佳職安健物業管理大獎 2016–2017 <ul style="list-style-type: none"> • Silver Award (Safety Culture Award) – Skyline Tower 銀獎 (安全文化大獎) — 宏天廣場 • Bronze Award (Best Property Contractor in Occupational Safety and Health) – Best Result Environmental Services Limited 銅獎 (最佳職安健物業管理承辦商) — 恒毅環衛服務有限公司 • Merit Award (Best Property Management Award in Occupational Safety and Health) – Olympian City 優異獎 (最佳職安健物業管理大獎) — 奧海城 • Merit Award (Safety Culture Award) – Argyle Centre Phase 1 優異獎 (安全文化大獎) — 旺角中心第一座 	Occupational Safety and Health Council 職業安全健康局
Occupational Health Award 2016–17 職業安全健康大獎 2016–2017 <ul style="list-style-type: none"> • Excellence Award (Joyful@Healthy Workplace Best Practices Award) – Vision City 卓越機構大獎 (好心情@健康工作間大獎) — 萬景峯 • Bronze Award (Best Performance Award) – Vision City 銅獎 (最佳演繹獎) — 萬景峯 	Occupational Safety and Health Council 職業安全健康局

Performance Data Summary

表現數據摘要

Environmental Performance 環境表現

	2016/17	Unit 單位
Greenhouse Gas (GHG) Emissions 溫室氣體排放量		
Direct GHG Emissions (Scope 1) 直接溫室氣體排放量 (範疇一) ¹		
Property Management 物業管理 ²	5,559.3	tonnes CO ₂ e 公噸二氧化碳對等值
Construction Sites 建築工地 ³	0.13	tonnes CO ₂ e 公噸二氧化碳對等值
Indirect GHG Emissions (Scope 2) 間接溫室氣體排放量 (範疇二)		
Head Office 總部	140.5	tonnes CO ₂ e 公噸二氧化碳對等值
Property Management 物業管理 ²	63,040	tonnes CO ₂ e 公噸二氧化碳對等值
Construction Sites 建築工地 ³	68.5	tonnes CO ₂ e 公噸二氧化碳對等值
Fullerton 富麗敦	10,979	tonnes CO ₂ e 公噸二氧化碳對等值
Other Indirect GHG Emissions (Scope 3) 其他間接溫室氣體排放量 (範疇三)		
Head Office 總部 ⁴	94.4	tonnes CO ₂ e 公噸二氧化碳對等值
Property Management 物業管理 ²	172.3	tonnes CO ₂ e 公噸二氧化碳對等值
Construction Sites 建築工地 ³	22.1	tonnes CO ₂ e 公噸二氧化碳對等值
Fullerton 富麗敦	79.3	tonnes CO ₂ e 公噸二氧化碳對等值
GHG Emissions Intensity 溫室氣體排放強度		
Head Office 總部	0.29	tonnes CO ₂ e/employee 公噸二氧化碳對等值 / 員工
Property Management 物業管理 ²	0.07	tonnes CO ₂ e/m ² 公噸二氧化碳對等值 / 平方米
Construction Sites 建築工地 ³	0.002	tonnes CO ₂ e/m ² 公噸二氧化碳對等值 / 平方米
Fullerton 富麗敦	0.05	tonnes CO ₂ e/visitor night 公噸二氧化碳對等值 / 每晚住客
Electricity Consumption 用電量		
Head Office 總部	260,134	kWh 千瓦時
Property Management 物業管理 ²	110,375,236	kWh 千瓦時
Construction Sites 建築工地 ³	124,673	kWh 千瓦時
Fullerton 富麗敦	26,709,000	kWh 千瓦時
Electricity Intensity 用電強度		
Head Office 總部	325.6	kWh/employee 千瓦時 / 員工
Property Management 物業管理 ²	112.3	kWh/m ² 千瓦時 / 平方米
Construction Sites 建築工地 ³	3.1	kWh/m ² 千瓦時 / 平方米
Fullerton 富麗敦	114.8	kWh/visitor night 千瓦時 / 每晚住客
Fuel Consumption 燃料耗用量		
Property Management 物業管理 ² - Ultra low sulphur diesel 超低硫柴油	2,268	L 公升
Construction Sites 建築工地 ⁵ - Unleaded petrol 無鉛汽油	47.6	L 公升
Fullerton 富麗敦 - Gas 燃氣	2,629,000	m ³ 立方米
Fuel Intensity 燃料耗用強度		
Property Management 物業管理 ² - Ultra low sulphur diesel 超低硫柴油	0.002	L/m ² 公升 / 平方米
Construction Sites 建築工地 ⁵ - Unleaded petrol 無鉛汽油	0.002	L/m ² 公升 / 平方米
Fullerton 富麗敦 - Gas 燃氣	2.4	m ³ /visitor night 立方米 / 每晚住客

	2016/17	Unit 單位
Water Consumption 用水量⁶		
Property Management 物業管理 ²	428,780	m ³ 立方米
Construction Sites 建築工地 ³	3,838	m ³ 立方米
Fullerton 富麗敦	336,000	m ³ 立方米
Water Intensity 用水強度		
Property Management 物業管理 ²	0.4	m ³ /m ² 立方米 / 平方米
Construction Sites 建築工地 ³	0.1	m ³ /m ² 立方米 / 平方米
Fullerton 富麗敦	1.4	m ³ /visitor night 立方米 / 每晚住客
Non-hazardous Waste Disposal 無害廢物棄置量⁷		
Head Office 總部	17.8	tonnes 公噸
Construction Sites 建築工地 ³	582.6	tonnes 公噸
Fullerton 富麗敦	2,001.8	tonnes 公噸
Non-hazardous Waste Intensity 無害廢物棄置強度		
Head Office 總部	0.02	tonnes/employee 公噸 / 員工
Construction Sites 建築工地 ³	0.01	tonnes/m ² 公噸 / 平方米
Fullerton 富麗敦	0.01	tonnes/visitor night 公噸 / 每晚住客
Hazardous Waste Disposal 有害廢物棄置量⁸		
Head Office 總部	74.3	kg 公斤
Property Management 物業管理 ^{2 & 9}	3,196	kg 公斤
Hazardous Waste Intensity 有害廢物棄置強度		
Head Office 總部	0.09	kg/employee 公斤 / 員工
Property Management 物業管理 ^{2 & 9}	0.003	kg/m ² 公斤 / 平方米
Use of Materials 物料使用量		
Paper 紙張	51	tonnes 公噸
Refrigerant 製冷劑	563	kg 公斤
Recycled Materials 物料回收量		
Metals 金屬	7.6	tonnes 公噸
Plastic 塑膠	10	tonnes 公噸
Used Cooking Oil 廢棄食油	7.4	tonnes 公噸
Paper 廢紙	2,621.29	tonnes 公噸
Food Waste 廚餘	203.6	tonnes 公噸
Grease Trap Waste 隔油池廢物	7,459	tonnes 公噸
Used Cartridges 舊墨盒	15	kg 公斤
Aluminium Cans 鋁罐	1,505	kg 公斤
Glass Bottles 玻璃樽	13,140	kg 公斤
Electrical Wire 電線	48	kg 公斤
Construction Waste 建築廢料	669	tonnes 公噸

Notes 附註：

- The direct GHG emissions (Scope 1) includes HFCs in the refrigerant consumed. The emission is insignificant for Head Office operation.
直接溫室氣體排放量（範疇一）包括冷凍劑中的氫氟碳化物。總部的營運只有少量排放。
- Includes 47 wholly-owned buildings of Sino Land.
包括 47 棟信和置業全資擁有物業。
- Construction sites include Inland Lot No. 9049, Sik On Street, Wan Chai, Hong Kong (IL9049) and Commune Modern.
建築工地包括香港灣仔適安街內地段 9049 號發展項目 (IL9049) 及薈逸。
- Includes air travel. CO₂ emission from air travel is calculated by ICAO Carbon Emissions Calculator.
計算包括航空交通。其二氧化碳排放量以國際民用航空組織的碳排放計算器計算得出。
- Includes IL9049 only.
只包括發展項目 IL9049。
- Water source for Head Office is provided by the building.
總部用水由大廈提供。
- There is no separate figure for non-hazardous waste for property management as the waste was mainly generated by tenants and residents.
由於物業管理的無害廢物數據主要來自租戶及住戶，因此沒有獨立的數據。
- Hazardous waste for construction sites and Fullerton Singapore was unavailable. We will explore the collection of such data in the future.
建築工地及富麗敦沒有此數據，我們會研究收集有害廢物棄置量的可行性。
- Includes disposed refrigerant and fluorescent lamp.
包括棄置製冷劑及光管。

Social Performance 社會表現

	Hong Kong and China 香港及中國	Singapore 新加坡	Unit 單位	
Total Number of Employees 員工總數				
By Gender 按性別劃分				
Male 男性	4,345	430	people 人	
Female 女性	4,393	313	people 人	
By Employment Category 按職級劃分				
Director Level (Associate Director or above) 董事（聯席董事或以上）	17	2	people 人	
Senior Level (Manager to General Manager) 高級（經理至總經理）	407	74	people 人	
Middle Level (Officer to Assistant Manager) 中級（主任至助理經理）	972	348	people 人	
Entry Level (Assistant Officer or below) 普通員工（助理主任或以下）	6,485	256	people 人	
Contract/Short-term Staff 合約 / 短期員工	857	63	people 人	
By Age Group 按年齡組別劃分				
Under 30 years old 30 歲以下	1,066	296	people 人	
30-50 years old 30-50 歲	3,396	333	people 人	
Over 50 years old 50 歲以上	4,276	114	people 人	
Overall Turnover Rate 員工總流失率				
By Gender 按性別劃分				
Male 男性	32	56	%	
Female 女性	32	52	%	
By Age Group 按年齡組別劃分				
Under 30 years old 30 歲以下	47	68	%	
30 - 50 years old 30-50 歲	31	49	%	
Over 50 years old 50 歲以上	30	35	%	
By Geographical Region 按地區劃分	Hong Kong 香港	China 中國	Singapore 新加坡	Unit 單位
Total Number of Employees 員工總數	8,025	713	743	people 人
Overall Turnover Rate 員工總流失率	33	29	54	%
Number and Rate of Work-related Fatalities 因工死亡人數及死亡率				
Number of work-related fatalities 因工死亡人數	0		0	Incidents 宗事故
Fatality rate per 1,000 employees 以每千名員工計的因工死亡率	0		0	
Lost Days due to Work Injury 因工傷損失的工作日數				
Number of lost days 損失的工作日數	7,512.5		201	Days 日
Number of reportable incidents (sick leave > 3 days) 須呈報事故數目（病假多於 3 天）	190		16	Incidents 宗事故
Injury rate per 1,000 employees 以每千名員工計的工傷率	21.74		21.53	
Number of buildings certified with OHSAS 18001 獲 OHSAS 18001 職業安全健康管理體系認證之樓宇數目	13		-	nos. 棟

Employee Training 員工培訓 *

	No. of staff trained 培訓人數 (people 人)	Total training hour 總培訓時數 (hour 小時)	Average training hours/ person 每位員工的平均 培訓時數 (hour 小時)
By Gender 按性別劃分			
Male 男性	3,942	34,362	8.7
Female 女性	4,083	30,992	7.6
By Employment Category 按職級劃分			
Director Level (Associate Director or above) 董事 (聯席董事或以上)	17	241	14.2
Senior Level (Manager to General Manager) 高級 (經理至總經理)	356	8,218	23.1
Middle Level (Officer to Assistant Manager) 中級 (主任至助理經理)	863	18,524	21.5
Entry Level (Assistant Officer or below) 普通員工 (助理主任或以下)	5,933	37,366	6.3
Contract/Short-term Staff 合約 / 短期員工	856	1,005	1.2

* Only includes training provided by Human Resources Department. 只包括由人力資源部提供的培訓。

Supply Chain 供應鏈

Suppliers by geographical region 按地區劃分的供應商	Number 數目
Hong Kong 香港	266

Environmental, Social and Governance Content Index

環境、社會及管治內容索引

Tsim Sha Tsui Property Sustainability Review 2017 ('Review') is prepared in accordance with the 'Environmental, Social and Governance Reporting Guide' under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. The following table provides an overview on the general disclosures and key performance indicators ('KPIs') of various aspects under each subject area, which are either cross-referenced to the relevant chapters of the Review or supplementing the Review with additional information.

尖沙咀置業《可持續發展概覽 2017》（「概覽」）乃依據《香港聯合交易所有限公司證券上市規則》附錄二十七的《環境、社會及管治報告指引》（「指引」）編寫。下表概述指引各主要範疇項下不同層面的一般披露及關鍵績效指標 (KPI)，並載列概覽相關互相參照之章節或提供額外說明。

Description 描述		Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
Environmental 環境範疇			
Aspect 層面 A1: Emissions 排放物			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Forging a Greener Environment 建構綠色環境	21-24
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	Forging a Greener Environment 建構綠色環境 Performance Data Summary 表現數據摘要	21-22; 71
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）	Forging a Greener Environment 建構綠色環境 Performance Data Summary 表現數據摘要	22; 71
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）	Forging a Greener Environment 建構綠色環境 Performance Data Summary 表現數據摘要	23; 72
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）	Forging a Greener Environment 建構綠色環境 Performance Data Summary 表現數據摘要	23; 30; 72
KPI A1.5 關鍵績效指標 A1.5	Description of measures to mitigate emissions and results achieved 描述減低排放量的措施及所得成果	Forging a Greener Environment 建構綠色環境	21-22; 25-29
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	Forging a Greener Environment 建構綠色環境	23-24

Description 描述		Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
Aspect 層面 A2: Use of Resources 資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials 有效使用資源（包括能源、水及其他原材料）的政策	Forging a Greener Environment 建構綠色環境	25-27; 30
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility) 按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）	Forging a Greener Environment 建構綠色環境 Performance Data Summary 表現數據摘要	27; 30; 71
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility) 總耗水量及密度（如以每產量單位、每項設施計算）	Forging a Greener Environment 建構綠色環境 Performance Data Summary 表現數據摘要	27; 30; 72
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	Forging a Greener Environment 建構綠色環境	25-31
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	Forging a Greener Environment 建構綠色環境	27
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量	Performance Data Summary 表現數據摘要	72
Aspect 層面 A3: The Environment and Natural Resources 環境及天然資源			
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策	Forging a Greener Environment 建構綠色環境	21-31
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	Forging a Greener Environment 建構綠色環境	21-31

Social 社會範疇

Employment and Labour Practice 僱傭及勞工常規

Aspect 層面 B1: Employment 僱傭

General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Connecting with Our Stakeholders 與持份者聯繫 Please also refer to the Annual Report 2017 of Tsim Sha Tsui Properties for details 詳情亦可參閱尖沙咀置業的2017年度報告	8; 10-11
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	Performance Data Summary 表現數據摘要	73

Description 描述		Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
KPI B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	Performance Data Summary 表現數據摘要	73
Aspect 層面 B2: Health and Safety 健康與安全			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Connecting with Our Stakeholders 與持份者聯繫	8; 12-13
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	Connecting with Our Stakeholders 與持份者聯繫 Performance Data Summary 表現數據摘要	14; 73
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury 因工傷損失工作日數	Connecting with Our Stakeholders 與持份者聯繫 Performance Data Summary 表現數據摘要	14; 73
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	Connecting with Our Stakeholders 與持份者聯繫	12-13
Aspect 層面 B3: Development and Training 發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動	Connecting with Our Stakeholders 與持份者聯繫	9-10
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management) 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比	Performance Data Summary 表現數據摘要	74
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	Performance Data Summary 表現數據摘要	74
Aspect 層面 B4: Labour Standards 勞工準則			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Connecting with Our Stakeholders 與持份者聯繫	8

Description 描述		Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	Our recruitment process strictly follows the Employment Ordinance to avoid child and forced labour. We also manage and oversee the code of conduct of our suppliers including their labour practices in accordance with the Policies & Procedures for Group Approved Contractors/Suppliers List to ensure they comply with the Employment Ordinance. None of our operation or suppliers have exposed to the significant risk of having child and forced labour. 我們的招聘過程嚴格遵守《僱傭條例》，致力避免聘用童工及強制勞工。我們亦按照《集團認可承辦商／供應商的相關政策及程序指引》管理和監督供應商的操守紀律，包括他們的勞資措施，確保他們遵守《僱傭條例》。我們的業務或供應商並沒有涉及聘僱童工和強制勞工的重大風險。	—
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟		—
Operating Practices 營運慣例			
Aspect 層面 B5: Supply Chain Management 供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策	Connecting with Our Stakeholders 與持份者聯繫	18-19
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	Performance Data Summary 表現數據摘要	74
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	Connecting with Our Stakeholders 與持份者聯繫	18-19
Aspect 層面 B6: Product Responsibility 產品責任			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Connecting with Our Stakeholders 與持份者聯繫	16-17
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	Not applicable 不適用	—
KPI B6.2 關鍵績效指標 B6.2	Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	Connecting with Our Stakeholders 與持份者聯繫	16

	Description 描述	Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights 描述與維護及保障知識產權有關的慣例	Not applicable 不適用	—
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序	Not applicable 不適用	—
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	Connecting with Our Stakeholders 與持份者聯繫	16
Aspect 層面 B7: Anti-corruption 反貪污			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Connecting with Our Stakeholders 與持份者聯繫	15
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	Connecting with Our Stakeholders 與持份者聯繫	15
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	Connecting with Our Stakeholders 與持份者聯繫	15
Community 社區			
Aspect 層面 B8: Community Investment 社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策	Caring for Our Community 關懷社群 Creating an Artistic Community 創建藝術社區 Revitalising and Conserving Heritage 推動文物活化及保育	32-33; 50-51; 57-58
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）	Caring for Our Community 關懷社群 Creating an Artistic Community 創建藝術社區 Revitalising and Conserving Heritage 推動文物活化及保育	32-34; 40; 44; 46-47; 50-51; 55; 57-58; 61
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用資源（如金錢或時間）	Caring for Our Community 關懷社群 Creating an Artistic Community 創建藝術社區 Revitalising and Conserving Heritage 推動文物活化及保育	33-49; 51-56; 58-64